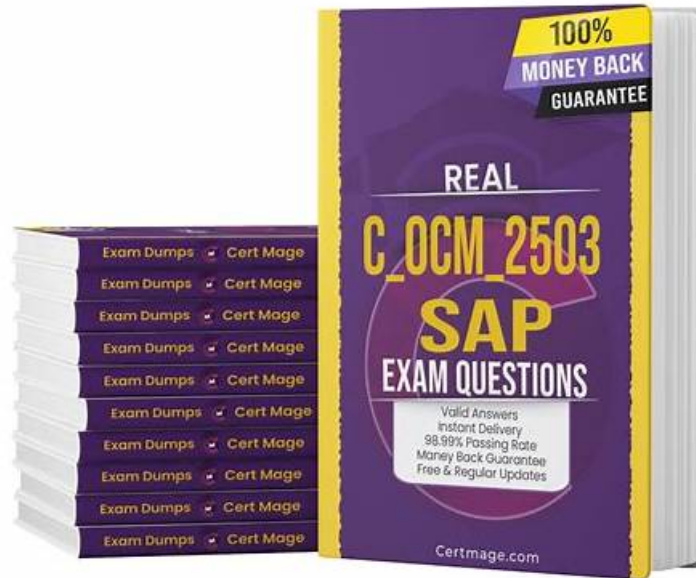


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SAP C_OCM_2503 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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 Enablement: This section of the exam measures the skills of a Change Manager and deals with the tools, training, and support systems that empower employees to adopt and sustain the change. It ensures that people are equipped with the right capabilities to thrive in the new environment.

Topic 4	<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.
Topic 5	<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 6	<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.

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SAP Certified Associate - Organizational Change Management Sample Questions (Q33-Q38):

NEW QUESTION # 33

In the SAP Activate Explore phase, the project team conducts fit-to-standard workshops to identify gaps between business requirements and the SAP best practice standard. Which change management challenge is typical for this phase?

- **A. Some managers show resistance towards the cloud standard.**
- B. Some business departments do not feel well prepared for the go-live.
- C. Some project team members have never heard of organizational change management.
- D. Some business users do not adopt the new cloud solution.

Answer: A

Explanation:

During the Explore phase, fit-to-standard workshops focus on aligning business processes with SAP's best practices, often revealing changes to current ways of working. Option C is correct because managers may resist the cloud standard if it reduces customization or control, a common challenge in this phase. Option A is incorrect-lack of OCM awareness is more typical in the Discover or Prepare phase. Option B is incorrect; user adoption issues emerge post-go-live (Run phase), not in Explore. Option D is also incorrect; go-live readiness concerns arise in the Deploy phase, not Explore.

Extract from SAP OCM Concepts: Resistance to standardization is a key challenge in the Explore phase, requiring targeted stakeholder engagement (SAP Activate, OCM Workstream).

NEW QUESTION # 34

What are success factors for the different dimensions of the change management framework? Note: There are 3 correct answers to this question.

- **A. Regarding change realization, it is important to actively support the business units in the development of a new operating model.**
- B. Regarding change communication, it is important to develop a compelling, comprehensive change story.
- **C. Regarding change effectiveness, it is important to use a balanced combination of change effectiveness measures.**

- D. Regarding change leadership, it is important to establish stakeholder management as an ongoing activity.
- E. Regarding change strategy, it is important to fulfill the expectations towards change management.

Answer: A,C,D

Explanation:

SAP's OCM framework includes dimensions like realization, leadership, and effectiveness. Option A is correct because change realization involves supporting business units to adopt new models post- implementation. Option C is correct as change leadership requires ongoing stakeholder management to sustain support. Option D is correct because effectiveness relies on diverse metrics (e.g., adoption rates, satisfaction) to assess impact. Option B is vague and not a specific success factor-meeting expectations is an outcome, not a driver. Option E, while important, is a communication tactic, not a framework-wide success factor.

