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<https://www.virtulearner.com>
support@virtulearner.com

PeopleCert

ITIL-4-BRM

ITIL 4 Specialist: Business
Relationship Management
Exam

QUESTION: 1

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

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

Answer(s): B

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.

QUESTION: 2

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

Answer(s): D

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.

QUESTION: 3

Which activity is the responsibility of the 'sponsor' role?

- A. Authorizes the budget for service consumption
- B. Defines the requirements for a service
- C. Uses the service
- D. Takes responsibility for the outcomes of service consumption

Answer(s): A

Explanation:

The sponsor is the individual who secures and authorizes funding for service consumption, ensuring that the necessary budget is allocated.

QUESTION: 4

A parent is authorizing the purchase of a cell phone for her child. What role is the parent assuming?

- A. Sponsor
- B. Customer
- C. User
- D. Provider

Answer(s): A

Explanation:

By authorizing the purchase, the parent is assuming the sponsor role.

QUESTION: 5

Which BEST describes the service relationship journey?

- A. The actions that a service provider undertakes to build a relationship with service consumers
- B. The experience consumers have as a result of service interactions with a service provider
- C. The steps a service consumer and a service provider undertake together to co-create value
- D. The actions that service consumers undertake to be able to use a provider's services

Answer(s): C

Explanation:

The service relationship journey encompasses the collaborative steps taken by both the service consumer and provider to co-create value through their interactions.

QUESTION: 6

In the context of a cooperative relationship, which would NOT be a role of business relationship management?

- A. Using information to look for new ways to add value for the service consumers
- B. Balancing becoming a trusted partner with investing too much in high-value services
- C. Achieving strategic alignment and setting common goals and priorities
- D. Identifying tailored services that meet service outcome and experience expectations

Answer(s): B

Explanation:

In a cooperative relationship, Business Relationship Management focuses on adding value, achieving strategic alignment, and identifying tailored services; balancing the risk of over-investing in high-value services is not one of its defined roles.

QUESTION: 7

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

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