

# Quiz 2026 Peoplecert ITIL-4-BRM: ITIL 4 Specialist: Business Relationship Management Accurate Pass4sure Exam Prep



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## Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q11-Q16):

### NEW QUESTION # 11

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. Satisfaction of key stakeholders with the relationship
- B. The service provider's image in the business

- C Number and percentage of terminated contracts
- **C. Adoption of a common approach to BRM**

**Answer: C**

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 # 12**

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

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

**Answer: C**

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 # 13**

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 # 14**

As part of a stakeholder analysis, a senior manager has been identified who has financial control over BRM activities and is keen to see BRM succeed within the organization.

Which communication strategy should be used for this stakeholder?

- A. Keep informed
- B. Keep satisfied
- **C. Manage closely**
- D. Monitor

**Answer: C**

Explanation:

A stakeholder with both high power (financial control) and high interest (keen to see BRM succeed) requires a "manage closely" strategy to ensure their needs and expectations are proactively addressed.

#### **NEW QUESTION # 15**

In the context of a cooperative relationship, which would NOT be a role of business relationship management?

- A. Using information to look for new ways to add value for the service consumers
- B. Identifying tailored services that meet service outcome and experience expectations
- C. Achieving strategic alignment and setting common goals and priorities
- D. **Balancing becoming a trusted partner with investing too much in high-value services**

**Answer: D**

Explanation:

In a cooperative relationship, Business Relationship Management focuses on adding value, achieving strategic alignment, and identifying tailored services; balancing the risk of over-investing in high-value services is not one of its defined roles.

**NEW QUESTION # 16**

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