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What is included in the contract? ✓✓Anything that is referenced as part of the contract.

Scope ✓✓Which core contract element addresses what the contract is about?

When was the contract agreed? ✓✓Which of the following is NOT one of the four core elements of a contract?

1,3,4 ✓✓Which of the following may be incorporated into the contract? 1.) bid documents 3.) Letters, change orders and specifications. 4.) SOWs, SLAs, RFP, procedures and prices

The bid, negotiation and implementation teams ✓✓Who should be involved in the formal contract hand over meeting?

Keep Satisfied ✓✓A stakeholder group with a low level of impact and a high level of dependence on an outcome is represented as which group type for communication purposes?

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ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Execute, Manage, and Monitor Implementation of the Change Management Plan: This section measures skills of Change Managers and Program Leads and focuses on executing all elements of the change management plan. It covers implementing resource allocation, communication, sponsorship, stakeholder engagement, learning, measurement, benefits realization, sustainability, and adjusting the plan as needed to achieve desired outcomes.

Topic 2	<ul style="list-style-type: none"> Ethics: This section measures skills of Change Managers and Compliance Officers and focuses on demonstrating ethical behavior in change management. It covers promoting honesty, responsibility, fairness, respect, and advancing the discipline, while supporting practitioners within the change management community.
Topic 3	<ul style="list-style-type: none"> Close the Change Management Effort: This section assesses skills of Change Managers and Program Leads and covers evaluating the success of the change initiative, conducting lessons learned, documenting recommended actions, gaining closure approvals, transferring ownership, ensuring sustainability, and recognizing achievements.
Topic 4	<ul style="list-style-type: none"> Develop and Gain Approval for the Comprehensive Change Management Plan: This section assesses skills of Change Managers and Project Managers and covers preparing detailed plans for all aspects of change management, including resources, communication, sponsorship, stakeholder engagement, learning, measurement, sustainability, and integration with project management. It also includes obtaining approval and establishing feedback mechanisms.
Topic 5	<ul style="list-style-type: none"> Formulate the Change Management Strategy: This section measures skills of Change Managers and Program Leads and focuses on developing a comprehensive change management strategy. It includes creating strategies for resources, communication, sponsorship, stakeholder engagement, impact assessment, learning, measurement, benefit realization, and sustainability to align with organizational objectives.

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ACMP Global Certified Change Management Professional Sample Questions (Q111-Q116):

NEW QUESTION # 111

Assume that for the past 12 months you have been the change manager on a project team tasked with the rollout of a new human resource information system (HRIS). This change has impacted 200 managers and 1,500 employees across multiple locations. The change is a great success and is ready to be formally closed. What major activity is undertaken to gain approval for the completion of the change?

- A. Complete an evaluation of outcomes against objectives of the change
- B. Prepare and facilitate a lessons learned presentation to the change team
- C. Obtain a quick sign-off before moving on to the next change project
- D. Develop a rewards and recognition program to sustain achieved outcomes

Answer: A

Explanation:

Formal closure requires demonstrating that the change met its objectives. ACMP specifies conducting a structured evaluation of outcomes against objectives as a prerequisite to closure. Quick sign-off (A) undermines credibility, lessons learned (B) are valuable but not the approval step, and rewards programs (D) support sustainability. The sponsor's decision to close is based on evidence that outcomes align with objectives, making C the correct answer.

(Reference: ACMP Standard, Process Group 5 - Close; Activity: Evaluate outcomes vs. objectives before seeking approval for closure.)

NEW QUESTION # 112

What element included in a stakeholder engagement plan ensures that the plan meets the intended outcomes?

- A. Informal communication
- **B. Stakeholder analysis**
- C. Clear metrics
- D. Tools

Answer: B

Explanation:

The stakeholder engagement plan is built on stakeholder analysis, which identifies who is impacted, their influence, and readiness. ACMP stresses that without this input, engagement efforts risk being misaligned or incomplete. Clear metrics (A) and communication (D) are valuable, but they don't ensure outcomes unless the plan is grounded in a thorough analysis of stakeholders. Thus, option B is the correct answer.

(Reference: ACMP Standard, Process Group 3 - Stakeholder Engagement Plan; Input: Stakeholder analysis ensures alignment of engagement to intended outcomes.)

NEW QUESTION # 113

What are the essential tools that when used together minimize the risk of unsustainability of a change effort?

- A. Resource plan, project schedule and sponsorship plan
- **B. Communication plan, learning and development plan and reward and recognition system**
- C. Sponsorship plan, stakeholder engagement plan and learning and development plan
- D. Vision statement, project charter and strategy plan

Answer: B

Explanation:

To minimize the risk of unsustainability, ACMP highlights three essential levers:

* Communication plan- ensures consistent reinforcement of key messages.
* Learning and development plan- builds knowledge, skills, and behaviors for sustaining change.
* Reward and recognition system- reinforces desired behaviors and motivates continued adoption.
Other options contain valuable tools, but none combine reinforcement, capability building, and recognition in the same way. Option D directly addresses sustainability risk by embedding and rewarding new ways of working. (Reference: ACMP Standard, Process Group 4 - Execute; Activities:

Communication execution, learning and development, reinforcement via recognition systems.)

NEW QUESTION # 114

The ACMP Code of Ethics is divided into sections containing tenets of conduct outlined within duties identified as most important to the global change management community. What are the duties?

- A. Integrity, Respect, Due Diligence, Fairness, Advancing the Discipline and Supporting Practitioners
- B. Responsibility, Respect, Fairness, Honesty, Confidentiality of Information
- **C. Honesty, Responsibility, Respect, Objectivity, Advancing the Discipline and Supporting Practitioners**
- D. Honesty, Responsibility, Fairness, Respect, Advancing the Discipline and Supporting Practitioners

Answer: C

Explanation:

The ACMP Code of Ethics establishes five duties: Honesty, Responsibility, Respect, Objectivity, and Advancing the Discipline and Supporting Practitioners. These duties guide ethical behavior in decision-making, stakeholder engagement, and professional conduct. Options A, C, and D include terms not explicitly codified (e.g., Integrity, Due Diligence, Confidentiality) or omit "Objectivity." The correct reference is option B, which matches the official ACMP Code of Ethics structure.

(Reference: ACMP Code of Ethics, Sections: Duties of Honesty, Responsibility, Respect, Objectivity, and Advancing the Discipline.)

NEW QUESTION # 115

Which characteristic is likely to bring more disruption in an organization-wide change initiative?

- A. Introduction of new technology
- B. Low degree of changes in job roles
- **C. Transformational change, including a culture change**
- D. Incremental change

Answer: C

Explanation:

ACMP distinguishes between incremental and transformational change. Transformational change, particularly when it requires cultural shifts, causes the greatest disruption because it challenges organizational norms, values, and long-standing behaviors. New technology (D) or role changes (B) can be significant but typically occur within existing frameworks. Incremental changes (A) are small and evolutionary. Thus, transformational change with culture change is the most disruptive.

(Reference: ACMP Standard, Introduction; Defines transformational change as a high-impact shift involving culture and behaviors, creating greater disruption than technical or incremental adjustments.)

NEW QUESTION # 116

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