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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q20-Q25):

NEW QUESTION # 20

Which is an example of the 'explore' step of the service relationship journey?

- A. Checking a service provider's reviews online before contacting the organization
- B. Contacting a provider's service desk for assistance using a product
- C. Providing a service provider feedback about a desired new feature
- D. Downloading a trial version of a service provider's software offering

Answer: A

Explanation:

"Explore" involves researching potential service providers before engagement; checking reviews online exemplifies this initial discovery phase.

NEW QUESTION # 21

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

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

Answer: B

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 # 22

A parent is authorizing the purchase of a cell phone for her child. What role is the parent assuming?

- A. User
- B. Customer
- C. Provider
- D. Sponsor

Answer: D

Explanation:

By authorizing the purchase, the parent is assuming the sponsor role.

NEW QUESTION # 23

An organization has assembled a small team to do a self-assessment of its business relationship management capabilities in advance of a formal assessment. The team has reviewed all the criteria for level 2.

What should this team do NEXT?

- A. Set the target capability level.
- B. Identify evidence for every criterion that has been met.
- C. Look for evidence of missing capabilities.
- D. Proceed to Level 3.

Answer: B

Explanation:

After reviewing Level 2 criteria, the next step is to collect and document evidence for each criterion that has been met to validate the assessment before moving forward.

NEW QUESTION # 24

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. What is the role of BRM in each value stream?
- **C. Who is responsible for managing the relationship?**
- D. Is escalation required?

Answer: C

Explanation:

Determining "Who is responsible for managing the relationship?" is central to identifying stakeholders and selecting the appropriate relationship model.

NEW QUESTION # 25

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