ITIL® 4 Specialist: Business Relationship Management

Kód kurzu: H38CMS

Technology has transformed the way we work, socialize, purchase goods, and interact with services, fuelling new behaviours, demands and experiences. Consumers and users now expect more, which puts pressure on providers to deliver higher quality IT-enabled products and services at a quicker pace. Business relationship management (BRM) is often named as one of the most needed ITSM practices, but rarely among the most developed. An IT service provider simply cannot exist without establishing and managing relationships with business sponsors and customers, and yet business relationships are often left undermanaged. Despite popular belief that IT and business should always be strategic partners, in reality different organizations need different types of service relationships with IT. A shared vision of the role of digital technology within the wider business is the most important factor of these relationships, even if this role is not strategic. This module has been created to help organizations develop better se vice relationships between IT and business, whether these are basic relationships, cooperation, or strategic partnerships based on close collaboration.The exam is included in the price of the training.

Pro koho je kurz určen

- Anyone involved in building and maintaining relationships between IT and the business
- Candidates who wish to take the ITIL 4 Business Relationship Management qualification

Co Vás naučíme

The ITIL® 4 Specialist: Business Relationship Management module provides candidates with:

- An understanding of the key concepts, principles, value and challenges of the Business Relationship Management practice
- Best practice guidance from the strategic as well as day-to-day perspectives on how to apply in practice concepts, including stakeholder analysis and management of requirements, BRM roles and responsibilities, models and techniques, and service relationships

Požadované vstupní znalosti

There are no prerequisites for the ITIL 4 Extension Modules. However, candidates must have attended an accredited training course for this module.

Studijní materiály

Studijní materiál ITIL.

Osnova kurzu

Module 1: Key Concepts of Business Relationship Management

- Purpose of business relationship management
- Service relationships
- Stakeholders
- Practice success factors
- Challenges of business relationship management

Module 2: Business Relationship Management Models

- Service journeys
- Business relationship management models
- Business relationship management techniques

Module 3: Business Relationship Management Value Streams and Processes

- Service value chain
- Value streams
- Business relationship management processes
- Integrating business relationship management into value stream

Module 4: Business Relationship Management

Roles, Skills and Organizational Considerations

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- Positioning business relationship management in the organization
- Key roles
- Business relationship management skills and competencies

Module 5: Information and Technology to Support Business Relationship Management

- Key inputs and outputs of the practice
- Key business relationship management tools

Module 6: The Role of Partners and Suppliers in Business Relationship Management

- Understanding the complexity of service relationships
- Understanding the dependencies of business relationship management on third parties

Module 7: Developing Business Relationship Management Capability

- ITIL maturity model
- Applying capability criteria business relationship management capability development
- Key metrics and methods for improving business relationship management capability

Exam Preparation

- *The exam voucher is included in the price of the training*

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