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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q35-Q40):

NEW QUESTION # 35

Which is an example of 'Analysing the Voice of the customer'?

- A. Performing regular reviews of 'Voice of the customer' 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. Responding to a customer regarding their concerns about relationship management 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 # 36

What is the LOWEST level at which capability criteria related to practice automation is typically defined?

- A. Level 4
- B. Level 5
- C. Level 3
- D. Level 1

Answer: A

Explanation:

In maturity models, automation of practice activities is typically introduced at Capability Level 4, where processes are quantitatively managed and supported by automated tooling.

NEW QUESTION # 37

Which TWO statements about BRM and third-party services are CORRECT?

1. BRM does not focus on suppliers as they never interact directly with the organization's users
2. BRM ensures that, where appropriate, suppliers follow a service provider's BRM approach
3. BRM is not directly involved in and does not need to understand supplier services
4. BRM needs to understand dependencies on supplier services as they influence user experience

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

Answer: C

Explanation:

Statement 2 is correct because BRM ensures that suppliers align with the organization's relationship management approach when interacting with consumers.

Statement 4 is correct because understanding supplier dependencies is vital for BRM to manage and influence the overall user experience.

NEW QUESTION # 38

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. 2 and 4
- B. 1 and 2
- C. 3 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 # 39

Which activity is typically a responsibility that is shared between a business relationship manager and a business relationship agent?

- A. Maintaining business relationship models
- B. Coordinating interactions between the service provider and service consumer
- C. Developing business relationship models

- D. Managing business relationship exceptions

Answer: B

Explanation:

Both the business relationship manager and agents collaborate to coordinate interactions between the service provider and service consumer, ensuring seamless communication and alignment.

NEW QUESTION # 40

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