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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q40-Q45):

NEW QUESTION # 40

What is the LOWEST level at which capability criteria related to practice automation is typically defined?

- A. Level 3

- B. Level 4
- C. Level 5
- D. Level 1

Answer: B

Explanation:

In maturity models, automation of practice activities is typically introduced at Capability Level 4, where processes are quantitatively managed and supported by automated tooling.

NEW QUESTION # 41

An organization has assembled a small team to do a self-assessment of its business relationship management capabilities in advance of a formal assessment. The team has reviewed all the criteria for level 2.

What should this team do NEXT?

- A. Set the target capability level.
- B. Look for evidence of missing capabilities.
- C. Identify evidence for every criterion that has been met.
- D. Proceed to Level 3.

Answer: C

Explanation:

After reviewing Level 2 criteria, the next step is to collect and document evidence for each criterion that has been met to validate the assessment before moving forward.

NEW QUESTION # 42

Which BEST describes the service relationship journey?

- A. The steps a service consumer and a service provider undertake together to co-create value
- B. The experience consumers have as a result of service interactions with a service provider
- C. The actions that a service provider undertakes to build a relationship with service consumers
- D. The actions that service consumers undertake to be able to use a provider's services

Answer: A

Explanation:

The service relationship journey encompasses the collaborative steps taken by both the service consumer and provider to co-create value through their interactions.

NEW QUESTION # 43

In the context of the "business relationship management" practice, which statement is CORRECT?

- A. Aims to manage agreements with consumers
- B. Focuses primarily on the needs of service users
- C. Nurtures relationships at strategic levels
- D. Focuses on relationships between individuals

Answer: C

Explanation:

The Business Relationship Management practice is designed to nurture and maintain relationships with stakeholders at strategic and organizational levels, ensuring alignment between the organization's strategy and stakeholder needs.

NEW QUESTION # 44

An organization is performing a stakeholder analysis.

Which is an example of a stakeholder that should be monitored?

- A. A financial controller who has little interest in a project
- **B. End users who have no control over or interest in the software they use**
- C. A senior manager who has control of a project
- D. A business relationship manager who wants to ensure that a service fulfils the customer's needs

Answer: B

Explanation:

End users with neither control (power) nor interest fit the "monitor" category in stakeholder analysis, requiring minimal effort to track their status.

NEW QUESTION # 45

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