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The evergreen field of Peoplecert is so attractive that it provides non-stop possibilities for the one who passes the Peoplecert ITIL-4-BRM exam. So, to be there on top of the IT sector, earning the ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) certification is essential. Because of using outdated ITIL-4-BRM Study Material, many candidates don't get success in the ITIL-4-BRM exam and lose their resources. The ITIL-4-BRM PDF Questions of Prep4sureExam are authentic and real.

## Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<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>
Topic 2	<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>
Topic 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>
Topic 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>
Topic 5	<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>

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Prep4sureExam is one of the leading best platforms that have been offering valid, verified, and updated Peoplecert Exam Questions for many years. Over this long time period, countless ITIL-4-BRM exam candidates have passed their ITIL-4-BRM Exam. They all got help from real and valid Prep4sureExam ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) practice questions and prepared well for the final Peoplecert exam.

### Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q38-Q43):

#### NEW QUESTION # 38

Which statement about the relationship between the capability criteria and the four dimensions of service management is CORRECT?

- A. Not all capability criteria have been mapped to one of the four dimensions
- **B. Each capability level contains one or more criteria for each of the four dimensions**
- C. Each capability criterion is linked to only one of the four dimensions
- D. Each capability level contains the same number of criteria for each of the four dimensions

**Answer: B**

Explanation:

At every capability level, there are one or more criteria corresponding to each of the four dimensions of service management, ensuring balanced consideration across all dimensions.

#### NEW QUESTION # 39

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

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

**Answer: B**

Explanation:

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

#### NEW QUESTION # 40

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

**Answer: D**

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 # 41

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

**Answer: C**

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 # 42

Which activity is typically shared between a business relationship manager and business relationship agent?

- A. Maintaining relationships with service consumer stakeholders
- B. Reviewing business relationships
- C. Following business relationship models
- D. Developing business relationship models

**Answer: A**

Explanation:

Both the business relationship manager and agent share the responsibility of maintaining relationships with service consumer stakeholders to ensure ongoing alignment and engagement.

#### NEW QUESTION # 43

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