

# C\_OCM\_2503 Fragen Beantworten - C\_OCM\_2503 Schulungsangebot



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## SAP C\_OCM\_2503 Prüfungsplan:

Thema	Einzelheiten
Thema 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Thema 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Thema 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Thema 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Thema 5	<ul style="list-style-type: none"> <li>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.</li> </ul>

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SAP C\_OCM\_2503 Schulungsangebot, C\_OCM\_2503 Testengine

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## SAP Certified Associate - Organizational Change Management C\_OCM\_2503 Prüfungsfragen mit Lösungen (Q36-Q41):

### 36. Frage

What is the main goal of a business readiness test in an SAP cloud project?

- A. Evaluate if the incentive systems are suitable to support the upcoming go-live
- B. Identify business managers that must be motivated to support the go-live
- C. Collect ideas for change communication activities to support the go-live
- **D. Detect people-related issues and challenges for an upcoming go-live**

**Antwort: D**

Begründung:

A business readiness test (or assessment) in SAP OCM, typically in the Deploy phase, evaluates preparedness for go-live. Option A is correct because its main goal is detecting people-related issues-e.g., low training uptake or resistance in a unit-that could disrupt the transition, allowing mitigation before launch. For instance, a survey showing poor process understanding triggers extra enablement.

Option B is incorrect-identifying managers needing motivation is a stakeholder analysis task (Prepare), not readiness testing's focus. Option C is incorrect; collecting communication ideas is a planning activity, not the test's purpose, which is assessment. Option D is incorrect-incentive systems are HR-related and outside OCM's readiness scope. SAP OCM uses this test to ensure a smooth go-live.

"The business readiness test aims to detect people-related issues and challenges prior to go-live, enabling timely corrective actions" (SAP Activate, Business Readiness Assessment).

### 37. Frage

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 assessment and content archiving
- **C. Content creation and content review**
- D. Content approval and content delivery

**Antwort: C**

Begründung:

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).

### 38. Frage

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. Communicate the changes related to new releases to the impacted user groups**
- **B. Provide learning and enablement offerings for the impacted user groups**
- C. Adapt the workplace environment of the impacted user groups
- **D. Assess the change impacts of new releases for the impacted user groups**
- E. Motivate the change agents to support the impacted user groups

**Antwort: A,B,D**

Begründung:

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).

### 39. Frage

How would you carry out a high-level change impact analysis?

- **A. Conduct interviews and workshops with key project stakeholders**
- B. Define and assess key change impact metrics
- C. Analyze the differences between as-is and to-be processes
- D. Set up a survey within the project team

**Antwort: A**

Begründung:

A high-level change impact analysis (CIA) in SAP OCM gathers broad insights early on. Option C is correct because interviews and workshops with stakeholders (e.g., business leads) provide a comprehensive view of impacts across units. Option A is incorrect-surveys are too narrow and project-team focused. Option B is part of detailed CIA, not high-level. Option D is a follow-up, not the method itself. SAP emphasizes stakeholder engagement for high-level CIA.

"Conduct high-level change impact analysis through stakeholder interviews and workshops to assess broad impacts" (SAP Activate, OCM Workstream, Prepare Phase).

### 40. Frage

What are possible people-related challenges that change management has to address during an SAP cloud implementation? Note: There are 2 correct answers to this question.

- **A. Users experience stress and frustration because they must unlearn previous habits.**
- B. Users are resistant to learning the technical skills for adapting the new cloud solution to their individual needs.
- **C. Users demonstrate a "not-invented-here" attitude towards the new cloud standard and show a lack of buy-in.**
- D. Users feel underchallenged and bored by additional repetitive tasks they have to take over.

**Antwort: A,C**

Begründung:

SAP cloud implementations introduce significant people-related challenges that change management must mitigate. Option A is correct because the "not-invented-here" syndrome-where users reject external standards (e.g., SAP best practices) in favor of legacy processes-leads to resistance and lack of buy-in, a common barrier in cloud projects due to reduced customization. Option B is correct as users often face stress and frustration when unlearning old habits to adopt new workflows, especially with cloud solutions' standardized processes, which differ from familiar systems. This emotional response requires targeted enablement and

support.

Option C is incorrect-users don't typically adapt the cloud solution technically (that's an IT role); their resistance is more about adoption, not technical customization skills. Option D is incorrect; cloud implementations aim to streamline tasks, not add repetitive ones, so boredom isn't a typical challenge- resistance stems from change, not monotony. SAP OCM focuses on overcoming attitudinal and behavioral hurdles to ensure adoption.

"People challenges include resistance from a 'not-invented-here' attitude and stress from unlearning old habits, requiring change management to foster acceptance and adaptation" (SAP OCM Framework, People- Related Challenges).

#### 41. Frage

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