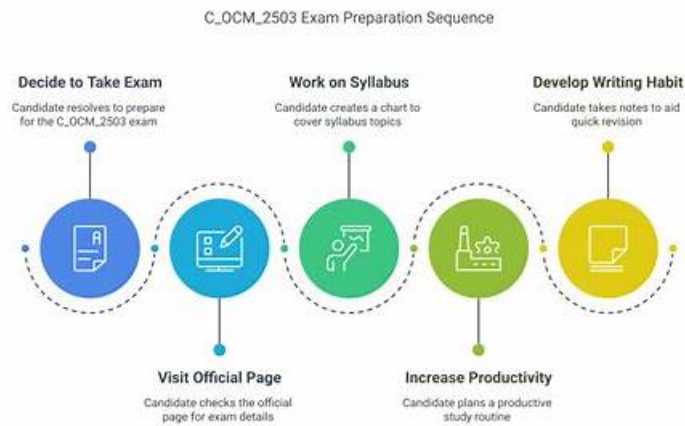


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SAP C_OCM_2503 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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 3	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 4	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	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 6	• 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 7	• 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.

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SAP Certified Associate - Organizational Change Management Sample Questions (Q58-Q63):

NEW QUESTION # 58

How is SAP's organizational change management framework connected with the SAP Activate methodology?

Note: There are 2 correct answers to this question.

- **A. The start of each change management activity is assigned to one specific SAP Activate phase**
- **B. Some change management activities are executed in more than one SAP Activate phase**
- C. Each change management dimension is assigned to a specific SAP Activate phase
- D. The SAP Activate phases build the dimensions of the organizational change management framework

Answer: A,B

Explanation:

SAP's OCM framework integrates with SAP Activate to align people efforts with project stages. Option A is correct because activities are phase-specific-e.g., stakeholder analysis starts in Prepare, training in Realize- ensuring timing matches project needs, like assessing readiness before design. Option C is correct as some activities span phases-e.g., communication begins in Prepare (awareness) and continues through Run (adoption updates), adapting to evolving contexts like new releases.

Option B is incorrect-OCM dimensions (e.g., strategy, leadership) are overarching, not phase-bound; they apply across the lifecycle. Option D is incorrect-Activate phases (Discover, Prepare, etc.) structure the project, not the OCM framework's dimensions. SAP OCM syncs with Activate's rhythm.

"The OCM framework connects to SAP Activate by assigning activity starts to specific phases and allowing some activities to span multiple phases for continuous impact" (SAP OCM Framework, Activate Integration).

NEW QUESTION # 59

Why is it important to assess the communication needs of different stakeholder groups? Note: There are 2 correct answers to this question.

- A. Because it is a valuable source of information for stakeholder identification.
- **B. Because it helps to avoid information deficits and overload.**
- **C. Because it helps to tailor-fit the information to be provided.**
- D. Because it provides first insights into the change impacts.

Answer: B,C

Explanation:

Assessing communication needs ensures effective messaging in SAP OCM. Option C is correct because it prevents under- or over-communication, maintaining engagement without overwhelming stakeholders. Option D is correct as tailoring information (e.g., by role or impact) increases relevance and adoption. Option A is incorrect-stakeholder identification precedes communication planning, not vice versa. Option B is also incorrect; change impacts are assessed separately, not primarily through communication needs.

Extract from SAP OCM Concepts: SAP OCM stresses tailored communication to avoid deficits or overload (SAP OCM Framework, Communication Dimension).

NEW QUESTION # 60

What are possible options for setting up organizational change management in the project organization? Note:

There are 3 correct answers to this question.

- A. As a subproject
- B. As a cross-topic
- C. As part of the functional sub-projects
- D. As a staff unit
- E. As a separate project

Answer: A,B,D

Explanation:

OCM can be integrated into an SAP project in various ways. Option B is correct because treating OCM as a cross-topic ensures it spans all project areas (e.g., communication, training), aligning with SAP Activate's holistic approach. Option D is correct as a subproject allows OCM to have its own plan and resources under the main project. Option E is correct because a staff unit (e.g., reporting to the project lead) provides dedicated support without separate project status. Option A is incorrect-OCM is rarely a standalone project, as it supports the main implementation. Option C is also incorrect; embedding OCM in functional sub-projects dilutes its focus across technical areas.

Extract from SAP OCM Concepts: SAP Activate supports OCM as a cross-functional, subproject, or staff function to ensure alignment with project goals (SAP OCM Framework).

NEW QUESTION # 61

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. Frequency of use and owner of the channel
- D. Degree of standardization required for the channel
- E. Stakeholders or stakeholder groups targeted by the channel

Answer: B,C,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 # 62

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 impacts both employees and managers.
- C. It leads to changes in the technology, process, organization, and people dimensions.
- D. It impacts the collaboration with suppliers and customers.

Answer: C

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 # 63

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