

# ITIL-4-BRM Reliable Test Topics, ITIL-4-BRM Reliable Test Dumps

Scrum PSPO-I Professional Scrum Product Owner I



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Scrum framework is one of the most popular agile approaches used in software development. It is a flexible and adaptable method that emphasizes team collaboration, adaptive planning, and continuous improvement. One key role in this framework is the Product Owner, who is responsible for defining and prioritizing the product backlog, ensuring the team is working on the right things at the right time. As such, the role of the Product Owner is critical to the success of any Scrum team.

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

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"> <li>• <b>Business Relationship Management Roles and Responsibilities:</b> 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 3	<ul style="list-style-type: none"> <li>• <b>Capability Assessment Using the ITIL Maturity Model:</b> 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 4	<ul style="list-style-type: none"> <li>• <b>Relationship Models and Value Co-Creation:</b> 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 5	<ul style="list-style-type: none"> <li>• <b>Strategic and Operational Stakeholder Engagement:</b> 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>

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## Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q27-Q32):

### NEW QUESTION # 27

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. Stakeholder analysis and mapping**
- C. Gemba walk
- D. Business relationship models

**Answer: B**

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 # 28

Which statement about the relationship between the capability criteria and the four dimensions of service management is CORRECT?

- A. Not all capability criteria have been mapped to one of the four dimensions

- B. Each capability level contains one or more criteria for each of the four dimensions
- C. Each capability level contains the same number of criteria for each of the four dimensions
- D. Each capability criterion is linked to only one of the four dimensions

**Answer: B**

Explanation:

At every capability level, there are one or more criteria corresponding to each of the four dimensions of service management, ensuring balanced consideration across all dimensions.

#### NEW QUESTION # 29

The service relationship between an internal service provider and the business involves many business stakeholders who may have different interests and priorities.

Which TWO factors additionally increase the complexity of the service relationships and should be considered by the service provider?

1. Dependencies on partner and suppliers
2. Dependencies on other internal service providers
3. Dependencies on the service consumer
4. Dependencies on internal users

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

**Answer: D**

Explanation:

Dependencies on partner and suppliers (1) and on other internal service providers (2) introduce additional complexity in coordinating and managing the end-to-end service relationship.

#### NEW QUESTION # 30

Which input used to develop the business relationship management approach is an output of the workforce and talent management practice?

- A. Organization's strategy
- B. Assessment of the organization's culture
- C. Service portfolio
- D. Business relationship principles

**Answer: B**

Explanation:

An assessment of the organization's culture is produced by the Workforce and Talent Management practice and serves as an input when developing the Business Relationship Management approach.

#### NEW QUESTION # 31

Which activity in the 'managing business relationship journeys' process executes the activities for the business relationship journey?

- A. Follow the business relationship model
- B. Review the relationship
- C. Analyze the organization's culture, strategy, and stakeholders
- D. Manage exceptions

**Answer: A**

Explanation:

"Follow the business relationship model" is the activity that carries out the defined sequence of journey steps, executing the business

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