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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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 5	• 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.

ITIL-4-BRM Reliable Test Sample & Exam ITIL-4-BRM Tutorial

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

NEW QUESTION # 19
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. Identify evidence for every criterion that has been met.
- B. Proceed to Level 3.
- C. Look for evidence of missing capabilities.
- D. Set the target capability level.

Answer: A

Explanation:
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.

NEW QUESTION # 20
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 3
- B. Level 4
- C. Level 5
- D. Level 2

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 # 21
What is the LOWEST level at which capability criteria related to practice automation is typically defined?

- A. Level 1
- B. Level 3
- C. Level 4
- D. Level 5

Answer: C

Explanation:
In maturity models, automation of practice activities is typically introduced at Capability Level 4, where processes are quantitatively managed and supported by automated tooling.

NEW QUESTION # 22
An organization is performing a stakeholder analysis.
Which is an example of a stakeholder that should be monitored?

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

Answer: C

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 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 2
- D. 1 and 3

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 # 24

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