

Peoplecert ITIL-4-BRM参考書 & ITIL-4-BRM模擬解説集



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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
トピック 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.
トピック 2	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.
トピック 3	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.
トピック 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.

- 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.

>> Peoplecert ITIL-4-BRM参考書 <<

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Peoplecert ITIL 4 Specialist: Business Relationship Management 認定 ITIL-4-BRM 試験問題 (Q12-Q17):

質問 # 12

Identify the missing word(s) in the following sentence.

A key challenge of the business relationship management practice is a lack of understanding of the operating models of the [?].

- A. External regulators
- **B. Service consumer**
- C. IT service provider
- D. Key stakeholders

正解: B

解説:

A core challenge for Business Relationship Management is that the practice often lacks insight into the operating models of the service consumer, which hampers its ability to align services with consumer needs.

質問 # 13

Which activity is the responsibility of the 'sponsor' role?

- A. Uses the service
- B. Defines the requirements for a service
- **C. Authorizes the budget for service consumption**
- D. Takes responsibility for the outcomes of service consumption

正解: C

解説:

The sponsor is the individual who secures and authorizes funding for service consumption, ensuring that the necessary budget is allocated.

質問 # 14

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

正解: B

解説:

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.

質問 # 15

An organization has assembled a small team to do a self-assessment of its business relationship management capabilities in advance of a formal assessment. The team has reviewed all the criteria for level 2.

What should this team do NEXT?

- A. Look for evidence of missing capabilities.
- B. Proceed to Level 3.
- C. Identify evidence for every criterion that has been met.
- D. Set the target capability level.

正解: C

解説:

After reviewing Level 2 criteria, the next step is to collect and document evidence for each criterion that has been met to validate the assessment before moving forward.

質問 # 16

Which is an example of the 'Prepare the team' step of Gemba walks?

- A. A business relationship manager informs staff of a future Gemba walk of the value stream for creating a new service
- B. A relationship manager discusses the findings of a Gemba walk with other stakeholders
- C. A relationship manager records the findings of observing the negotiation of service targets
- D. A relationship manager asks another manager to join the Gemba walk for onboarding new customers

正解: A

解説:

"Prepare the team" involves informing and readying participants for the upcoming Gemba walk; notifying staff about the future observation aligns with that preparatory activity.

質問 # 17

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