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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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"> 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 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

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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q25-Q30):

NEW QUESTION # 25

Which is an example of an approach to managing a business relationship in a clear domain?

- A. A business relationship manager uses a Gemba walk for analysing stakeholders influence and interest
- B. A business relationship manager is provided with a set of principles to apply when discussing sustainability issues with customers
- C. A business relationship manager is provided with a detailed set of instructions for gathering information about new customers**
- D. A business relationship manager is provided high-level guidance for customer discussions

Answer: C

Explanation:

In a clear domain, processes are well understood and documented; providing a detailed set of instructions aligns with that clarity, guiding the BRM's information-gathering.

NEW QUESTION # 26

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. Adoption of a common approach to BRM**
- C. The service provider's image in the business
- C Number and percentage of terminated contracts

Answer: B

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 # 27

Which activity is typically a responsibility that is shared between a business relationship manager and a business relationship agent?

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

Answer: C

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 # 28

Which activity is the responsibility of the 'sponsor' role?

- A. **Authorizes the budget for service consumption**
- B. Defines the requirements for a service
- C. Takes responsibility for the outcomes of service consumption
- D. Uses the service

Answer: A

Explanation:

The sponsor is the individual who secures and authorizes funding for service consumption, ensuring that the necessary budget is allocated.

NEW QUESTION # 29

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

- A. What are the events to monitor and process?
- B. Is escalation required?
- C. What is the role of BRM in each value stream?
- 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 # 30

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The Peoplecert ITIL-4-BRM certification exam is one of the hottest and career-oriented certifications in the market. This ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) certification exam has been inspiring beginners and experienced professionals since its beginning. Over this long time period, countless ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) exam candidates have passed their ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) certification exam, and now they are offering their services to the top world brands.

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