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## SAP C\_BCBTM\_2509 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Understanding Business Transformation: This section of the exam evaluates the abilities of Business Transformation Advisors and covers the fundamental principles of business transformation in the digital age. It emphasizes recognizing transformation drivers, defining strategic objectives, and integrating technological innovations into organizational change processes. Candidates are expected to understand how SAP tools and methodologies enable efficient transformation planning, execution, and sustainability across various industries.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Understanding WalkMe: This section of the exam evaluates the competencies of Digital Adoption Specialists and covers the role of WalkMe within the SAP ecosystem. It focuses on how WalkMe enhances user experience, drives digital adoption, and simplifies workflows across SAP solutions. Candidates learn how WalkMe guidance and automation tools support end-users in navigating complex SAP applications, ultimately improving productivity, engagement, and system utilization.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Positioning SAP Business Transformation Management Solutions: This section of the exam measures the skills of SAP Solution Consultants and focuses on understanding how to position SAP Business Transformation Management solutions within diverse enterprise environments. It covers identifying the value proposition of these solutions, aligning them with customer transformation strategies, and demonstrating how they support business agility and operational excellence through data-driven insights and process optimization.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>Understanding SAP Signavio and SAP LeanIX Solutions: This section of the exam measures the expertise of Enterprise Architects and focuses on the core concepts of SAP Signavio and SAP LeanIX. It includes understanding how these solutions enhance enterprise architecture management, process intelligence, and business process transformation. Learners explore how SAP Signavio provides visibility into business processes and how SAP LeanIX supports IT landscape transparency, allowing organizations to improve alignment between business goals and IT systems.</li></ul>

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### **SAP Certified Associate - Positioning SAP Business Transformation Management Solutions Sample Questions (Q26-Q31):**

#### **NEW QUESTION # 26**

What is the primary purpose of WalkMe's Digital Adoption Platform (DAP)?

- A. To implement advanced hardware solutions
- B. To reduce digital friction and guide users through complex software
- C. To manage payroll systems efficiently
- D. To automate recruitment processes

**Answer: B**

Explanation:

The WalkMe Digital Adoption Platform (DAP) is designed to improve the user experience by reducing friction when interacting with digital systems. It provides on-screen guidance, automation, and analytics that help users complete tasks accurately and efficiently. "The primary purpose of WalkMe's Digital Adoption Platform is to reduce digital friction and guide users through complex software environments using AI-powered, context-aware assistance." Reference:

The platform enhances employee productivity, adoption success, and process efficiency across SAP and third-party applications by simplifying navigation and ensuring process compliance.

"WalkMe DAP provides contextual guidance directly within applications, enabling users to execute digital workflows with minimal errors or training." Incorrect Options:

A: WalkMe is software-based, not a hardware solution.

B: Recruitment automation is part of SAP SuccessFactors, not WalkMe.

D: Payroll management is unrelated to WalkMe's purpose.

Verified Correct answer: C: To reduce digital friction and guide users through complex software.

#### **NEW QUESTION # 27**

What is the primary purpose of WalkMe's Digital Adoption Platform (DAP)?

- A. To implement advanced hardware solutions
- B. To reduce digital friction and guide users through complex software
- C. To manage payroll systems efficiently
- D. To automate recruitment processes

**Answer: B**

Explanation:

The WalkMe Digital Adoption Platform (DAP) is designed to improve the user experience by reducing friction when interacting with digital systems. It provides on-screen guidance, automation, and analytics that help users complete tasks accurately and efficiently. "The primary purpose of WalkMe's Digital Adoption Platform is to reduce digital friction and guide users through complex software environments using AI-powered, context-aware assistance." Reference:

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A: WalkMe is software-based, not a hardware solution.

B: Recruitment automation is part of SAP SuccessFactors, not WalkMe.

D: Payroll management is unrelated to WalkMe's purpose.

Verified Correct answer: C: To reduce digital friction and guide users through complex software.

### NEW QUESTION # 28

What are the key functional categories of WalkMe's capabilities in the new pricing model?

- A. Digital Adoption, Process Optimization, Compliance Management
- B. **Data & Analytics, Action & Experience, Platform & Admin**
- C. Content Creation, Deployment, Analytics & Insights
- D. Workflow Automation, User Engagement, Security & Privacy

#### Answer: B

Explanation:

In WalkMe's new pricing and capability model, its platform capabilities are structured into three primary functional categories: Data & Analytics, Action & Experience, and Platform & Admin.

