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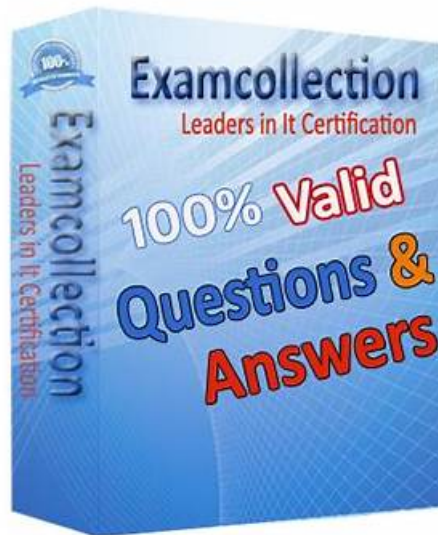
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Selecting Examcollection ITIL-4-BRM Vce - Say Goodbye to ITIL 4 Specialist: Business Relationship Management

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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q25-Q30):

NEW QUESTION # 25
An organization has created a value stream to define new or changed service level agreements (SLAs).
What TWO activities in this value stream are most likely to include contributions from a business relationship management practice?
1. Identify customer requirements
2 Create a draft SLA
3. Verify that SLA is achievable
4. Negotiate agreed SLA

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

Answer: A

Explanation:
BRM engages in understanding and capturing customer requirements (activity 1) and plays a key role in negotiating the agreed SLA (activity 4) to ensure alignment with stakeholder expectations.

NEW QUESTION # 26
In the context of the capability model, what are the capability criteria for each practice success factor mapped to?

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

Answer: A

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

NEW QUESTION # 27
Which is an example of the 'Prepare the team' step of Gemba walks?

* A. A business relationship manager informs staff of a future Gemba walk of the value stream for creating a new service
* B. A relationship manager records the findings of observing the negotiation of service targets
* C. A relationship manager discusses the findings of a Gemba walk with other stakeholders
* D. A relationship manager asks another manager to join the Gemba walk for onboarding new customers

Answer: A

Explanation:
"Prepare the team" involves informing and readying participants for the upcoming Gemba walk; notifying staff about the future observation aligns with that preparatory activity.

NEW QUESTION # 28
Which TWO means of automation should an organization use to check whether its business relationship models can be applied to a particular situation?
1. Workflow management tools
2. Mind mapping

3. Analysis and reporting tools
4. Knowledge management and sharing tools

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

Answer: A

Explanation:
Analysis and reporting tools can automatically evaluate data and metrics to determine if a given relationship model is suitable.
Knowledge management and sharing tools provide accessible repositories of models and contextual information to support automated decision-making on applicability.

NEW QUESTION # 29
Which is an example of 'Analysing the Voice of the customer'?

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

Answer: A

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 # 30
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