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Getting the ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) certification exam is necessary in order to get a job in your desired tech company. Success in the ITIL 4 Specialist: Business Relationship Management certification exam gives you an edge over the others because you will have certified skills. The ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) certification exam badge will make a good impression on the interviewer. Most of the people planning to attempt the ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) exam are confused that how will they prepare and pass ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) exam with good grades.

Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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 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	• 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.

Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q21-Q26):

NEW QUESTION # 21
Which activity is typically a responsibility that is shared between a business relationship manager and a business relationship agent?

- A. Maintaining business relationship models
- B. Managing business relationship exceptions
- C. Developing business relationship models
- D. Coordinating interactions between the service provider and service consumer

Answer: D

Explanation:
Both the business relationship manager and agents collaborate to coordinate interactions between the service provider and service consumer, ensuring seamless communication and alignment.

NEW QUESTION # 22
Which input used to develop the business relationship management approach is an output of the workforce and talent management practice?

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

Answer: A

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 # 23
A small organization's problem management practice has been assessed at capability level 2, with only one criterion met at level 3.

Which TWO factors should this organization consider MOST in the context of the
"Where do we want to be?" step in the continual improvement model?
1. The costs and time required to achieve level 3
2. How to achieve level 5 for the practice
3. The impact of missing capabilities on the business
4. How to improve all four dimensions of service management at once

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

Answer: A

Explanation:
In setting improvement targets, the organization should weigh the costs and time required to reach Level 3 (factor 1) and understand how the missing capabilities currently impact the business (factor 3), ensuring that objectives are both feasible and aligned with business priorities.

NEW QUESTION # 24
Which statement about the relationship between the capability criteria and the four dimensions of service management is CORRECT?

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

Answer: C

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 # 25
Which is NOT an input to the 'Managing business relationship journeys' process?

- A. Roles and responsibilities
- B. Service portfolio
- C. Training materials
- D. Business relationship models

Answer: C

Explanation:
Training materials support BRM development but are not an input to the Managing Business Relationship Journeys process; that process relies on defined roles and responsibilities, relationship models, and the service portfolio.

NEW QUESTION # 26
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