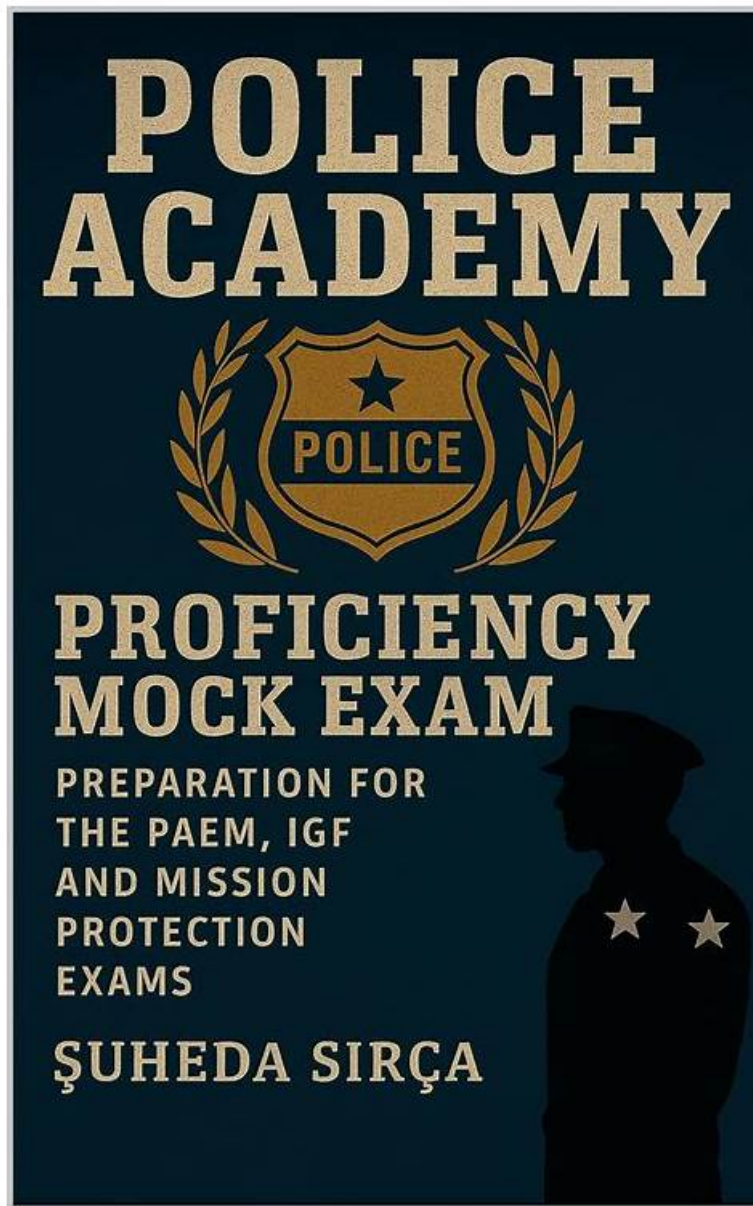


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### SAP C-OCM-2503 Exam Syllabus Topics:

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

### SAP Certified Associate - Organizational Change Management Sample Questions (Q40-Q45):

#### NEW QUESTION # 40

Which approach is suitable for conducting a communication needs analysis?

- A. Setting up the analysis as a project activity, because it allows fast execution and fosters team spirit
- B. Conducting workshops in all impacted business units, because it gives the employees the feeling of being heard
- **C. Interviewing selected business users to explore their individual communication needs, because aggregating this data reveals important insights**
- D. Approaching managers or dedicated experts, because it is efficient and avoids unrealistic expectations

**Answer: C**

Explanation:

A communication needs analysis in SAP OCM identifies what information stakeholders require, when, and how. Option B is correct because interviewing selected business users (e.g., key users from different units) allows the change manager to explore individual needs-such as preferred channels (email vs. meetings) or content (updates vs. training)-and aggregate these into a comprehensive plan. For instance, a finance user might need detailed process updates, while a warehouse user wants quick system tips. This targeted, qualitative approach uncovers nuances that broad methods miss, ensuring tailored communication that drives adoption. Option A is incorrect-relying only on managers/experts is efficient but risks missing end-user perspectives, leading to top-down assumptions and unmet needs. Option C is vague; "project activity" isn't a method, and speed/team spirit aren't primary goals-accuracy is. Option D is impractical-workshops across all units are resource-intensive and may raise expectations without delivering actionable insights, diluting focus. SAP OCM favors user-centric, data-driven methods like interviews for communication planning. "Conduct a communication needs analysis by interviewing selected business users to gather and aggregate insights, ensuring messages meet specific stakeholder requirements" (SAP OCM Framework, Communication Needs Analysis).

