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## Peoplecert ITIL 4 Specialist: Business Relationship Management Sample

## Questions (Q25-Q30):

### NEW QUESTION # 25

A small organization's problem management practice has been assessed at capability level 2, with only one criterion met at level 3. Which TWO factors should this organization consider MOST in the context of the "Where do we want to be?" step in the continual improvement model?

1. The costs and time required to achieve level 3
2. How to achieve level 5 for the practice
3. The impact of missing capabilities on the business
4. How to improve all four dimensions of service management at once

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

### Answer: D

Explanation:

In setting improvement targets, the organization should weigh the costs and time required to reach Level 3 (factor 1) and understand how the missing capabilities currently impact the business (factor 3), ensuring that objectives are both feasible and aligned with business priorities.

### NEW QUESTION # 26

Which activity in the 'managing business relationship journeys' process executes the activities for the business relationship journey?

- A. Analyze the organization's culture, strategy, and stakeholders
- B. Review the relationship
- C. Manage exceptions
- D. Follow the business relationship model

### Answer: D

Explanation:

"Follow the business relationship model" is the activity that carries out the defined sequence of journey steps, executing the business relationship journey in practice.

### NEW QUESTION # 27

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

### Answer: D

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 # 28

Which is NOT an input to the 'Managing business relationship journeys' process?

- A. Business relationship models
- B. Roles and responsibilities

- C. Service portfolio
- D. Training materials

**Answer: D**

Explanation:

Training materials support BRM development but are not an input to the Managing Business Relationship Journeys process; that process relies on defined roles and responsibilities, relationship models, and the service portfolio.

**NEW QUESTION # 29**

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 # 30**

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