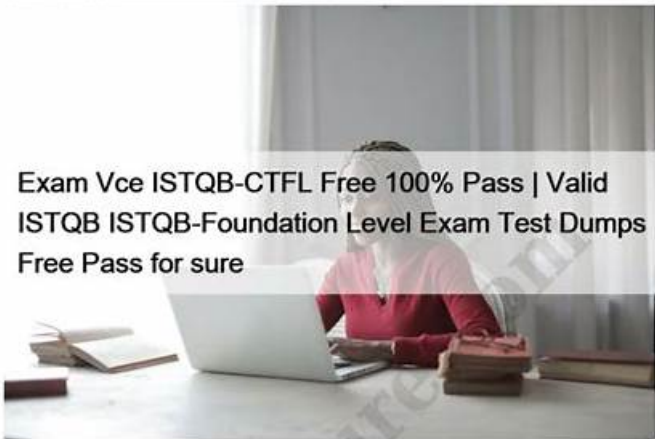


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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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	• 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	• 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.

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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q16-Q21):

NEW QUESTION # 16

Which is an example of 'Analysing the Voice of the customer'?

- A. Interpreting feedback from customers about a software application and prioritizing actions
- B. Surveying customers about their opinions of a new software application
- C. Responding to a customer regarding their concerns about relationship management activities.
- D. Performing regular reviews of 'Voice of the customer' activities

Answer: A

Explanation:

Analysing the Voice of the Customer involves reviewing and interpreting customer feedback to identify priorities and actions, which is exemplified by interpreting feedback and prioritizing actions.

NEW QUESTION # 17

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

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

Answer: B

Explanation:

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

NEW QUESTION # 18

What key question should be asked when verifying and adjusting a business relationship model?

- A. Is there an applicable relationship model?
- **B. Did we deviate from the model or did the model not work as expected?**
- C. Is this a new or existing relationship?
- D. Does the agent understand the context and the applicable relationship model?

Answer: B

Explanation:

Verifying and adjusting the business relationship model requires assessing whether deviations occurred because the process wasn't followed or because the model itself was ineffective.

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. Review the relationship
- C. Manage exceptions
- D. Analyze the organization's culture, strategy, and stakeholders

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

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

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

Answer: B

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 # 21

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