



ITIL® 4 Specialist: Business Relationship Management Course

Overview

The **ITIL® 4 Specialist: Business Relationship Management** certification is designed for IT professionals responsible for **managing business relationships between IT service providers and stakeholders**. This module provides **practical insights into stakeholder engagement, value co-creation, and service relationship management**, ensuring IT services align with business objectives.

As part of the **ITIL 4 certification path**, this course equips learners with **skills to build strong business relationships, improve customer satisfaction, and enhance service strategy**.

Why Choose LEARNINGS24X7?

- **Authorized PeopleCert Training Provider** – Includes an official PeopleCert exam voucher.
- **Self-Paced eLearning & Instructor-Led Options** – Flexible learning tailored to your needs.
- **Comprehensive Study Materials** – Digital eBook, Official Sample Papers.
- **Corporate & Bulk Discounts** – Special pricing for teams and organizations.

Course Outline

Module 1: ITIL 4 and Business Relationship Management

- Understanding ITIL 4 principles in stakeholder engagement.
- The role of **Business Relationship Management (BRM)** in ITSM.
- Aligning IT services with business goals and customer needs.

Module 2: Stakeholder Identification & Engagement

- Mapping stakeholder needs and expectations.
- Managing and nurturing business relationships.
- Effective communication and conflict resolution techniques.

Module 3: Value Co-Creation & Customer Experience Management

- Ensuring business-IT alignment through value-driven relationships.
- Defining and managing service expectations and experiences.
- Leveraging customer feedback for continuous improvement.

Module 4: IT Governance & Risk Management in BRM

- Establishing governance structures for effective relationship management.
- Identifying risks in business relationships and mitigation strategies.
- Ensuring service strategy supports business growth.

Module 5: ITIL 4 Business Relationship Management Exam Preparation

- Official ITIL 4 **sample papers and mock tests**.
 - Exam-taking strategies & study techniques.
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Learning Outcomes

After completing this course, candidates will:

- Understand how to **manage and enhance business relationships in ITSM**.
 - Learn **best practices for stakeholder engagement, value creation, and service improvement**.
 - Gain expertise in **customer experience management, service value systems, and IT governance**.
 - Be **fully prepared** for the **ITIL 4 Specialist: Business Relationship Management Certification Exam**.
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Who Should Attend?

This course is ideal for:

- IT professionals responsible for **business relationship management and customer engagement**.
 - IT service managers, business analysts, and customer success managers.
 - ITIL 4 Foundation certified professionals aiming to specialize in **business relationship management**.
 - Individuals seeking expertise in **service value creation, stakeholder alignment, and IT-business strategy**.
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Prerequisites

To take the **ITIL 4 Business Relationship Management exam**, candidates must have:

- **ITIL 4 Foundation Certification**.
 - Basic knowledge of **stakeholder engagement, ITSM, and customer experience**.
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Exam & Certification

ITIL 4 Business Relationship Management Exam Details:

- **Exam Provider:** PeopleCert (Web-Proctored Exam)
- **Format:** Multiple Choice
- **Duration:** 90 Minutes
- **Number of Questions:** 40
- **Passing Score:** 70% (28/40 Correct Answers)
- **Retake Option:** Available via PeopleCert Exam Voucher

Certification Benefits:

- One of the **specialist modules** in the **ITIL 4 certification path**.
 - Enhances career opportunities in **business relationship management, stakeholder engagement, and IT governance**.
 - Recognized globally for **effective IT-business alignment and customer satisfaction improvement**.
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Frequently Asked Questions (FAQs)

1. How do I schedule my ITIL 4 Business Relationship Management exam? After completing the course, you will receive a **PeopleCert exam voucher** to schedule your **web-proctored exam**.

2. Do I need prior ITIL knowledge? Yes, **ITIL 4 Foundation Certification** is a prerequisite for this course.

3. What study materials are included? You will receive:


- **Digital eBook**
- **Official ITIL 4 Sample Paper**

4. Do you offer corporate training? Yes! We provide **customized corporate training** tailored to your organization's needs.

Enroll Now & Get ITIL 4 Certified!

 **Contact Us for Enrollment & Group Discounts**

 **Visit Our Website:** www.learnings24x7.com

 **Call Us:** +61 1300 433 422

 **Email:** hello@learnings24x7.com

Advance Your ITSM Career with ITIL 4 Specialist: Business Relationship Management Certification!