

# Peoplecert ITIL-4-BRM的中問題集 & ITIL-4-BRM復習対策書



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## Peoplecert ITIL-4-BRM 認定試験の出題範囲:

| トピック   | 出題範囲                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| トピック 1 | <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>                                                          |
| トピック 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>                           |
| トピック 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>                                                               |
| トピック 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> |

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| トピック 5 | <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> |
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## >> Peoplecert ITIL-4-BRMの中間題集 <<

### ITIL-4-BRM復習対策書 & ITIL-4-BRM予想試験

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### Peoplecert ITIL 4 Specialist: Business Relationship Management 認定 ITIL-4-BRM 試験問題 (Q41-Q46):

#### 質問 # 41

Which of the following describes a value stream?

- A. An operating model which defines the main activities required to respond to demand and facilitate value realization
- **B. A set of steps undertaken to create and deliver products and services**
- C. A model that defines the key aspects of a relationship journey for a set of business stakeholders
- D. Asset of organizational resources designed for performing work or accomplishing an objective

**正解: B**

解説:

A value stream is defined as the series of steps an organization undertakes to create and deliver products or services, transforming demand into value.

#### 質問 # 42

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

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

**正解: B**

解説:

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

#### 質問 # 43

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

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

正解: D

解説:

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

#### 質問 # 44

Which describes the skill of self-awareness?

- A. The ability to persuade stakeholders at all levels within an organization?
- **B. The ability to be introspective and understand one's own behavior**
- C. The ability to understand trends in technology and influence long-term planning
- D. The ability to question effectively and demonstrate active listening

正解: B

解説:

Self-awareness is defined as the capacity for introspection and understanding one's own behaviors and their effects.

#### 質問 # 45

Which question should be considered during the 'Identify stakeholders and relationship model' activity of the 'Managing business relationship journeys' process?

- A. Is escalation required?
- B. What are the events to monitor and process?
- C. What is the role of BRM in each value stream?
- **D. Who is responsible for managing the relationship?**

正解: D

解説:

Determining "Who is responsible for managing the relationship?" is central to identifying stakeholders and selecting the appropriate relationship model.

#### 質問 # 46

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