

# ITIL-4-BRM Actual Collection: ITIL 4 Specialist: Business Relationship Management - ITIL-4-BRM Quiz Braindumps & ITIL-4-BRM Exam Guide



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## Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q20-Q25):

### NEW QUESTION # 20

The service relationship between an internal service provider and the business involves many business stakeholders who may have different interests and priorities.

Which TWO factors additionally increase the complexity of the service relationships and should be considered by the service provider?

1. Dependencies on partner and suppliers
2. Dependencies on other internal service providers
3. Dependencies on the service consumer
4. Dependencies on internal users

- A. 1 and 4
- B. 1 and 2
- C. 2 and 3
- D. 3 and 4

**Answer: B**

Explanation:

Dependencies on partner and suppliers (1) and on other internal service providers (2) introduce additional complexity in coordinating and managing the end-to-end service relationship.

### NEW QUESTION # 21

Which is an example of the 'Prepare the team' step of Gemba walks?

- A. A relationship manager records the findings of observing the negotiation of service targets
- B. A relationship manager discusses the findings of a Gemba walk with other stakeholders
- C. A relationship manager asks another manager to join the Gemba walk for onboarding new customers
- D. A business relationship manager informs staff of a future Gemba walk of the value stream for creating a new service

**Answer: D**

Explanation:

"Prepare the team" involves informing and readying participants for the upcoming Gemba walk; notifying staff about the future observation aligns with that preparatory activity.

### NEW QUESTION # 22

In the context of a cooperative relationship, which would NOT be a role of business relationship management?

- A. Balancing becoming a trusted partner with investing too much in high-value services
- B. Identifying tailored services that meet service outcome and experience expectations
- C. Using information to look for new ways to add value for the service consumers
- D. Achieving strategic alignment and setting common goals and priorities

**Answer: A**

Explanation:

In a cooperative relationship, Business Relationship Management focuses on adding value, achieving strategic alignment, and identifying tailored services; balancing the risk of over-investing in high-value services is not one of its defined roles.

### NEW QUESTION # 23

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

- A. Performing regular reviews of 'Voice of the customer' activities
- B. Responding to a customer regarding their concerns about relationship management activities.

- C. Interpreting feedback from customers about a software application and prioritizing actions
- D. Surveying customers about their opinions of a new software application

**Answer: C**

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 # 24

Which BEST describes the service relationship journey?

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

**Answer: B**

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 # 25

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