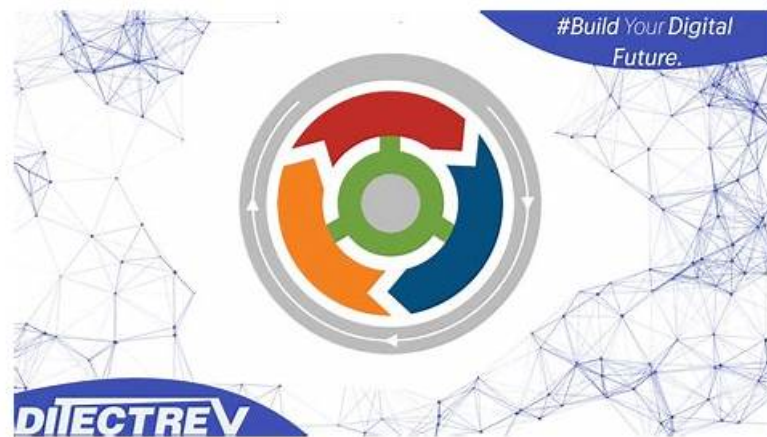


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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

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">• 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">• 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 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">• 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.

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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q23-Q28):

NEW QUESTION # 23

What is an output of the 'managing business relationship journeys' process?

- A. BRM training and awareness material
- **B. Updated relationship records**
- C. A review of the organization's culture
- D. Business relationship principles and models

Answer: B

Explanation:

An output of managing business relationship journeys is updated relationship records, which capture the current status and outcomes of those journeys for ongoing management.

NEW QUESTION # 24

An organization is observing the interactions they have with their customers when negotiating service targets. Which technique is this an example of?

- A. Voice of the customer
- B. Stakeholder analysis and mapping
- **C. Gemba walk**
- D. Value stream mapping

Answer: C

Explanation:

A Gemba walk involves directly observing work and interactions in the real environment such as customer negotiations to gain firsthand insights into processes.

NEW QUESTION # 25

Which activity is NOT likely to be performed by a partner or supplier in support of the business relationship management practice?

- A. Performing and analyzing satisfaction surveys of business relationships.
- B. Providing tools to assist the business relationship management practice.
- C. Advising the internal IT service provider on experience management techniques.
- **D. Being accountable for the business relationships and the BRM practice.**

Answer: D

Explanation:

Accountability for the organization's business relationships and the BRM practice remains an internal responsibility; partners and suppliers support but do not hold that accountability.

NEW QUESTION # 26

An organization is performing a stakeholder analysis.

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

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

Answer: B

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 # 27

Which business relationship activity is MOST LIKELY to need leadership competency?

- A. Identifying stakeholders and relationship model
- B. Reviewing and adjusting business relationship models
- **C. Embedding business relationship models into service value streams**
- D. Following a business relationship model

Answer: C

Explanation:




Embedding business relationship models into service value streams requires leadership competency to influence organizational change, secure buy-in, and guide teams through adoption.

NEW QUESTION # 28

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