

ITIL-4-BRM Latest Test Simulator, Exam ITIL-4-BRM Questions Answers

ITIL 4 Exam questions with correct answers

Service Management - correct answersA set of specialized organizational capabilities for enabling value for customers in the form of services

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Output - correct answersTangible or intangible deliverable of an activity

Outcome - correct answersResult for a stakeholder produced by one or more outputs.

Cost - correct answersAmount or money spent on a specific activity or resource

Risk - correct answersPossible event that could cause harm or loss, of make it more difficult to achieve objectives

Organization - correct answersA person or a group of people that has its own functions & responsibilities, authorities & relationships to achieve its objectives

Value - correct answersPerceived benefits, usefulness, importance of something

Service offering - correct answersA description of one or more services, designed to address the needs of a target consumer group. A service offering may include goods, access to resources, and service actions.

Service relationships - correct answersA co-operation between a service provider and service consumer. Service relationships include service provision, service consumption and service relationship management

Service relationship management - correct answersJoint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings.

Service Provision - correct answersActivities performed by an organization to provide services. Includes management of resources, configured to deliver the service, access to these resources for users, fulfilment of the agreed service actions, service performance management and continual improvement. It may also include the supply of goods.

Service consumption - correct answersActivities performed by an organization to consume services. Includes the management of the consumer's resources needed to

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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q12-Q17):

NEW QUESTION # 12

What is an output of the 'managing business relationship journeys' process?

- A. Business relationship principles and models
- B. BRM training and awareness material
- C. A review of the organization's culture
- **D. Updated relationship records**

Answer: D

Explanation:

An output of managing business relationship journeys is updated relationship records, which capture the current status and outcomes of those journeys for ongoing management.

NEW QUESTION # 13

Which is an example of an approach to managing a business relationship in a clear domain?

- **A. A business relationship manager is provided with a detailed set of instructions for gathering information about new customers**
- B. A business relationship manager uses a Gemba walk for analysing stakeholders influence and interest
- C. A business relationship manager is provided high-level guidance for customer discussions
- D. A business relationship manager is provided with a set of principles to apply when discussing sustainability issues with customers

Answer: A

Explanation:

In a clear domain, processes are well understood and documented; providing a detailed set of instructions aligns with that clarity, guiding the BRM's information-gathering.

NEW QUESTION # 14

Which input used to develop the business relationship management approach is an output of the workforce and talent management practice?

- **A. Assessment of the organization's culture**
- B. Organization's strategy
- C. Business relationship principles
- D. Service portfolio

Answer: A

Explanation:

An assessment of the organization's culture is produced by the Workforce and Talent Management practice and serves as an input when developing the Business Relationship Management approach.

NEW QUESTION # 15

A small organization's problem management practice has been assessed at capability level 2, with only one criterion met at level 3. Which TWO factors should this organization consider MOST in the context of the

"Where do we want to be?" step in the continual improvement model?

1. The costs and time required to achieve level 3
2. How to achieve level 5 for the practice
3. The impact of missing capabilities on the business
4. How to improve all four dimensions of service management at once

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

Answer: C

Explanation:

In setting improvement targets, the organization should weigh the costs and time required to reach Level 3 (factor 1) and understand how the missing capabilities currently impact the business (factor 3), ensuring that objectives are both feasible and aligned with business priorities.

NEW QUESTION # 16

Which statement about the relationship between the capability criteria and the four dimensions of service management is CORRECT?

- A. Not all capability criteria have been mapped to one of the four dimensions
- B. Each capability level contains the same number of criteria for each of the four dimensions
- C. Each capability level contains one or more criteria for each of the four dimensions
- D. Each capability criterion is linked to only one of the four dimensions

Answer: C

Explanation:

At every capability level, there are one or more criteria corresponding to each of the four dimensions of service management, ensuring balanced consideration across all dimensions.

NEW QUESTION # 17

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