Course Title: ITIL® 4 Practitioner: Relationship Management	**Course Duration**: 1.0 Day
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Practitioner: Relationship Management Certificate	

Course Syllabus

Our ITIL® 4 Practitioner: Relationship Management training course covers the following Modules:

Module 1: The key concepts of the practice

1.1. Explain the purpose of the practice
1.2 Describe the PSFs & key metrics of the practice

1.3. Explain the key terms/concepts:

a) types of relationships in organisations (business associate, business friend, personal friend)
b) types of service relationships between organisations (basic, cooperative, partnership)
c) steps of service relationship journey (explore, engage, offer, agree, onboard/off-board, co-create, realise)
d) relationship models

Module 2: The processes of the practice

2.1 Describe inputs and outputs of the processes
2.2 Describe the key activities of the processes
2.3 Know how to integrate the practice in the organisation’s value streams

Module 3: The roles and competences of the practice

3.1 Describe the responsibilities of the key roles of the practice:

a) relationship manager
b) relationship agent

3.2 Know how to position the practice in the organisational structure

Module 4: How information and technology support and enable the practice

4.1 Explain the tools application
4.2 Apply the recommendations on automation

Module 5: The role of partners and suppliers in the practice

5.1 Explain the dependencies of the practice on third parties
5.2 Explain how partners and suppliers can support the practice

Module 6: How the ITIL® capability model can be used to develop the practice

6.1 Explain how capability criteria support the practice capability development

Module 7: The recommendations for the practice success

7.1 Understand the recommendations for relationship management success and how they are supported by the ITIL® guiding principles

Course Overview

Our one-day ITIL® 4 Practitioner: Relationship Management training course focuses on providing candidates with the understanding of the key concepts,
principles, value and challenges of the Relationship Management Practice. It is intended to provide candidates with best practice guidance on how to establish and nurture the links between the organisation and its stakeholders at strategic and tactical levels.

Course Learning Outcomes

Our ITIL® 4 Practitioner: Relationship Management training course will teach you to become proficient in the following:

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL® capability model can be used to develop the practice
- The recommendations for the practice success

Audience

Our ITIL® 4 Practitioner: Relationship Management 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

Entry-Level Requirements

Our ITIL® 4 Practitioner: Relationship Management training course requires candidates to have passed the ITIL®4 Foundation Exam.

Recommended Reading

The following are the prerequisites for our ITIL® 4 Practitioner: Business Relationship Management training course:

- ITIL® Foundation Certificate OR ITIL® 4 Managing Professional Transition (MPT) Certificate
- Training Through An Accredited Training Organisation (ATO)

What's Included

Our ITIL® 4 Practitioner: Relationship Management training course contains the following:

- Pre-reading
- Course Manuel
- Quizzes
- Exercises
- ITIL® 4 Practitioner: Relationship Management Exam Voucher

Exam Information

ITIL® 4 Practitioner: Relationship Management Examination:

The ITIL® 4 Practitioner: Relationship Management examination will comprise of:

- Duration: 30 Minutes
- Closed Book: Yes
- Format: 20 Questions With 1 Mark Each. No Negative Marking.
- Question Type: Standard Classic, Negative, & List
- Bloom's Level's: 2 & 3
- Pass Mark: 65% Or 13/20

Read the PeopleCert Official Guidance for Windows Devices and MacOS Devices for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.

- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. If you make the decision to not renew your certification, you will not be removed from the Successful Candidate Register (SCR). You will remain on the Successful Candidate Register (SCR), however it will be flagged that your certification is not up to date.

What's Next

To achieve the ITIL® 4 Practice Manager designation, you will need to have completed five individual practices plus the ITIL® 4 Specialist: Create, Deliver & Support (CDS) module, or you will need to have completed the three-day bundled or combined module plus the ITIL® 4 Specialist: Create, Deliver & Support (CDS) module.

Additional Information

Our ITIL® 4 Practitioner: Relationship Management training course offers several benefits to individuals, teams and organisations, including but not limited to:

- **Enhanced Communication Skills**: The module emphasises effective communication and negotiation techniques.
- **Better Service Quality**: Building strong relationships with stakeholders can lead to a better understanding of their requirements.
- **Increased Service Value**: By understanding and managing relationships with stakeholders, you can ensure that the IT services provided align with the organisation's objectives.
- **Risk Reduction**: A better understanding of the needs and expectations of stakeholders can help identify potential risks and issues early, allowing for proactive risk management and mitigation.
- **Conflict Resolution**: Relationship Management equips you with the skills and techniques to resolve conflicts and disagreements in a constructive manner, preventing issues from escalating and negatively affecting service delivery.
- **Adaptability**: As ITIL® 4 is an adaptable framework, mastering Relationship Management allows you to tailor IT service management practices to suit the unique needs of your organisation, leading to more flexible and responsive IT service delivery.
- **Career Advancement**: Acquiring ITIL® 4 Practitioner: Relationship Management certification can be a valuable asset for IT professionals and can open up career opportunities.