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C_OCM_2503

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SAP C-OCM-2503 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">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.
Topic 4	<ul style="list-style-type: none">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.
Topic 5	<ul style="list-style-type: none">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.

SAP Certified Associate - Organizational Change Management Sample Questions (Q13-Q18):

NEW QUESTION # 13

Which skills and expertise should a change manager bring along to professionally support cloud projects?

Note: There are 3 correct answers to this question.

- A. Excellent soft skills, such as being a good communicator, team player, and networker
- B. In-depth know-how of the best practice processes implemented with the cloud solution
- C. Broad technical expertise regarding the implemented cloud solution
- D. Comprehensive knowledge of the relevant change management concepts and tools
- E. Relevant methodological skills, such as facilitation, mediation, or problem-solving skills

Answer: A,D,E

Explanation:

A change manager in SAP cloud projects needs people and process expertise. Option A is correct because soft skills (communication, teamwork, networking) are essential for engaging stakeholders and building trust.

Option D is correct as comprehensive knowledge of OCM concepts (e.g., SAP Activate tools) ensures professional execution.

Option E is correct because methodological skills (facilitation, mediation, problem-solving) enable effective workshops, conflict resolution, and planning.

Option B is incorrect-technical expertise is for IT roles; change managers focus on people, not system details. Option C is incorrect; process know-how is valuable but belongs to process owners or consultants, not the change manager's core skill set. SAP OCM prioritizes interpersonal and methodological competencies.

"Change managers require soft skills (communication, networking), OCM knowledge, and methodological skills (facilitation, problem-solving) to lead cloud projects effectively" (SAP Activate, Change Manager Competencies).

NEW QUESTION # 14

Why is it beneficial to collect both quantitative and qualitative data in a change assessment?

- A. Quantitative data allows for compelling visualization, and qualitative data allows you to gain unexpected insights.
- B. Quantitative data makes it easy to contrast different business units, and qualitative data makes it easy to ensure anonymity.
- C. Quantitative data provides explanations for the ratings, and qualitative data provides contextual information.
- D. Quantitative data is easy to interpret, and qualitative data is easy to aggregate.

Answer: A

Explanation:

In SAP OCM, a change assessment benefits from both data types. Option D is correct because quantitative data (e.g., survey scores) can be visualized (charts, graphs) for impact, while qualitative data (e.g., interviews) reveals nuanced insights (e.g., resistance reasons). Option A is incorrect-anonymity isn't a primary qualitative benefit. Option B is flawed; qualitative data is harder to aggregate. Option C reverses roles- qualitative explains, quantitative rates. SAP OCM uses this dual approach for a fuller picture. "Quantitative data supports visualization, while qualitative data uncovers deeper insights in change assessments" (SAP Activate, Change Assessment Guidelines).

NEW QUESTION # 15

Which dimensions are suitable for analyzing individual stakeholders of a cloud implementation in a 2x2 matrix? Note: There are 2 correct answers to this question.

- A. Attitude towards the project, distinguishing between negative and positive
- B. Degree of resistance, distinguishing between low and high
- C. Level of influence on the project success, distinguishing between low and high
- D. Extent of expected change impacts, distinguishing between few and many

Answer: A,C

Explanation:

A 2x2 matrix in SAP OCM stakeholder analysis plots individuals for strategic engagement. Option B is correct-attitude (negative vs. positive) gauges support level-e.g., a positive VP vs. a negative clerk- guiding communication focus. Option C is correct as influence (low vs. high) measures impact potential-e.

g., a high-influence director can sway outcomes more than a low-influence user-prioritizing effort. Together, they create a matrix (e.g., high-influence/positive = "champions") for tailored strategies.

Option A is incorrect-"degree of resistance" overlaps with attitude; it's a symptom, not a distinct axis.

Option D is incorrect; change impact extent is group-level (e.g., unit-wide), not individual-specific in a 2x2.

SAP OCM uses attitude/influence for precision.

"Analyze stakeholders in a 2x2 matrix using attitude (positive/negative) and influence (low/high) to prioritize engagement effectively" (SAP Activate, Stakeholder Analysis Tools).

NEW QUESTION # 16

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 a separate project
- C. As a staff unit
- D. As part of the functional sub-projects
- E. As a subproject

Answer: A,B,E

NEW QUESTION # 17

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. Set up a call with the assigned change agents to discuss the results and develop mitigation activities to enhance the business readiness.
- B. Arrange a meeting with the project sponsor, local management, and selected users to discuss the results and develop mitigation activities.

- Answer: C**

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