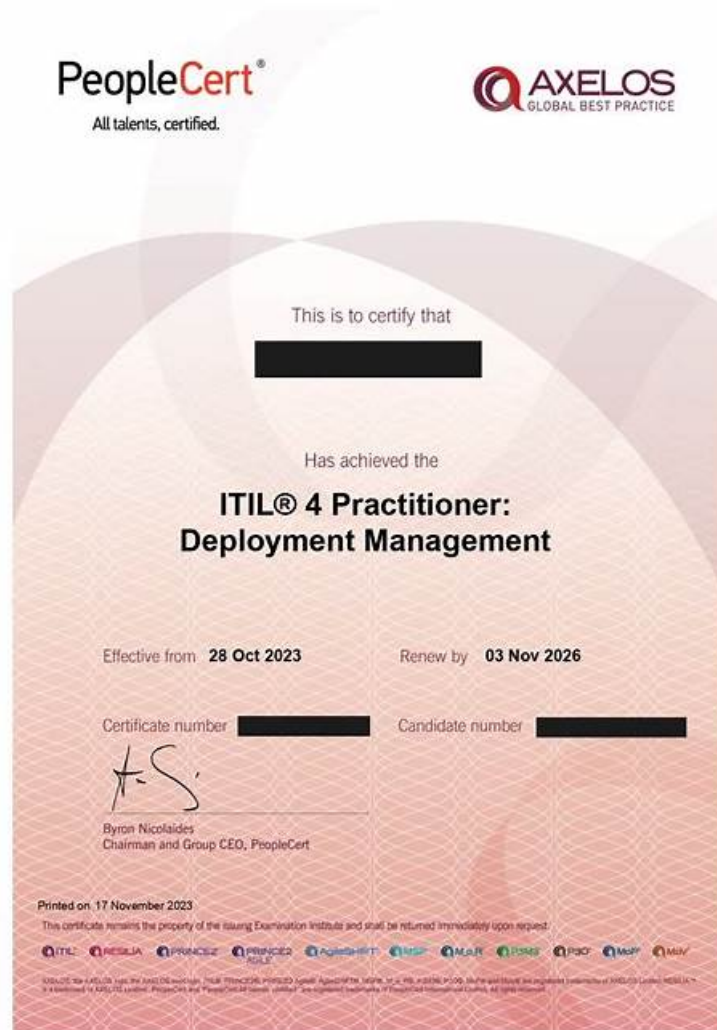


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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q38-Q43):

NEW QUESTION # 38

Which question should be considered during the 'Identify stakeholders and relationship model' activity of the 'Managing business relationship journeys' process?

- A. What are the events to monitor and process?
- **B. Who is responsible for managing the relationship?**
- C. Is escalation required?
- D. What is the role of BRM in each value stream?

Answer: B

Explanation:

Determining "Who is responsible for managing the relationship?" is central to identifying stakeholders and selecting the appropriate relationship model.

NEW QUESTION # 39

Which of the following describes a value stream?

- A. An operating model which defines the main activities required to respond to demand and facilitate value realization
- B. Asset of organizational resources designed for performing work or accomplishing an objective
- C. A model that defines the key aspects of a relationship journey for a set of business stakeholders
- **D. A set of steps undertaken to create and deliver products and services**

Answer: D

Explanation:

A value stream is defined as the series of steps an organization undertakes to create and deliver products or services, transforming demand into value.

NEW QUESTION # 40

Which describes the skill of self-awareness?

- A. The ability to question effectively and demonstrate active listening
- B. The ability to understand trends in technology and influence long-term planning
- **C. The ability to be introspective and understand one's own behavior**
- D. The ability to persuade stakeholders at all levels within an organization?

Answer: C

Explanation:

Self-awareness is defined as the capacity for introspection and understanding one's own behaviors and their effects.

NEW QUESTION # 41

Which skill requires a business relationship manager to be introspective and understand their own behavior?

- A. Written and verbal communications
- B. Persuasion/negotiation
- **C. Self-awareness**

- D. Strategic Thinking

Answer: C

Explanation:

Self-awareness involves introspection and understanding one's own behaviors, emotions, and impact on relationships, which is essential for a business relationship manager.

NEW QUESTION # 42

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

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

Answer: C

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 # 43

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