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SAP C-OCM-2503 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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 4	• 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 (Q31-Q36):

NEW QUESTION # 31
What are typical agenda topics for a change network kick-off meeting? Note: There are 2 correct answers to this question.

- A. Input of the project manager on experiences with change networks in previous projects
- B. Input of the change manager on the change network approach and the change agent role
- C. Input of the project sponsor on the importance of the project for the company
- D. Input of the subproject managers on challenges and hurdles in their respective area of responsibility

Answer: B,C

Explanation:
A change network kick-off meeting in SAP OCM launches the change agent network. Option C is correct because the change manager outlines the approach and agent roles, setting expectations. Option D is correct as the sponsor's input underscores the project's strategic value, motivating agents. Option A is incorrect- subproject managers focus on technical areas, not the change network. Option B is also incorrect; past experiences may inform planning but aren't a typical agenda item for agents. The focus is on role clarity and project significance.
"The change network kick-off includes the change manager defining roles and the sponsor reinforcing project importance to align and motivate agents" (SAP Activate, Change Network Setup).

NEW QUESTION # 32
What advice promotes the successful implementation of change enablement activities? Note: There are 3 correct answers to this question.

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

Answer: B,C,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 # 33

Which aspects are usually documented in a communication channel analysis? Note: There are 3 correct answers to this question.

- A. Name and short description of the channel
- B. Frequency of use and owner of the channel
- C. Estimated costs per change communication activity via the channel
- D. Stakeholders or stakeholder groups targeted by the channel
- E. Degree of standardization required for the channel

Answer: A,B,D

Explanation:
A communication channel analysis in SAP OCM evaluates how channels support change communication.

Option C is correct because naming and describing each channel (e.g., "intranet - company news portal") clarifies its purpose and reach. Option D is correct as frequency of use (e.g., weekly updates) and ownership (e.g., HR team) define operational details and accountability. Option E is correct because identifying target stakeholders (e.g., key users, managers) ensures messages align with audience needs.

Option A is incorrect-"degree of standardization" is vague and not a standard aspect; channels are assessed for effectiveness, not uniformity. Option B is incorrect; while costs might be considered, they're not typically documented per activity in this analysis-budgeting is separate. SAP OCM uses this analysis to optimize communication delivery.

"A communication channel analysis documents channel names and descriptions, frequency and ownership, and targeted stakeholder groups to ensure effective messaging" (SAP OCM Framework, Communication Planning).

NEW QUESTION # 34

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

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

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 # 35

Which skills and expertise should a change manager bring along to professionally support cloud projects?
Note: There are 3 correct answers to this question.

- A. Comprehensive knowledge of the relevant change management concepts and tools

- B. In-depth know-how of the best practice processes implemented with the cloud solution
- C. Relevant methodological skills, such as facilitation, mediation, or problem-solving skills
- D. Broad technical expertise regarding the implemented cloud solution
- E. Excellent soft skills, such as being a good communicator, team player, and networker

Answer: A,C,E

Explanation:
A change manager in SAP cloud projects needs people and process expertise. Option A is correct because soft skills (communication, teamwork, networking) are essential for engaging stakeholders and building trust.
Option D is correct as comprehensive knowledge of OCM concepts (e.g., SAP Activate tools) ensures professional execution.
Option E is correct because methodological skills (facilitation, mediation, problem- solving) enable effective workshops, conflict resolution, and planning.
Option B is incorrect-technical expertise is for IT roles; change managers focus on people, not system details. Option C is incorrect; process know-how is valuable but belongs to process owners or consultants, not the change manager's core skill set. SAP OCM prioritizes interpersonal and methodological competencies.
"Change managers require soft skills (communication, networking), OCM knowledge, and methodological skills (facilitation, problem-solving) to lead cloud projects effectively" (SAP Activate, Change Manager Competencies).

NEW QUESTION # 36
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