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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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 4	• 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	• 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.

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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q35-Q40):

NEW QUESTION # 35
Which is NOT an input to the 'Managing business relationship journeys' process?

- A. Service portfolio
- B. Roles and responsibilities
- C. Training materials
- D. Business relationship models

Answer: C

Explanation:
Training materials support BRM development but are not an input to the Managing Business Relationship Journeys process; that process relies on defined roles and responsibilities, relationship models, and the service portfolio.

NEW QUESTION # 36
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. A set of steps undertaken to create and deliver products and services
- D. Asset of organizational resources designed for performing work or accomplishing an objective

Answer: C

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 # 37
What technique is MOST appropriate to help a business relationship manager understand how a customer affects the business relationship journey?

- A. Voice of customer
- B. Gemba walk
- C. Stakeholder analysis and mapping
- D. Business relationship models

Answer: C

Explanation:
Stakeholder analysis and mapping helps the BRM identify and understand a customer's influence, interests, and impact on each stage of the relationship journey.

NEW QUESTION # 38
Which business relationship activity is MOST LIKELY to need leadership competency?

- A. Identifying stakeholders and relationship model
- B. Reviewing and adjusting business relationship models
- C. Following a business relationship model
- D. Embedding business relationship models into service value streams

Answer: D

Explanation:
Embedding business relationship models into service value streams requires leadership competency to influence organizational change, secure buy-in, and guide teams through adoption.

NEW QUESTION # 39
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 2
- B. Level 4
- C. Level 5
- D. Level 3

Answer: B

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 # 40
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