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## Top SAP C\_OCM\_2503 Exam Questions 2025 With Free Demo

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Apr 20



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

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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>

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

### NEW QUESTION # 40

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

**Answer: B,C**

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 overcoming attitudinal 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 # 41

Why is the implementation of an SAP cloud solution a holistic business transformation?

- A. It leads to significant changes of the existing IT landscape.
- B. **It leads to changes in the technology, process, organization, and people dimensions.**
- C. It impacts the collaboration with suppliers and customers.
- D. It impacts both employees and managers.

**Answer: B**

Explanation:

An SAP cloud implementation is holistic because it affects multiple facets of the organization, not just isolated areas. Option C is correct as it encapsulates the four key dimensions of transformation: technology (new cloud systems), process (best-practice adoption), organization (structural adjustments), and people (behavioral change). This aligns with SAP's view that cloud projects drive end-to-end change. Option A is too narrow—supplier/customer collaboration is just one potential impact. Option B is also limited; impacting employees and managers is part of the "people" dimension but doesn't cover the full scope. Option D focuses only on IT, ignoring process, organization, and people changes. SAP OCM emphasizes a comprehensive approach to transformation, making C the definitive answer.

"SAP cloud implementations are holistic transformations, impacting technology, processes, organizational structures, and people, requiring a coordinated change management approach across all dimensions" (SAP Organizational Change Management Framework, Overview).

### NEW QUESTION # 42

The results of a business readiness test reveal relatively low ratings across all survey topics for one business unit compared to other units. What is the recommended next step for the change manager to mitigate the risk of low readiness for this unit?

- A. Set up a call with the assigned change agents to discuss the results and develop mitigation activities to enhance the business readiness.
- B. Arrange a meeting with the project sponsor, local management, and selected users to discuss the results and develop mitigation activities.

- C. Organize a workshop with project management, local management, and assigned change agents to discuss results and better understand the specific needs.
- D. Schedule a short workshop with project management to develop mitigation activities to improve the business readiness for this unit.

**Answer: C**

#### **NEW QUESTION # 43**

Which organizational change management activity is usually performed in which SAP Activate phase? Note: There are 2 correct answers to this question.

- A. The business readiness assessment is usually conducted in the Discover phase
- B. The change assessment is usually conducted in the Prepare phase
- C. The change plan is usually developed in the Explore phase
- D. The user adoption analysis is usually conducted in the Run phase

**Answer: B,D**

Explanation:

SAP Activate phases align OCM activities with project stages. Option A is correct because user adoption analysis-measuring actual usage (e.g., system logins, feedback)-occurs in the Run phase post-go-live, assessing real outcomes vs. predictions. Option C is correct as the change assessment (evaluating readiness, culture, capabilities) happens in the Prepare phase to baseline the organization before detailed planning-e.g., interviewing leaders to gauge change appetite.

Option B is incorrect-the business readiness assessment (checking go-live preparedness) is in Deploy, not Discover, which focuses on solution exploration. Option D is incorrect; the change plan starts in Prepare (initial version), not Explore, where it's refined. SAP OCM ties activities to phase-specific goals.

"Change assessment occurs in Prepare to evaluate readiness, and user adoption analysis in Run to measure post-go-live success" (SAP Activate, OCM Phase Alignment).

#### **NEW QUESTION # 44**

Which aspects are usually documented in a communication channel analysis? Note: There are 3 correct answers to this question.

- A. Estimated costs per change communication activity via the channel
- B. Name and short description of the channel
- C. Degree of standardization required for the channel
- D. Frequency of use and owner of the channel
- E. Stakeholders or stakeholder groups targeted by the channel

**Answer: B,D,E**

Explanation:

A communication channel analysis in SAP OCM evaluates how channels support change communication.

Option C is correct because naming and describing each channel (e.g., "intranet - company news portal") clarifies its purpose and reach. Option D is correct as frequency of use (e.g., weekly updates) and ownership (e.g., HR team) define operational details and accountability. Option E is correct because identifying target stakeholders (e.g., key users, managers) ensures messages align with audience needs.

Option A is incorrect-"degree of standardization" is vague and not a standard aspect; channels are assessed for effectiveness, not uniformity. Option B is incorrect; while costs might be considered, they're not typically documented per activity in this analysis-budgeting is separate. SAP OCM uses this analysis to optimize communication delivery.

"A communication channel analysis documents channel names and descriptions, frequency and ownership, and targeted stakeholder groups to ensure effective messaging" (SAP OCM Framework, Communication Planning).

#### **NEW QUESTION # 45**

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