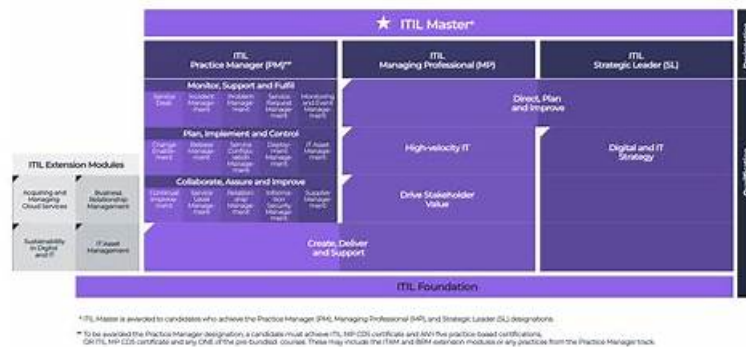# Obtain New Exam ITIL-4-BRM Materials PDF New Version

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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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	• 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 4	• 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 5	• 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.

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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q17-Q22):

NEW QUESTION # 17
Which activity is typically a responsibility that is shared between a business relationship manager and a business relationship agent?

- A. Developing business relationship models
- B. Maintaining business relationship models
- C. Coordinating interactions between the service provider and service consumer
- D. Managing business relationship exceptions

Answer: C

Explanation:
Both the business relationship manager and agents collaborate to coordinate interactions between the service provider and service consumer, ensuring seamless communication and alignment.

NEW QUESTION # 18
What key question should be asked when verifying and adjusting a business relationship model?

- A. Is there an applicable relationship model?
- B. Did we deviate from the model or did the model not work as expected?
- C. Does the agent understand the context and the applicable relationship model?
- D. Is this a new or existing relationship?

Answer: B

Explanation:
Verifying and adjusting the business relationship model requires assessing whether deviations occurred because the process wasn't followed or because the model itself was ineffective.

NEW QUESTION # 19
An organization is performing a stakeholder analysis.
Which is an example of a stakeholder that should be monitored?

- A. A business relationship manager who wants to ensure that a service fulfils the customer's needs
- B. A financial controller who has little interest in a project
- C. A senior manager who has control of a project
- D. End users who have no control over or interest in the software they use

Answer: D

Explanation:
End users with neither control (power) nor interest fit the "monitor" category in stakeholder analysis, requiring minimal effort to track their status.

NEW QUESTION # 20
A parent is authorizing the purchase of a cell phone for her child. What role is the parent assuming?

- A. Sponsor
- B. User

- C. Provider
- D. Customer

Answer: A

Explanation:
By authorizing the purchase, the parent is assuming the sponsor role.

NEW QUESTION # 21
Which BEST describes the service relationship journey?

- A. The actions that a service provider undertakes to build a relationship with service consumers
- B. The steps a service consumer and a service provider undertake together to co-create value
- C. The experience consumers have as a result of service interactions with a service provider
- D. The actions that service consumers undertake to be able to use a provider's services

Answer: B

Explanation:
The service relationship journey encompasses the collaborative steps taken by both the service consumer and provider to co-create value through their interactions.

NEW QUESTION # 22
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