ITIL® 4 Specialist: Business Relationship Management (BRM)

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL® 4 Specialist: Business Relationship Management (BRM)
Related Exam:	ITIL® 4 Specialist: Business Relationship Management (BRM)

Course Overview

The ITIL® 4 Specialist Business Relationship Management (BRM) module is structured and aligned around the ITIL® Framework and the ITIL® Practice Guides.

About This Course

The ITIL® 4 Specialist Business Relationship Management (BRM) module is structured and aligned around the ITIL® Framework and the ITIL® Practice Guides.

Our training package includes the following materials:

- Handouts
- A Full Official Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Live Exams
- Mock-Examination
- Exercises
- Exam Voucher

Who Should Attend

Our ITIL® 4 Specialist Business Relationship Management (BRM) training course is suitable for the following roles:

- Business Relationship Managers
- Business Managers
- IT Managers
- Customer Relationship Managers
- External Partners
- Provider Managers
- Marketing Professionals
- Service Management Professionals

Prerequisites & Entry Requirements

General Prerequisites:

The ITIL® 4 Foundation certificate

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Our ITIL® 4 Specialist Business Relationship Management (BRM) training course will explore the key concepts, principles, value and challenges of the Business Relationship Management (BRM) practice. It will give you day-to-day perspectives on how to apply in practice concepts such as stakeholders analysis and management of requirements, Business Relationship Management (BRM) roles and responsibilities, models and techniques, and service relationships.

In addition, the ITIL® Maturity Model is introduced as a tool to help you assess and measure the organisation's capabilities in service management and identify actions on improvement opportunities to develop Business Relationship Management (BRM) capabilities.

Our ITIL® 4 Specialist Business Relationship Management (BRM) training course will enable you to:

- Define Business Relationship Management roles, responsibilities, knowledge, and skills.
- Ensure stakeholders understand the strategic and operational requirements to co-create value and achieve business goals.
- Apply Business Relationship Management metrics and practice success factors to improve performance.
- Measure, assess and develop Business Relationship Management capability by using the ITIL® Maturity Model.

Detailed Course Outline

Our ITIL® 4 Specialist Business Relationship Management (BRM) training course will cover the following topics:

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

- 1.1. Identify the purpose, PSFs, and value of the Business Relationship Management (BRM) practice.
- 1.2. Understand the key challenges of Business Relationship Management (BRM).
- 1.3. Understand the key stakeholders of service relationships.
- 1.4. Understand the service journey model including the steps and the role of touch-points and service interactions.
- 1.5. 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

- 2.1. Understand the ITIL® service value chain model and the roles and relationships of service value streams, practices, and processes in creation of value.
- 2.2. Understand the two main processes of the Business Relationship Management (BRM) practice, including their key inputs and outputs, activities and key questions.
- 2.3. Know how to develop and apply relationship models.
- 2.4. 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

- 3.1. 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

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

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

- 5.1. Identify the key inputs and outputs of the Business Relationship Management (BRM) practice.
- 5.2. 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)

- 6.1. Understand the complexity of service relationships.
- 6.2. 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

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

Certification Path

ITIL® 4 Specialist: Business Relationship Management (BRM)

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

Additional Course Details

Nexus Humans ITIL® 4 Specialist: Business Relationship Management (BRM) training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the ITIL® 4 Specialist: Business Relationship Management (BRM) course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for ITIL® 4 Specialist: Business Relationship Management (BRM)?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® 4 Specialist: Business Relationship Management (BRM) course helps prepare you for the ITIL® 4 Specialist: Business Relationship Management (BRM) certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL® 4 Specialist: Business Relationship Management (BRM) official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 3-day ITIL® 4 Specialist: Business Relationship Management (BRM) course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® 4 Specialist: Business Relationship Management (BRM) training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® 4 Specialist: Business Relationship Management (BRM)?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Specialist: Business Relationship Management (BRM). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® 4 Specialist: Business Relationship Management (BRM)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® 4 Specialist: Business Relationship Management (BRM) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

© 2026 Nexus Human. All rights reserved. This brochure was generated on 19/10/2026.