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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q36-Q41):

NEW QUESTION # 36

Identify the missing word(s) in the following sentence.

A key challenge of the business relationship management practice is a lack of understanding of the operating models of the [?].

- A. Key stakeholders
- **B. Service consumer**
- C. IT service provider
- D. External regulators

Answer: B

Explanation:

A core challenge for Business Relationship Management is that the practice often lacks insight into the operating models of the service consumer, which hampers its ability to align services with consumer needs.

NEW QUESTION # 37

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

Answer: C

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 # 38

Which input used to develop the business relationship management approach is an output of the workforce and talent management practice?

- A. Service portfolio
- B. Organization's strategy
- C. Business relationship principles
- **D. Assessment of the organization's culture**

Answer: D

Explanation:

An assessment of the organization's culture is produced by the Workforce and Talent Management practice and serves as an input when developing the Business Relationship Management approach.

NEW QUESTION # 39

Which is an example of 'Analysing the Voice of the customer'?

- A. Responding to a customer regarding their concerns about relationship management activities.
- B. Surveying customers about their opinions of a new software application
- C. Performing regular reviews of 'Voice of the customer' activities
- **D. Interpreting feedback from customers about a software application and prioritizing actions**

Answer: D

Explanation:

Analysing the Voice of the Customer involves reviewing and interpreting customer feedback to identify priorities and actions, which is exemplified by interpreting feedback and prioritizing actions.

NEW QUESTION # 40

Which question should be considered during the 'Identify stakeholders and relationship model' activity of the 'Managing business relationship journeys' process?

- A. What is the role of BRM in each value stream?
- **B. Who is responsible for managing the relationship?**
- C. What are the events to monitor and process?
- D. Is escalation required?

Answer: B

Explanation:

Determining "Who is responsible for managing the relationship?" is central to identifying stakeholders and selecting the appropriate relationship model.

NEW QUESTION # 41

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