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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>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>
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 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>

## SAP Certified Associate - Organizational Change Management Sample Questions (Q71-Q76):

### NEW QUESTION # 71

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

**Answer: A,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 # 72

What are typical tasks a change manager performs after the conduction of a change impact analysis workshop? Note: There are 3 correct answers to this question.

- A. Plan and conduct validation sessions with the impacted stakeholder groups
- B. Visualize quantitative ratings and aggregate qualitative insights
- C. Drive and facilitate the development of follow-up activities
- D. Create and align the result report
- E. Review and refine the KPIs to measure user adoption after go-live

**Answer: A,C,D**

Explanation:

After a change impact analysis (CIA) workshop, the change manager transitions from data collection to action planning and

communication. Option A is correct because driving and facilitating follow-up activities (e.g., communication plans, training sessions) ensures the CIA findings translate into actionable steps to address impacts. This involves collaborating with stakeholders to prioritize and design interventions. Option B is correct as planning and conducting validation sessions with impacted groups confirms the accuracy of findings and secures buy-in, a key step to refine the analysis and build trust. Option D is correct because creating and aligning the result report consolidates workshop outcomes (e.g., impact severity, affected areas) into a formal document shared with project leadership and stakeholders for alignment and decision-making.

Option C is incorrect-while visualizing data and aggregating insights might occur, it's typically part of the workshop preparation or facilitation, not a post-workshop task, which focuses on action rather than analysis.

Option E is incorrect; reviewing and refining KPIs for user adoption is a broader, ongoing task tied to the Run phase, not an immediate post-CIA activity. The change manager's role here is to operationalize the CIA, ensuring its insights drive the next steps in the change process. This reflects SAP OCM's emphasis on translating analysis into practical outcomes.

"Post-CIA tasks include facilitating follow-up activities, validating findings with stakeholders, and creating a result report to ensure impacts are addressed effectively" (SAP Activate, OCM Workstream, Change Impact Analysis Process).

### NEW QUESTION # 73

What are typical agenda topics for a change network kick-off meeting? Note: There are 2 correct answers to this question.

- A. Input of the project manager on experiences with change networks in previous projects
- B. Input of the subproject managers on challenges and hurdles in their respective area of responsibility
- C. Input of the project sponsor on the importance of the project for the company
- D. Input of the change manager on the change network approach and the change agent role

**Answer: C,D**

Explanation:

A change network kick-off meeting in SAP OCM launches the change agent network. Option C is correct because the change manager outlines the approach and agent roles, setting expectations. Option D is correct as the sponsor's input underscores the project's strategic value, motivating agents. Option A is incorrect- subproject managers focus on technical areas, not the change network. Option B is also incorrect; past experiences may inform planning but aren't a typical agenda item for agents. The focus is on role clarity and project significance.

"The change network kick-off includes the change manager defining roles and the sponsor reinforcing project importance to align and motivate agents" (SAP Activate, Change Network Setup).

### NEW QUESTION # 74

What is the added value of change agents taking over the task to plan and execute local change management activities?

- A. It fosters an attitude shift among skeptical change agents
- B. It helps to scale change management activities
- C. It reduces resistance among local managers
- D. It supports the adherence to the project milestones

**Answer: B**

Explanation:

Change agents in SAP OCM extend change management's reach by handling local activities (e.g., unit- specific workshops). Option C is correct because it scales efforts-e.g., a central change manager can't train

10 sites alone, but agents in each location can, multiplying coverage efficiently. For instance, an agent in a regional office might run a Q&A session tailored to local process concerns, amplifying OCM impact without overloading the core team.

Option A is incorrect-milestone adherence is a project management outcome, not a direct value of agent tasks. Option B is incorrect; attitude shifts might occur, but it's not the primary benefit-effectiveness is.

Option D is incorrect-reducing manager resistance depends on broader engagement, not just agent activities.

SAP OCM leverages agents for scalability.

"Change agents planning and executing local activities add value by scaling change management efforts across the organization effectively" (SAP Activate, Change Network Value).

### NEW QUESTION # 75

What are typical topics covered by a change story for a cloud implementation? Note: There are 3 correct answers to this question.

- A. Key facts and figures
- B. Benefits and investments
- C. Risks and issues
- D. Training and enablement offerings
- E. Non-targets

**Answer: A,B,D**

Explanation:

A change story in SAP OCM communicates the project's purpose and impact. Option A is correct because benefits (e.g., efficiency gains) and investments (e.g., costs) justify the change. Option C is correct as facts and figures (e.g., timeline, scope) provide clarity. Option E is correct because training and enablement are key to adoption, often highlighted in the story. Option B is incorrect- "non-targets" (what's not changing) may be mentioned but isn't typical. Option D is incorrect; risks and issues are managed separately, not in the change story.




Extract from SAP OCM Concepts: The change story includes benefits, facts, and enablement to drive buy- in (SAP OCM Framework, Communication).

## NEW QUESTION # 76

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