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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 5	<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.

Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q23-Q28):

NEW QUESTION # 23

Which question should be considered during the 'Identify stakeholders and relationship model' activity of the 'Managing business relationship journeys' process?

- A. Is escalation required?
- **B. Who is responsible for managing the relationship?**
- C. What are the events to monitor and process?
- D. What is the role of BRM in each value stream?

Answer: B

Explanation:

Determining "Who is responsible for managing the relationship?" is central to identifying stakeholders and selecting the appropriate relationship model.

NEW QUESTION # 24

The business relationship managers at a large IT service provider are exploring ways to improve the customer journey. As an objective of this initiative, they want to automate the feedback collection and reporting mechanisms that are used to monitor customer experience. Given this objective, what is the minimum target capability level for organization should set for this practice?

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

Answer: A

Explanation:

Automating feedback collection and reporting indicates a move towards quantitatively managed, tool-supported processes, which corresponds to Capability Level 4.

NEW QUESTION # 25

Which of the following describes a value stream?

- A. Asset of organizational resources designed for performing work or accomplishing an objective

- B. An operating model which defines the main activities required to respond to demand and facilitate value realization
- C. A model that defines the key aspects of a relationship journey for a set of business stakeholders
- D. A set of steps undertaken to create and deliver products and services

Answer: D

Explanation:

A value stream is defined as the series of steps an organization undertakes to create and deliver products or services, transforming demand into value.

NEW QUESTION # 26

Which is an example of the 'Prepare the team' step of Gemba walks?

- A. A relationship manager asks another manager to join the Gemba walk for onboarding new customers
- B. A business relationship manager informs staff of a future Gemba walk of the value stream for creating a new service
- C. A relationship manager discusses the findings of a Gemba walk with other stakeholders
- D. A relationship manager records the findings of observing the negotiation of service targets

Answer: B

Explanation:

"Prepare the team" involves informing and readying participants for the upcoming Gemba walk; notifying staff about the future observation aligns with that preparatory activity.

NEW QUESTION # 27

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

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

Answer: C

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 # 28

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