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

### NEW QUESTION # 24

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. Proceed to Level 3.
- D. Look for evidence of missing capabilities.

**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 # 25**

Which describes the skill of self-awareness?

- A. The ability to question effectively and demonstrate active listening
- B. The ability to understand trends in technology and influence long-term planning
- **C. The ability to be introspective and understand one's own behavior**
- D. The ability to persuade stakeholders at all levels within an organization?

**Answer: C**

Explanation:

Self-awareness is defined as the capacity for introspection and understanding one's own behaviors and their effects.

#### **NEW QUESTION # 26**

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. 2 and 3
- C. 1 and 4
- **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 # 27**

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

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

**Answer: B**

Explanation:

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

#### **NEW QUESTION # 28**

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

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

**Answer: D**

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 # 29

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