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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">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 4	<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 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 (Q15-Q20):

NEW QUESTION # 15

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

Answer: C

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 # 16

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

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

Answer: B

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 # 17

The service relationship between an internal service provider and the business involves many business stakeholders who may have different, interests and priorities.

Which TWO factors additionally increase the complexity of the service relationships and should be considered by the service provider?

1. Dependencies on partner and suppliers
2. Dependencies on other internal service providers
3. Dependencies on the service consumer
4. Dependencies on internal users

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

Answer: D

Explanation:

Dependencies on partner and suppliers (1) and on other internal service providers (2) introduce additional complexity in coordinating and managing the end-to-end service relationship.

NEW QUESTION # 18

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

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

Answer: D

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 # 19

Which activity in the 'managing business relationship journeys' process executes the activities for the business relationship journey?

- A. Follow the business relationship model
- B. Analyze the organization's culture, strategy, and stakeholders
- C. Review the relationship
- D. Manage exceptions

Answer: A

Explanation:

"Follow the business relationship model" is the activity that carries out the defined sequence of journey steps, executing the business relationship journey in practice.

NEW QUESTION # 20

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