

# ITIL-4-BRM Valid Test Vce Free | Reliable ITIL-4-BRM Study Materials



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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</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>• 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.</li></ul>
Topic 4	<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 5	<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>

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### Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q38-Q43):

#### NEW QUESTION # 38

In the context of a cooperative relationship, which would NOT be a role of business relationship management?

- A. Achieving strategic alignment and setting common goals and priorities
- B. Using information to look for new ways to add value for the service consumers
- C. Identifying tailored services that meet service outcome and experience expectations
- D. Balancing becoming a trusted partner with investing too much in high-value services

**Answer: D**

Explanation:

In a cooperative relationship, Business Relationship Management focuses on adding value, achieving strategic alignment, and identifying tailored services; balancing the risk of over-investing in high-value services is not one of its defined roles.

#### NEW QUESTION # 39

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

**Answer: B**

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 # 40

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

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

**Answer: B**

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 # 41

Which skill requires a business relationship manager to be introspective and understand their own behavior?

- **A. Self-awareness**
- B. Strategic Thinking
- C. Written and verbal communications
- D. Persuasion/negotiation

**Answer: A**

Explanation:

Self-awareness involves introspection and understanding one's own behaviors, emotions, and impact on relationships, which is essential for a business relationship manager.

#### NEW QUESTION # 42

Identify the missing word(s) in the following sentence.

A key challenge of the business relationship management practice is a lack of understanding of the operating models of the [?].

- A. Key stakeholders
- B. IT service provider
- C. External regulators
- **D. Service consumer**

**Answer: D**

Explanation:

A core challenge for Business Relationship Management is that the practice often lacks insight into the operating models of the service consumer, which hampers its ability to align services with consumer needs.

#### NEW QUESTION # 43

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TestPDF's ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) exam questions contain Peoplecert ITIL-4-BRM real questions and answers that have been compiled and verified by Peoplecert specialists in the field. This demonstrates that the real questions and answers in the ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) material are legitimate for the ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) practice exam. The Peoplecert ITIL-4-BRM practice questions are intended to help you easily and confidently clear the ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM).

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