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## Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q19-Q24):

### NEW QUESTION # 19

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

### Answer: D

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 # 20

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

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

### 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 # 21

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

### Answer: D

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 # 22**

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

**Answer: D**

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 # 23**

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

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

**Answer: A**

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 # 24**

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