# Welcome to Cert007 - Your Ultimate IT Certification Partner

- Real Exam Questions
- Free Updates
- Expert Support
- Instant Access
- Money-Back Guarantee

Visit us at **https://www.cert007.com/** for more information

**Exam** : **ITIL-4-BRM**

**Title** : ITIL 4 Specialist: Business Relationship Management

**Version** : DEMO

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:** 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.

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:** 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.

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

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:** A
**Explanation:**
By authorizing the purchase, the parent is assuming the sponsor role.

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:** 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.