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SAP C_OCM_2503 SAP Certified Associate - Organizational Change Management

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SAP Certified Associate - Organizational Change Management Sample Questions (Q56-Q61):

NEW QUESTION # 56

Which communication assets are usually developed at an early stage of an SAP cloud project? Note: There are 2 correct answers to this question.

- A. An FAQ list describing the key change impacts for different user groups
- **B. A glossary explaining typical SAP and business terms used in the cloud context**
- C. A cheat sheet giving hands-on advice about how to use the new cloud system
- **D. A modular overview presentation providing generic project information**

Answer: B,D

Explanation:

Early-stage communication assets in SAP OCM (Prepare/Explore phases) aim to build awareness and understanding. Option B is correct because a modular overview presentation (e.g., slides on project goals, timeline, benefits) provides generic, reusable information for initial stakeholder briefings, such as kick-off meetings. Its modularity allows customization for different audiences (e.g., executives vs. users). Option C is correct as a glossary of SAP terms (e.g., "fit-to-standard," "S/4HANA") and business jargon clarifies terminology, reducing confusion in a cloud context where new concepts abound.

Option A is incorrect-an FAQ on change impacts requires detailed CIA insights, which come later (Explore/Realize). Option D is incorrect; a cheat sheet with system usage tips is an enablement tool developed closer to go-live (Realize/Deploy), not early on. SAP OCM prioritizes foundational assets to set the stage for later specifics.

"Early communication assets include a modular project overview presentation and a glossary of SAP and business terms to establish clarity and awareness" (SAP Activate, Early Communication Deliverables).

NEW QUESTION # 57

The project lead initiates a series of info sessions in some teams as a reaction to resistance towards the upcoming implementation of a new cloud solution. Unfortunately, these info sessions do not reduce the level of resistance. What is the probable root cause?

- A. Lacking involvement of the change manager in the planning and conduction of the info sessions
- B. Lacking commitment of the top management regarding the info sessions
- **C. Lacking analysis of the underlying reasons for resistance towards the new cloud solution**
- D. Lacking options for the users to raise questions during the info sessions

Answer: C

Explanation:

Resistance in SAP cloud projects (e.g., to S/4HANA standardization) often persists if root causes aren't addressed, and info sessions alone may fail. Option B is correct because without analyzing why users resist- e.g., fear of losing control (cloud hosting), process mismatch (standardization), or skill gaps (new UI)- sessions become generic, missing the mark. For instance, if resistance stems from data security concerns, a session on "project benefits" won't help without tackling that fear directly; analysis (e.g., via surveys) could reveal this, enabling targeted messaging.

Option A is incorrect-while Q&A options improve engagement, their absence doesn't inherently sustain resistance; content relevance does. Option C is incorrect; the change manager's involvement enhances execution, but the project lead can run sessions-lack of analysis, not personnel, is key. Option D is incorrect-top management commitment boosts credibility, but resistance persists if underlying issues remain unaddressed. SAP OCM stresses understanding resistance drivers for effective intervention.

"Resistance persists without analyzing its root causes; info sessions must address specific concerns identified through stakeholder feedback to be effective" (SAP OCM Framework, Resistance Management).

NEW QUESTION # 58

Which general recommendations help to deliver change management successfully? Note: There are 2 correct answers to this question.

- **A. Establish trustful cooperation with project management**
- **B. Only use standardized tools and templates**

- C. Calculate the return on investment (ROI) for change management activities
- D. Be user-centric and empathetic

Answer: A,D

Explanation:

Successful change management in SAP OCM hinges on people and collaboration. Option C is correct-being user-centric and empathetic (e.g., addressing a user's fear of change with tailored support) ensures adoption by meeting emotional and practical needs, not just pushing info. Option D is correct as trustful cooperation with project management-e.g., aligning OCM with milestones-integrates efforts, like syncing training with testing, avoiding silos.

Option A is incorrect-standard tools help, but flexibility (e.g., custom workshops) is key; rigidity limits impact. Option B is incorrect-ROI calculation is impractical for OCM's qualitative benefits (e.g., morale); focus is on outcomes, not finance. SAP OCM thrives on empathy and partnership.

"Deliver change management successfully by being user-centric and empathetic, and fostering trustful cooperation with project management" (SAP OCM Framework, Success Recommendations).

NEW QUESTION # 59

What are the key elements of a user adoption strategy for an SAP cloud implementation? Note: There are 2 correct answers to this question.

- A. Agreed catalog of strategies to mitigate user adoption risks or issues
- B. Defined process for monitoring the selected user adoption indicators
- C. Agreed list of appropriate user adoption indicators before and after go-live
- D. Identified business stakeholders to be informed about the analysis results

Answer: B,C

Explanation:

A user adoption strategy in SAP OCM ensures sustained system use. Option B is correct because a defined monitoring process (e.g., monthly usage reports) tracks indicators like login frequency, ensuring adoption is measured systematically. Option C is correct as an agreed list of indicators (e.g., transaction completion rates pre-go-live, satisfaction scores post-go-live) provides clear metrics to assess success, set during planning (Prepare/Explore).

Option A is incorrect-"catalog of strategies" is vague; mitigation is part of broader OCM, not the adoption strategy's core. Option D is incorrect; identifying stakeholders for results is operational, not a key element of the strategy itself. SAP OCM focuses on measurable adoption drivers.

"A user adoption strategy includes a monitoring process and agreed indicators to track and ensure successful system uptake" (SAP Activate, User Adoption Strategy).

NEW QUESTION # 60

At the beginning of a large-scale cloud implementation project, the project lead asks the change manager to develop a detailed change plan for all upcoming implementation waves. How should the change manager react? Note: There are 2 correct answers to this question.

- A. Point out that the change plan will only be provided at a very generic level and all refinements will be documented in an open activity list
- B. Explain that early granular planning is often a waste of time and resources, as many factors can still have an impact on the change plan
- C. Ask the project lead to provide a detailed project plan for all implementation waves as a basis for elaborating the change plan
- D. Refer to the advantages of an agile approach for continuously updating and refining the change plan

Answer: A,D

NEW QUESTION # 61

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