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

NEW QUESTION #24

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. Manage closely
- · B. Keep informed
- C. Keep satisfied

• D. Monitor

Answer: A

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 #25

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

Answer: C

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 #26

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 #27

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

- A. Reviewing and adjusting business relationship models
- B. Identifying stakeholders and relationship model
- 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 #28

An organization has set an objective that by the end of the year it will develop and communicate values and principles to be adopted by everyone within the organization relative to business relationship management (BRM).

What metric can BEST be used to assess whether this objective has been met?

- A. The service provider's image in the business
 C Number and percentage of terminated contracts
- B. Adoption of a common approach to BRM
- C. Satisfaction of key stakeholders with the relationship

Answer: B

Explanation:

Measuring the adoption of a common approach to BRM directly reflects whether the newly developed values and principles have been communicated and embraced across the organization by year's end.

NEW QUESTION #29

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