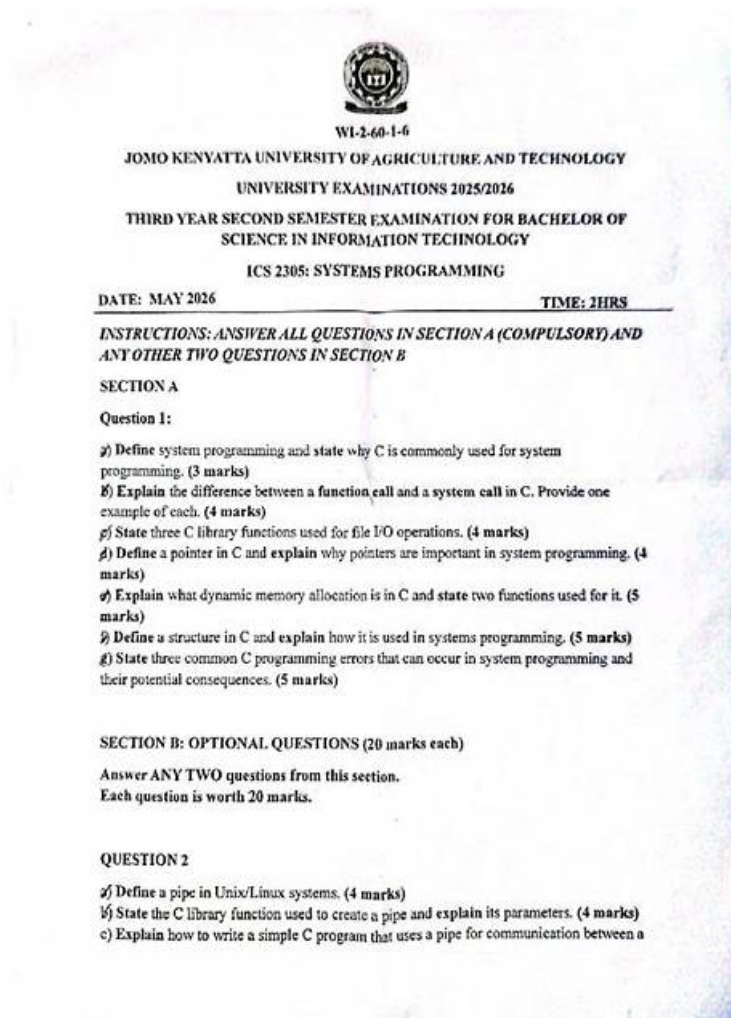


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SAP C_OCM_2503 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Change Effectiveness: This section of the exam measures the skills of a Transformation Consultant and evaluates how well the change has been adopted and integrated into the organization. It involves tracking metrics, gathering feedback, and assessing outcomes to continuously improve the change approach.
Topic 2	<ul style="list-style-type: none"> Change Leadership: This section of the exam measures the skills of a Transformation Consultant and emphasizes the leadership skills required to champion change. It involves fostering commitment among stakeholders, guiding teams through transformation, and maintaining momentum throughout the change journey.

Topic 3	<ul style="list-style-type: none"> • Change Realization: This section of the exam measures the skills of a Transformation Consultant and includes the practical execution of change initiatives. It covers how change plans are implemented in real-world scenarios, ensuring that the intended benefits are realized and reinforced throughout the organization.
Topic 4	<ul style="list-style-type: none"> • Change Communication: This section of the exam measures the skills of a Change Manager and focuses on the communication plans and methods necessary for successful change. It involves designing communication strategies that engage stakeholders, promote transparency, and address concerns during the transition.
Topic 5	<ul style="list-style-type: none"> • Organizational Change Management Methodology: This section of the exam measures the skills of a Change Manager and covers the foundational principles and structured approach used in managing organizational change effectively. It highlights the importance of aligning change efforts with business goals while providing a framework for guiding transformation initiatives.
Topic 6	<ul style="list-style-type: none"> • Change Strategy: This section of the exam measures the skills of a Change Manager and centers on formulating the right strategy for managing organizational change. It includes defining the direction, scope, and impact of change efforts while ensuring alignment with strategic business objectives.
Topic 7	<ul style="list-style-type: none"> • Organizational Change Management Set-up: This section of the exam measures the skills of a Transformation Consultant and addresses the initial planning and structuring of change management activities. It focuses on preparing the organization, setting up governance structures, and identifying roles and responsibilities to drive change successfully.

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SAP Certified Associate - Organizational Change Management Sample Questions (Q58-Q63):

NEW QUESTION # 58

What should a change manager make clear to avoid being held responsible for handling all people-related issues within the cloud project? Note: There are 3 correct answers to this question.

