



ITIL 4 Practitioner: Relationship Management Course

Overview

The **ITIL 4 Practitioner: Relationship Management** certification is designed for IT professionals responsible for **building, maintaining, and enhancing relationships between IT service providers and stakeholders**. This module focuses on **stakeholder engagement, communication, and value co-creation** to ensure alignment between business needs and IT services.

This course is part of the **ITIL 4 Practitioner certification path**, equipping learners with **practical skills** to strengthen IT-business collaboration and improve service relationships.

Why Choose LEARNINGS24X7?

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

Course Outline

Module 1: Introduction to ITIL 4 & Relationship Management

- Understanding ITIL 4 principles and stakeholder engagement.
- The role of **Relationship Management** in IT service operations.
- Key principles of effective business-IT collaboration.

Module 2: Stakeholder Engagement & Communication

- Identifying key stakeholders and their expectations.
- Effective communication techniques for IT service providers.
- Managing stakeholder concerns and feedback loops.

Module 3: Relationship Building & Value Co-Creation

- Strengthening relationships through trust and transparency.
- Aligning IT services with business needs.
- Driving continuous service improvement through collaboration.

Module 4: ITIL 4 Best Practices for Relationship Management

- Establishing strong governance and partnership models.
- Monitoring and measuring relationship effectiveness.
- Continuous improvement and relationship enhancement.

Module 5: ITIL 4 Practitioner 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 **build and maintain strong stakeholder relationships**.
 - Learn **best practices for communication, engagement, and collaboration**.
 - Gain expertise in **stakeholder value creation, governance, and service alignment**.
 - Be **fully prepared** for the **ITIL 4 Practitioner: Relationship Management Certification Exam**.
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Who Should Attend?

This course is ideal for:

- IT professionals responsible for **stakeholder management and business-IT alignment**.
 - IT service managers, customer relationship managers, and business analysts.
 - ITIL 4 Foundation certified professionals aiming to progress to **Practitioner level**.
 - Individuals seeking expertise in **IT service relationship management, engagement strategies, and communication**.
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Prerequisites

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

- **ITIL 4 Foundation Certification**.
 - Basic knowledge of **IT service relationships, stakeholder engagement, and governance frameworks**.
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Exam & Certification

ITIL 4 Relationship Management Exam Details:

- **Exam Provider: PeopleCert** (Web-Proctored Exam)

- **Format:** Multiple Choice
- **Duration:** 60 Minutes
- **Number of Questions:** 40
- **Passing Score:** 70% (28/40 Correct Answers)
- **Retake Option:** Available via PeopleCert Exam Voucher

Certification Benefits:

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

1. How do I schedule my ITIL 4 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 Practitioner: Relationship Management Certification!