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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q14-Q19):

NEW QUESTION # 14

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

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

Answer: B

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 # 15

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. Identify evidence for every criterion that has been met.**
- C. Look for evidence of missing capabilities.
- D. Proceed to Level 3.

Answer: B

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 # 16

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 # 17

Which is an example of an approach to managing a business relationship in a clear domain?

- **A. A business relationship manager is provided with a detailed set of instructions for gathering information about new customers**
- B. A business relationship manager is provided with a set of principles to apply when discussing sustainability issues with customers
- C. A business relationship manager uses a Gemba walk for analysing stakeholders influence and interest
- D. A business relationship manager is provided high-level guidance for customer discussions

Answer: A

Explanation:

In a clear domain, processes are well understood and documented; providing a detailed set of instructions aligns with that clarity, guiding the BRM's information-gathering.

NEW QUESTION # 18

What technique is MOST appropriate to help a business relationship manager understand how a customer affects the business relationship journey?

- A. Gemba walk
- B. Business relationship models

- C. Stakeholder analysis and mapping
- D. Voice of customer

Answer: C

Explanation:

Stakeholder analysis and mapping helps the BRM identify and understand a customer's influence, interests, and impact on each stage of the relationship journey.

NEW QUESTION # 19

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