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### Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>

## Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q33-Q38):

### NEW QUESTION # 33

Which TWO statements about BRM and third-party services are CORRECT?

1. BRM does not focus on suppliers as they never interact directly with the organization's users
2. BRM ensures that, where appropriate, suppliers follow a service provider's BRM approach
3. BRM is not directly involved in and does not need to understand supplier services
4. BRM needs to understand dependencies on supplier services as they influence user experience

- A. 1 and 3
- B. 1 and 2
- C. 3 and 4
- D. 2 and 4

### Answer: D

Explanation:

Statement 2 is correct because BRM ensures that suppliers align with the organization's relationship management approach when interacting with consumers.

Statement 4 is correct because understanding supplier dependencies is vital for BRM to manage and influence the overall user experience.

### NEW QUESTION # 34

Which question should be considered during the 'Identify stakeholders and relationship model' activity of the 'Managing business relationship journeys' process?

- A. Is escalation required?
- B. Who is responsible for managing the relationship?
- C. What is the role of BRM in each value stream?
- D. What are the events to monitor and process?

### Answer: B

Explanation:

Determining "Who is responsible for managing the relationship?" is central to identifying stakeholders and selecting the appropriate relationship model.

#### **NEW QUESTION # 35**

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

**Answer: A**

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 # 36**

An organization is observing the interactions they have with their customers when negotiating service targets. Which technique is this an example of?

- A. Stakeholder analysis and mapping
- B. **Gemba walk**
- C. Value stream mapping
- D. Voice of the customer

**Answer: B**

Explanation:

A Gemba walk involves directly observing work and interactions in the real environment such as customer negotiations to gain firsthand insights into processes.

#### **NEW QUESTION # 37**

Identify the missing word(s) in the following sentence.

A key challenge of the business relationship management practice is a lack of understanding of the operating models of the [?].

- A. **Service consumer**
- B. External regulators
- C. IT service provider
- D. Key stakeholders

**Answer: A**

Explanation:

A core challenge for Business Relationship Management is that the practice often lacks insight into the operating models of the service consumer, which hampers its ability to align services with consumer needs.

#### **NEW QUESTION # 38**

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