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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q24-Q29):

NEW QUESTION # 24

Which business relationship activity is MOST LIKELY to need leadership competency?

- A. Identifying stakeholders and relationship model
- B. Reviewing and adjusting business relationship models
- C. Following a business relationship model

- D. Embedding business relationship models into service value streams

Answer: D

Explanation:

Embedding business relationship models into service value streams requires leadership competency to influence organizational change, secure buy-in, and guide teams through adoption.

NEW QUESTION # 25

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

- A. Self-awareness
- B. Written and verbal communications
- C. Persuasion/negotiation
- D. Strategic Thinking

Answer: A

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 # 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. The organization's strategy
- D. One of the four dimensions of service management

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 activity is NOT likely to be performed by a partner or supplier in support of the business relationship management practice?

- A. Performing and analyzing satisfaction surveys of business relationships.
- B. Advising the internal IT service provider on experience management techniques.
- C. Providing tools to assist the business relationship management practice.
- D. Being accountable for the business relationships and the BRM practice.

Answer: D

Explanation:

Accountability for the organization's business relationships and the BRM practice remains an internal responsibility; partners and suppliers support but do not hold that accountability.

NEW QUESTION # 28

Part of an organization's strategy is to use consumer feedback as part of the service quality measurement and reporting. The business relationship management (BRM) practice is an important component of that strategy, and an objective has been set to automate, as much as possible, the collection and analysis of feedback. Given this objective, what is the minimum target capability level the organization should set for this practice?

- A. Level 5

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

Answer: B

Explanation:

The objective to automate the collection and analysis of feedback aligns with Capability Level 4, where processes are quantitatively managed and supported by automated tooling.

NEW QUESTION # 29

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