



Business Relationship Manager: Careers in IT service management (BCS Guides to IT Roles)

Ernest Brewster

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Business relationship management (BRM) is central to all aspects of an organisation's interaction with existing and potential customers. It is crucial for building and maintaining strong relationships between a service provider and customer. This highly accessible book gives an excellent introduction to the role of a BRM manager, covering areas such as purpose, required skills, responsibilities, interface and career progression as well as tools, standards and frameworks related to the role.

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