



Business Relationship Management Professional

Training and Certification Course

Overview

The BRM Role is a crucial link between a service provider and the business acting as a connector, orchestrator, and navigator between the service provider and one or more business units.

Business Relationship Management Professional (BRMP®) training is a world-class professional development program designed to provide a solid foundation-level knowledge of Business Relationship Management. The BRMP® exam is designed to test an individual's learning through rigorous examination providing a leading verifiable benchmark of BRM professional acumen and achievement.

Business Relationship Management (BRM) embodies a set of competencies (knowledge, skills, and behaviours) to foster an effective business value-producing relationship between a service provider and its business partners. These competencies can be leveraged through organizational roles (e.g., in an IT organization, the CIO typically has a role of BRM for the enterprise), a discipline (e.g., all business partner facing service provider roles should be skilled in Business Relationship Management), and an organizational capability (e.g., a service provider organization should be effective in shaping and channelling demand to the highest business value opportunities).

Goals

On successful completion, participants will be able to

1. Understand the characteristics of the BRM role
2. Perform as a strategic partner, contributing to business strategy formulation and shaping business demand for the provider's services
3. Understand Relationship Maturity Levels and how that affects the BRM
4. Use Portfolio Management disciplines and techniques to maximize business value
5. Navigate Business Transition Management and the conditions for successful change programs to minimize value leakage
6. Understanding techniques that are available to manage relationships
7. Understand the role of IT Service Provider and how that relates to BRM
8. Understand the BRM role in Service Management and alignment of services and service levels with business needs
9. Apply the principles of effective and persuasive communication

Target Audience

Business Relationship Management Professional (BRMP®) training and certification program is intended for the aspiring to intermediate-level Business Relationship Managers and designed to provide a solid foundation-level knowledge of Business Relationship Management. BRMP® professional development program provides an excellent Return on Investment (ROI) and is ideally suited for project managers,

business analysts, architects, external service providers; representatives of shared services organizations including IT, HR, Finance, Sales, Strategy Planning, etc.; business partners and anyone else interested in business value maximization.

BRMP Foundation Exam

- Multiple Choice format
- 50 questions per paper
- 25 mark or more required to pass (out of 50 available) - 50%
- 40 minute duration
- Closed book

Agenda and Outline

DAY 1	DAY 2
Class and course Introductions	Morning Review
<p>Introduction to BRM Role</p> <ul style="list-style-type: none"> • Terminology • BRM as a role, a Discipline & an Organizational capability • BRM Metaphors • BRM-related standards <p>Organizational Capability</p> <ul style="list-style-type: none"> • Definition of BRM • Capability Model • BRM core disciplines • HOUSE of BRM 	<p>Service Provisioning</p> <ul style="list-style-type: none"> • Business-IT Governance • Key business-IT domains • Business-IT Governance Illustration • Service Management • Portfolio Management • Portfolios, Programs and projects • Portfolio Classification • Weill/Broadbent Classification scheme • The Boston square

<ul style="list-style-type: none"> ● Operating Model ● BRM and the service provider ● Business-provider maturity model ● Business Relationship Maturity model ● Business-provider alignment ● Business partner's Decision cycle <p>Organizing BRM</p> <ul style="list-style-type: none"> ● Typical BRM Activities across the provider capability model ● Strategic versus Tactical BRM ● Common BRM reporting and organization structures ● Demand Shaping ● The BRM role in practice 	<ul style="list-style-type: none"> ● Portfolio Balancing Techniques ● Business Capability Roadmapping ● Linking Business Drivers with technology ● Value Management ● The value management process ● Business value leakage ● Business Outcomes ● Customer value hierarchy ● Diagnosing Relationship Quality ● Relationship Value Mapping Technique ● Strategic Relationship Management ● Repairing Broken Business Partner Relationships ● Building the Relationship Strategy on a Page ● Building a Relationship Improvement Plan
DAY 3	
<p>Competencies</p> <ul style="list-style-type: none"> ● Business Transition Management ● Myths and the realities of Business Transition Management (BTM) ● Business Transition Management Capability Model ● The Art of Body language ● The Art of Emotional Intelligence ● The Art of Listening ● The Art of Rhetoric and Persuasion ● Influencing and Persuading ● Expressing a Unique Value Proposition <p>Exam Preparation</p> <ul style="list-style-type: none"> ● Sample Questions for every Module ● Full-fledged Mock Paper and Review ● Tips and Tricks ● Actual Exam 	

About the Facilitator



Suresh GP, M-Tech is currently the Founder & Managing Director of TaUB Solutions. He has more than 16+ Years of IT experience and specialized in IT Service Management, IT Governance, Agile, DevOps and Business Relationship Management. Suresh as a Principal Consultant does Consulting, Training, Simulations and Implementation services for DevOps to Fortune 2000 organization.

He was also awarded top 25 thought leaders in service management for 2017 by HDI

Suresh is also the Regional Leader for Asia Pacific and Middle East at BRM Institute. To complement his extensive experience, he has earned wide range of certifications that include ITIL V3 Expert, DevOps Leader, CGEIT, CBRM, CASM, PMP, ISO 20000 Practitioner and ISO/IEC 20000 & 27001 Lead Auditor. He is a regular blogger and speaker in National & International Forums like itSMF,

DevOps Institute, PMI, ISACA. He was awarded itSMF Contributor Award by itSMF Singapore in 2013 and 4 BRM Excellence Awards at BRM Connect 2017.

CONFIDENTIALITY

TaUB Solutions will ensure strict confidentiality to protect all details of Client information including data privacy, organizational structure, business processes followed and overall aspects of physical and logical dimensions governing delivery of the training.

TaUB Solutions LLC

15692 Kiefer Rd.

Germantown, Ohio 45327

USA

TaUB Solutions LLP

A-2 Block 4, BSR Mantralaya

HSR Layout 2nd Sector, 19th Main

Bengaluru, Karnataka,

India - 560102

TaUB Solutions Pte Ltd

30 Cecil Street, #19-08

Prudential Tower,

Singapore - 049712

www.taubsolutions.com info@taubsolution.com americas@taubsolutions.com

Confidential