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SAP C_OCM_2503 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 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	• 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	• 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 (Q17-Q22):

NEW QUESTION # 17
What are the core elements of SAP's integrated enablement approach? Note: There are 2 correct answers to this question.

- A. Enablement infrastructure, covering the enablement administration, systems, and support
- B. Enablement advisory, covering the enablement best practices, coaching, and evaluation
- C. Enablement planning, covering the enablement strategy, and the learning needs analysis for the project team and users
- D. Enablement execution, covering enablement project management, content development, and delivery

Answer: C,D

Explanation:
SAP's integrated enablement approach in OCM prepares users for cloud adoption. Option A is correct because enablement execution includes project management (coordinating efforts), content development (creating materials), and delivery (training sessions), forming the operational core. Option D is correct as enablement planning-strategy (defining approach) and learning needs analysis (identifying gaps for project team/users)-sets the foundation for execution.
Option B is incorrect; advisory (best practices, coaching) supports but isn't a core element-it's external guidance. Option C is incorrect; infrastructure (administration, systems) is logistical, not a defining component. SAP OCM focuses on planning and execution as the heart of enablement.
"SAP's enablement approach comprises planning (strategy and needs analysis) and execution (management, content, delivery) to drive user readiness" (SAP Activate, Integrated Enablement Framework).

NEW QUESTION # 18
The project leadership team agreed on the pulse check objectives, focus topics, target groups, and guiding principles. What are the next steps that must be executed to set up a pulse check? Note: There are 2 correct answers to this question.

- A. Plan the survey waves for the remaining project duration
- B. Develop the questions and prepare the questionnaire in a survey platform

- C. Involve employee representatives if required due to legal regulations
- D. Inform the steering committee about the time schedule for the pulse check

Answer: A,B

NEW QUESTION # 19
What are typical causes for resistance in the cloud context? Note: There are 3 correct answers to this question.

- A. Doubt that the works council will agree to the new business processes
- B. Fear of increasing costs for the maintenance of the IT infrastructure
- C. Concern regarding data privacy and security of cloud solutions
- D. Impression of losing control and autonomy over your own data and systems
- E. Belief that the new standard processes will not meet the business requirements

Answer: C,D,E

Explanation:
Resistance in SAP cloud projects often stems from perceived risks. Option A is correct-data privacy/security concerns are common due to cloud hosting. Option B is correct; users resist if standard processes seem inadequate compared to legacy systems. Option C is correct as cloud solutions reduce local control, sparking resistance. Option D is incorrect-cloud typically lowers maintenance costs, not increases them. Option E is incorrect; works council doubts are situational, not a typical cause. SAP OCM identifies these as key resistance drivers to address.
"Resistance often arises from concerns over data security, process fit, and loss of control in cloud transitions" (SAP OCM Framework, Resistance Management).

NEW QUESTION # 20
Which advice fosters a successful delivery of change communication activities? Note: There are 2 correct answers to this question.

- A. Go for a good communication mix.
- B. Focus on digital communication channels.
- C. Develop a compelling, comprehensive change story.
- D. Don't overcommunicate.

Answer: A,C

Explanation:
Effective change communication in SAP projects balances reach and clarity. Option A is correctbecause 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 # 21
What is the main goal of a business readiness test in an SAP cloud project?

- A. Collect ideas for change communication activities to support the go-live
- B. Identify business managers that must be motivated to support the go-live
- C. Evaluate if the incentive systems are suitable to support the upcoming go-live
- D. Detect people-related issues and challenges for an upcoming go-live

Answer: D

Explanation:
A business readiness test (or assessment) in SAP OCM, typically in the Deploy phase, evaluates preparedness for go-live. Option A is correct because its main goal is detecting people-related issues-e.g., low training uptake or resistance in a unit-that could disrupt

the transition, allowing mitigation before launch. For instance, a survey showing poor process understanding triggers extra enablement.

Option B is incorrect-identifying managers needing motivation is a stakeholder analysis task (Prepare), not readiness testing's focus. Option C is incorrect; collecting communication ideas is a planning activity, not the test's purpose, which is assessment. Option D is incorrect-incentive systems are HR-related and outside OCM's readiness scope. SAP OCM uses this test to ensure a smooth go-live.

"The business readiness test aims to detect people-related issues and challenges prior to go-live, enabling timely corrective actions" (SAP Activate, Business Readiness Assessment).

NEW QUESTION # 22

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