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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">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 4	<ul style="list-style-type: none">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	<ul style="list-style-type: none"> • 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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In this era of the latest technology, we should incorporate interesting facts, figures, visual graphics, and other tools that can help people read the ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) exam questions with interest. Pass4cram uses pictures that are related to the ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) certification exam and can even add some charts, and graphs that show the numerical values.

Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q31-Q36):

NEW QUESTION # 31

As part of a stakeholder analysis, a senior manager has been identified who has financial control over BRM activities and is keen to see BRM succeed within the organization.

Which communication strategy should be used for this stakeholder?

- A. Keep satisfied
- B. Keep informed
- C. Monitor
- D. **Manage closely**

Answer: D

Explanation:

A stakeholder with both high power (financial control) and high interest (keen to see BRM succeed) requires a "manage closely" strategy to ensure their needs and expectations are proactively addressed.

NEW QUESTION # 32

Identify the missing word(s) in the following sentence.

A key challenge of the business relationship management practice is a lack of understanding of the operating models of the [?].

- A. IT service provider
- B. External regulators
- C. Key stakeholders
- D. **Service consumer**

Answer: D

Explanation:

A core challenge for Business Relationship Management is that the practice often lacks insight into the operating models of the service consumer, which hampers its ability to align services with consumer needs.

NEW QUESTION # 33

In the context of the "business relationship management" practice, which statement is CORRECT?

- A. Focuses on relationships between individuals
- B. Aims to manage agreements with consumers

- C. Nurtures relationships at strategic levels
- D. Focuses primarily on the needs of service users

Answer: C

Explanation:

The Business Relationship Management practice is designed to nurture and maintain relationships with stakeholders at strategic and organizational levels, ensuring alignment between the organization's strategy and stakeholder needs.

NEW QUESTION # 34

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

Answer: D

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 # 35

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

Answer: D

Explanation:

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

NEW QUESTION # 36

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