

Peoplecert ITIL-4-BRM Training Kit - ITIL-4-BRM Exam Objectives Pdf



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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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 4	<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 5	<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.
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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q10-Q15):

NEW QUESTION # 10

What key question should be asked when verifying and adjusting a business relationship model?

- A. Is there an applicable relationship model?
- B. Does the agent understand the context and the applicable relationship model?
- C. Is this a new or existing relationship?
- D. **Did we deviate from the model or did the model not work as expected?**

Answer: D

Explanation:

Verifying and adjusting the business relationship model requires assessing whether deviations occurred because the process wasn't followed or because the model itself was ineffective.

NEW QUESTION # 11

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. Business relationship principles
- C. **Assessment of the organization's culture**
- D. Service portfolio

Answer: C

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 # 12

Which is an example of the 'explore' step of the service relationship journey?

- A. Contacting a provider's service desk for assistance using a product
- B. **Checking a service provider's reviews online before contacting the organization**
- C. Providing a service provider feedback about a desired new feature

- D. Downloading a trial version of a service provider's software offering

Answer: B

Explanation:

"Explore" involves researching potential service providers before engagement; checking reviews online exemplifies this initial discovery phase.

NEW QUESTION # 13

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

- A. Managing business relationship exceptions
- B. Maintaining business relationship models
- C. Developing business relationship models
- D. **Coordinating interactions between the service provider and service consumer**

Answer: D

Explanation:

Both the business relationship manager and agents collaborate to coordinate interactions between the service provider and service consumer, ensuring seamless communication and alignment.

NEW QUESTION # 14

Which activity is the responsibility of the 'sponsor' role?

- A. Uses the service
- B. Takes responsibility for the outcomes of service consumption
- C. Defines the requirements for a service
- D. **Authorizes the budget for service consumption**

Answer: D

Explanation:

The sponsor is the individual who secures and authorizes funding for service consumption, ensuring that the necessary budget is allocated.

NEW QUESTION # 15

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