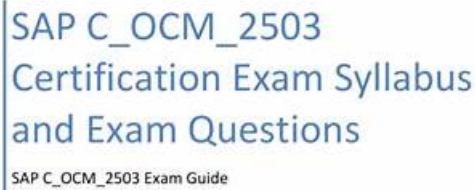


Exam Questions For SAP C-OCM-2503 [Revised] - The Best Method To Pass The Exam



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SAP C-OCM-2503 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none">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.

Topic 3	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 5	<ul style="list-style-type: none"> • 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 6	<ul style="list-style-type: none"> • 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.

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SAP Certified Associate - Organizational Change Management Sample Questions (Q23-Q28):

NEW QUESTION # 23

Which organizational change management activity is usually performed in which SAP Activate phase? Note: There are 2 correct answers to this question.

- A. The business readiness assessment is usually conducted in the Discover phase
- B. The change plan is usually developed in the Explore phase
- C. The user adoption analysis is usually conducted in the Run phase
- D. The change assessment is usually conducted in the Prepare phase

Answer: C,D

Explanation:

SAP Activate phases align OCM activities with project stages. Option A is correct because user adoption analysis-measuring actual usage (e.g., system logins, feedback)-occurs in the Run phase post-go-live, assessing real outcomes vs. predictions. Option C is correct as the change assessment (evaluating readiness, culture, capabilities) happens in the Prepare phase to baseline the organization before detailed planning-e.g., interviewing leaders to gauge change appetite.

Option B is incorrect-the business readiness assessment (checking go-live preparedness) is in Deploy, not Discover, which focuses on solution exploration. Option D is incorrect; the change plan starts in Prepare (initial version), not Explore, where it's refined. SAP OCM ties activities to phase-specific goals.

"Change assessment occurs in Prepare to evaluate readiness, and user adoption analysis in Run to measure post-go-live success" (SAP Activate, OCM Phase Alignment).

NEW QUESTION # 24

What are typical tasks a change manager performs after the conduction of a change impact analysis workshop? Note: There are 3 correct answers to this question.

- A. Drive and facilitate the development of follow-up activities

- B. Create and align the result report
- C. Review and refine the KPIs to measure user adoption after go-live
- D. Visualize quantitative ratings and aggregate qualitative insights
- E. Plan and conduct validation sessions with the impacted stakeholder groups

Answer: A,B,E

Explanation:

After a change impact analysis (CIA) workshop, the change manager transitions from data collection to action planning and communication. Option A is correct because driving and facilitating follow-up activities (e.g., communication plans, training sessions) ensures the CIA findings translate into actionable steps to address impacts. This involves collaborating with stakeholders to prioritize and design interventions. Option B is correct as planning and conducting validation sessions with impacted groups confirms the accuracy of findings and secures buy-in, a key step to refine the analysis and build trust. Option D is correct because creating and aligning the result report consolidates workshop outcomes (e.g., impact severity, affected areas) into a formal document shared with project leadership and stakeholders for alignment and decision-making.

Option C is incorrect-while visualizing data and aggregating insights might occur, it's typically part of the workshop preparation or facilitation, not a post-workshop task, which focuses on action rather than analysis.

Option E is incorrect; reviewing and refining KPIs for user adoption is a broader, ongoing task tied to the Run phase, not an immediate post-CIA activity. The change manager's role here is to operationalize the CIA, ensuring its insights drive the next steps in the change process. This reflects SAP OCM's emphasis on translating analysis into practical outcomes.

"Post-CIA tasks include facilitating follow-up activities, validating findings with stakeholders, and creating a result report to ensure impacts are addressed effectively" (SAP Activate, OCM Workstream, Change Impact Analysis Process).

NEW QUESTION # 25

What should a change manager keep in mind when identifying stakeholder groups?

- A. The stakeholder identification is a one-time activity
- B. Management teams are not listed as separate stakeholder groups
- C. The number of impacted employees should be documented
- D. A business unit should be broken down into about five stakeholder groups

Answer: C

Explanation:

Identifying stakeholder groups in SAP OCM (Prepare phase) builds the foundation for engagement. Option B is correct because documenting the number of impacted employees-e.g., "50 warehouse staff affected by inventory changes"-quantifies the scope, aiding resource planning (e.g., training sessions) and impact assessment (e.g., resistance scale). Without this, efforts might under- or over-allocate, like scheduling one session for 200 users, overwhelming trainers.

