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CCMP Test Questions and Answers with Certified Solutions

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	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.
Topic 2	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 3	• 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 4	• Evaluate Change Impact and Organizational : This section of the CCMP Exam measures skills of Change Managers and Organizational Development Specialists and covers assessing the need for change, defining desired outcomes, identifying stakeholders and sponsors, evaluating organizational culture, capacity, and readiness, and analyzing risks, communication, and learning requirements to ensure successful change adoption.
Topic 5	• 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.

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ACMP Global Certified Change Management Professional Sample Questions (Q130-Q135):

NEW QUESTION # 130

A change in leadership resulted in a need to adjust an existing change management plan. To maintain momentum, what needs to happen after these adjustments are approved?

- A. A person is identified to respond to questions about the adjustment
- **B. Decisions are communicated to all relevant stakeholders**
- C. Original plans are immediately deleted
- D. Decisions are communicated to governing bodies only

Answer: B

Explanation:

Maintaining momentum requires transparent communication of adjustments to all relevant stakeholders.

ACMP emphasizes that changes in sponsorship or leadership demand careful communication so stakeholders understand impacts on scope, expectations, and behaviors. Communicating only to governing bodies (B) risks disengagement. Identifying a responder (A) is insufficient, and deleting plans (D) removes valuable history.

Option C aligns with ACMP's standard for ensuring adjustments are widely communicated to sustain confidence and momentum. (Reference: ACMP Standard, Process Group 3 - Plan Development; Guidance: Communicate plan changes clearly to all relevant stakeholders.)

NEW QUESTION # 131

As part of an ongoing review of a major change effort, key stakeholder feedback indicated many were unaware of the role they needed to play and the desired new behaviors that were needed to achieve successful implementation of the change. What is the possible explanation for this discrepancy or gap in understanding?

- **A. The communication plan did not build awareness of the change**

- B. Feedback requirements were not well defined
- C. The stakeholder engagement plan was deficient
- D. The business case for change was not aligned with the intent of the change effort

Answer: A

Explanation:

If stakeholders are unclear about their roles and expected behaviors, the root issue often lies in a communication plan that failed to build awareness. ACMP outlines communication outcomes as building awareness, creating understanding, and enabling action. A weak communication plan may not have clarified

"what does this mean for me?" Stakeholder engagement (A) focuses on involvement, not awareness; business case (C) supports rationale but not role clarity. Feedback requirements (B) affect monitoring, not communication. Therefore, the gap is explained by a communication plan deficiency.

(Reference: ACMP Standard, Process Group 4 - Execute Communications; Outcomes: Awareness, understanding, and role clarity.)

NEW QUESTION # 132

What change management strategy includes communication, metrics tracking, performance management and reward and recognition?

- A. Management strategy
- B. Realization strategy
- C. Organizational metric strategy
- **D. Sustainability strategy**

Answer: D

Explanation:

The sustainability strategy integrates communication reinforcement, tracking of metrics, ongoing performance management, and rewards to ensure change adoption becomes part of normal functioning.

ACMP stresses that without these, stakeholders risk reverting to prior behaviors. Realization strategy (B) focuses on outcomes, while management (C) and metrics strategies (D) are too narrow. Option A captures the holistic sustainability approach.

(Reference: ACMP Standard, Process Group 4 - Sustainability Plan; Components: Communication, measurement, performance, and recognition.)

NEW QUESTION # 133

What document does a change management team develop to ensure senior executives are actively involved and visibly participating throughout the change initiative?

- **A. Sponsorship plan**
- B. Stakeholder analysis
- C. Change management plan
- D. Learning and development plan

Answer: A

Explanation:

The sponsorship plan ensures that senior executives are active, visible, and aligned throughout the change. It defines actions such as attending town halls, modeling new behaviors, and removing barriers. ACMP highlights that sponsorship is the most important predictor of success, and without structured engagement, leadership risks becoming passive. The change management plan (C) covers the broader initiative, but the sponsorship plan (D) specifically addresses executive involvement.

(Reference: ACMP Standard, Process Group 2 - Sponsorship Plan; Purpose: Ensure senior executives are engaged and visible throughout.)

NEW QUESTION # 134

What could be a significant input to the analysis of change objectives and in defining next steps?

- **A. Measurement and benefits realization plan**
- B. Change definition and scope plan

- C. Lessons learned evaluation plan
- D. Project schedule and plan

Answer: A

Explanation:

The measurement and benefits realization plan provides data on whether objectives were met and what gaps remain. This input is critical for analyzing results against change objectives and determining corrective or next steps. While lessons learned inform future practices, and schedules/scopes are important for project management, the direct evidence base for outcome analysis comes from the measurement and benefits realization plan.

(Reference: ACMP Standard, Process Group 5 - Evaluate outcomes; Inputs: Measurement and benefits realization data.)

NEW QUESTION # 135

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