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SAP C_OCM_2503 Exam Syllabus Topics:

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

SAP Certified Associate - Organizational Change Management Sample Questions (Q30-Q35):

NEW QUESTION # 30

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

- A. Develop a compelling, comprehensive change story.
- B. Don't overcommunicate.
- C. Go for a good communication mix.
- 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 # 31

What should you do as a change manager to ensure a good start to change management in an SAP cloud project? Note: There are 3 correct answers to this question.

- **A. Manage expectations towards change management.**
- B. Develop a detailed plan for change management.
- **C. Identify and assign resources and define responsibilities.**
- **D. Conduct a thorough as-is analysis.**
- E. Collect as many ideas for change management as possible.

Answer: A,C,D

Explanation:

A strong start in SAP OCM (typically in the Prepare phase) requires readiness assessment and alignment.

Option B is correct because an as-is analysis (e.g., change culture, capabilities) establishes a baseline. Option D is correct as managing expectations ensures stakeholders understand OCM's scope and limits, preventing misalignment. Option E is correct because identifying resources and roles (e.g., change agents) ensures execution capacity. Option A is incorrect-collecting ideas is unstructured and not a priority early on. Option C is incorrect; a detailed plan evolves later (Explore phase), not at the start. Extract from SAP OCM Concepts: SAP Activate's Prepare phase emphasizes readiness analysis, expectation management, and resource assignment (SAP OCM Framework).

NEW QUESTION # 32

An SAP cloud project is supported by an external change management advisor and an internal change manager in a delivery role. How would you assign the responsibilities? Note: There are 3 correct answers to this question.

- A. The external change manager develops the overall plans and concepts for change management in the project.
- **B. The internal change manager ensures that an ongoing change management know-how transfer is established.**
- **C. The internal change manager executes change management tasks, such as change communication activities.**
- D. The external change manager takes over the holistic responsibility for the change management support of the project.
- **E. The external change manager provides the change management approach and delivers "best practice" tools and templates.**

Answer: B,C,E

Explanation:

In SAP projects, external advisors bring expertise, while internal managers operationalize it. Option A is correct because the internal change manager, embedded in the organization, ensures knowledge transfer for sustainability. Option C is correct as the internal manager executes tasks (e.g., communication) due to their proximity to stakeholders. Option E is correct because the external advisor provides strategic approaches and tools (e.g., templates from SAP Activate), leveraging their expertise. Option B is incorrect-developing plans is collaborative, not solely external. Option D is incorrect; holistic responsibility is shared, not fully outsourced. This division balances external best practices with internal execution.

"External advisors provide best-practice approaches and tools, while internal change managers execute activities and ensure knowledge transfer for long-term capability" (SAP Activate Methodology, Change Management Roles and Responsibilities).

NEW QUESTION # 33

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

Answer: A,D,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 # 34

Which enablement activities are usually performed during the Prepare phase of an SAP project? Note: There are 2 correct answers to this question.

- A. The learning needs analysis for the business users
- B. The enablement content development
- C. The enablement strategy
- D. The learning needs analysis for the project team

Answer: C,D

Explanation:

The Prepare phase in SAP Activate sets up enablement foundations. Option A is correct because the learning needs analysis (LNA) for the project team-e.g., assessing if consultants need S/4HANA skills-ensures implementers are ready before design, critical for early success. Option C is correct as the enablement strategy (e.g., "train key users first") defines the approach, aligning with project goals-e.g., planning phased training before go-live.

Option B is incorrect-content development (e.g., tutorials) occurs in Realize, once processes are defined.

Option D is incorrect; business user LNA follows in Explore/Realize, after impacts are clearer-Prepare focuses on the team. SAP OCM prioritizes early team readiness and strategy.

"In Prepare, perform the learning needs analysis for the project team and develop the enablement strategy to establish a strong enablement foundation" (SAP Activate, Prepare Phase Enablement).

NEW QUESTION # 35

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