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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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	• 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 5	• 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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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q38-Q43):

NEW QUESTION # 38
An organization is performing a stakeholder analysis.
Which is an example of a stakeholder that should be monitored?

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

Answer: D

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 # 39
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 2
- B. 3 and 4
- C. 1 and 4
- D. 2 and 3

Answer: A

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 # 40
A parent is authorizing the purchase of a cell phone for her child. What role is the parent assuming?

- A. Customer
- B. Sponsor
- C. Provider

- D. User

Answer: B

Explanation:
By authorizing the purchase, the parent is assuming the sponsor role.

NEW QUESTION # 41

Which is an example of an approach to managing a business relationship in a clear domain?

- A. A business relationship manager is provided with a detailed set of instructions for gathering information about new customers
- B. A business relationship manager is provided with a set of principles to apply when discussing sustainability issues with customers
- C. A business relationship manager uses a Gemba walk for analysing stakeholders influence and interest
- D. A business relationship manager is provided high-level guidance for customer discussions

Answer: A

Explanation:
In a clear domain, processes are well understood and documented; providing a detailed set of instructions aligns with that clarity, guiding the BRM's information-gathering.

NEW QUESTION # 42

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

Answer: C

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 # 43

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