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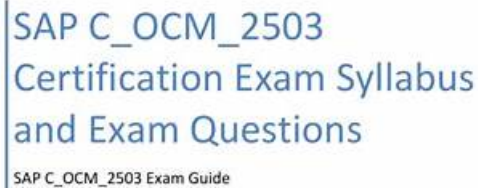
SAP C_OCM_2503
Certification Exam Syllabus
and Exam Questions

SAP C_OCM_2503 Exam Guide

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SAP C-OCM-2503 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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	• 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 5	• 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.

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SAP Certified Associate - Organizational Change Management Sample Questions (Q67-Q72):

NEW QUESTION # 67
The project leadership team agreed on the pulse check objectives, focus topics, target groups, and guiding principles. What are the next steps that must be executed to set up a pulse check? Note: There are 2 correct answers to this question.

- A. Plan the survey waves for the remaining project duration
- B. Involve employee representatives if required due to legal regulations
- C. Develop the questions and prepare the questionnaire in a survey platform
- D. Inform the steering committee about the time schedule for the pulse check

Answer: B,C

Explanation:
A pulse check in SAP OCM is a quick, targeted survey to gauge stakeholder sentiment (e.g., readiness, adoption) at key project points, often in Deploy or Run phases. After agreeing on objectives (e.g., assess go- live confidence), focus topics (e.g., training effectiveness), target groups (e.g., key users), and principles (e.g., anonymity), the next steps operationalize it. Option B is correct because involving employee representatives (e.g., works council) is mandatory in some regions (e.g., Germany) due to legal requirements around employee data collection. This ensures compliance-e.g., if surveying a warehouse team, the works council might need to approve questions to protect worker rights, avoiding legal risks that could halt the process.
Option C is correct as developing questions (e.g., "Do you feel prepared for the new system?") and preparing the questionnaire in a survey platform (e.g., Qualtrics) translates objectives into actionable data collection.
This step is critical-without questions, there's no pulse check; a poorly designed survey (e.g., vague queries) yields useless results, while a platform ensures efficient distribution and analysis.
Option A is incorrect-planning survey waves for the entire project assumes multiple checks, but a pulse check is a single, focused snapshot; ongoing planning happens later if needed. Option D is incorrect; informing the steering committee about the schedule is a courtesy, not a "must" step-execution precedes reporting. SAP OCM stresses compliance and question design as immediate priorities post-agreement.
"After defining pulse check parameters, involve employee representatives for legal compliance where required, and develop questions with a survey platform to enable effective execution" (SAP Activate Methodology, OCM Workstream, Pulse Check Setup).

NEW QUESTION # 68
How should a change manager proceed when developing the initial change plan?

- A. Use a different planning tool than the project manager to enhance the visibility of change management within the project
- B. Consider interdependencies between change management tasks and key project milestones to ensure synchronization with the project plan
- C. Align the initial change plan with the key stakeholders of the impacted business units to ensure their buy-in
- D. Only start the development when the available information allows detailed planning to avoid later adjustments

Answer: B

Explanation:
The initial change plan, developed in the SAP Activate Prepare phase, sets the OCM roadmap. Option C is correct because considering interdependencies with project milestones (e.g., aligning training with system testing in Realize) ensures synchronization-e.g., if go-live shifts, communication must adjust, preventing misaligned efforts. This integration is vital in SAP Activate, where OCM supports technical delivery. For instance, stakeholder workshops might be timed before fit-to-standard sessions to prepare users, showing how OCM tasks hinge on project progress.
Option A is incorrect-using a different tool (e.g., separate software) risks silos and confusion, not visibility; alignment with the project plan (e.g., same Gantt chart) is standard. Option B is incorrect-waiting for full details contradicts agile principles; the initial plan is high-level and refined later (Explore/Realize), as early info is often incomplete. Option D is incorrect; while stakeholder alignment is valuable, it's a follow-up to ensure execution, not the development process, which focuses on planning first. SAP OCM prioritizes integration over isolation.
"Develop the initial change plan by considering interdependencies with project milestones, ensuring OCM activities synchronize with the overall implementation" (SAP Activate, Change Plan Development).

NEW QUESTION # 69
What are the key benefits of defining clear enablement roles in an SAP project? Note: There are 3 correct answers to this question.

- A. It ensures that everyone involved in enablement activities knows what needs to be done
- B. It describes the enablement strategy and gives clear directions for the enablement team
- C. It increases transparency and visibility in the project team and helps to facilitate decision-making processes
- D. It provides the enablement team members with the required tools to execute enablement activities
- E. It gives enablement team members a greater sense of ownership and increases team accountability

Answer: A,C,E

Explanation:
Defining clear enablement roles (e.g., enablement lead, trainer) in SAP OCM ensures effective training and adoption. Option A is correct because ownership-e.g., a trainer knowing they're responsible for content delivery-boosts accountability; if roles blur, tasks like scheduling sessions might slip, delaying readiness.
Option B is correct as transparency (e.g., who handles logistics) and visibility (e.g., roles listed in the plan) streamline decisions-e.g., the project manager can quickly assign a task knowing the enablement lead oversees it, avoiding confusion. Option C is correct because clarity on duties (e.g., "content developer creates materials") ensures everyone knows their part-without this, a key user training might lack materials due to unclear responsibility, risking go-live preparedness.
Option D is incorrect-roles don't describe the strategy (a separate document); they execute it. Option E is incorrect; tools (e.g., SAP Enablement Platform) are provided separately, not via role definitions. SAP OCM emphasizes role clarity for ownership, transparency, and execution efficiency.
"Clear enablement roles enhance ownership and accountability, increase transparency and visibility for decision-making, and ensure all involved understand their responsibilities" (SAP Activate, Enablement Framework, Role Definition Benefits).

NEW QUESTION # 70
What are typical change management practices to foster innovation adoption during the run phase of a cloud solution? Note: There are 3 correct answers to this question.

- A. Motivate the change agents to support the impacted user groups
- B. Assess the change impacts of new releases for the impacted user groups
- C. Communicate the changes related to new releases to the impacted user groups

- D. Adapt the workplace environment of the impacted user groups
- E. Provide learning and enablement offerings for the impacted user groups

Answer: B,C,E

Explanation:
In the SAP Activate Run phase, change management sustains adoption as cloud solutions (e.g., S/4HANA Cloud) evolve with regular releases. Option A is correct because assessing change impacts of new releases (e.

g., new features' effects on processes) ensures proactive planning for user adaptation, a continuous task in cloud environments. Option D is correct as providing learning and enablement offerings (e.g., webinars, tutorials) equips users to adopt innovations, addressing skill gaps post-go-live. Option E is correct because communicating release changes (e.g., via newsletters) keeps users informed, reducing resistance and encouraging uptake.

Option B is incorrect-motivating change agents is ongoing but not specific to innovation adoption; their role is broader. Option C is incorrect; adapting the workplace environment (e.g., physical setups) is rare in cloud contexts, which focus on system/process changes. SAP OCM emphasizes impact assessment, enablement, and communication for ongoing adoption.

"In the Run phase, foster innovation adoption by assessing release impacts, providing enablement offerings, and communicating changes to impacted users" (SAP Activate, Run Phase OCM Practices).

NEW QUESTION # 71
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 effectiveness, it is important to use a balanced combination of change effectiveness measures.
- C. Regarding change communication, it is important to develop a compelling, comprehensive change story.
- 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,B,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 # 72
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