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There are three different versions of our Peoplecert ITIL-4-BRM preparation prep including PDF, App and PC version. Each version has the suitable place and device for customers to learn anytime, anywhere. In order to give you a basic understanding of our various versions on our ITIL 4 Specialist: Business Relationship Management ITIL-4-BRM Exam Questions, each version offers a free trial.

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"> 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 4	<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 5	<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.
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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q40-Q45):

NEW QUESTION # 40

An organization has set an objective that by the end of the year it will develop and communicate values and principles to be adopted by everyone within the organization relative to business relationship management (BRM).

What metric can BEST be used to assess whether this objective has been met?

- A. Satisfaction of key stakeholders with the relationship
- B. The service provider's image in the business
- C. Number and percentage of terminated contracts
- **C. Adoption of a common approach to BRM**

Answer: C

Explanation:

Measuring the adoption of a common approach to BRM directly reflects whether the newly developed values and principles have been communicated and embraced across the organization by year's end.

NEW QUESTION # 41

A parent is authorizing the purchase of a cell phone for her child. What role is the parent assuming?

- **A. Sponsor**
- B. User
- C. Customer
- D. Provider

Answer: A

Explanation:

By authorizing the purchase, the parent is assuming the sponsor role.

NEW QUESTION # 42

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

- A. What is the role of BRM in each value stream?
- B. Is escalation required?
- C. What are the events to monitor and process?

- **D. Who is responsible for managing the relationship?**

Answer: D

Explanation:

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

NEW QUESTION # 43

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

Answer: B

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 # 44

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

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

Answer: C

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 # 45

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