- A. Change management is a long-distance endeavor, requiring a continuous joint effort throughout the project
- B. Change management is a team sport, requiring the commitment and engagement of the entire project team
- C. Change management is a core leadership task, requiring the active involvement and support of the business
- D. Change management is a project management task, requiring the project lead to apply tools and templates provided by the change manager
- E. Change management is a checkbox approach, requiring all stakeholders to strictly follow predefined procedures

Answer: A,B,C

Explanation:

The change manager in SAP OCM must set boundaries to avoid being the sole "people fixer." Option A is correct-describing OCM as a "long-distance endeavor" with joint effort clarifies it's an ongoing, collective process (e.g., spanning Prepare to Run), not a solo fix-it role. For instance, adoption issues in Run require sustained teamwork, not just the change manager's intervention. Option B is correct because calling it a "team sport" emphasizes that the project team-PM, IT, business-shares responsibility (e.g., PM schedules, IT supports, OCM guides), preventing the change manager from being overburdened. Option D is correct as framing OCM as a "core leadership task" highlights that business leaders must drive buy-in (e.g., a VP addressing resistance), not just delegate to the change manager.

Option C is incorrect-OCM isn't a project management task; it's a distinct discipline collaborating with PM, not subsumed under it.

Option E is incorrect; a "checkbox approach" misrepresents OCM's dynamic, adaptive nature-strict procedures don't fit SAP's agile methodology. SAP OCM stresses shared ownership to manage expectations.

"Clarify that change management is a continuous, team-based effort requiring leadership support, not a solitary or rigid task, to define its scope accurately" (SAP OCM Framework, Change Manager Role Clarification).

NEW QUESTION # 59

The stakeholder analysis in a cloud project reveals that some individual stakeholders belong to the "supporters" category. Which strategies should you use? Note: There are 2 correct answers to this question.

- A. Involve them in project activities to facilitate design decisions
- B. Assign them project roles to increase their influence on the success of the project
- C. Use their positive attitude to influence others in their area of responsibility
- D. Ask them to exert pressure on the skeptics in their area of responsibility

Answer: A,B

NEW QUESTION # 60

What are the key target groups of the learning needs analysis of an SAP project?

- A. Business users and suppliers
- B. IT team and software providers
- C. Project team and business users
- D. Managers and employees

Answer: C

Explanation:

The learning needs analysis (LNA) in an SAP project identifies training requirements for those directly involved or impacted. Option D is correct because the project team (e.g., implementers) and business users (e.g., end-users) are the primary groups needing enablement to execute and adopt the solution. Option A is too broad-managers and employees include non-users. Option B is incorrect; software providers are external and not typically trained. Option C is incorrect-suppliers are not primary targets for internal system training.

Extract from SAP OCM Concepts: The LNA targets project team and business users to ensure effective enablement (SAP Activate, Enablement Workstream).

NEW QUESTION # 61

Why is it important to continuously manage user adoption after the go-live of a new cloud solution? Note: There are 2 correct answers to this question.

- A. Because users need to accept and consume new functions and features provided with each release cycle.
- B. Because users frequently change their attitude towards the cloud solution which requires continuous management attention.
- C. Because the user's interaction with the cloud solution drives the sizing of the IT infrastructure and the calculation of subscription fees.
- D. Because the insights help to identify hurdles or issues hindering sustained user adoption.

Answer: A,D

Explanation:

Post-go-live adoption management is critical in SAP cloud projects due to ongoing updates. Option C is correct because cloud solutions (e.g., S/4HANA Cloud) release new features regularly, requiring users to adapt continually. Option D is correct as monitoring adoption identifies barriers (e.g., resistance, skill gaps) for resolution. Option A is incorrect-attitude shifts may occur but aren't the primary focus. Option B is incorrect; infrastructure sizing is a technical concern, not an adoption driver.

Extract from SAP OCM Concepts: SAP Activate's Run phase emphasizes sustaining adoption through feature updates and issue resolution (SAP OCM Framework).

NEW QUESTION # 62

The stakeholder analysis in a cloud project reveals that two important business leaders belong to the "opponents" category. What are your favorite strategies? Note: There are 2 correct answers to this question.

- A. Working on changing their attitude towards the project
- B. Preventing opponents from forming an alliance against the project
- C. Trying to reduce their influence on the project success
- D. Ignoring the opponents and focusing on the skeptics

Answer: A,B

Explanation:

Dealing with opponents (stakeholders actively against the project) in SAP OCM requires proactive engagement. Option B is correct because preventing opponents from forming an alliance limits their collective impact, a strategy that involves monitoring interactions and addressing concerns individually to avoid a united front. Option C is correct as working to change their attitude-through tailored communication, involvement, or addressing specific objections-can convert opponents into supporters or neutrals, leveraging their influence positively.

Option A is incorrect; reducing influence (e.g., sidelining them) risks escalating resistance and alienating key leaders, which could harm project success. Option D is incorrect-ignoring opponents is risky, as their high influence (noted as "important business leaders") could derail progress; skeptics are less critical than active opponents. SAP OCM advocates managing resistance constructively rather than avoiding it.

"Strategies for opponents include preventing alliances and changing attitudes through engagement, ensuring their influence supports rather than hinders the project" (SAP Activate, Stakeholder Management Guidelines).

NEW QUESTION # 63

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