

# ITIL 4 Specialist: Business Relationship Management Exam Training Vce & ITIL-4-BRM Test Torrent & ITIL 4 Specialist: Business Relationship Management Torrent Dumps



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## Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>

Topic 4	<ul style="list-style-type: none"> <li>• <b>Capability Assessment Using the ITIL Maturity Model:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Strategic and Operational Stakeholder Engagement:</b> 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.</li> </ul>

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### Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q20-Q25):

#### NEW QUESTION # 20

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

**Answer: D**

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 # 21

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

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

**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 # 22

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. 1 and 2
- **B. 2 and 4**
- C. 3 and 4
- 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 # 23

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

- A. A relationship manager records the findings of observing the negotiation of service targets
- **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 asks another manager to join the Gemba walk for onboarding new customers

**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 # 24

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. Set the target capability level.
- **B. Identify evidence for every criterion that has been met.**
- C. Proceed to Level 3.
- 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 # 25

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