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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q17-Q22):

NEW QUESTION # 17
In the context of the capability model, what are the capability criteria for each practice success factor mapped to?

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

Answer: D

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

NEW QUESTION # 18
Which activity is typically shared between a business relationship manger and business relationship agent?

- A. Reviewing business relationships
- B. Developing business relationship models
- C. Maintaining relationships with service consumer stakeholders
- D. Following business relationship models

Answer: C

Explanation:
Both the business relationship manager and agent share the responsibility of maintaining relationships with service consumer stakeholders to ensure ongoing alignment and engagement.

NEW QUESTION # 19
What technique is MOST appropriate to help a business relationship manager understand how a customer affects the business relationship journey?

- A. Business relationship models
- B. Gemba walk
- C. Voice of customer
- D. Stakeholder analysis and mapping

Answer: D

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 # 20
The business relationship managers at a large it service provider are exploring ways to improve the customer journey. As an objective of this initiative, they want to automate the feedback collection and reporting mechanisms that are used to monitor customer experience. Given this objective, what is the minimum target capability level for organization should set for this practice?

- A. Level 5
- B. Level 2
- C. Level 3
- D. Level 4

Answer: D

Explanation:
Automating feedback collection and reporting indicates a move towards quantitatively managed, tool-supported processes, which corresponds to Capability Level 4.

NEW QUESTION # 21
Which is an example of 'Analysing the Voice of the customer'?

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

- D. Surveying customers about their opinions of a new software application

Answer: C

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 # 22

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