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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"> 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 3	<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 4	<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 5	<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.

Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q13-Q18):

NEW QUESTION # 13

Which of the following describes a value stream?

- A. A model that defines the key aspects of a relationship journey for a set of business stakeholders
- B. An operating model which defines the main activities required to respond to demand and facilitate value realization
- C. Asset of organizational resources designed for performing work or accomplishing an objective
- D. A set of steps undertaken to create and deliver products and services**

Answer: D

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 # 14

Which activity is the responsibility of the 'sponsor' role?

- A. Authorizes the budget for service consumption**
- B. Takes responsibility for the outcomes of service consumption
- C. Defines the requirements for a service
- D. Uses the service

Answer: A

Explanation:

The sponsor is the individual who secures and authorizes funding for service consumption, ensuring that the necessary budget is allocated.

NEW QUESTION # 15

Which activity is NOT likely to be performed by a partner or supplier in support of the business relationship management practice?

- A. Providing tools to assist the business relationship management practice.
- **B. Being accountable for the business relationships and the BRM practice.**
- C. Advising the internal IT service provider on experience management techniques.
- D. Performing and analyzing satisfaction surveys of business relationships.

Answer: B

Explanation:

Accountability for the organization's business relationships and the BRM practice remains an internal responsibility; partners and suppliers support but do not hold that accountability.

NEW QUESTION # 16

Which describes the skill of self-awareness?

- A. The ability to question effectively and demonstrate active listening
- B. The ability to persuade stakeholders at all levels within an organization?
- C. The ability to understand trends in technology and influence long-term planning
- **D. The ability to be introspective and understand one's own behavior**

Answer: D

Explanation:

Self-awareness is defined as the capacity for introspection and understanding one's own behaviors and their effects.

NEW QUESTION # 17

An organization has created a value stream to define new or changed service level agreements (SLAs).

What TWO activities in this value stream are most likely to include contributions from a business relationship management practice?

1. Identify customer requirements

2 Create a draft SLA

3. Verify that SLA is achievable

4. Negotiate agreed SLA

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

Answer: D

Explanation:

BRM engages in understanding and capturing customer requirements (activity 1) and plays a key role in negotiating the agreed SLA (activity 4) to ensure alignment with stakeholder expectations.

NEW QUESTION # 18

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