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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

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

Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q12-Q17):

NEW QUESTION # 12
In the context of the "business relationship management" practice, which statement is CORRECT?

- A. Nurtures relationships at strategic levels
- B. Focuses primarily on the needs of service users
- C. Focuses on relationships between individuals
- D. Aims to manage agreements with consumers

Answer: A

Explanation:
The Business Relationship Management practice is designed to nurture and maintain relationships with stakeholders at strategic and organizational levels, ensuring alignment between the organization's strategy and stakeholder needs.

NEW QUESTION # 13
The business relationship managers at a large it service provider are exploring ways to improve the customer journey. As an objective of this initiative, they want to automate the feedback collection and reporting mechanisms that are used to monitor customer experience. Given this objective, what is the minimum target capability level for organization should set for this practice?

- A. Level 5
- B. Level 4
- C. Level 3
- D. Level 2

Answer: B

Explanation:
Automating feedback collection and reporting indicates a move towards quantitatively managed, tool-supported processes, which corresponds to Capability Level 4.

NEW QUESTION # 14
Which is an example of 'Reviewing the VoC program'?

- A. Implementing improvements to a business relationship journey
- B. Surveying customers about their opinions of a new software application
- C. Interpreting feedback from customers about the performance of a service and prioritizing actions

- D. Performing regular reviews of 'Voice of the customer' activities

Answer: D

Explanation:
Reviewing the VoC program means conducting periodic evaluations of the overall Voice of the Customer activities to ensure the program remains effective and aligned with objectives.

NEW QUESTION # 15
Which activity is typically shared between a business relationship manger and business relationship agent?

- A. Developing business relationship models
- B. Reviewing business relationships
- C. Maintaining relationships with service consumer stakeholders
- D. Following business relationship models

Answer: C

Explanation:
Both the business relationship manager and agent share the responsibility of maintaining relationships with service consumer stakeholders to ensure ongoing alignment and engagement.

NEW QUESTION # 16
Which is an example of the 'Prepare the team' step of Gemba walks?

- A. A relationship manager discusses the findings of a Gemba walk with other stakeholders
- B. A business relationship manager informs staff of a future Gemba walk of the value stream for creating a new service
- C. A relationship manager asks another manager to join the Gemba walk for onboarding new customers
- D. A relationship manager records the findings of observing the negotiation of service targets

Answer: B

Explanation:
"Prepare the team" involves informing and readying participants for the upcoming Gemba walk; notifying staff about the future observation aligns with that preparatory activity.

NEW QUESTION # 17
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