Option A is incorrect-arbitrarily setting "five groups" per unit lacks basis; groups (e.g., key users, managers) depend on impact, not a fixed number. Option C is incorrect-management teams are distinct stakeholders if impacted (e.g., finance leads losing report customization), requiring specific strategies. Option D is incorrect; identification iterates as the project evolves (e.g., new units added in later waves). SAP OCM emphasizes scale documentation for practical planning.

"When identifying stakeholder groups, document the number of impacted employees to assess the scale and tailor change management efforts accordingly" (SAP Activate, Stakeholder Identification Guidelines).

NEW QUESTION # 26

What are the special characteristics of SAP's organizational change management framework? Note: There are 3 correct answers to this question.

- A. It supports an agile way of working
- B. It is aligned with the SAP Activate implementation methodology
- C. It is only suitable for large-scale, complex cloud deployments
- D. It is targeted at fostering fast and sustainable user adoption
- E. It contains activities that help to enhance system performance

Answer: A,B,D

Explanation:

SAP's OCM framework is designed to support cloud implementations effectively. Option A is correct because it supports agility-

e.g., iterative planning and adjustments (like refining communication post-wave) mirror SAP Activate's flexible approach, adapting to project shifts. Option B is correct as it's tightly aligned with SAP Activate, mapping OCM activities (e.g., stakeholder analysis in Prepare) to its phases, ensuring seamless integration with technical delivery. Option E is correct because fostering fast, sustainable adoption- e.g., through enablement and adoption metrics in Run-is the framework's core goal, ensuring users embrace the system long-term, not just at go-live.

Option C is incorrect-it's versatile, not limited to large-scale projects; small or mid-size implementations also benefit from its principles. Option D is incorrect; enhancing system performance is a technical task (e.g., IT optimization), not OCM's focus, which is people-centric. SAP OCM's unique blend of agility, methodology alignment, and adoption focus sets it apart.

"SAP's OCM framework is agile, aligned with SAP Activate, and targets fast, sustainable user adoption to maximize cloud implementation success" (SAP OCM Framework, Key Characteristics).

NEW QUESTION # 27

What are typical aspects that can keep the change agents motivated to engage in the change network of a cloud project? Note: There are 3 correct answers to this question.

- A. Opportunity to influence the design of the new business processes
- B. Chance to look behind the scenes of a business transformation
- C. Occasion to exchange with peers from different units
- D. Possibility to foster their own visibility within the organization
- E. Prospect of a skill development regarding project management

Answer: B,C,D

Explanation:

Change agents in SAP OCM are key employees who support adoption within their units, and motivation is critical to their effectiveness in a cloud project's change network. Option A is correct because fostering visibility-e.g., being recognized by leadership during a townhall-boosts their professional profile, making their role rewarding. Imagine an agent praised for rallying their team; this public acknowledgment drives engagement. Option B is correct as peer exchange across units (e.g., in network meetings) offers collaboration and learning-e.g., a sales agent sharing tips with a finance agent-building a sense of community and value. Option E is correct because looking behind the scenes of a transformation (e.g., understanding why cloud standardization was chosen) satisfies curiosity and gives agents a privileged perspective, enhancing their investment in the project.

Option C is incorrect-designing business processes is typically a task for process owners or consultants during fit-to-standard workshops (Explore phase), not change agents, who focus on communication and support, not process creation. Option D is also incorrect; while skill development (e.g., project management) might occur incidentally, it's not a primary motivator or structured outcome for agents, who are selected for influence, not training. SAP OCM emphasizes intrinsic and social motivators like visibility, connection, and insight to sustain agent enthusiasm, aligning with their role as grassroots advocates.

"Motivate change agents with opportunities for visibility, peer exchange, and insight into the transformation to maintain their active engagement in the change network" (SAP Activate Methodology, Change Network Motivation Strategies).

NEW QUESTION # 28

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