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

Topic	Details
Topic 1	<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 2	<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>
Topic 3	<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 4	<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 5	<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>

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

### NEW QUESTION # 32

Which activity is typically shared between a business relationship manager and business relationship agent?

- A. Following business relationship models
- B. Reviewing business relationships
- C. Maintaining relationships with service consumer stakeholders
- D. Developing business relationship models

**Answer: C**

Explanation:

Both the business relationship manager and agent share the responsibility of maintaining relationships with service consumer stakeholders to ensure ongoing alignment and engagement.

### NEW QUESTION # 33

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 # 34

Which BEST describes the service relationship journey?

- A. The steps a service consumer and a service provider undertake together to co-create value
- B. The actions that a service provider undertakes to build a relationship with service consumers
- 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: A**

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

**Answer: C**

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

Which business relationship activity is MOST LIKELY to need leadership competency?

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

**Answer: C**

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 # 37

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