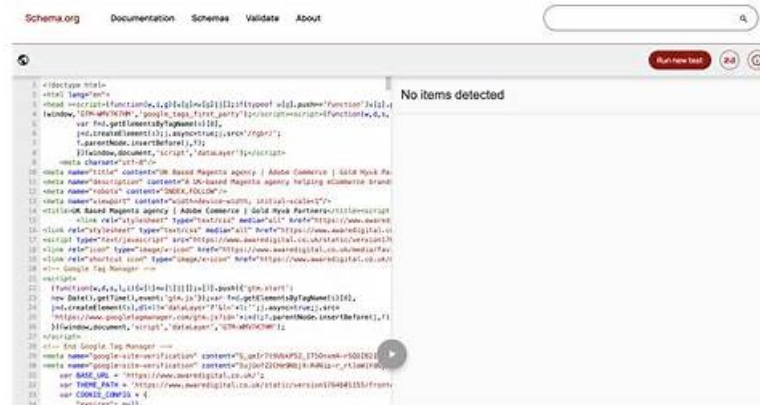


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SAP C_OCM_2503 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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">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 5	<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.

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SAP Certified Associate - Organizational Change Management Sample Questions (Q51-Q56):

NEW QUESTION # 51

What is the key benefit of capturing lessons learned towards the end of a cloud implementation?

- A. It contributes to the organization's capabilities to successfully handle future business transformations.
- B. It helps to identify ad-hoc activities to foster high and sustainable user adoption after the go-live.
- C. It supports the project leadership team to identify the project team members who deserve special appreciation for their good work.
- D. It facilitates the hand-over process of important project activities to the IT organization of the company.

Answer: A

Explanation:

Capturing lessons learned in SAP projects (typically in the Run phase) enhances future success. Option D is correct because it builds organizational knowledge for subsequent transformations. Option A is incorrect- hand-over is a separate process, not the key benefit. Option B is incorrect; adoption activities are planned earlier, not ad-hoc from lessons learned. Option C is incorrect; recognition is a byproduct, not the primary goal.

Extract from SAP OCM Concepts: Lessons learned in SAP Activate improve future change capabilities (SAP OCM Framework).

NEW QUESTION # 52

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 effectiveness, it is important to use a balanced combination of change effectiveness measures.
- B. Regarding change strategy, it is important to fulfill the expectations towards change management.
- C. Regarding change communication, it is important to develop a compelling, comprehensive change story.
- D. Regarding change realization, it is important to actively support the business units in the development of a new operating model.
- E. Regarding change leadership, it is important to establish stakeholder management as an ongoing activity.

Answer: A,D,E

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 # 53

Which approach is suitable for conducting a communication needs analysis?

- A. Interviewing selected business users to explore their individual communication needs, because aggregating this data reveals important insights
- B. Approaching managers or dedicated experts, because it is efficient and avoids unrealistic expectations

- C. Conducting workshops in all impacted business units, because it gives the employees the feeling of being heard
- D. Setting up the analysis as a project activity, because it allows fast execution and fosters team spirit

Answer: A

Explanation:

A communication needs analysis in SAP OCM identifies what information stakeholders require, when, and how. Option B is correct because interviewing selected business users (e.g., key users from different units) allows the change manager to explore individual needs-such as preferred channels (email vs. meetings) or content (updates vs. training)-and aggregate these into a comprehensive plan. For instance, a finance user might need detailed process updates, while a warehouse user wants quick system tips. This targeted, qualitative approach uncovers nuances that broad methods miss, ensuring tailored communication that drives adoption. Option A is incorrect-relying only on managers/experts is efficient but risks missing end-user perspectives, leading to top-down assumptions and unmet needs. Option C is vague; "project activity" isn't a method, and speed/team spirit aren't primary goals-accuracy is. Option D is impractical-workshops across all units are resource-intensive and may raise expectations without delivering actionable insights, diluting focus. SAP OCM favors user-centric, data-driven methods like interviews for communication planning. "Conduct a communication needs analysis by interviewing selected business users to gather and aggregate insights, ensuring messages meet specific stakeholder requirements" (SAP OCM Framework, Communication Needs Analysis).

NEW QUESTION # 54

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

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

Answer: A,B

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 # 55

What are typical sources of information for identifying stakeholder groups? Note: There are 3 correct answers to this question.

- A. Employee representative or works council
- B. The IT department
- C. Senior managers of impacted business units
- D. The project sponsor
- E. The HR department

Answer: C,D,E

NEW QUESTION # 56

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