Extract from SAP OCM Concepts: Success factors in SAP OCM include support for realization, continuous leadership, and robust effectiveness measures (SAP OCM Framework).

NEW QUESTION # 35

What are characteristics of suitable interview partners for a change assessment? Note: There are 2 correct answers to this question.

- A. They should have previous experience with change management to provide advice regarding appropriate activities
- B. They should know the company well to answer questions based on experience of previous changes
- C. They should be on an employee level, because they can act as representatives of this large stakeholder group
- D. They should already have a good overview of the cloud project, its strategic goals, and the possible impacts

Answer: B,D

Explanation:

Change assessment interviews in SAP OCM (Prepare phase) require informed respondents. Option C is correct because partners with an overview of the project-its goals (e.g., cost reduction) and impacts (e.g., process shifts)-can provide strategic insights, often leaders or key users briefed early. Option D is correct as company knowledge (e.g., past change successes/failures) enables contextual answers, grounding feedback in organizational reality-e.g., "We struggled with training last time." Option A is incorrect-employee-level staff may represent users but often lack the broad perspective needed; key users suffice. Option B is incorrect; OCM experience is helpful but not required-interviewees provide data, not advice. SAP OCM seeks knowledgeable, experienced voices.

"Suitable interview partners have project overview and company experience to offer informed insights for the change assessment" (SAP OCM Framework, Interview Partner Selection).

NEW QUESTION # 36

Which responsibilities regarding change communication activities should be clearly assigned in a communication plan? Note: There are 2 correct answers to this question.

- A. Content alignment and content evaluation
- B. Content creation and content review
- C. Content assessment and content archiving
- D. Content approval and content delivery

Answer: B

Explanation:

A communication plan in SAP OCM defines roles to ensure smooth execution of change communication.

Option B is correct because content creation (e.g., drafting newsletters by a change manager) and content review (e.g., checking accuracy by a business lead) are critical responsibilities that must be assigned to avoid delays or errors. Creation involves generating messages (e.g., "Why we're moving to the cloud"), while review ensures alignment with project goals and stakeholder needs (e.g., confirming technical terms are clear). Clear assignment prevents overlap or gaps-imagine a scenario where no one knows who's drafting the go-live announcement, causing confusion.

Option A is incorrect-content approval (final sign-off, often by leadership) is distinct from review and less operational, while delivery (e.g., sending emails) is logistical, often handled by tools or admins, not a core creative responsibility. Option C is incorrect; content assessment (evaluating effectiveness) is post-delivery analysis, and archiving is administrative, not plan-specific. Option D is incorrect-content alignment (ensuring consistency) is part of review, and evaluation overlaps with assessment, neither requiring separate assignment. SAP OCM focuses on creation and review as foundational tasks.

"The communication plan assigns responsibilities for content creation and review to ensure messages are developed and validated

effectively" (SAP Activate, Communication Plan Structure).

NEW QUESTION # 37

Which advice fosters a successful delivery of change communication activities? Note: There are 2 correct answers to this question.

- **A. Develop a compelling, comprehensive change story.**
- B. Focus on digital communication channels.
- C. Don't overcommunicate.
- **D. Go for a good communication mix.**

Answer: A,D

Explanation:

Effective change communication in SAP projects balances reach and clarity. Option A is correct because a mix of channels (e.g., emails, workshops, videos) ensures broad coverage and suits different preferences.

Option D is correct as a compelling change story articulates the "why" and "what" of the project, fostering buy-in. Option B is incorrect-while overcommunication can overwhelm, the advice to "not overcommunicate" lacks specificity and isn't a proactive strategy. Option C is also incorrect; over-reliance on digital channels may exclude non-digital users and isn't universally effective. Extract from SAP OCM Concepts: SAP OCM emphasizes a varied communication approach and a strong narrative to drive engagement (SAP OCM Framework).

NEW QUESTION # 38

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