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## Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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>
Topic 5	<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>

## Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q16-Q21):

### NEW QUESTION # 16

A small organization's problem management practice has been assessed at capability level 2, with only one criterion met at level 3. Which TWO factors should this organization consider MOST in the context of the "Where do we want to be?" step in the continual improvement model?

1. The costs and time required to achieve level 3
2. How to achieve level 5 for the practice
3. The impact of missing capabilities on the business
4. How to improve all four dimensions of service management at once

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

**Answer: D**

Explanation:

In setting improvement targets, the organization should weigh the costs and time required to reach Level 3 (factor 1) and understand how the missing capabilities currently impact the business (factor 3), ensuring that objectives are both feasible and aligned with business priorities.

### NEW QUESTION # 17

In the context of the capability model, what are the capability criteria for each practice success factor mapped to?

- A. The service value system
- B. The organization's strategy
- C. One of the four dimensions of service management
- D. Key metrics

**Answer: D**

Explanation:

Capability criteria are specific, measurable attributes of success factors and are directly mapped to key metrics used to assess practice performance.

#### NEW QUESTION # 18

Which is NOT an input to the 'Managing business relationship journeys' process?

- A. Training materials
- B. Roles and responsibilities
- C. Service portfolio
- D. Business relationship models

**Answer: A**

Explanation:

Training materials support BRM development but are not an input to the Managing Business Relationship Journeys process; that process relies on defined roles and responsibilities, relationship models, and the service portfolio.

#### NEW QUESTION # 19

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 5
- C. Level 2
- 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 # 20

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

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

**Answer: A**

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 # 21

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