kod szkolenia: ZP-ITIL4-BRMen / ENG DL 3d

ITIL®4 Specialist: Business Relationship Management (BRM) - accredited training with exam

The ITIL® 4 Extension Modules have been created to extend the main ITIL® 4 framework and provide organizations and professionals with the guidance to address and harness the challenges and opportunities presented by emerging technologies and themes that impact their operations. These modules allow individuals to learn about ITIL® concepts, develop an understanding of relevant ITIL® 4 guidance and enable career development opportunities.

ITIL® 4 OFFICIAL CERTIFICATION SCHEME

ITIL® 4 Foundation is a prerequisite for any ITIL® 4 certification, except for the extension modules ITIL® Acquiring and Managing Cloud Services, and ITIL® Sustainability in Digital and IT that do not have any prerequisite.

ITIL® 4 Managing Professional is awarded when the Create, Deliver and Support, the Driver Stakeholder Value, the High-velocity IT,and the Direct, Plan and Improve certifications are achieved.

ITIL® 4 Strategic Leader is awarded when the Digital and IT Strategy, and Direct, Plan and Improve certifications are achieved.

ITIL® 4 Practice Manager designation is awarded when the Create, Deliver and Support certification, and any ONE certification from the pre-bundled courses is achieved: Monitor, Support and Fulfil, Plan, Implement and Control, or Collaborate, Assure and Improve.

ITIL® 4 Master is the highest designation, awarded when

the ITIL Practice Manager, Managing Professional, and Strategic Leader designations are all achieved.

Training recipients

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.

Benefits

A participant who has passed the exam receives an international certificate in electronic form. The ITIL®4 Business Relationship Management certificate is valid for 3 years.
This course will help 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.

Training program

1. The key concepts of the practice
2. The processes of the practice
3. The roles and competences of the practice
4. How information and technology support and enable the practice
5. The role of partners and suppliers in the practice
6. How the ITIL® capability model can be used to develop the practice
7. The recommendations for the practice success
8. Exam preparation

Expected preparation of the participant

Required ITIL®4 Foundation certificate

Training Includes

The training price includes:

- Accredited training materials
- Voucher for the PeopleCert ITIL® Business Relationship Management online exam
- Authorized ITIL®4 Business Relationship Management book online

Additional options:

- Take2 re-sit exam: 200 zł

  Attention: purchasing this option is only possible through Altkom Academy before the training.

The prices presented on the website apply to sales on the Polish market. For customers outside Poland, or in cases where the PeopleCert exam requires settlement under a different region, the final price may be adjusted in accordance with PeopleCert's applicable regional pricing policy. Please contact us to confirm the price and receive an offer tailored to your country/region: trainings@altkom.pl

Language

- Training: English
- Materials: English
- Exam: English

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.
Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.
Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.
The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

Czas trwania

3 dni / 24 godzin

Examination description

ITIL®4 BRM exam:

- Duration: 90 minutes (in a language other than their mother tongue or working language have 25% of the additional time for a total of 113 minutes)
- Multiple choice test – 40 questions
- Credit from: 26 points (65%)
- Closed book