

Quiz ITIL-4-BRM - ITIL 4 Specialist: Business Relationship Management–Valid Exam Dump



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Our ITIL-4-BRM study guide in order to allow the user to form a complete system of knowledge structure, the qualification examination of test interpretation and supporting course practice organic reasonable arrangement together, the ITIL-4-BRM simulating materials let the user after learning the section, and each section between cohesion and is closely linked, for users who use the ITIL-4-BRM training quiz to build a knowledge of logical framework to create a good condition.

Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> • 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 4	<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 5	<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.

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

NEW QUESTION # 38

An organization is performing a stakeholder analysis.

Which is an example of a stakeholder that should be monitored?

- A. A financial controller who has little interest in a project
- B. A senior manager who has control of a project
- C. A business relationship manager who wants to ensure that a service fulfils the customer's needs
- **D. End users who have no control over or interest in the software they use**

Answer: D

Explanation:

End users with neither control (power) nor interest fit the "monitor" category in stakeholder analysis, requiring minimal effort to track their status.

NEW QUESTION # 39

An organization has created a value stream to define new or changed service level agreements (SLAs).

What TWO activities in this value stream are most likely to include contributions from a business relationship management practice?

1. Identify customer requirements
- 2 Create a draft SLA
3. Verify that SLA is achievable
4. Negotiate agreed SLA

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

Answer: C

Explanation:

BRM engages in understanding and capturing customer requirements (activity 1) and plays a key role in negotiating the agreed SLA

(activity 4) to ensure alignment with stakeholder expectations.

NEW QUESTION # 40

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

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

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 # 41

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

- **A. Interpreting feedback from customers about a software application and prioritizing actions**
- B. Performing regular reviews of 'Voice of the customer' activities
- C. Surveying customers about their opinions of a new software application
- D. Responding to a customer regarding their concerns about relationship management 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 # 42

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

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

Answer: A

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 # 43

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