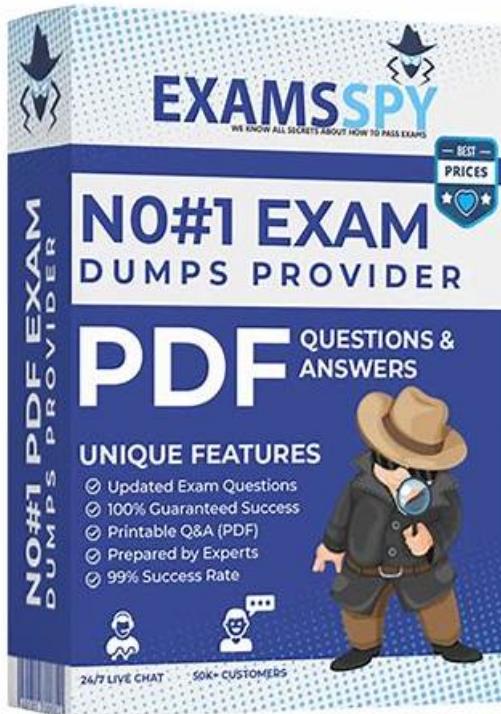


# ITIL-4-BRM Real Study Dumps Would be a Reliable Exam Questions for You



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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>• 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 3	<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 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>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>

>> **New ITIL-4-BRM Exam Guide** <<

## **New ITIL-4-BRM Exam Format, ITIL-4-BRM Test Pattern**

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### **Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q21-Q26):**

#### **NEW QUESTION # 21**

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

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

**Answer: C**

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 # 22**

An organization has created a value stream to define new or changed service level agreements (SLAs).

What TWO activities in this value stream are most likely to include contributions from a business relationship management practice?

1. Identify customer requirements

2 Create a draft SLA

3. Verify that SLA is achievable

4. Negotiate agreed SLA

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

**Answer: A**

Explanation:

BRM engages in understanding and capturing customer requirements (activity 1) and plays a key role in negotiating the agreed SLA (activity 4) to ensure alignment with stakeholder expectations.

### NEW QUESTION # 23

An organization is performing a stakeholder analysis.

Which is an example of a stakeholder that should be monitored?

- A. End users who have no control over or interest in the software they use
- B. A business relationship manager who wants to ensure that a service fulfils the customer's needs
- C. A senior manager who has control of a project
- D. A financial controller who has little interest in a project

**Answer: A**

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 # 24

Which TWO means of automation should an organization use to check whether its business relationship models can be applied to a particular situation?

1. Workflow management tools
2. Mind mapping
3. Analysis and reporting tools
4. Knowledge management and sharing tools

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

**Answer: A**

Explanation:

Analysis and reporting tools can automatically evaluate data and metrics to determine if a given relationship model is suitable. Knowledge management and sharing tools provide accessible repositories of models and contextual information to support automated decision-making on applicability.

### NEW QUESTION # 25

Which BEST describes the service relationship journey?

- A. The experience consumers have as a result of service interactions with a service provider
- B. The actions that service consumers undertake to be able to use a provider's services
- C. The steps a service consumer and a service provider undertake together to co-create value
- D. The actions that a service provider undertakes to build a relationship with service consumers

**Answer: C**

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 # 26

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