#### NEW QUESTION # 41

What are possible options for setting up organizational change management in the project organization? Note: There are 3 correct answers to this question.

- **A. As a subproject**
- B. As part of the functional sub-projects
- **C. As a cross-topic**
- D. As a staff unit
- **E. As a separate project**

**Answer: A,C,E**

#### NEW QUESTION # 42

Which skills and expertise should a change manager bring along to professionally support cloud projects? Note: There are 3 correct answers to this question.

- **A. Relevant methodological skills, such as facilitation, mediation, or problem-solving skills**
- B. Broad technical expertise regarding the implemented cloud solution
- **C. Comprehensive knowledge of the relevant change management concepts and tools**
- D. In-depth know-how of the best practice processes implemented with the cloud solution
- **E. Excellent soft skills, such as being a good communicator, team player, and networker**

**Answer: A,C,E**

Explanation:

A change manager in SAP cloud projects needs people and process expertise. Option A is correct because soft skills (communication, teamwork, networking) are essential for engaging stakeholders and building trust. Option D is correct as comprehensive knowledge of OCM concepts (e.g., SAP Activate tools) ensures professional execution. Option E is correct because methodological skills (facilitation, mediation, problem-solving) enable effective workshops, conflict resolution, and planning. Option B is incorrect-technical expertise is for IT roles; change managers focus on people, not system details. Option C is incorrect; process know-how is valuable but belongs to process owners or consultants, not the change manager's core skill set. SAP OCM prioritizes interpersonal and methodological competencies. "Change managers require soft skills (communication, networking), OCM knowledge, and methodological skills (facilitation, problem-solving) to lead cloud projects effectively" (SAP Activate, Change Manager Competencies).

#### NEW QUESTION # 43

What are typical roles for managing and executing enablement activities in an SAP project? Note: There are 3 correct answers to this question.

- **A. Enablement administrator for managing the enablement logistics**
- B. Test manager for validating the enablement content

- C. Enablement lead for overseeing all enablement activities
- D. Process owner for creating and delivering enablement content
- E. Content developer and trainer for creating and delivering enablement activities

**Answer: A,C,E**

Explanation:

Enablement in SAP projects involves specific roles to ensure effective training. Option A is correct because the enablement administrator handles logistics (e.g., scheduling, tools). Option B is correct as content developers and trainers create and deliver materials. Option E is correct because the enablement lead oversees the strategy and execution. Option C is incorrect-process owners provide input but don't typically create or deliver content. Option D is incorrect; test managers validate systems, not enablement content.

Extract from SAP OCM Concepts: SAP Activate's enablement workstream defines roles like administrator, trainer, and lead for effective learning (SAP Enablement Framework).

#### NEW QUESTION # 44

What is the key benefit of capturing lessons learned towards the end of a cloud implementation?

- A. It supports the project leadership team to identify the project team members who deserve special appreciation for their good work.
- B. It facilitates the hand-over process of important project activities to the IT organization of the company.
- C. It helps to identify ad-hoc activities to foster high and sustainable user adoption after the go-live.
- D. It contributes to the organization's capabilities to successfully handle future business transformations.

**Answer: D**

Explanation:

Capturing lessons learned in SAP projects (typically in the Run phase) enhances future success. Option D is correct because it builds organizational knowledge for subsequent transformations. Option A is incorrect- hand-over is a separate process, not the key benefit. Option B is incorrect; adoption activities are planned earlier, not ad-hoc from lessons learned. Option C is incorrect; recognition is a byproduct, not the primary goal.

Extract from SAP OCM Concepts: Lessons learned in SAP Activate improve future change capabilities (SAP OCM Framework).

#### NEW QUESTION # 45

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