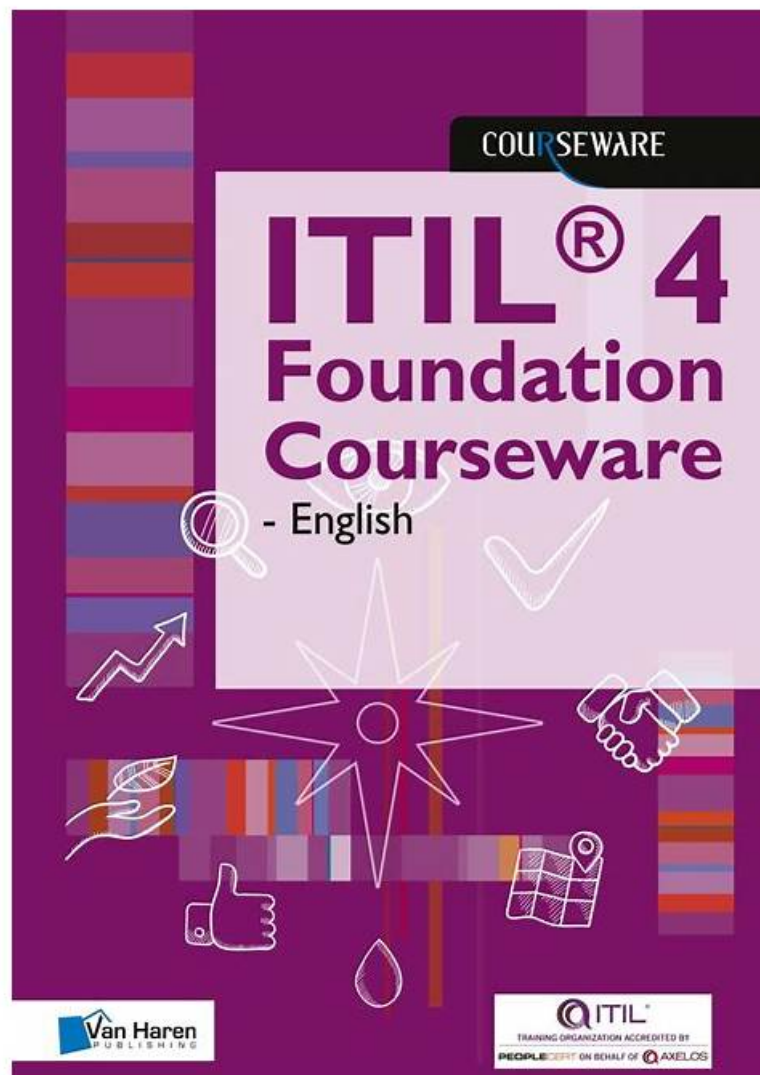# ITIL-4-BRM Reliable Exam Camp | ITIL-4-BRM Valid Exam Review

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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 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	• 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	• 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.

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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q32-Q37):

NEW QUESTION # 32
What key question should be asked when verifying and adjusting a business relationship model?

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

Answer: A

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 # 33
An organization has set an objective that by the end of the year it will develop and communicate values and principles to be adopted by everyone within the organization relative to business relationship management (BRM).
What metric can BEST be used to assess whether this objective has been met?

- A. The service provider's image in the business
  C Number and percentage of terminated contracts
- B. Adoption of a common approach to BRM

- C. Satisfaction of key stakeholders with the relationship

Answer: B

Explanation:
Measuring the adoption of a common approach to BRM directly reflects whether the newly developed values and principles have been communicated and embraced across the organization by year's end.

NEW QUESTION # 34
A parent is authorizing the purchase of a cell phone for her child. What role is the parent assuming?

- A. Customer
- B. Provider
- C. User
- D. Sponsor

Answer: D

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

NEW QUESTION # 35
Which describes the skill of self-awareness?

- A. The ability to be introspective and understand one's own behavior
- 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 question effectively and demonstrate active listening

Answer: A

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

NEW QUESTION # 36
Which is an example of the 'Prepare the team' step of Gemba walks?

- A. A business relationship manager informs staff of a future Gemba walk of the value stream for creating a new service
- B. A relationship manager discusses the findings of a Gemba walk with other stakeholders
- C. A relationship manager asks another manager to join the Gemba walk for onboarding new customers
- D. A relationship manager records the findings of observing the negotiation of service targets

Answer: A

Explanation:
"Prepare the team" involves informing and readying participants for the upcoming Gemba walk; notifying staff about the future observation aligns with that preparatory activity.

NEW QUESTION # 37
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