

# Exam C\_OCM\_2503 Course, Pdf C\_OCM\_2503 Version



## SAP C\_OCM\_2503 SAP Certified Associate - Organizational Change Management

**Questions & Answers PDF  
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### SAP C\_OCM\_2503 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Change Strategy:</b> 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>
Topic 2	<ul style="list-style-type: none"><li>• <b>Change Communication:</b> 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>

Topic 3	<ul style="list-style-type: none"> <li>• <b>Change Effectiveness:</b> 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 4	<ul style="list-style-type: none"> <li>• <b>Change Enablement:</b> 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>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Change Leadership:</b> 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>
Topic 6	<ul style="list-style-type: none"> <li>• <b>Organizational Change Management Set-up:</b> 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 7	<ul style="list-style-type: none"> <li>• <b>Change Realization:</b> 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>

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### SAP Certified Associate - Organizational Change Management Sample Questions (Q76-Q81):

#### NEW QUESTION # 76

The results of a business readiness test reveal relatively low ratings across all survey topics for one business unit compared to other units. What is the recommended next step for the change manager to mitigate the risk of low readiness for this unit?

- A. Schedule a short workshop with project management to develop mitigation activities to improve the business readiness for this unit.
- B. Arrange a meeting with the project sponsor, local management, and selected users to discuss the results and develop mitigation activities.
- **C. Organize a workshop with project management, local management, and assigned change agents to discuss results and better understand the specific needs.**
- D. Set up a call with the assigned change agents to discuss the results and develop mitigation activities to enhance the business readiness.

**Answer: C**

Explanation:

Low readiness in a business unit (assessed pre-go-live, likely in Deploy) requires targeted intervention.

Option B is correct because a workshop with project management (for alignment), local management (for context), and change agents (for execution) enables a deep dive into root causes and collaborative mitigation planning (e.g., extra training). This multi-

stakeholder approach ensures comprehensive understanding and action. Option A is too narrow-change agents alone lack the authority or full perspective. Option C excludes local input, limiting effectiveness. Option D involves the sponsor, which is overkill for an operational issue, and users may not strategize solutions. SAP OCM favors inclusive, practical responses. "Address low readiness through workshops with project management, local leaders, and change agents to analyze results and plan targeted mitigation" (SAP Activate, Business Readiness Assessment Follow-Up).

#### NEW QUESTION # 77

How would you assign the responsibilities for organizational change management in a cloud project? Note: There are 2 correct answers to this question.

- A. Independently from the project size, the change management responsibility is assigned to the project sponsor.
- B. In small projects, the project manager can take over the change management responsibility.
- C. In large projects, the change management responsibility is usually assigned to a designated change manager or a change management team.
- D. In mid-size projects, the change management responsibility should be assigned to the business leaders of the impacted units.

**Answer: B,C**

Explanation:

Responsibility assignment in SAP OCM depends on project scale. Option A is correct because large projects require specialized expertise, so a dedicated change manager or team is typical to handle complexity. Option C is correct as small projects often lack resources for a separate change manager, so the project manager assumes this role. Option B is incorrect-business leaders may support change but are not typically responsible for managing it, as this requires specific OCM skills. Option D is incorrect; the project sponsor provides oversight and support, not direct responsibility for execution, regardless of size. Extract from SAP OCM Concepts: SAP Activate recommends tailoring OCM roles to project size, with dedicated resources for large implementations and consolidated roles for smaller ones(SAP OCM Framework).

#### NEW QUESTION # 78

Which enablement activities are usually performed during the Prepare phase of an SAP project? Note: There are 2 correct answers to this question.

- A. The enablement content development
- B. The learning needs analysis for the business users
- C. The learning needs analysis for the project team
- D. The enablement strategy

**Answer: C,D**

Explanation:

The Prepare phase in SAP Activate sets up enablement foundations. Option A is correct because the learning needs analysis (LNA) for the project team-e.g., assessing if consultants need S/4HANA skills-ensures implementers are ready before design, critical for early success. Option C is correct as the enablement strategy (e.g., "train key users first") defines the approach, aligning with project goals-e.g., planning phased training before go-live.

Option B is incorrect-content development (e.g., tutorials) occurs in Realize, once processes are defined.

Option D is incorrect; business user LNA follows in Explore/Realize, after impacts are clearer-Prepare focuses on the team. SAP OCM prioritizes early team readiness and strategy.

"In Prepare, perform the learning needs analysis for the project team and develop the enablement strategy to establish a strong enablement foundation" (SAP Activate, Prepare Phase Enablement).

#### NEW QUESTION # 79

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

- A. It is aligned with the SAP Activate implementation methodology
- B. It supports an agile way of working
- C. It contains activities that help to enhance system performance

- D. It is only suitable for large-scale, complex cloud deployments
- E. It is targeted at fostering fast and sustainable user adoption

**Answer: A,B,E**

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 # 80

What are typical causes for resistance in the cloud context? Note: There are 3 correct answers to this question.

- A. Belief that the new standard processes will not meet the business requirements
- B. Impression of losing control and autonomy over your own data and systems
- C. Doubt that the works council will agree to the new business processes
- D. Concern regarding data privacy and security of cloud solutions
- E. Fear of increasing costs for the maintenance of the IT infrastructure

**Answer: A,B,D**

Explanation:

Resistance in SAP cloud projects often stems from perceived risks. Option A is correct- data privacy/security concerns are common due to cloud hosting. Option B is correct; users resist if standard processes seem inadequate compared to legacy systems. Option C is correct as cloud solutions reduce local control, sparking resistance. Option D is incorrect- cloud typically lowers maintenance costs, not increases them. Option E is incorrect; works council doubts are situational, not a typical cause. SAP OCM identifies these as key resistance drivers to address.

"Resistance often arises from concerns over data security, process fit, and loss of control in cloud transitions" (SAP OCM Framework, Resistance Management).

### NEW QUESTION # 81

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