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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Strategic and Operational Stakeholder Engagement: This section of the exam measures the skills of a Business Relationship Manager and addresses how to ensure that stakeholders at every level understand and support the service strategy. It highlights the importance of engaging both strategic and operational stakeholders in co-creating value, aligning expectations, and working toward shared goals across the service value system.
Topic 2	<ul style="list-style-type: none">Business Relationship Management Roles and Responsibilities: This section of the exam measures the skills of a Service Relationship Manager and focuses on identifying and defining the core responsibilities, skills, and knowledge areas required for successful business relationship management. Candidates will be expected to understand how this role contributes to connecting service providers with consumers and aligning IT services with business outcomes.

Topic 3	<ul style="list-style-type: none"> • Capability Assessment Using the ITIL Maturity Model: This section of the exam measures the skills of a Service Relationship Manager and involves assessing the current maturity of the organization's relationship management capabilities. The focus is on applying the ITIL Maturity Model to identify gaps, guide improvements, and support long-term growth through structured capability development.
Topic 4	<ul style="list-style-type: none"> • Relationship Models and Value Co-Creation: This section of the exam measures the skills of a Service Relationship Manager and covers how to develop and apply effective relationship models based on ITIL best practices. It focuses on fostering long-term collaboration between service providers and consumers to improve communication, transparency, and the overall customer experience in a structured and measurable way.
Topic 5	<ul style="list-style-type: none"> • Performance Measurement and Success Factors: This section of the exam measures the skills of a Business Relationship Manager and focuses on identifying appropriate metrics and key success factors to evaluate relationship effectiveness. Candidates will learn how to use these indicators to continuously improve relationship management practices and align them with the organization's strategic goals.

Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q40-Q45):

NEW QUESTION # 40

In the context of the "business relationship management" practice, which statement is CORRECT?

- A. Nurtures relationships at strategic levels
- B. Focuses primarily on the needs of service users
- C. Aims to manage agreements with consumers
- D. Focuses on relationships between individuals

Answer: A

Explanation:

The Business Relationship Management practice is designed to nurture and maintain relationships with stakeholders at strategic and organizational levels, ensuring alignment between the organization's strategy and stakeholder needs.

NEW QUESTION # 41

Part of an organization's strategy is to use consumer feedback as part of the service quality measurement and reporting. The business relationship management (BRM) practice is an important component of that strategy, and an objective has been set to automate, as much as possible, the collection and analysis of feedback. Given this objective, what is the minimum target capability level the organization should set for this practice?

- A. Level 3
- B. Level 5
- C. Level 2
- D. Level 4

Answer: D

Explanation:

The objective to automate the collection and analysis of feedback aligns with Capability Level 4, where processes are quantitatively managed and supported by automated tooling.

NEW QUESTION # 42

Which of the following describes a value stream?

- A. Asset of organizational resources designed for performing work or accomplishing an objective
- B. A set of steps undertaken to create and deliver products and services
- C. A model that defines the key aspects of a relationship journey for a set of business stakeholders

- D. An operating model which defines the main activities required to respond to demand and facilitate value realization

Answer: B

Explanation:

A value stream is defined as the series of steps an organization undertakes to create and deliver products or services, transforming demand into value.

NEW QUESTION # 43

In the context of a cooperative relationship, which would NOT be a role of business relationship management?

- A. Using information to look for new ways to add value for the service consumers
- B. Identifying tailored services that meet service outcome and experience expectations
- C. Balancing becoming a trusted partner with investing too much in high-value services
- D. Achieving strategic alignment and setting common goals and priorities

Answer: C

Explanation:

In a cooperative relationship, Business Relationship Management focuses on adding value, achieving strategic alignment, and identifying tailored services; balancing the risk of over-investing in high-value services is not one of its defined roles.

NEW QUESTION # 44

Which statement about the relationship between the capability criteria and the four dimensions of service management is CORRECT?

- A. Each capability level contains one or more criteria for each of the four dimensions
- B. Not all capability criteria have been mapped to one of the four dimensions
- C. Each capability criterion is linked to only one of the four dimensions
- D. Each capability level contains the same number of criteria for each of the four dimensions

Answer: A

Explanation:

At every capability level, there are one or more criteria corresponding to each of the four dimensions of service management, ensuring balanced consideration across all dimensions.

NEW QUESTION # 45

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