

Actual CCMP Tests | New CCMP Test Syllabus

CCMP Test Questions With Complete Correct Answers Latest 2023-2024 Graded A+

What is included in the contract? Answer - Anything that is referenced as part of the contract.

Scope Answer - Which core contract element addresses what the contract is about?

When was the contract agreed? Answer - Which of the following is NOT one of the four core elements of a contract?

1,3,4 Answer - Which of the following may be incorporated into the contract? 1.) bid documents 3.) Letters, change orders and specifications. 4.) SOWs, SLAs, RFP, procedures and prices

The bid, negotiation and implementation teams Answer - Who should be involved in the formal contract hand over meeting?

Keep Satisfied Answer - A stakeholder group with a low level of impact and a high level of dependence on an outcome is represented as which group type for communication purposes?

Stay informed and maintain confidence Answer - By understanding projects on a stakeholders radar screen, you will

Build awareness Answer - If you are unlikely to be impacted by a contract and you have little importance towards it then you are most likely to be categorized as which type of stakeholder?

Both 1 and 2 Answer - What should be considered when identifying a stakeholders important issues? 1.) What programs they have in the near future. 2.) What they consider to be a risk.

A very complex project may require a more segmented approach to evaluation. This is called a..? Answer - Two cycle evaluation

What are intangible evaluation criteria? Answer - Factors that rely on organizational culture and behavior

When embarking on a long term project, which of the following is often not given adequate consideration at the proposal evaluation stage? Answer - The suppliers cultural compatibility with the buyer

When is the earliest you can begin to define the evaluation matrix for an RFP Answer - Prior to drafting the RFP

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ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	Evaluate Change Impact and Organizational : This section of the CCMP exam measures skills of Change Managers and Organizational Development Specialists and covers assessing the need for change, defining desired outcomes, identifying stakeholders and sponsors, evaluating organizational culture, capacity, and readiness, and analyzing risks, communication, and learning requirements to ensure successful change adoption.

Topic 2	• Close the Change Management Effort: This section assesses skills of Change Managers and Program Leads and covers evaluating the success of the change initiative, conducting lessons learned, documenting recommended actions, gaining closure approvals, transferring ownership, ensuring sustainability, and recognizing achievements.
Topic 3	• Develop and Gain Approval for the Comprehensive Change Management Plan: This section assesses skills of Change Managers and Project Managers and covers preparing detailed plans for all aspects of change management, including resources, communication, sponsorship, stakeholder engagement, learning, measurement, sustainability, and integration with project management. It also includes obtaining approval and establishing feedback mechanisms.
Topic 4	• Execute, Manage, and Monitor Implementation of the Change Management Plan: This section measures skills of Change Managers and Program Leads and focuses on executing all elements of the change management plan. It covers implementing resource allocation, communication, sponsorship, stakeholder engagement, learning, measurement, benefits realization, sustainability, and adjusting the plan as needed to achieve desired outcomes.
Topic 5	• Formulate the Change Management Strategy: This section measures skills of Change Managers and Program Leads and focuses on developing a comprehensive change management strategy. It includes creating strategies for resources, communication, sponsorship, stakeholder engagement, impact assessment, learning, measurement, benefit realization, and sustainability to align with organizational objectives.

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ACMP Global Certified Change Management Professional Sample Questions (Q122-Q127):

NEW QUESTION # 122

For a small restaurant that recently doubled in size, what factor would be the most likely to limit the organizational capacity for a change to a new IT system?

- A. The inability to apply the results of a cultural assessment
- B. The external political and environmental stability
- C. The inability to account for internal and external factors appropriately
- D. The volume of concurrent changes

Answer: D

Explanation:

ACMP highlights volume of concurrent changes as a primary constraint on capacity. For a small restaurant that doubled in size, growth already consumes resources and attention. Adding an IT change during this period could exceed capacity to absorb more change. External stability (C), cultural assessment (B), and factor analysis (A) are relevant but less impactful than concurrent workload. Thus, option D best reflects ACMP's view on saturation as a capacity limiter.

(Reference: ACMP Standard, Process Group 1 - Capacity and Saturation Assessment; Factor: Volume of concurrent changes as capacity constraint.)

NEW QUESTION # 123

What condition should be met before a change initiative is considered final and complete?

- A. A document demonstrating the transfer of the change outcomes to the appropriate stakeholder operational owners
- B. Translate the obtained change results into a stakeholder satisfaction survey
- C. An education plan for new employees
- D. Translate the obtained change results into an effective business operation plan

Answer: A

Explanation:

Closure requires formal transfer of outcomes to operational owners. ACMP explains this ensures sustainability by embedding responsibility into business operations. Business operations planning (A), surveys (C), and education plans (D) may support continuity, but the required condition for closure is documented transfer of ownership. Without this, the change may revert or fail to sustain. Thus, option B aligns with ACMP best practices.

(Reference: ACMP Standard, Process Group 5 - Close; Activity: Transfer ownership of outcomes to operational resources.)

NEW QUESTION # 124

What plan must be executed to ensure the results achieved through the adopted change are maintained?

- A. Human resource plan
- B. Transition plan
- C. Sustainability plan
- D. Stakeholder engagement plan

Answer: C

Explanation:

The sustainability plan ensures results are reinforced and maintained after initial adoption. ACMP explains that this plan integrates reinforcement mechanisms, monitoring adoption, aligning performance management, and recognizing behaviors. Transition plans (A) handle operational handoffs, stakeholder engagement (B) supports involvement, and human resource plans (D) address capacity. To ensure outcomes are sustained, the correct plan is the sustainability plan (C).

(Reference: ACMP Standard, Process Group 4 - Execute; Sustainability Plan ensures long-term adoption and embedding into operations.)

NEW QUESTION # 125

You are developing the communications strategy and as part of the process are considering who will deliver specific messages to employees. One of the key messages you wish to be delivered is the "What's in it for me" from the employees' perspective. Who should be the preferred sender of this message?

- A. Employees' supervisor
- B. Human resources representative
- C. Executive manager
- D. Change management team leader

Answer: A

Explanation:

ACMP emphasizes that communications are most effective when tailored to audience trust. For personal questions like "What's in it for me?", employees expect to hear from their direct supervisors, who understand their roles, daily work, and concerns. Executives are the best senders of enterprise-level "why" messages, and the change management team ensures consistency of strategy. HR provides procedural clarity but lacks the direct authority over daily impact. Thus, supervisors are the preferred senders for WIIFM communication.

(Reference: ACMP Standard, Process Group 4 - Execute Plan; Communications activities: Define senders /receivers for message types; Linkage to stakeholder analysis and impact assessment.)

NEW QUESTION # 126

During a program-planning meeting, a team participant suggests that all communications to the business be contained within a standard weekly email delivered at the same time using a standardized format. What reasons could the change lead use for ignoring this suggestion?

- Answer: B**

ACMP emphasizes multi-channel communication because individuals absorb and retain information differently. Limiting all communications to a single channel (e.g., weekly email) risks low engagement and reduced retention. While routine can also cause disengagement (D), the stronger principle is that variety of format (town halls, videos, one-on-ones, digital platforms) ensures reinforcement and comprehension. Option C is aligned with ACMP's guidance on communications effectiveness. (Reference: ACMP Standard, Process Group 4 - Execute Communications Plan; Best practice: Use multiple channels and formats for reinforcing key messages.)

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