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ITIL®

# ITIL® 4 Specialist Business Relationship Management - Including Exam

**Duración: 3 Días    Código del Curso: ITIL4BRM    Método de Impartición: Curso Remoto (Virtual)**

## Temario:

This module focuses on providing the candidates with the understanding of the key concepts,principles, value and challenges of the Business Relationship Management practice. It is intendedto provide candidates with best practice guidance from the strategic as well as day-to-dayperspectives on how to apply in practice concepts such as stakeholders analysis and managementof requirements, BRM roles and responsibilities, models and techniques, and service relationships.In addition, the ITIL Maturity Model is introduced as a tool to help candidates assess and measurethe organization's capabilities in service management and identify actions on improvementopportunities to develop BRM capabilities.

This 3-day ITIL 4 Business Relationship Management module is structured and aligned around the ITILframework and the ITIL Practice Guides. The examination is intended to assess whether thecandidate can demonstrate sufficient understanding and application of the concepts covered in theITIL 4 Business Relationship Management publication including key elements of the ITIL 4framework such as the ITIL Service Value Chain model and how it is used with the ITIL practices tocreate value.

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Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected.  Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

## Dirigido a:

The ITIL 4 Specialist: Business Relationship Management module is for IT professionals who are involved in establishing and nurturing the relationships between service providers and consumer organizations, and their stakeholders.

## Objetivos:

- After completing this course you should be able to:

- Understand the key concepts of Business Relationship Management

- Understand the BRM value streams and processes

- Know how to apply the BRM models and techniques

- Understand BRM roles, skills, and organizational solutions

- Understand how information and technology supports and enables BRM

- Understand the role of partners and suppliers in BRM

- Know how to develop the BRM capability in an organization

## Prerequisitos:

The ITIL® 4 Foundation certificate is the prerequisite for our ITIL® 4 Specialist Business Relationship Management (BRM) training course.

- ILFN4 - ITIL® 4 Foundation + examen

## Exámenes y certificación

Recommended as preparation for the following exam:

ITIL® 4 Specialist Business Relationship Management (BRM) Examination:

Questions: 40

Format: Multiple-Choice

Duration: 90 Minutes

Pass Mark: 26 / 40 (65%)

Materials Allowed: None - Closed Book

## Contenido:

**1. Understand The Key Concepts Of Business Relationship Management (BRM)**

- Identify the purpose, PSFs, and value of the Business Relationship Management (BRM) practice.
- Understand the key challenges of Business Relationship Management (BRM).
- Understand the key stakeholders of service relationships.
- Understand the service journey model including the steps and the role of touch-points and service interactions.
- Understand the types of service relationship and the role of Business Relationship Management (BRM) in each type of service relationship.

**2. Understand The Business Relationship Management (BRM) Value Streams ; Processes**

- Understand the ITIL® service value chain model and the roles and relationships of service value streams, practices, and processes in creation of value.
- Understand the two main processes of the Business Relationship Management (BRM) practice, including their key inputs and outputs, activities and key questions.
- Know how to develop and apply relationship models.
- Know how to integrate Business Relationship Management (BRM) in the organisation's value streams.

**3. Know How To Apply The Business Relationship Management (BRM) Models ; Techniques**

- Know how to apply the following in the context of Business Relationship Management (BRM), including stakeholder analysis and mapping, Gemba walk, and the voice of the customer.

**4. Understand Business Relationship Management (BRM) Roles, Skills ; Organisational Solutions**

- Understand the key skills required for Business Relationship Management (BRM).
- Describe the responsibilities of the relationship manager and relationship agent roles.
- Know how to apply the LACMT model to Business Relationship Management (BRM) activities.
- Know how to position Business Relationship Management (BRM) within an organisational structure.

**5. Understand How Information ; Technology Supports And Enables Business Relationship Management (BRM)**

- Identify the key inputs and outputs of the Business Relationship Management (BRM) practice.
- Describe the key Business Relationship Management (BRM) automation tools and their role in the practice.

**6. Understand The Role Of Partners ; Suppliers In Business Relationship Management (BRM)**

- Understand the complexity of service relationships.
- Understand the dependencies of Business Relationship Management (BRM) on third parties.

**7. Know How To Develop The Business Relationship Management (BRM) Capability In An Organisation**

- Understand the key concepts of the ITIL® maturity model, including capability assessment, and the capability levels and criteria.
- Know how to apply capability criteria to plan Business Relationship Management (BRM) capability development.
- Identify key metrics and methods for improving Business Relationship Management (BRM) capabilities.
- Apply the key steps of the Business Relationship Management (BRM) capability development.

## Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

info.cursos@globalknowledge.es

www.globalknowledge.com/es-es/

Global Knowledge Network Spain, C/ Retama 7, 6ª planta, 28045 Madrid