

# **SAP Certified Associate - Organizational Change Management Exam Simulations Pdf & C-OCM-2503 Test Topics Examination & SAP Certified Associate - Organizational Change Management Vce Pdf**



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## **SAP C-OCM-2503 Exam Syllabus Topics:**

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>

Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>

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### SAP Certified Associate - Organizational Change Management Sample Questions (Q40-Q45):

#### NEW QUESTION # 40

What advice promotes the successful implementation of change enablement activities? Note: There are 3 correct answers to this question.

- A. Integrate key enablement activities into the overall project plan to increase attention and to avoid critical activities being overlooked
- B. Establish an enablement team with clear roles, responsibilities, skills and time to carry out enablement well
- C. Assign an enablement lead that reports into the steering committee to foster high management attention on enablement activities
- D. Provide a comprehensive enablement strategy guiding the impacted business areas through all enablement activities
- E. Ensure that the enablement team actively participates in the fit-to-standard workshops to derive learning needs for impacted user groups

**Answer: A,B,D**

Explanation:

Successful change enablement in SAP OCM ensures users adopt the system effectively. Option B is correct because an enablement team with defined roles (e.g., trainer), skills (e.g., content creation), and time ensures professional execution, avoiding ad-hoc efforts. Option C is correct as a comprehensive strategy (e.g., outlining training phases, tools) guides business areas systematically, aligning enablement with project goals.

Option D is correct because integrating enablement into the project plan (e.g., scheduling training before go-live) ensures visibility and prioritization alongside technical tasks.

Option A is incorrect-reporting to the steering committee overcomplicates governance; the enablement lead coordinates with project management, not executives directly. Option E is incorrect; fit-to-standard workshops (Explore phase) involve process owners/SMEs, not the enablement team, whose role is delivery, not needs derivation. SAP OCM emphasizes structure and integration for enablement success.

"Promote enablement success with a skilled team, a comprehensive strategy, and integration into the project plan to ensure effective user preparation" (SAP Activate, Enablement Best Practices).

#### NEW QUESTION # 41

What should a change manager keep in mind when identifying stakeholder groups?

- A. Management teams are not listed as separate stakeholder groups
- B. The stakeholder identification is a one-time activity
- C. A business unit should be broken down into about five stakeholder groups
- D. The number of impacted employees should be documented

**Answer: D**

Explanation:

Identifying stakeholder groups in SAP OCM (Prepare phase) builds the foundation for engagement. Option B is correct because documenting the number of impacted employees-e.g., "50 warehouse staff affected by inventory changes"-quantifies the scope, aiding resource planning (e.g., training sessions) and impact assessment (e.g., resistance scale). Without this, efforts might under- or over-allocate, like scheduling one session for 200 users, overwhelming trainers.

Option A is incorrect-arbitrarily setting "five groups" per unit lacks basis; groups (e.g., key users, managers) depend on impact, not a fixed number. Option C is incorrect-management teams are distinct stakeholders if impacted (e.g., finance leads losing report customization), requiring specific strategies. Option D is incorrect; identification iterates as the project evolves (e.g., new units added in later waves). SAP OCM emphasizes scale documentation for practical planning.

"When identifying stakeholder groups, document the number of impacted employees to assess the scale and tailor change management efforts accordingly" (SAP Activate, Stakeholder Identification Guidelines).

**NEW QUESTION # 42**

What are typical causes for resistance in the cloud context? Note: There are 3 correct answers to this question.

- A. Doubt that the works council will agree to the new business processes
- B. **Impression of losing control and autonomy over your own data and systems**
- C. Concern regarding data privacy and security of cloud solutions
- D. **Belief that the new standard processes will not meet the business requirements**
- E. Fear of increasing costs for the maintenance of the IT infrastructure

**Answer: B,C,D**

Explanation:

Resistance in SAP cloud projects often stems from perceived risks. Option A is correct-data privacy/security concerns are common due to cloud hosting. Option B is correct; users resist if standard processes seem inadequate compared to legacy systems. Option C is correct as cloud solutions reduce local control, sparking resistance. Option D is incorrect-cloud typically lowers maintenance costs, not increases them. Option E is incorrect; works council doubts are situational, not a typical cause. SAP OCM identifies these as key resistance drivers to address.

"Resistance often arises from concerns over data security, process fit, and loss of control in cloud transitions" (SAP OCM Framework, Resistance Management).

**NEW QUESTION # 43**

Which dimensions are suitable for analyzing individual stakeholders of a cloud implementation in a 2x2 matrix? Note: There are 2 correct answers to this question.

- A. Degree of resistance, distinguishing between low and high
- B. Extent of expected change impacts, distinguishing between few and many
- C. **Attitude towards the project, distinguishing between negative and positive**
- D. **Level of influence on the project success, distinguishing between low and high**

**Answer: C,D**

Explanation:

A 2x2 matrix in SAP OCM stakeholder analysis plots individuals for strategic engagement. Option B is correct-attitude (negative vs. positive) gauges support level-e.g., a positive VP vs. a negative clerk- guiding communication focus. Option C is correct as influence (low vs. high) measures impact potential-e.g., a high-influence director can sway outcomes more than a low-influence user-prioritizing effort. Together, they create a matrix (e.g., high-influence/positive = "champions") for tailored strategies.

Option A is incorrect- "degree of resistance" overlaps with attitude; it's a symptom, not a distinct axis.

Option D is incorrect; change impact extent is group-level (e.g., unit-wide), not individual-specific in a 2x2.

SAP OCM uses attitude/influence for precision.

"Analyze stakeholders in a 2x2 matrix using attitude (positive/negative) and influence (low/high) to prioritize engagement effectively" (SAP Activate, Stakeholder Analysis Tools).

## NEW QUESTION # 44

What are typical tasks a change manager performs after the conduction of a change impact analysis workshop? Note: There are 3 correct answers to this question.

- A. Visualize quantitative ratings and aggregate qualitative insights
- B. Create and align the result report
- C. Plan and conduct validation sessions with the impacted stakeholder groups
- D. Review and refine the KPIs to measure user adoption after go-live
- E. Drive and facilitate the development of follow-up activities

**Answer: B,C,E**

Explanation:

After a change impact analysis (CIA) workshop, the change manager transitions from data collection to action planning and communication. Option A is correct because driving and facilitating follow-up activities (e.g., communication plans, training sessions) ensures the CIA findings translate into actionable steps to address impacts. This involves collaborating with stakeholders to prioritize and design interventions. Option B is correct as planning and conducting validation sessions with impacted groups confirms the accuracy of findings and secures buy-in, a key step to refine the analysis and build trust. Option D is correct because creating and aligning the result report consolidates workshop outcomes (e.g., impact severity, affected areas) into a formal document shared with project leadership and stakeholders for alignment and decision-making.

Option C is incorrect-while visualizing data and aggregating insights might occur, it's typically part of the workshop preparation or facilitation, not a post-workshop task, which focuses on action rather than analysis.

Option E is incorrect; reviewing and refining KPIs for user adoption is a broader, ongoing task tied to the Run phase, not an immediate post-CIA activity. The change manager's role here is to operationalize the CIA, ensuring its insights drive the next steps in the change process. This reflects SAP OCM's emphasis on translating analysis into practical outcomes.

"Post-CIA tasks include facilitating follow-up activities, validating findings with stakeholders, and creating a result report to ensure impacts are addressed effectively" (SAP Activate, OCM Workstream, Change Impact Analysis Process).

## NEW QUESTION # 45

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