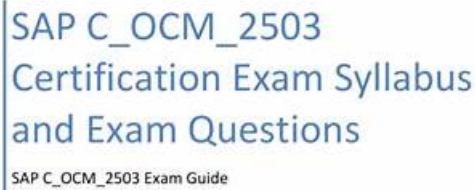


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Prepare effectively for the SAP Certified Associate - Organizational Change Management (C\_OCM\_2503) exam with this comprehensive study guide. This document includes key exam details, topic weightings, and SAP Organizational Change Management practice questions to help you understand the exam format. Get familiar with real exam scenarios and improve your chances of passing with a high score. Whether you're new to SAP Organizational Change Management or looking to refine your knowledge, this guide provides exam-focused insights, study strategies, and sample questions to enhance your preparation.

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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 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 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>• <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 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 5	<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>

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## SAP Certified Associate - Organizational Change Management Sample Questions (Q51-Q56):

### NEW QUESTION # 51

What are possible options for setting up organizational change management in the project organization? Note: There are 3 correct answers to this question.

- **A. As a cross-topic**
- B. As part of the functional sub-projects
- **C. As a subproject**
- D. As a separate project
- **E. As a staff unit**

**Answer: A,C,E**

Explanation:

OCM can be integrated into an SAP project in various ways. Option B is correct because treating OCM as a cross-topic ensures it spans all project areas (e.g., communication, training), aligning with SAP Activate's holistic approach. Option D is correct as a subproject allows OCM to have its own plan and resources under the main project. Option E is correct because a staff unit (e.g., reporting to the project lead) provides dedicated support without separate project status. Option A is incorrect-OCM is rarely a standalone project, as it supports the main implementation. Option C is also incorrect; embedding OCM in functional sub- projects dilutes its focus across technical areas.

Extract from SAP OCM Concepts: SAP Activate supports OCM as a cross-functional, subproject, or staff function to ensure alignment with project goals (SAP OCM Framework).

### NEW QUESTION # 52

Which advice fosters a successful delivery of change communication activities? Note: There are 2 correct answers to this question.

- **A. Develop a compelling, comprehensive change story.**
- **B. Go for a good communication mix.**
- C. Focus on digital communication channels.
- D. Don't overcommunicate.

**Answer: A,B**

Explanation:

Effective change communication in SAP projects balances reach and clarity. Option A is correct because a mix of channels (e.g., emails, workshops, videos) ensures broad coverage and suits different preferences.

Option D is correct as a compelling change story articulates the "why" and "what" of the project, fostering buy-in. Option B is incorrect-while overcommunication can overwhelm, the advice to "not overcommunicate" lacks specificity and isn't a proactive strategy. Option C is also incorrect; over-reliance on digital channels may exclude non-digital users and isn't universally effective. Extract from SAP OCM Concepts: SAP OCM emphasizes a varied communication approach and a strong narrative to drive engagement (SAP OCM Framework).

### NEW QUESTION # 53

What should a change manager keep in mind when designing the process for capturing lessons learned? Note: There are 3 correct answers to this question.

- A. The focus on topics that didn't go well saves time during the workshop
- B. A workshop setting is the best way to capture lessons learned
- C. A predefined structure and scope of topics help to cover all relevant aspects
- D. The results of the lessons learned activity should be treated confidentially
- E. Clear rules of engagement, such as "avoid finger-pointing," facilitate the process

**Answer: C,E**

Explanation:

Capturing lessons learned in SAP OCM (typically Run phase) improves future projects, and the process design is key. Option B is correct because a predefined structure (e.g., categories like planning, execution, adoption) and scope (e.g., OCM-specific issues) ensure all aspects-successes and failures-are covered systematically. Without this, discussions might miss critical insights, like overlooked stakeholder engagement flaws. Option E is correct as clear rules (e.g., "no blame") create a safe environment, encouraging honest input-e.g., a team member might hesitate to admit a communication delay if fearing criticism, stunting learning. Option A is incorrect-confidentiality may limit sharing valuable lessons with the organization, contradicting SAP's goal of building capability; transparency (with discretion) is preferred. Option C is incorrect; focusing only on negatives ignores successes (e.g., effective training), skewing the process and wasting potential insights, not saving time. Option D is incorrect-a workshop isn't always best; surveys or interviews might suit smaller teams or remote setups. SAP OCM advocates flexibility and constructive design. "Design lessons learned with a structured scope and clear rules like 'avoid finger-pointing' to ensure comprehensive and open feedback" (SAP Activate, Lessons Learned Process).

### NEW QUESTION # 54

Which communication tasks usually fall into the area of responsibility of change management during the go-live phase of a cloud implementation? Note: There are 2 correct answers to this question.

- A. Organize a Q&A session for key users
- B. Inform external suppliers about key process changes
- C. Collect requirements for workflow adjustments
- D. Send out information about ad-hoc support options

**Answer: A,D**

Explanation:

During the go-live phase (SAP Activate Deploy phase), change management focuses on supporting end-users to ensure adoption and smooth transition. Option C is correct because organizing Q&A sessions for key users addresses immediate concerns, fosters confidence, and aligns with OCM's role in facilitating two-way communication. Option D is correct as sending out ad-hoc support information (e.g., helpdesk contacts) ensures users know where to turn for help, a critical task to sustain adoption post-go-live. Option A is incorrect-informing external suppliers is typically a business or procurement responsibility, not OCM's focus. Option B is also incorrect; collecting workflow adjustment requirements is a technical or process owner task, not a communication duty of change management. In SAP OCM, communication tasks at go-live prioritize user enablement and support over external or technical adjustments.

"In the Deploy phase, change management executes communication activities such as user Q&A sessions and support announcements to reinforce adoption and address immediate post-go-live needs" (SAP Activate Methodology, Change Management Workstream, Deploy Phase).

### NEW QUESTION # 55

Which general recommendations help to deliver change management successfully? Note: There are 2 correct answers to this question.

- A. Only use standardized tools and templates
- B. Calculate the return on investment (ROI) for change management activities
- C. Be user-centric and empathetic
- D. Establish trustful cooperation with project management

**Answer: C,D**

Explanation:

Successful change management in SAP OCM hinges on people and collaboration. Option C is correct-being user-centric and empathetic (e.g., addressing a user's fear of change with tailored support) ensures adoption by meeting emotional and practical needs, not just pushing info. Option D is correct as trustful cooperation with project management-e.g., aligning OCM with milestones-integrates efforts, like syncing training with testing, avoiding silos.

Option A is incorrect-standard tools help, but flexibility (e.g., custom workshops) is key; rigidity limits impact. Option B is incorrect-ROI calculation is impractical for OCM's qualitative benefits (e.g., morale); focus is on outcomes, not finance. SAP OCM thrives on empathy and partnership.

"Deliver change management successfully by being user-centric and empathetic, and fostering trustful cooperation with project management" (SAP OCM Framework, Success Recommendations).

### NEW QUESTION # 56

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