

# Self-study resource approved ITIL-4-BRM Exam Questions

## ITIL 4 Exam questions with correct answers

Service Management - correct answers A set of specialized organizational capabilities for enabling value for customers in the form of services

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Output - correct answers Tangible or intangible deliverable of an activity

Outcome - correct answers Result for a stakeholder produced by one or more outputs.

Cost - correct answers Amount or money spent on a specific activity or resource

Risk - correct answers Possible event that could cause harm or loss, or make it more difficult to achieve objectives

Organization - correct answers A person or a group of people that has its own functions & responsibilities, authorities & relationships to achieve its objectives

Value - correct answers Perceived benefits, usefulness, importance of something

Service offering - correct answers A description of one or more services, designed to address the needs of a target consumer group. A service offering may include goods, access to resources, and service actions.

Service relationships - correct answers A co-operation between a service provider and service consumer. Service relationships include service provision, service consumption and service relationship management

Service relationship management - correct answers Joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings.

Service Provision - correct answers Activities performed by an organization to provide services. Includes management of resources, configured to deliver the service, access to these resources for users, fulfilment of the agreed service actions, service performance management and continual improvement. It may also include the supply of goods.

Service consumption - correct answers Activities performed by an organization to consume services. Includes the management of the consumer's resources needed to

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

Topic	Details
Topic 1	<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>

Topic 2	<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 3	<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 4	<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 5	<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>

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## Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q11-Q16):

### NEW QUESTION # 11

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. 1 and 4
- B. 2 and 3
- C. 3 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 # 12

Which of the following describes a value stream?

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

**Answer: B**

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 # 13

A small organization's problem management practice has been assessed at capability level 2, with only one criterion met at level 3.

Which TWO factors should this organization consider MOST in the context of the

"Where do we want to be?" step in the continual improvement model?

1. The costs and time required to achieve level 3
2. How to achieve level 5 for the practice
3. The impact of missing capabilities on the business
4. How to improve all four dimensions of service management at once

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

**Answer: B**

Explanation:

In setting improvement targets, the organization should weigh the costs and time required to reach Level 3 (factor 1) and understand how the missing capabilities currently impact the business (factor 3), ensuring that objectives are both feasible and aligned with business priorities.

#### NEW QUESTION # 14

The business relationship managers at a large IT service provider are exploring ways to improve the customer journey. As an objective of this initiative, they want to automate the feedback collection and reporting mechanisms that are used to monitor customer experience. Given this objective, what is the minimum target capability level for organization should set for this practice?

- **A. Level 4**
- B. Level 5
- C. Level 2
- D. Level 3

**Answer: A**

Explanation:

Automating feedback collection and reporting indicates a move towards quantitatively managed, tool-supported processes, which corresponds to Capability Level 4.

#### NEW QUESTION # 15

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

