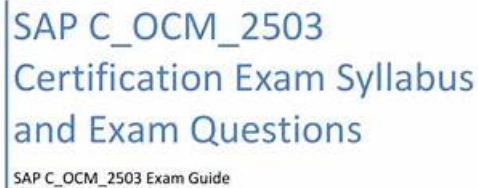


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## SAP C-OCM-2503 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 6	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 7	<ul style="list-style-type: none"><li>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.</li></ul>

## SAP Certified Associate - Organizational Change Management Sample Questions (Q20-Q25):

### NEW QUESTION # 20

What are typical tasks a change manager performs after the conduction of a change impact analysis workshop? Note: There are 3 correct answers to this question.

- A. Review and refine the KPIs to measure user adoption after go-live
- B. Visualize quantitative ratings and aggregate qualitative insights
- C. Drive and facilitate the development of follow-up activities
- D. Plan and conduct validation sessions with the impacted stakeholder groups
- E. Create and align the result report

**Answer: C,D,E**

Explanation:

After a change impact analysis (CIA) workshop, the change manager transitions from data collection to action planning and communication. Option A is correct because driving and facilitating follow-up activities (e.g., communication plans, training sessions) ensures the CIA findings translate into actionable steps to address impacts. This involves collaborating with stakeholders to prioritize and design interventions. Option B is correct as planning and conducting validation sessions with impacted groups confirms the accuracy of findings and secures buy-in, a key step to refine the analysis and build trust. Option D is correct because creating and aligning the result report consolidates workshop outcomes (e.g., impact severity, affected areas) into a formal document shared with project leadership and stakeholders for alignment and decision-making.

Option C is incorrect-while visualizing data and aggregating insights might occur, it's typically part of the workshop preparation or

facilitation, not a post-workshop task, which focuses on action rather than analysis.

Option E is incorrect; reviewing and refining KPIs for user adoption is a broader, ongoing task tied to the Run phase, not an immediate post-CIA activity. The change manager's role here is to operationalize the CIA, ensuring its insights drive the next steps in the change process. This reflects SAP OCM's emphasis on translating analysis into practical outcomes.

"Post-CIA tasks include facilitating follow-up activities, validating findings with stakeholders, and creating a result report to ensure impacts are addressed effectively" (SAP Activate, OCM Workstream, Change Impact Analysis Process).

#### NEW QUESTION # 21

What is the added value of a change plan? Note: There are 2 correct answers to this question.

- A. It allows you to coordinate and monitor the progress of all change management activities.
- B. It facilitates the ranking of change management activities according to their importance.
- C. It provides important input for updating the overall project plan.
- D. It helps to identify required resources for the change management execution and to ensure their availability.

**Answer: A,D**

Explanation:

A change plan in SAP's Organizational Change Management framework is a structured tool that outlines the scope, activities, and timeline for managing the people side of a project, such as an SAP cloud implementation. Option A is correct because coordinating and monitoring progress is a core function of the change plan-it ensures that all change management activities (e.g., communication, training, stakeholder engagement) are executed in sync with the project timeline. Option D is also correct because identifying and securing resources (e.g., change agents, trainers, or tools) is critical for effective execution, and the change plan serves this purpose by mapping out resource needs. Option B is incorrect because ranking activities by importance is not a primary function of the change plan; prioritization may occur, but it's not the focus.

Option C is also incorrect-while the change plan aligns with the project plan, its primary value is not to update the overall project plan but to support the change management effort specifically.

Extract from SAP OCM Concepts: The change plan aligns with SAP Activate's emphasis on structured preparation and execution, ensuring resources and activities are managed effectively (SAP Activate Methodology, Change Management Workstream).

#### NEW QUESTION # 22

Which advice fosters a successful delivery of change communication activities? Note: There are 2 correct answers to this question.

- A. Go for a good communication mix.
- B. Don't overcommunicate.
- C. Develop a compelling, comprehensive change story.
- D. Focus on digital communication channels.

**Answer: A,C**

Explanation:

Effective change communication in SAP projects balances reach and clarity. Option A is correct because a mix of channels (e.g., emails, workshops, videos) ensures broad coverage and suits different preferences. Option D is correct as a compelling change story articulates the "why" and "what" of the project, fostering buy-in.

Option B is incorrect-while overcommunication can overwhelm, the advice to "not overcommunicate" lacks specificity and isn't a proactive strategy. Option C is also incorrect; over-reliance on digital channels may exclude non-digital users and isn't universally effective.

Extract from SAP OCM Concepts: SAP OCM emphasizes a varied communication approach and a strong narrative to drive engagement (SAP OCM Framework).

#### NEW QUESTION # 23

What are the key target groups of the learning needs analysis of an SAP project?

- A. Managers and employees
- B. Business users and suppliers
- C. IT team and software providers
- D. Project team and business users

**Answer: D**

Explanation:

The learning needs analysis (LNA) in an SAP project identifies training requirements for those directly involved or impacted. Option D is correct because the project team (e.g., implementers) and business users (e.g., end-users) are the primary groups needing enablement to execute and adopt the solution. Option A is too broad-managers and employees include non-users. Option B is incorrect; software providers are external and not typically trained. Option C is incorrect-suppliers are not primary targets for internal system training.

Extract from SAP OCM Concepts: The LNA targets project team and business users to ensure effective enablement (SAP Activate, Enablement Workstream).

#### NEW QUESTION # 24

Why is it important to assess the communication needs of different stakeholder groups? Note: There are 2 correct answers to this question.

- A. Because it is a valuable source of information for stakeholder identification.
- B. Because it provides first insights into the change impacts.
- C. Because it helps to avoid information deficits and overload.
- D. Because it helps to tailor-fit the information to be provided.

**Answer: C,D**

Explanation:

Assessing communication needs ensures effective messaging in SAP OCM. Option C is correct because it prevents under- or over-communication, maintaining engagement without overwhelming stakeholders. Option D is correct as tailoring information (e.g., by role or impact) increases relevance and adoption. Option A is incorrect-stakeholder identification precedes communication planning, not vice versa. Option B is also incorrect; change impacts are assessed separately, not primarily through communication needs.

Extract from SAP OCM Concepts: SAP OCM stresses tailored communication to avoid deficits or overload (SAP OCM Framework, Communication Dimension).

#### NEW QUESTION # 25

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