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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q34-Q39):

NEW QUESTION #34

In the context of the "business relationship management" practice, which statement is CORRECT?

- A. Focuses primarily on the needs of service users
- B. Aims to manage agreements with consumers
- C. Nurtures relationships at strategic levels
- D. Focuses on relationships between individuals

Answer: C

Explanation:

The Business Relationship Management practice is designed to nurture and maintain relationships with stakeholders at strategic and organizational levels, ensuring alignment between the organization's strategy and stakeholder needs.

NEW QUESTION #35

Which is an example of 'Analysing the Voice of the customer'?

- A. Responding to a customer regarding their concerns about relationship management activities.
- B. Surveying customers about their opinions of a new software application
- C. Performing regular reviews of 'Voice of the customer' activities
- D. Interpreting feedback from customers about a software application and prioritizing actions

Answer: D

Explanation:

Analysing the Voice of the Customer involves reviewing and interpreting customer feedback to identify priorities and actions, which is exemplified by interpreting feedback and prioritizing actions.

NEW QUESTION #36

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

Answer: B

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 #37

Identify the missing word(s) in the following sentence.

A key challenge of the business relationship management practice is a lack of understanding of the operating models of the [?].

- A. Service consumer
- B. External regulators
- C. IT service provider
- D. Key stakeholders

Answer: A

Explanation:

A core challenge for Business Relationship Management is that the practice often lacks insight into the operating models of the service consumer, which hampers its ability to align services with consumer needs.

NEW QUESTION #38

The business relationship managers at a large it service provider are exploring ways to improve the customer journey. As an objective of this initiative, they want to automate the feedback collection and reporting mechanisms that are used to monitor customer experience. Given this objective, what is the minimum target capability level for organization should set for this practice?

- A. Level 4
- B. Level 2
- C. Level 5
- D. Level 3

Answer: A

Explanation:

Automating feedback collection and reporting indicates a move towards quantitatively managed, tool-supported processes, which corresponds to Capability Level 4.

NEW QUESTION #39

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