These categories align with WalkMe's enterprise focus on digital adoption, measurement, and governance.

"WalkMe's new pricing model organizes core capabilities into Data & Analytics, Action & Experience, and Platform & Admin, ensuring clarity, scalability, and measurable outcomes for enterprise customers." Reference:

Data & Analytics provide insights into user behavior and adoption.

Action & Experience focuses on guidance, automation, and in-app user experiences.

Platform & Admin manages security, governance, and deployment administration.

"These capability pillars ensure organizations can measure adoption, act to improve user journeys, and govern platform usage effectively." Incorrect Options:

A: Content creation and deployment are part of "Action & Experience," but not the complete categorization.

C & D: These describe solution outcomes, not the functional capability categories.

Verified Correct answer: B: Data & Analytics, Action & Experience, Platform & Admin.

### NEW QUESTION # 29

What primary issue does WalkMe's solution aim to solve for customers?

- A. High employee turnover rates
- B. Difficulty in maintaining accurate financial records
- C. Need for upgrading physical infrastructure in organizations
- D. **Challenges in adopting and effectively using digital tools**

#### Answer: D

Explanation:

The WalkMe Digital Adoption Platform (DAP), which is integrated into SAP's Business Transformation Management (BTM) solutions, primarily addresses the challenge of digital adoption - helping users effectively utilize enterprise software and workflows.

"WalkMe is designed to eliminate user friction with digital systems by providing contextual, in-application guidance and automation that accelerates digital adoption." Reference:

The main problem WalkMe solves is difficulty in adopting and effectively using digital tools, which directly impacts productivity, process efficiency, and transformation success.

"Organizations struggle with the complexity of modern applications; WalkMe's solution enables users to navigate and complete digital processes successfully without training dependency." Options B, C, and D do not represent the platform's focus:

WalkMe is not an HR solution to reduce turnover (B).

It does not manage physical infrastructure (C).

It does not handle financial record accuracy (D).

The central goal, as reinforced in SAP BTM documentation, is to bridge the gap between technology implementation and effective user adoption - making A the correct and verified answer.

### NEW QUESTION # 30

What roles do SAP Business Transformation Management solutions play in transformation scenarios?

(Note: There are 2 correct answers to this question.)

- A. They support change management.
- B. They are limited to the operate phase of transformations.
- C. They analyze as-is processes and IT landscapes only.
- D. They provide a data-driven approach for Enterprise Observability.

**Answer: A,D**

Explanation:

SAP Business Transformation Management (BTM) Solutions are designed to guide organizations through the complete transformation lifecycle, from strategy and planning to implementation and adoption. They combine process analysis, enterprise architecture management, and user adoption capabilities through solutions such as SAP Signavio, SAP LeanIX, and WalkMe. "SAP's Business Transformation Management Solutions deliver an integrated, data-driven foundation that provides visibility, transparency, and governance across all phases of business transformation while supporting organizational change management."

Reference:

Supporting Change Management (Answer B):

A core objective of SAP BTM solutions is to enable and sustain change across people, processes, and technology. Through SAP Signavio's collaborative design tools and WalkMe's adoption capabilities, organizations can manage stakeholder engagement, communication, and behavior alignment effectively.

"BTM Solutions provide tools to manage the human side of transformation, ensuring that employees adapt successfully to new processes and technologies." Providing a Data-Driven Approach for Enterprise Observability (Answer C):

BTM Solutions deliver data-based visibility into business and IT landscapes through SAP LeanIX and SAP Signavio integration. This allows organizations to observe and measure transformation progress, dependencies, and business value using live data.

"SAP BTM Solutions integrate business process intelligence with enterprise architecture management, providing a data-driven approach to enterprise observability for informed transformation decisions." Why Other Options Are Incorrect:

A: Incorrect - BTM Solutions are not limited to the operate phase; they span discover, design, deliver, and run phases of transformation.

D: Incorrect - They analyze both as-is and to-be states to enable continuous improvement and future-state optimization. Therefore, the verified and correct answers according to SAP BTM documentation are:

B: They support change management.

C: They provide a data-driven approach for Enterprise Observability.

## NEW QUESTION # 31

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