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SAP C_OCM_2503 Exam Syllabus Topics:

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

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SAP Certified Associate - Organizational Change Management Sample Questions (Q48-Q53):

NEW QUESTION # 48

What should a change manager keep in mind when designing the process for capturing lessons learned? Note: There are 3 correct answers to this question.

- A. A workshop setting is the best way to capture lessons learned
- B. The results of the lessons learned activity should be treated confidentially
- C. The focus on topics that didn't go well saves time during the workshop
- D. A predefined structure and scope of topics help to cover all relevant aspects
- E. Clear rules of engagement, such as "avoid finger-pointing," facilitate the process

Answer: B,D,E

NEW QUESTION # 49

What are risks of skipping the detailed change impact analysis in a cloud project? Note: There are 2 correct answers to this question.

- A. Lacking insights for updating the change story
- B. Decreasing motivation within the project team
- C. Missing information for planning the organizational transition
- D. Underestimating the change impacts of the cloud project

Answer: C,D

Explanation:

Skipping the detailed CIA (Explore/Realize phases) in SAP OCM has significant consequences. Option C is correct because underestimating impacts (e.g., process changes, user resistance) leads to inadequate preparation, risking adoption failure. Option D is correct as missing detailed insights (e.g., specific process or role changes) hampers transition planning, leaving gaps in training or communication.

Option A is incorrect-team motivation isn't directly tied to CIA; it's more about leadership and recognition.

Option B is incorrect; the change story relies on high-level insights, not detailed CIA, though it might be refined later. SAP OCM stresses detailed CIA for precise transition management.

"Omitting detailed CIA risks underestimating impacts and missing critical transition planning data, jeopardizing project success" (SAP Activate, OCM Workstream, CIA Importance).

NEW QUESTION # 50

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

- D. Users experience stress and frustration because they must unlearn previous habits.

Answer: A,D

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 # 51

Which communication tasks usually fall into the area of responsibility of change management during the go- live phase of a cloud implementation? Note: There are 2 correct answers to this question.

- A. Collect requirements for workflow adjustments
- B. Inform external suppliers about key process changes
- C. Organize a Q&A session for key users
- D. Send out information about ad-hoc support options

Answer: C,D

Explanation:

During the go-live phase (SAP Activate Deploy phase), change management focuses on supporting end-users to ensure adoption and smooth transition. Option C is correct because organizing Q&A sessions for key users addresses immediate concerns, fosters confidence, and aligns with OCM's role in facilitating two-way communication. Option D is correct as sending out ad-hoc support information (e.g., helpdesk contacts) ensures users know where to turn for help, a critical task to sustain adoption post-go-live.

Option A is incorrect-informing external suppliers is typically a business or procurement responsibility, not OCM's focus. Option B is also incorrect; collecting workflow adjustment requirements is a technical or process owner task, not a communication duty of change management. In SAP OCM, communication tasks at go-live prioritize user enablement and support over external or technical adjustments.

"In the Deploy phase, change management executes communication activities such as user Q&A sessions and support announcements to reinforce adoption and address immediate post-go-live needs" (SAP Activate Methodology, Change Management Workstream, Deploy Phase).

NEW QUESTION # 52

How would you carry out a high-level change impact analysis?

- A. Conduct interviews and workshops with key project stakeholders
- B. Define and assess key change impact metrics
- C. Set up a survey within the project team
- D. Analyze the differences between as-is and to-be processes

Answer: A

Explanation:

A high-level change impact analysis (CIA) in SAP OCM gathers broad insights early on. Option C is correct because interviews and workshops with stakeholders (e.g., business leads) provide a comprehensive view of impacts across units. Option A is incorrect-surveys are too narrow and project-team focused. Option B is part of detailed CIA, not high-level. Option D is a follow-up, not the method itself. SAP emphasizes stakeholder engagement for high-level CIA.

"Conduct high-level change impact analysis through stakeholder interviews and workshops to assess broad impacts" (SAP Activate, OCM Workstream, Prepare Phase).

NEW QUESTION # 53

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