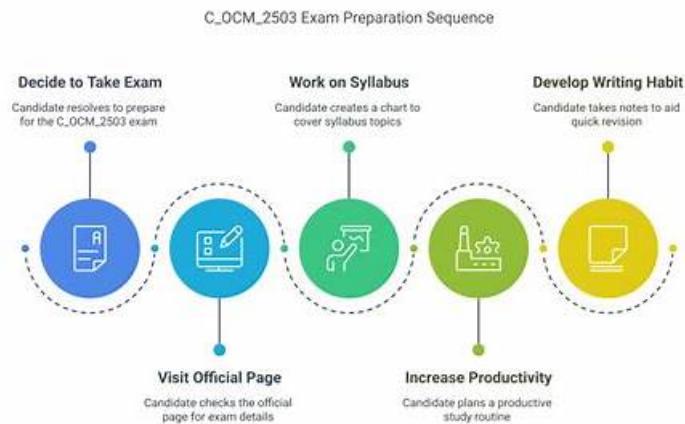


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SAP C-OCM-2503 Exam Syllabus Topics:

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 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	<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 5	<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 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.

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SAP C-OCM-2503 practice questions are based on recently released SAP C-OCM-2503 exam objectives. Includes a user-friendly interface allowing you to take the SAP Certified Associate - Organizational Change Management practice exam on your computers, like downloading the PDF, Web-Based C-OCM-2503 Practice Test ActualVCE, and Desktop SAP C-OCM-2503 practice exam ActualVCE.

SAP Certified Associate - Organizational Change Management Sample Questions (Q13-Q18):

NEW QUESTION # 13

Which dimensions are suitable for analyzing individual stakeholders of a cloud implementation in a 2x2 matrix? Note: There are 2 correct answers to this question.

- A. Level of influence on the project success, distinguishing between low and high
- B. Extent of expected change impacts, distinguishing between few and many
- C. Attitude towards the project, distinguishing between negative and positive
- D. Degree of resistance, distinguishing between low and high

Answer: A,C

Explanation:

A 2x2 matrix in SAP OCM stakeholder analysis plots individuals for strategic engagement. Option B is correct-attitude (negative vs. positive) gauges support level-e.g., a positive VP vs. a negative clerk- guiding communication focus. Option C is correct as influence (low vs. high) measures impact potential-e.

g., a high-influence director can sway outcomes more than a low-influence user-prioritizing effort. Together, they create a matrix (e.g., high-influence/positive = "champions") for tailored strategies.

Option A is incorrect-"degree of resistance" overlaps with attitude; it's a symptom, not a distinct axis.

Option D is incorrect; change impact extent is group-level (e.g., unit-wide), not individual-specific in a 2x2.

SAP OCM uses attitude/influence for precision.

"Analyze stakeholders in a 2x2 matrix using attitude (positive/negative) and influence (low/high) to prioritize engagement effectively" (SAP Activate, Stakeholder Analysis Tools).

NEW QUESTION # 14

The stakeholder analysis in a cloud project reveals that two important business leaders belong to the "opponents" category. What are your favorite strategies? Note: There are 2 correct answers to this question.

- A. Preventing opponents from forming an alliance against the project
- B. Trying to reduce their influence on the project success
- C. Ignoring the opponents and focusing on the skeptics
- D. Working on changing their attitude towards the project

Answer: A,B

NEW QUESTION # 15

Which communication assets are usually developed at an early stage of an SAP cloud project? Note: There are 2 correct answers to this question.

- A. A cheat sheet giving hands-on advice about how to use the new cloud system
- B. A modular overview presentation providing generic project information
- C. An FAQ list describing the key change impacts for different user groups
- D. A glossary explaining typical SAP and business terms used in the cloud context

Answer: B,D

Explanation:

Early-stage communication assets in SAP OCM (Prepare/Explore phases) aim to build awareness and understanding. Option B is correct because a modular overview presentation (e.g., slides on project goals, timeline, benefits) provides generic, reusable information for initial stakeholder briefings, such as kick-off meetings. Its modularity allows customization for different audiences (e.g., executives vs. users). Option C is correct as a glossary of SAP terms (e.g., "fit-to-standard," "S/4HANA") and business jargon clarifies terminology, reducing confusion in a cloud context where new concepts abound.

Option A is incorrect-an FAQ on change impacts requires detailed CIA insights, which come later (Explore/Realize). Option D is incorrect; a cheat sheet with system usage tips is an enablement tool developed closer to go-live (Realize/Deploy), not early on. SAP OCM prioritizes foundational assets to set the stage for later specifics.

"Early communication assets include a modular project overview presentation and a glossary of SAP and business terms to establish clarity and awareness" (SAP Activate, Early Communication Deliverables).

NEW QUESTION # 16

How is the cooperation between project management and change management during a cloud implementation organized?

- A. Project management focuses on the project tasks, change management on the cooperation within the project team.
- **B. Project management focuses on the hard factors, change management on the soft factors.**
- C. Project management focuses on the organizational level, change management on the individual and group level.
- D. Project management focuses on the objectives of the project, change management on the vision of the project.

Answer: B

Explanation:

In SAP Activate, project management (PM) and change management (CM) have distinct roles. Option D is correct-PM handles "hard factors" (e.g., timelines, budgets), while CM addresses "soft factors" (e.g., people, adoption). Option A is incorrect-CM doesn't manage team cooperation. Option B is misleading; both levels overlap. Option C is incorrect-PM and CM share objectives and vision. This division ensures technical and human aspects are covered.

"Project management drives hard factors like schedule and scope, while change management focuses on soft factors like adoption and resistance" (SAP Activate, PM and CM Collaboration).

NEW QUESTION # 17

What are the benefits of different communication channels for the change communication in an SAP cloud project?

- **A. Using already existing channels reduces costs and effort, and establishing new channels helps to draw attention to the communicated content.**
- B. Using already existing channels helps to point out what remains stable, and establishing new channels contributes to preventing an information overload.
- C. Using already existing channels allows a fast internalization of conveyed messages, and establishing new channels reduces the alignment effort with the project lead.
- D. Using already existing channels allows to communicate generic information, and establishing new channels helps to convey messages to younger users.

Answer: A

Explanation:

Effective communication in SAP OCM leverages a mix of channels. Option A is correct because existing channels (e.g., company intranet) save resources, while new channels (e.g., project-specific newsletters) highlight critical updates, grabbing attention. Option B is incorrect-channel choice isn't age-specific, and

"generic information" isn't a key benefit. Option C is flawed; existing channels don't inherently signal stability, and new channels don't prevent overload. Option D is incorrect-internalization speed and alignment effort aren't primary benefits tied to channel type. SAP OCM advocates balancing efficiency and impact, making A the best fit.

"Utilize existing channels to minimize effort and cost, and introduce new channels to emphasize key messages and enhance visibility" (SAP OCM Framework, Communication Dimension).

NEW QUESTION # 18

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