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SAP C-OCM-2503 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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	• 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.

SAP Certified Associate - Organizational Change Management Sample Questions (Q70-Q75):

NEW QUESTION # 70
How are users impacted by the implementation of an SAP cloud solution? Note: There are 2 correct answers to this question.

- A. They must customize the solution according to their specific needs
- B. They must get accustomed to ongoing change
- C. They must prepare for a long implementation process
- D. They must adopt the new best-practice processes

Answer: B,D

Explanation:
SAP cloud solutions (e.g., S/4HANA Cloud) reshape user experience. Option A is correct-users must adopt best-practice processes (e.g., standardized procurement) over custom legacy ways, a core shift requiring adaptation-e.g., learning a new UI instead of old shortcuts. Option C is correct as ongoing change-e.g., quarterly releases with new features-demands continuous adjustment, unlike static on-premise systems, impacting daily work patterns.
Option B is incorrect-implementation length affects project teams, not users directly; their impact is post-go- live. Option D is incorrect-users don't customize cloud solutions (a technical task); they adapt to pre- configured standards. SAP OCM focuses on process and change adaptation.
"Users are impacted by adopting best-practice processes and adjusting to ongoing changes from cloud solution updates" (SAP Activate, User Impact Overview).

NEW QUESTION # 71
Why is it important to continuously manage user adoption after the go-live of a new cloud solution?Note:
There are 2 correct answers to this question.

- A. Because the user's interaction with the cloud solution drives the sizing of the IT infrastructure and the calculation of subscription fees.
- B. Because users frequently change their attitude towards the cloud solution which requires continuous management attention.
- C. Because users need to accept and consume new functions and features provided with each release cycle.
- D. Because the insights help to identify hurdles or issues hindering sustained user adoption.

Answer: C,D

Explanation:
Post-go-live adoption management is critical in SAP cloud projects due to ongoing updates. Option C is correct because cloud solutions (e.g., S/4HANA Cloud) release new features regularly, requiring users to adapt continually. Option D is correct as monitoring adoption identifies barriers (e.g., resistance, skill gaps) for resolution. Option A is incorrect-attitude shifts may occur but aren't the primary focus. Option B is incorrect; infrastructure sizing is a technical concern, not an adoption driver.
Extract from SAP OCM Concepts: SAP Activate's Run phase emphasizes sustaining adoption through feature updates and issue resolution (SAP OCM Framework).

NEW QUESTION # 72
What is the added value of change agents taking over the task to plan and execute local change management activities?

- A. It reduces resistance among local managers
- B. It helps to scale change management activities
- C. It supports the adherence to the project milestones
- D. It fosters an attitude shift among skeptical change agents

Answer: B

Explanation:
Change agents in SAP OCM extend change management's reach by handling local activities (e.g., unit- specific workshops). Option C is correct because it scales efforts-e.g., a central change manager can't train
10 sites alone, but agents in each location can, multiplying coverage efficiently.For instance, an agent in a regional office might run a Q&A session tailored to local process concerns, amplifying OCM impact without overloading the core team.
Option A is incorrect-milestone adherence is a project management outcome, not a direct value of agent tasks. Option B is incorrect; attitude shifts might occur, but it's not the primary benefit-effectiveness is.
Option D is incorrect-reducing manager resistance depends on broader engagement, not just agent activities.
SAP OCM leverages agents for scalability.
"Change agents planning and executing local activities add value by scaling change management efforts across the organization effectively" (SAP Activate, Change Network Value).

NEW QUESTION # 73
What is the added value of a high-level change impact analysis? Note: There are 3 correct answers to this question.

- A. It provides an initial systematic overview of the amount and the nature of the upcoming changes.
- B. It delivers input for communication activities, making the implications of the project more tangible.
- C. It allows the change manager to derive appropriate activities, focusing the resources on key action areas.
- D. It enables the project manager to identify opponents in highly impacted units and adjust the stakeholder analysis accordingly.
- E. It reveals key project risks that can be integrated into the project's risk management at an early stage.

Answer: A,C,E

Explanation:
A high-level change impact analysis (CIA) is conducted early in an SAP project (typically in the Prepare or Explore phase of SAP Activate) to assess the scope and scale of changes. Option A is correct because identifying risks (e.g., resistance or resource gaps) early allows integration into the project's risk management strategy. Option B is correct as it provides a broad overview of change impacts across business units, processes, and people, setting the stage for detailed analysis later. Option D is correct because it helps the change manager focus efforts on high-impact areas, such astraining or communication for affected groups.
Option C is incorrect-while it may indirectly highlight resistance, identifying opponents is a function of stakeholder analysis, not the CIA's primary purpose. Option E is also incorrect; communication inputs are derived from the CIA but are not its core added value-tangible implications are a byproduct, not the focus.

Extract from SAP OCM Concepts: The high-level CIA aligns with SAP Activate's Prepare phase, providing a foundation for risk mitigation and resource allocation (SAP Activate, OCM Framework).

NEW QUESTION # 74

What is the main goal of a business readiness test in an SAP cloud project?

- A. Collect ideas for change communication activities to support the go-live
- B. Evaluate if the incentive systems are suitable to support the upcoming go-live
- C. Identify business managers that must be motivated to support the go-live
- D. Detect people-related issues and challenges for an upcoming go-live

Answer: D

Explanation:
A business readiness test (or assessment) in SAP OCM, typically in the Deploy phase, evaluates preparedness for go-live. Option A is correct because its main goal is detecting people-related issues-e.g., low training uptake or resistance in a unit-that could disrupt the transition, allowing mitigation before launch. For instance, a survey showing poor process understanding triggers extra enablement.
Option B is incorrect-identifying managers needing motivation is a stakeholder analysis task (Prepare), not readiness testing's focus.
Option C is incorrect; collecting communication ideas is a planning activity, not the test's purpose, which is assessment. Option D is incorrect-incentive systems are HR-related and outside OCM's readiness scope. SAP OCM uses this test to ensure a smooth go-live.
"The business readiness test aims to detect people-related issues and challenges prior to go-live, enabling timely corrective actions" (SAP Activate, Business Readiness Assessment).

NEW QUESTION # 75

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