

# 2026 SAP C-OCM-2503: SAP Certified Associate - Organizational Change Management High Hit-Rate Valid Exam Question



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## SAP C-OCM-2503 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>Organizational Change Management Methodology: This section of the exam measures the skills of a Change Manager and covers the foundational principles and structured approach used in managing organizational change effectively. It highlights the importance of aligning change efforts with business goals while providing a framework for guiding transformation initiatives.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<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>
Topic 5	<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>

## SAP Certified Associate - Organizational Change Management Sample Questions (Q75-Q80):

### NEW QUESTION # 75

In the SAP Activate Explore phase, the project team conducts fit-to-standard workshops to identify gaps between business requirements and the SAP best practice standard. Which change management challenge is typical for this phase?

- A. Some managers show resistance towards the cloud standard.
- B. Some project team members have never heard of organizational change management.
- C. Some business users do not adopt the new cloud solution.
- D. Some business departments do not feel well prepared for the go-live.

**Answer: A**

Explanation:

During the Explore phase, fit-to-standard workshops focus on aligning business processes with SAP's best practices, often revealing changes to current ways of working. Option C is correct because managers may resist the cloud standard if it reduces customization or control, a common challenge in this phase. Option A is incorrect-lack of OCM awareness is more typical in the Discover or Prepare phase. Option B is incorrect; user adoption issues emerge post-go-live (Run phase), not in Explore. Option D is also incorrect; go-live readiness concerns arise in the Deploy phase, not Explore.

Extract from SAP OCM Concepts: Resistance to standardization is a key challenge in the Explore phase, requiring targeted stakeholder engagement (SAP Activate, OCM Workstream).

### NEW QUESTION # 76

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

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

activities

- E. Provide a comprehensive enablement strategy guiding the impacted business areas through all enablement activities

**Answer: B,C,E**

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 # 77

Which communication assets are usually developed at an early stage of an SAP cloud project? Note: There are 2 correct answers to this question.

- A. A modular overview presentation providing generic project information
- B. An FAQ list describing the key change impacts for different user groups
- C. A cheat sheet giving hands-on advice about how to use the new cloud system
- D. A glossary explaining typical SAP and business terms used in the cloud context

**Answer: A,D**

Explanation:

Early-stage communication assets in SAP OCM (Prepare/Explore phases) aim to build awareness and understanding. Option B is correct because a modular overview presentation (e.g., slides on project goals, timeline, benefits) provides generic, reusable information for initial stakeholder briefings, such as kick-off meetings. Its modularity allows customization for different audiences (e.g., executives vs. users). Option C is correct as a glossary of SAP terms (e.g., "fit-to-standard," "S/4HANA") and business jargon clarifies terminology, reducing confusion in a cloud context where new concepts abound.

Option A is incorrect-an FAQ on change impacts requires detailed CIA insights, which come later (Explore/Realize). Option D is incorrect; a cheat sheet with system usage tips is an enablement tool developed closer to go-live (Realize/Deploy), not early on. SAP OCM prioritizes foundational assets to set the stage for later specifics.

"Early communication assets include a modular project overview presentation and a glossary of SAP and business terms to establish clarity and awareness" (SAP Activate, Early Communication Deliverables).

#### NEW QUESTION # 78

Why is the implementation of an SAP cloud solution a holistic business transformation?

- A. It leads to changes in the technology, process, organization, and people dimensions.
- B. It impacts both employees and managers.
- C. It leads to significant changes of the existing IT landscape.
- D. It impacts the collaboration with suppliers and customers.

**Answer: A**

Explanation:

An SAP cloud implementation is holistic because it affects multiple facets of the organization, not just isolated areas. Option C is correct as it encapsulates the four key dimensions of transformation: technology (new cloud systems), process (best-practice adoption), organization (structural adjustments), and people (behavioral change). This aligns with SAP's view that cloud projects drive end-to-end change. Option A is too narrow-supplier/customer collaboration is just one potential impact. Option B is also limited; impacting employees and managers is part of the "people" dimension but doesn't cover the full scope. Option D focuses only on IT, ignoring process, organization, and people changes. SAP OCM emphasizes a comprehensive approach to transformation,

making C the definitive answer.

"SAP cloud implementations are holistic transformations, impacting technology, processes, organizational structures, and people, requiring a coordinated change management approach across all dimensions" (SAP Organizational Change Management Framework, Overview).

#### NEW QUESTION # 79

What are the key elements of a user adoption strategy for an SAP cloud implementation? Note: There are 2 correct answers to this question.

- A. Agreed list of appropriate user adoption indicators before and after go-live
- B. Agreed catalog of strategies to mitigate user adoption risks or issues
- C. Identified business stakeholders to be informed about the analysis results
- D. Defined process for monitoring the selected user adoption indicators

**Answer: A,D**

Explanation:

A user adoption strategy in SAP OCM ensures sustained system use. Option B is correct because a defined monitoring process (e.g., monthly usage reports) tracks indicators like login frequency, ensuring adoption is measured systematically. Option C is correct as an agreed list of indicators (e.g., transaction completion rates pre-go-live, satisfaction scores post-go-live) provides clear metrics to assess success, set during planning (Prepare/Explore).

Option A is incorrect-"catalog of strategies" is vague; mitigation is part of broader OCM, not the adoption strategy's core. Option D is incorrect; identifying stakeholders for results is operational, not a key element of the strategy itself. SAP OCM focuses on measurable adoption drivers.

"A user adoption strategy includes a monitoring process and agreed indicators to track and ensure successful system uptake" (SAP Activate, User Adoption Strategy).

#### NEW QUESTION # 80

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