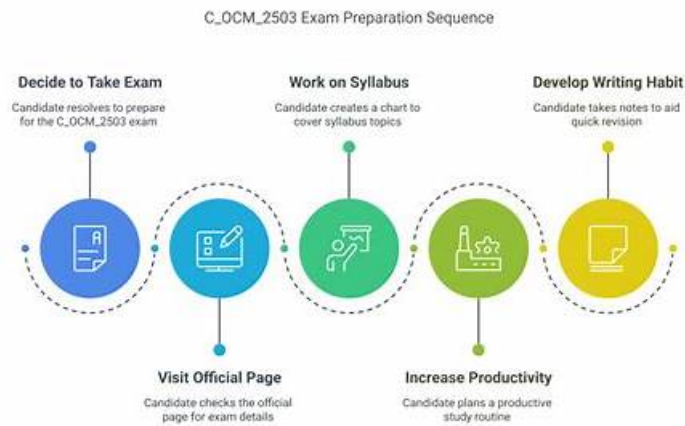


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SAP C-OCM-2503 Exam Syllabus Topics:

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

Topic 3	<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 4	<ul style="list-style-type: none"> • 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.
Topic 5	<ul style="list-style-type: none"> • Organizational Change Management Methodology: This section of the exam measures the skills of a Change Manager and covers the foundational principles and structured approach used in managing organizational change effectively. It highlights the importance of aligning change efforts with business goals while providing a framework for guiding transformation initiatives.

SAP Certified Associate - Organizational Change Management Sample Questions (Q67-Q72):

NEW QUESTION # 67

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. Be user-centric and empathetic
- C. Calculate the return on investment (ROI) for change management activities
- D. Establish trustful cooperation with project management

Answer: B,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 # 68

In SAP Activate Run phase the new system is monitored, maintained, and optimized to ensure it runs smoothly and efficiently. Which change management activity can only be realized in the Run phase of the cloud implementation?

- A. Mapping of SAP roles to employees
- B. Conduction of a pulse check
- C. Measurement of actual user adoption metrics
- D. Development of the user adoption strategy

Answer: C

Explanation:

The Run phase in SAP Activate focuses on post-go-live operations and adoption. Option C is correct because measuring actual user adoption metrics (e.g., system usage, satisfaction) can only occur after go-live, when users interact with the live system. This distinguishes it from planning or predictive activities. Option A is incorrect-role mapping occurs in Realize, before go-live. Option B is incorrect; the adoption strategy is developed earlier (Prepare/Explore). Option D is incorrect-a pulse check (quick survey) can happen in any phase, not just Run. SAP OCM ties actual metrics to live system use.

"In the Run phase, change management measures actual user adoption metrics to assess post-go-live success, an activity unique to this stage" (SAP Activate, Run Phase OCM Activities).

NEW QUESTION # 69

Which advice fosters a successful delivery of change effectiveness activities?

- A. Measure the Return on Investment of change management.
- B. Communicate change effectiveness data openly into the organization.
- C. Only collect "lessons learned" if you expect significant insights.
- D. Define a suitable mix of user adoption metrics.

Answer: D

Explanation:

Change effectiveness in SAP OCM assesses impact through metrics. Option B is correct because a mix of metrics (e.g., adoption rates, satisfaction) ensures comprehensive evaluation. Option A is incorrect-open communication may help but isn't specific to effectiveness delivery. Option C is incorrect; lessons learned should be routine, not conditional. Option D is impractical-ROI for OCM is hard to quantify precisely.

Extract from SAP OCM Concepts: SAP Activate recommends diverse metrics for effectiveness (SAP OCM Framework, Effectiveness).

NEW QUESTION # 70

What should be considered when developing personas? Note: There are 2 correct answers to this question.

- A. Aligning the persona descriptions with the employee representatives of the respective target groups
- B. Involving representatives of the target group into the development of personas
- C. Using a real person as an inspiration for the persona to make the persona as realistic as possible
- D. Finding the right level of detail, avoiding a too granular or too generic description of personas

Answer: B,D

Explanation:

Personas in SAP OCM personalize communication, and their development requires balance and input. Option A is correct because the right detail level-e.g., "Finance User, 35, cautious, needs process clarity"-avoids being too specific (e.g., daily tasks) or too vague (e.g., "employee"), ensuring usability without losing focus.

Option B is correct as involving target group reps (e.g., a key user) ensures accuracy-e.g., they might note "we need system tips," shaping a persona's needs realistically.

Option C is incorrect-employee reps (e.g., works council) focus on rights, not persona details; alignment isn't needed. Option D is incorrect; using a real person risks bias or privacy issues-personas are composites, not copies. SAP OCM stresses relevance and collaboration in persona creation.

"Develop personas with balanced detail and target group input to ensure they reflect stakeholder needs accurately" (SAP OCM Framework, Persona Creation Guidelines).

NEW QUESTION # 71

The stakeholder analysis in a cloud project reveals that two important business leaders belong to the "opponents" category. What are your favorite strategies? Note: There are 2 correct answers to this question.

- A. Preventing opponents from forming an alliance against the project
- B. Trying to reduce their influence on the project success
- C. Working on changing their attitude towards the project
- D. Ignoring the opponents and focusing on the skeptics

Answer: A,B




NEW QUESTION # 72

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