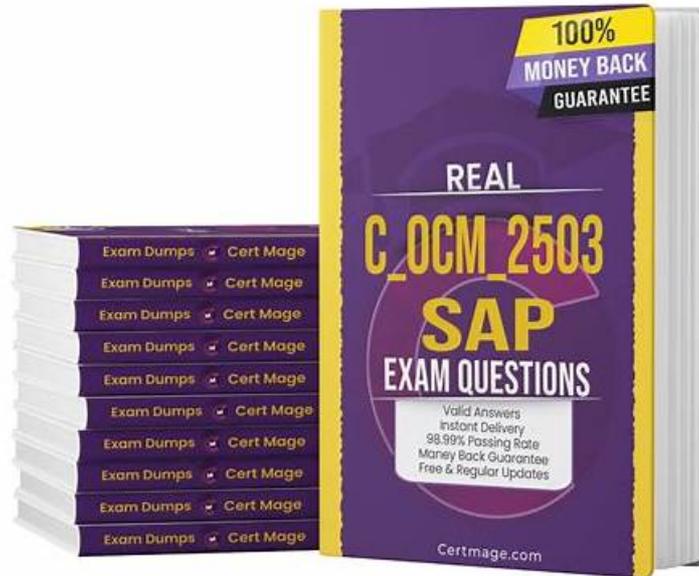


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SAP C-OCM-2503 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.
Topic 3	<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 4	<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.
Topic 5	<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 6	<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.

SAP Certified Associate - Organizational Change Management Sample Questions (Q39-Q44):

NEW QUESTION # 39

What are possible people-related challenges that change management has to address during an SAP cloud implementation? Note: There are 2 correct answers to this question.

- A. Users are resistant to learning the technical skills for adapting the new cloud solution to their individual needs.
- **B. Users experience stress and frustration because they must unlearn previous habits.**
- C. Users feel underchallenged and bored by additional repetitive tasks they have to take over.
- **D. Users demonstrate a "not-invented-here" attitude towards the new cloud standard and show a lack of buy-in.**

Answer: B,D

Explanation:

SAP cloud implementations introduce significant people-related challenges that change management must mitigate. Option A is correct because the "not-invented-here" syndrome-where users reject external standards (e.g., SAP best practices) in favor of legacy processes-leads to resistance and lack of buy-in, a common barrier in cloud projects due to reduced customization. Option B is correct as users often face stress and frustration when unlearning old habits to adopt new workflows, especially with cloud solutions' standardized processes, which differ from familiar systems. This emotional response requires targeted enablement and support.

Option C is incorrect-users don't typically adapt the cloud solution technically (that's an IT role); their resistance is more about adoption, not technical customization skills. Option D is incorrect; cloud implementations aim to streamline tasks, not add repetitive ones, so boredom isn't a typical challenge- resistance stems from change, not monotony. SAP OCM focuses on overcomingattitudinal and behavioral hurdles to ensure adoption.

"People challenges include resistance from a 'not-invented-here' attitude and stress from unlearning old habits, requiring change management to foster acceptance and adaptation" (SAP OCM Framework, People- Related Challenges).

NEW QUESTION # 40

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

- A. Calculate the return on investment (ROI) for change management activities
- **B. Establish trustful cooperation with project management**

- C. Only use standardized tools and templates
- D. Be user-centric and empathetic

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 # 41

At the beginning of a large-scale cloud implementation project, the project lead asks the change manager to develop a detailed change plan for all upcoming implementation waves. How should the change manager react? Note: There are 2 correct answers to this question.

- A. Refer to the advantages of an agile approach for continuously updating and refining the change plan
- B. Point out that the change plan will only be provided at a very generic level and all refinements will be documented in an open activity list
- C. Explain that early granular planning is often a waste of time and resources, as many factors can still have an impact on the change plan
- D. Ask the project lead to provide a detailed project plan for all implementation waves as a basis for elaborating the change plan

Answer: A,B

NEW QUESTION # 42

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

Answer: C,D

NEW QUESTION # 43

What are risks of skipping the detailed change impact analysis in a cloud project? Note: There are 2 correct answers to this question.

- A. Underestimating the change impacts of the cloud project
- B. Lacking insights for updating the change story
- C. Decreasing motivation within the project team
- D. Missing information for planning the organizational transition

Answer: A,D

Explanation:

Skipping the detailed CIA (Explore/Realize phases) in SAP OCM has significant consequences. Option C is correct because underestimating impacts (e.g., process changes, user resistance) leads to inadequate preparation, risking adoption failure. Option D is correct as missing detailed insights (e.g., specific process or role changes) hampers transition planning, leaving gaps in training or communication.

