Valid ITIL-4-BRM Test Dumps: ITIL 4 Specialist: Business Relationship Management - High-quality Peoplecert ITIL-4-BRM Reliable Exam Syllabus

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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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.

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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q10-Q15):

NEW QUESTION # 10
A parent is authorizing the purchase of a cell phone for her child. What role is the parent assuming?

- A. Sponsor
- B. Customer
- C. Provider
- D. User

Answer: A

Explanation:
By authorizing the purchase, the parent is assuming the sponsor role.

NEW QUESTION # 11
Which is an example of the 'explore' step of the service relationship journey?

- A. Checking a service provider's reviews online before contacting the organization
- B. Contacting a provider's service desk for assistance using a product
- C. Downloading a trial version of a service provider's software offering
- D. Providing a service provider feedback about a desired new feature

Answer: A

Explanation:
"Explore" involves researching potential service providers before engagement; checking reviews online exemplifies this initial discovery phase.

NEW QUESTION # 12
What key question should be asked when verifying and adjusting a business relationship model?

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

Answer: C

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 # 13
As part of a stakeholder analysis, a senior manager has been identified who has financial control over BRM activities and is keen to see BRM succeed within the organization.
Which communication strategy should be used for this stakeholder?

- A. Manage closely
- B. Keep informed
- C. Monitor
- D. Keep satisfied

Answer: A

Explanation:
A stakeholder with both high power (financial control) and high interest (keen to see BRM succeed) requires a "manage closely" strategy to ensure their needs and expectations are proactively addressed.

NEW QUESTION # 14
Which skill requires a business relationship manager to be introspective and understand their own behavior?

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

Answer: D

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 # 15
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