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

Topic	Details
Topic 1	<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>
Topic 2	<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 3	<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>
Topic 4	<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>
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>

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## SAP Certified Associate - Organizational Change Management Sample Questions (Q77-Q82):

### NEW QUESTION # 77

What are the benefits of different communication channels for the change communication in an SAP cloud project?

- A. Using already existing channels allows a fast internalization of conveyed messages, and establishing new channels reduces the alignment effort with the project lead.
- B. Using already existing channels helps to point out what remains stable, and establishing new channels contributes to preventing an information overload.
- **C. Using already existing channels reduces costs and effort, and establishing new channels helps to draw attention to the communicated content.**
- D. Using already existing channels allows to communicate generic information, and establishing new channels helps to convey messages to younger users.

**Answer: C**

Explanation:

Effective communication in SAP OCM leverages a mix of channels. Option A is correct because existing channels (e.g., company intranet) save resources, while new channels (e.g., project-specific newsletters) highlight critical updates, grabbing attention. Option B is incorrect-channel choice isn't age-specific, and

"generic information" isn't a key benefit. Option C is flawed; existing channels don't inherently signal stability, and new channels don't prevent overload. Option D is incorrect-internalization speed and alignment effort aren't primary benefits tied to channel type. SAP OCM advocates balancing efficiency and impact, making A the best fit.

"Utilize existing channels to minimize effort and cost, and introduce new channels to emphasize key messages and enhance visibility" (SAP OCM Framework, Communication Dimension).

### NEW QUESTION # 78

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

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

**Answer: B**

Explanation:

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).

### NEW QUESTION # 79

How do you define the term Organizational Change Management?

- A. It is a selective, singular, and intuitive approach for transitioning individuals, groups, and organizations from a traditional to an agile organizational setup with intended business benefits.
- B. It is a comprehensive, cyclic, and structured approach for transitioning individuals, groups, and organizations from a traditional to an agile organizational set-up with focus on the added value for the impacted users.

- C. It is a comprehensive, cyclic, and structured approach for transitioning individuals, groups, and organizations from a current to a future state with intended business benefits.
- D. It is a selective, singular, and intuitive approach for transitioning individuals, groups, and organizations from a current to a future state with focus on the added value for the impacted users.

**Answer: C**

Explanation:

SAP defines OCM broadly and systematically. Option C is correct because it describes OCM as comprehensive (holistic), cyclic (iterative), and structured (methodical), transitioning from current to future states with business benefits-aligning with SAP Activate's goals. Option A is incorrect-"selective" and

"intuitive" contradict OCM's structured nature. Option B narrows it to "agile setup," which isn't SAP- specific. Option D is incorrect due to "selective" and "singular," missing the cyclic aspect. C reflects SAP's OCM essence.

"Organizational Change Management is a comprehensive, cyclic, and structured approach to transition individuals, groups, and organizations from a current to a future state, delivering intended business benefits" (SAP OCM Framework, Definition).

### NEW QUESTION # 80

What is the added value of change agents taking over the task to plan and execute local change management activities?

- A. It reduces resistance among local managers
- B. It fosters an attitude shift among skeptical change agents
- C. It helps to scale change management activities
- D. It supports the adherence to the project milestones

**Answer: C**

Explanation:

Change agents in SAP OCM extend change management's reach by handling local activities (e.g., unit- specific workshops). Option C is correct because it scales efforts-e.g., a central change manager can't train

10 sites alone, but agents in each location can, multiplying coverage efficiently. For instance, an agent in a regional office might run a Q&A session tailored to local process concerns, amplifying OCM impact without overloading the core team.

Option A is incorrect-milestone adherence is a project management outcome, not a direct value of agent tasks. Option B is incorrect; attitude shifts might occur, but it's not the primary benefit-effectiveness is.

Option D is incorrect-reducing manager resistance depends on broader engagement, not just agent activities.

SAP OCM leverages agents for scalability.

"Change agents planning and executing local activities add value by scaling change management efforts across the organization effectively" (SAP Activate, Change Network Value).

### NEW QUESTION # 81

Why is it important to map the new SAP roles and responsibilities to the business users impacted by a cloud implementation?

- A. It allows the change manager to collect important information for developing the new operating model.
- B. It ensures that users are granted access only to the data, transactions, and system functionalities essential for their job roles.
- C. It is the foundation for developing personas and defining stakeholder-specific communication activities.
- D. It contributes to reducing costs for both training activities and the IT infrastructure to be provided.

**Answer: B**

Explanation:

Mapping SAP roles and responsibilities to business users, typically done in the Realize phase, is a critical technical and security step in SAP cloud implementations. Option C is correct because it ensures users receive role-based access (e.g., via SAP's authorization profiles) limited to what their job requires-such as a sales rep accessing only sales transactions, not financial reporting. This prevents unauthorized access, enhances security, and aligns with SAP's best practices for system governance, reducing risks like data breaches or operational errors. For example, in S/4HANA Cloud, roles like "SAP\_BR\_SALES\_REP" are mapped to specific users to control functionality access, a process tied to security and compliance.

Option A is incorrect because role mapping is a technical task for system access, not a foundation for personas (fictional stakeholder profiles) or communication, which rely on broader stakeholder analysis.

Option B is incorrect-developing the operating model (organizational structure/processes) is a higher-level task informed by process design, not user role mapping, which is more granular. Option D is incorrect; while role mapping might indirectly optimize training

scope or infrastructure use, cost reduction isn't its primary purpose—security and efficiency are. SAP OCM integrates this mapping with enablement but prioritizes its role in access control.

### NEW QUESTION # 82

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