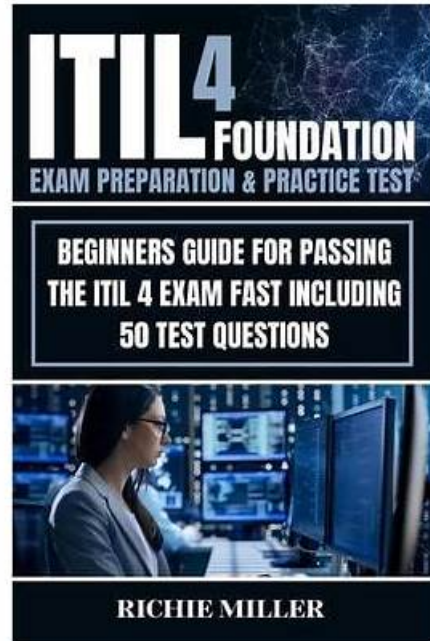


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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q16-Q21):

NEW QUESTION # 16

An organization is observing the interactions they have with their customers when negotiating service targets. Which technique is this an example of?

- A. Stakeholder analysis and mapping
- B. Voice of the customer
- C. Gemba walk
- D. Value stream mapping

Answer: C

Explanation:

A Gemba walk involves directly observing work and interactions in the real environment such as customer negotiations to gain firsthand insights into processes.

NEW QUESTION # 17

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. Focuses on relationships between individuals
- D. Nurtures relationships at strategic levels

Answer: D

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 # 18

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

Answer: B

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 # 19

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

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

Answer: A

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 # 20

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

Answer: D

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 # 21

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