

CCMP Pass Guide, CCMP Certification Exam

CCMP Inputs and Outputs Exam |
Questions and Correct Answers |
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PASS

Compare outcomes against beginning objectives; Compare outcomes against project/program objectives; Document outcome indicating that change efforts met, failed to meet, or exceeded objectives; Review outcomes with appropriate leaders/stakeholders - Answer - Evaluate the Outcome Against the Objectives

Identify Appropriate Group to Conduct Evaluation; Perform the Lessons Learned Evaluation - Answer - Design and Conduct Lessons Learned Evaluation and Provide Results to Establish Internal Best Practices

Gain Approval for Completion; Transfer Ownership; Release of Resources - Answer - Gain Approval for Completion, Transfer of Ownership, and Release of Resources

Financial Resources Management; Human Resources Management; Information Resources Management; Physical Resources Management - Answer - Execute Resource Plan

Execute the Established Communication Plan; Delivery of Messaging; Feedback - Answer - Execute Communication Plan

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ACMP Global Certified Change Management Professional Sample Questions (Q10-Q15):

NEW QUESTION # 10

What are some of the criteria you should consider to evaluate success?

- A. Increase in production, budget achievement, KPIs and market share increases
- B. Staff turnover, profit increases, return on investment and balanced scorecards
- C. Employee engagement survey results, profitability increases, quality enhancements and increased company valuation
- **D. Performance metrics, cultural indicators, employee behavior and customer satisfaction scores**

Answer: D

Explanation:

ACMP stresses that success should be measured from both people adoption outcomes and business performance results. The most comprehensive set includes:

- * Performance metrics: concrete operational improvements tied to the initiative.
- * Cultural indicators: alignment with values and behaviors supporting sustainability.
- * Employee behaviors: observable evidence of adoption in daily practices.
- * Customer satisfaction scores: external confirmation of impact. Options A, B, and D emphasize financial or operational results but neglect culture and behavior, which ACMP highlights as essential for sustained change. Thus, option C offers the balanced approach consistent with the ACMP Standard.

(Reference: ACMP Standard, Process Group 5 - Close; Activity: Evaluate success using adoption metrics, culture, behavior, and performance outcomes.)

NEW QUESTION # 11

What is a primary purpose of conducting the lessons learned evaluation?

- A. To evaluate and refine the metrics that are in place to sustain the change in the future
- **B. To identify improvements for future change management programs**
- C. To identify gaps and take corrective action for the change outcomes
- D. To inform stakeholders of future changes that they can anticipate

Answer: B

Explanation:

The primary purpose of lessons learned is to identify improvements for future change programs. ACMP stresses that documenting successes, challenges, and corrective actions builds organizational capability for handling change. While metrics refinement (B) and gap correction (D) may occur, they are secondary.

Informing stakeholders of future changes (A) is unrelated. The main purpose is to improve future practices, making option C correct. (Reference: ACMP Standard, Process Group 5 - Close; Activity: Conduct lessons learned evaluation to identify improvements for future efforts.)

NEW QUESTION # 12

When executing the change management plan, it is possible that the initial financial forecasting of budget and resources may change. What are the key measures the change lead should take to ensure senior stakeholders are kept informed?

- A. Ask the project/program manager to provide updates on the planned budget for the change
- B. Provide updates to senior stakeholders only if and when the planned budget is impacted to minimize confusion and time
- **C. Provide regular reports on spending against the budget for senior stakeholders to ensure transparency**
- D. Regularly send an email to the project team asking for more funding for resources as needed

Answer: C

Explanation:

The ACMP Standard underscores the importance of financial transparency in maintaining sponsor and leadership confidence. The best practice is to provide regular reports on spending versus budget. Option B risks delayed awareness, C passes accountability away from the change lead, and D is unstructured.

Therefore, option A is the correct approach to ensuring senior stakeholders are fully informed.

(Reference: ACMP Standard, Process Group 4 - Execute; Activity: Provide transparent reporting on budget and resources to stakeholders.)

NEW QUESTION # 13

What is the key factor to consider when assessing the organizational readiness for a change?

- A. The organizational policy leaders are following regarding governance
- B. The rigor applied to establish the business case
- C. The change leader's track record with past changes
- **D. The gaps between the change leaders' expectations and the collective organizational view**

Answer: D

Explanation:

Readiness is about the current state of people and the organization-beliefs, understanding, and capacity- to adopt the future state. ACMP recommends assessing perception gaps between leaders and the broader organization to calibrate approach, communications, and risk. Leader history or business case rigor are contextual, but the readiness linchpin is the expectation-perception gap. (Reference: ACMP Standard, Process Group 1 - Readiness Assessment; Activities: Assess stakeholder sentiment, comprehension, and alignment gaps.)

NEW QUESTION # 14

You are in the role of identifying obstacles to achieve the desired future state. What document are you likely to have as an output of this effort?

- A. Culture assessment
- **B. Risk register**
- C. Stakeholder analysis
- D. Change input

Answer: B

Explanation:

When identifying obstacles to achieving the desired future state, the output is a risk register. ACMP defines this as a document cataloging risks, their probability, impacts, and mitigation strategies. Culture assessments (B) and stakeholder analysis (C) provide input for identifying risks, but the final deliverable is the risk register. Change input (A) is too vague. Thus, option D is correct. (Reference: ACMP Standard, Process Group 1 - Evaluate; Output: Risk register documenting identified risks and mitigation plans.)

NEW QUESTION # 15

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