

HOT PDF ITIL-4-BRM Download 100% Pass | The Best ITIL 4 Specialist: Business Relationship Management Paper Pass for sure



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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<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.

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"> • 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 5	<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.

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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q19-Q24):

NEW QUESTION # 19

An organization has created a value stream to define new or changed service level agreements (SLAs).

What TWO activities in this value stream are most likely to include contributions from a business relationship management practice?

1. Identify customer requirements
- 2 Create a draft SLA
3. Verify that SLA is achievable
4. Negotiate agreed SLA

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

Answer: A

Explanation:

BRM engages in understanding and capturing customer requirements (activity 1) and plays a key role in negotiating the agreed SLA (activity 4) to ensure alignment with stakeholder expectations.

NEW QUESTION # 20

Which is an example of 'Reviewing the VoC program'?

- A. Implementing improvements to a business relationship journey
- B. Interpreting feedback from customers about the performance of a service and prioritizing actions
- C. Performing regular reviews of 'Voice of the customer' activities
- D. Surveying customers about their opinions of a new software application

Answer: C

Explanation:

Reviewing the VoC program means conducting periodic evaluations of the overall Voice of the Customer activities to ensure the program remains effective and aligned with objectives.

NEW QUESTION # 21

What key question should be asked when verifying and adjusting a business relationship model?

- A. Did we deviate from the model or did the model not work as expected?
- B. Is there an applicable relationship model?
- C. Is this a new or existing relationship?
- D. Does the agent understand the context and the applicable relationship model?

Answer: A

Explanation:

Verifying and adjusting the business relationship model requires assessing whether deviations occurred because the process wasn't followed or because the model itself was ineffective.

NEW QUESTION # 22

An organization is performing a stakeholder analysis.

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

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

Answer: A

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 # 23

Which input used to develop the business relationship management approach is an output of the workforce and talent management practice?

- A. Organization's strategy
- B. Assessment of the organization's culture
- C. Service portfolio
- D. Business relationship principles

Answer: B

Explanation:

An assessment of the organization's culture is produced by the Workforce and Talent Management practice and serves as an input when developing the Business Relationship Management approach.

NEW QUESTION # 24

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