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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q31-Q36):

NEW QUESTION # 31

What key question should be asked when verifying and adjusting a business relationship model?

- A. Does the agent understand the context and the applicable relationship model?
- B. Is there an applicable relationship model?
- C. Is this a new or existing relationship?
- **D. Did we deviate from the model or did the model not work as expected?**

Answer: D

Explanation:

Verifying and adjusting the business relationship model requires assessing whether deviations occurred because the process wasn't followed or because the model itself was ineffective.

NEW QUESTION # 32

In the context of the capability model, what are the capability criteria for each practice success factor mapped to?

- A. One of the four dimensions of service management
- B. The service value system
- **C. Key metrics**
- D. The organization's strategy

Answer: C

Explanation:

Capability criteria are specific, measurable attributes of success factors and are directly mapped to key metrics used to assess practice performance.

NEW QUESTION # 33

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 actions that service consumers undertake to be able to use a provider's services
- C. The experience consumers have as a result of service interactions with a service provider
- D. The actions that a service provider undertakes to build a relationship with service consumers

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 # 34

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

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 # 35

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

- A. Training materials
- B. Business relationship models
- C. Service portfolio
- D. Roles and responsibilities

Answer: A

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 # 36

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