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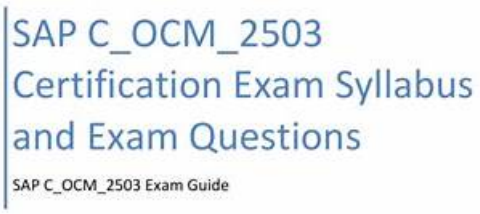

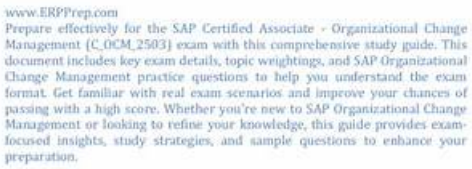

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SAP C-OCM-2503 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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.

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100% Pass C-OCM-2503 - SAP Certified Associate - Organizational Change Management –Efficient Exam Cram Questions

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SAP Certified Associate - Organizational Change Management Sample Questions (Q34-Q39):

NEW QUESTION # 34
An SAP cloud project is supported by an external change management advisor and an internal change manager in a delivery role. How would you assign the responsibilities? Note: There are 3 correct answers to this question.

- A. The external change manager provides the change management approach and delivers "best practice" tools and templates.
- B. The external change manager develops the overall plans and concepts for change management in the project.
- C. The internal change manager executes change management tasks, such as change communication activities.
- D. The external change manager takes over the holistic responsibility for the change management support of the project.
- E. The internal change manager ensures that an ongoing change management know-how transfer is established.

Answer: A,C,E

Explanation:
In SAP projects, external advisors bring expertise, while internal managers operationalize it. Option A is correct because the internal change manager, embedded in the organization, ensures knowledge transfer for sustainability. Option C is correct as the internal manager executes tasks (e.g., communication) due to their proximity to stakeholders. Option E is correct because the external advisor provides strategic approaches and tools (e.g., templates from SAP Activate), leveraging their expertise. Option B is incorrect-developing plans is collaborative, not solely external. Option D is incorrect; holistic responsibility is shared, not fully outsourced. This division balances external best practices with internal execution.
"External advisors provide best-practice approaches and tools, while internal change managers execute activities and ensure knowledge transfer for long-term capability" (SAP Activate Methodology, Change Management Roles and Responsibilities).

NEW QUESTION # 35
What are typical tasks of a change manager in cloud projects? Note: There are 3 correct answers to this question.

- A. Providing expertise for handling people-related challenges
- B. Acting as key speakers in information sessions for the business
- C. Advising all leaders how to break resistance within their team
- D. Orchestrating the change management activities
- E. Supporting the execution of change management activities

Answer: A,D,E

Explanation:
The change manager in SAP cloud projects drives OCM execution. Option A is correct because orchestrating activities (e.g., coordinating communication, training) ensures a cohesive effort, like a conductor aligning an orchestra-e.g., timing stakeholder workshops with project milestones. Option C is correct as providing expertise on people challenges (e.g., resistance, skill gaps) guides the project team, offering solutions like tailored enablement. Option D is correct because supporting execution (e.g., facilitating workshops, reviewing plans) ensures activities succeed, often hands-on with the team.
Option B is incorrect-"advising all leaders" overstates the role; change managers coach key leaders, but breaking resistance is a shared leadership task. Option E is incorrect; while they might speak, key speakers are often sponsors or leaders for authority-change managers focus on planning, not presenting. SAP OCM defines the change manager as a strategic coordinator and expert. "Change managers orchestrate OCM activities, provide people-focused expertise, and support execution to ensure project success" (SAP Activate, Change Manager Role).

NEW QUESTION # 36
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 feel underchallenged and bored by additional repetitive tasks they have to take over.
- B. Users demonstrate a "not-invented-here" attitude towards the new cloud standard and show a lack of buy-in.
- C. Users experience stress and frustration because they must unlearn previous habits.
- D. Users are resistant to learning the technical skills for adapting the new cloud solution to their individual needs.

Answer: B,C

Explanation:
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 overcomingattitudinal 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).

NEW QUESTION # 37
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. Adapt the workplace environment of the impacted user groups
- B. Communicate the changes related to new releases to the impacted user groups
- C. Provide learning and enablement offerings for 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

Answer: B,C,D

Explanation:
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).

NEW QUESTION # 38
What does change enablement mean in the context of SAP cloud implementations?

- A. It refers to all deliverables that support the project team to deliver change management during the cloud implementation
- B. It refers to all activities that help people to learn and adopt new SAP systems and processes in their working life
- C. It refers to all activities that upskill the impacted business leaders to handle organizational change management in their areas of responsibility
- D. It refers to all tasks that support the project leadership team to learn how to deal with resistance during the cloud project

Answer: B

Explanation:
Change enablement in SAP cloud implementations focuses on user adoption. Option B is correct because it encompasses all activities-training, workshops, support-that help people (end-users, key users) learn and adopt new SAP systems (e.g., S/4HANA Cloud) and processes (e.g., best practices) in their daily work. This broad definition aligns with SAP OCM's goal of ensuring sustained use post-go-live, addressing both technical skills and behavioral change. For example, enablement might include e-learning on system navigation or process simulations to ease the transition.
Option A is incorrect-supporting leadership to handle resistance is a subset of change leadership, not enablement, which targets users. Option C is incorrect; deliverables (e.g., plans, reports) support OCM broadly, not just enablement, which is action-oriented. Option D is incorrect-upskilling leaders is leadership development, not user-focused enablement. SAP OCM defines enablement as user-centric preparation.
"Change enablement refers to activities that enable people to learn and adopt new SAP systems and processes, ensuring effective integration into their work" (SAP OCM Framework, Enablement Definition).

NEW QUESTION # 39
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