

ITIL-4-BRM Exam Topics | High-quality Peoplecert Valid ITIL-4-BRM Exam Simulator: ITIL 4 Specialist: Business Relationship Management



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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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">• 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 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 (Q16-Q21):

NEW QUESTION # 16

In the context of the "business relationship management" practice, which statement is CORRECT?

- A. Focuses on relationships between individuals
- B. Aims to manage agreements with consumers
- C. Nurtures relationships at strategic levels
- D. Focuses primarily on the needs of service users

Answer: C

Explanation:

The Business Relationship Management practice is designed to nurture and maintain relationships with stakeholders at strategic and organizational levels, ensuring alignment between the organization's strategy and stakeholder needs.

NEW QUESTION # 17

Which skill requires a business relationship manager to be introspective and understand their own behavior?

- A. Persuasion/negotiation
- B. Strategic Thinking
- C. Self-awareness
- D. Written and verbal communications

Answer: C

Explanation:

Self-awareness involves introspection and understanding one's own behaviors, emotions, and impact on relationships, which is essential for a business relationship manager.

NEW QUESTION # 18

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

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

Answer: D

Explanation:

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

NEW QUESTION # 19

As part of a stakeholder analysis, a senior manager has been identified who has financial control over BRM activities and is keen to see BRM succeed within the organization.

Which communication strategy should be used for this stakeholder?

- A. Keep informed
- B. Keep satisfied
- **C. Manage closely**
- D. Monitor

Answer: C

Explanation:

A stakeholder with both high power (financial control) and high interest (keen to see BRM succeed) requires a "manage closely" strategy to ensure their needs and expectations are proactively addressed.

NEW QUESTION # 20

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

Answer: C

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 # 21

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