

# CCMP Flexible Testing Engine | Efficient CCMP: Certified Change Management Professional



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## ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Develop and Gain Approval for the Comprehensive Change Management Plan: This section assesses skills of Change Managers and Project Managers and covers preparing detailed plans for all aspects of change management, including resources, communication, sponsorship, stakeholder engagement, learning, measurement, sustainability, and integration with project management. It also includes obtaining approval and establishing feedback mechanisms.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Close the Change Management Effort: This section assesses skills of Change Managers and Program Leads and covers evaluating the success of the change initiative, conducting lessons learned, documenting recommended actions, gaining closure approvals, transferring ownership, ensuring sustainability, and recognizing achievements.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Formulate the Change Management Strategy: This section measures skills of Change Managers and Program Leads and focuses on developing a comprehensive change management strategy. It includes creating strategies for resources, communication, sponsorship, stakeholder engagement, impact assessment, learning, measurement, benefit realization, and sustainability to align with organizational objectives.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>Evaluate Change Impact and Organizational : This section of the CCMP Exam measures skills of Change Managers and Organizational Development Specialists and covers assessing the need for change, defining desired outcomes, identifying stakeholders and sponsors, evaluating organizational culture, capacity, and readiness, and analyzing risks, communication, and learning requirements to ensure successful change adoption.</li></ul>

Topic 5	<ul style="list-style-type: none"> <li>• Execute, Manage, and Monitor Implementation of the Change Management Plan: This section measures skills of Change Managers and Program Leads and focuses on executing all elements of the change management plan. It covers implementing resource allocation, communication, sponsorship, stakeholder engagement, learning, measurement, benefits realization, sustainability, and adjusting the plan as needed to achieve desired outcomes.</li> </ul>
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### **ACMP Global Certified Change Management Professional Sample Questions (Q19-Q24):**

#### **NEW QUESTION # 19**

Who is responsible for coordinating, applying and tracking change management activities?

- A. Change stakeholder
- B. Sponsor
- **C. Change management lead**
- D. Change agent

#### **Answer: C**

Explanation:

The change management lead is accountable for ensuring change management activities are properly coordinated, applied, and monitored. While sponsors provide leadership and stakeholders participate, the change management lead ensures integration of plans, tracks progress, and adjusts activities as needed.

Change agents support by influencing peers, but they are not accountable for overall coordination. ACMP clearly defines the change lead's role as orchestrator of the process across all groups.

(Reference: ACMP Standard, Process Groups 2-5; Role of Change Lead: Develop, coordinate, execute, and monitor change management activities.)

#### **NEW QUESTION # 20**

What is the role of human resource management in a major change effort?

- A. A process that ensures there is a good working relationship between the project and change management teams
- B. The department with the responsibility of hiring and firing
- **C. A strategic function for identifying the most effective use of people**
- D. The art of ensuring that discipline and focus is well maintained

#### **Answer: C**

Explanation:

ACMP frames Human Resources as a strategic partner in change efforts. Beyond administrative hiring/firing, HR ensures that talent deployment, skills alignment, and workforce strategies enable successful adoption.

HR collaborates with change leaders to identify where skills must be developed, how performance management systems reinforce new behaviors, and how recognition and rewards sustain the change. By focusing on the effective use of people, HR connects workforce planning to change adoption and benefits realization. Options A, C, and D describe tactical or narrow roles, but ACMP emphasizes HR's strategic function in aligning people and organizational goals.

(Reference: ACMP Standard, Process Group 3 - Resource Plan; and ACMP Standard, Execution: Align HR systems such as

performance, rewards, training with change goals.)

### NEW QUESTION # 21

You are a change management practitioner that has developed the measurement and benefit realization strategy for a new change project. You then proceed to develop a strategy to embed the change. What is an input to your strategy?

- A. Key messages
- B. Communications strategy
- C. **Business case**
- D. Change resources inventory

#### Answer: C

Explanation:

To embed change, the business case serves as a foundational input because it defines the rationale, expected benefits, and alignment with organizational priorities. ACMP explains that embedding strategies should link to the original business rationale to ensure reinforcement mechanisms support intended outcomes. Resources (A) and communications (D) are useful tools, and key messages (B) guide communication, but they are not the anchor. The business case ensures alignment with organizational value.

(Reference: ACMP Standard, Process Group 4 - Sustainability Plan; Input: Business case to connect reinforcement to expected benefits.)

### NEW QUESTION # 22

The ACMP Code of Ethics is divided into sections containing tenets of conduct outlined within duties identified as most important to the global change management community. What are the duties?

- A. **Honesty, Responsibility, Respect, Objectivity, Advancing the Discipline and Supporting Practitioners**
- B. Honesty, Responsibility, Fairness, Respect, Advancing the Discipline and Supporting Practitioners
- C. Integrity, Respect, Due Diligence, Fairness, Advancing the Discipline and Supporting Practitioners
- D. Responsibility, Fairness, Honesty, Confidentiality of Information

#### Answer: A

Explanation:

The ACMP Code of Ethics establishes five duties: Honesty, Responsibility, Respect, Objectivity, and Advancing the Discipline and Supporting Practitioners. These duties guide ethical behavior in decision-making, stakeholder engagement, and professional conduct. Options A, C, and D include terms not explicitly codified (e.g., Integrity, Due Diligence, Confidentiality) or omit "Objectivity." The correct reference is option B, which matches the official ACMP Code of Ethics structure.

(Reference: ACMP Code of Ethics, Sections: Duties of Honesty, Responsibility, Respect, Objectivity, and Advancing the Discipline.)

### NEW QUESTION # 23

What is the purpose of identifying goals, objectives and criteria for success before an initiative is rolled out?

- A. To specify alignment to strategic objectives that will guide the organization towards its future state
- B. To identify stakeholder attributes such as commitment to the future state
- C. **To provide tangible and measurable goals that represent planned progress towards the adoption of the future state**
- D. To connect the change to its authors and determine accountability requirements needed for the future state

#### Answer: C

Explanation:

ACMP emphasizes the importance of defining clear goals, objectives, and criteria for success before rolling out change. These provide a tangible and measurable baseline for tracking progress and adoption. Success criteria guide communications, training, resistance management, and sponsor accountability. While alignment to strategy (C) and stakeholder commitment (A) are important, they are broader considerations.

Accountability (D) is part of sponsorship planning. The key purpose is to establish measurable progress indicators to ensure the change achieves adoption and intended outcomes.

(Reference: ACMP Standard, Process Group 2 - Formulate; Activity: Identify goals, objectives, and criteria for success.)

## NEW QUESTION # 24

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