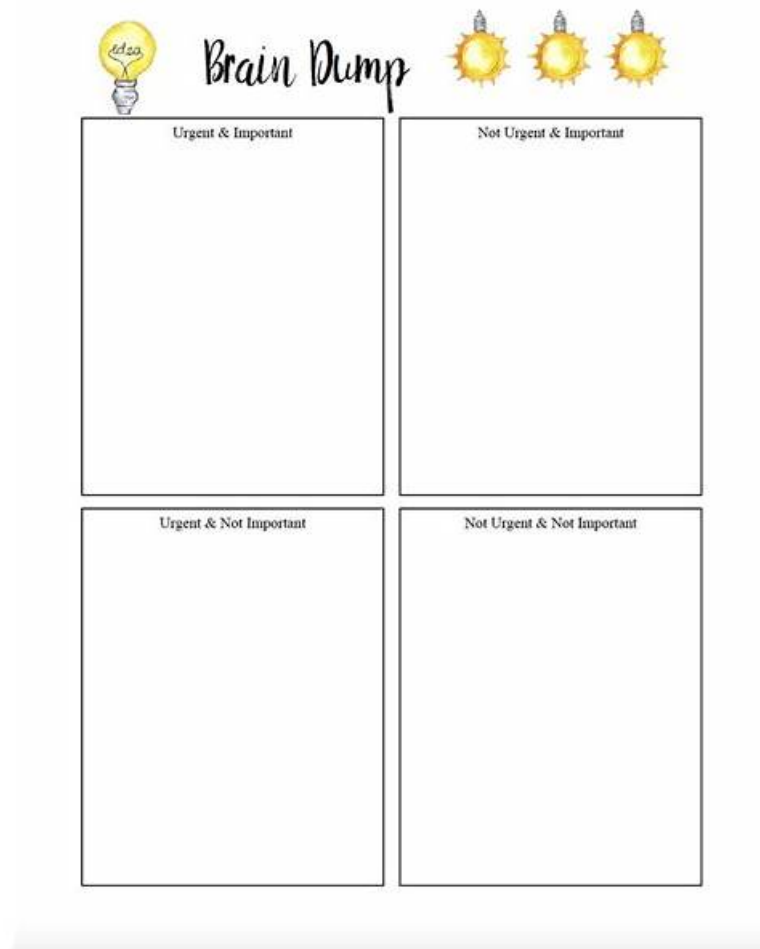


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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 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.

Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q24-Q29):

NEW QUESTION # 24

Part of an organization's strategy is to use consumer feedback as part of the service quality measurement and reporting. The business relationship management (BRM) practice is an important component of that strategy, and an objective has been set to automate, as much as possible, the collection and analysis of feedback. Given this objective, what is the minimum target capability level the organization should set for this practice?

- A. Level 2
- B. Level 4
- C. Level 3
- D. Level 5

Answer: B

Explanation:

The objective to automate the collection and analysis of feedback aligns with Capability Level 4, where processes are quantitatively managed and supported by automated tooling.

NEW QUESTION # 25

Which TWO means of automation should an organization use to check whether its business relationship models can be applied to a particular situation?

1. Workflow management tools
2. Mind mapping
3. Analysis and reporting tools
4. Knowledge management and sharing tools

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

Answer: B

Explanation:

Analysis and reporting tools can automatically evaluate data and metrics to determine if a given relationship model is suitable. Knowledge management and sharing tools provide accessible repositories of models and contextual information to support automated decision-making on applicability.

NEW QUESTION # 26

Which activity is NOT likely to be performed by a partner or supplier in support of the business relationship management practice?

- A. Advising the internal IT service provider on experience management techniques.
- B. Providing tools to assist the business relationship management practice.
- C. Performing and analyzing satisfaction surveys of business relationships.
- D. Being accountable for the business relationships and the BRM practice.

Answer: D

Explanation:

Accountability for the organization's business relationships and the BRM practice remains an internal responsibility; partners and suppliers support but do not hold that accountability.

NEW QUESTION # 27

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

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

Answer: A

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 # 28

Which TWO statements about BRM and third-party services are CORRECT?

1. BRM does not focus on suppliers as they never interact directly with the organization's users
2. BRM ensures that, where appropriate, suppliers follow a service provider's BRM approach
3. BRM is not directly involved in and does not need to understand supplier services
4. BRM needs to understand dependencies on supplier services as they influence user experience

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

- D. 1 and 2

Answer: B

Explanation:

Statement 2 is correct because BRM ensures that suppliers align with the organization's relationship management approach when interacting with consumers.

Statement 4 is correct because understanding supplier dependencies is vital for BRM to manage and influence the overall user experience.

NEW QUESTION # 29

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