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## Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q37-Q42):

### NEW QUESTION # 37

An organization is performing a stakeholder analysis.

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

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

**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

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. External regulators
- D. IT service provider

**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 # 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. Interpreting feedback from customers about a software application and prioritizing actions**
- C. Surveying customers about their opinions of a new software application
- D. Performing regular reviews of 'Voice of the customer' activities

**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 # 40

An organization has set an objective that by the end of the year it will develop and communicate values and principles to be adopted by everyone within the organization relative to business relationship management (BRM).

What metric can BEST be used to assess whether this objective has been met?

- A. The service provider's image in the business
- C Number and percentage of terminated contracts
- **B. Adoption of a common approach to BRM**
- C. Satisfaction of key stakeholders with the relationship

**Answer: B**

Explanation:

Measuring the adoption of a common approach to BRM directly reflects whether the newly developed values and principles have

been communicated and embraced across the organization by year's end.

#### NEW QUESTION # 41

Which TWO means of automation should an organization use to check whether its business relationship models can be applied to a particular situation?

1. Workflow management tools
2. Mind mapping
3. Analysis and reporting tools
4. Knowledge management and sharing tools

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

**Answer: A**

Explanation:

Analysis and reporting tools can automatically evaluate data and metrics to determine if a given relationship model is suitable. Knowledge management and sharing tools provide accessible repositories of models and contextual information to support automated decision-making on applicability.

#### NEW QUESTION # 42

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