

C-OCM-2503コンポーネント & C-OCM-2503ミシユレーション問題



C_OCM_2503
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>> C-OCM-2503コンポーネント <<

SAP C-OCM-2503 ミシユレーション問題、C-OCM-2503全真問題集

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SAP Certified Associate - Organizational Change Management 認定 C-OCM-2503 試験問題 (Q78-Q83):

質問 # 78

What should be considered when developing personas? Note: There are 2 correct answers to this question.

- A. Aligning the persona descriptions with the employee representatives of the respective target groups
- B. Involving representatives of the target group into the development of personas
- C. Finding the right level of detail, avoiding a too granular or too generic description of personas
- D. Using a real person as an inspiration for the persona to make the persona as realistic as possible

正解: B、C

解説:

Personas in SAP OCM personalize communication, and their development requires balance and input. Option A is correct because the right detail level-e.g., "Finance User, 35, cautious, needs process clarity"-avoids being too specific (e.g., daily tasks) or too vague (e.g., "employee"), ensuring usability without losing focus.

Option B is correct as involving target group reps (e.g., a key user) ensures accuracy-e.g., they might note "we need system tips," shaping a persona's needs realistically.

Option C is incorrect-employee reps (e.g., works council) focus on rights, not persona details; alignment isn't needed. Option D is incorrect; using a real person risks bias or privacy issues-personas are composites, not copies. SAP OCM stresses relevance and collaboration in persona creation.

"Develop personas with balanced detail and target group input to ensure they reflect stakeholder needs accurately" (SAP OCM Framework, Persona Creation Guidelines).

質問 # 79

What is the added value of a high-level change impact analysis? Note: There are 3 correct answers to this question.

- A. It provides an initial systematic overview of the amount and the nature of the upcoming changes.
- B. It delivers input for communication activities, making the implications of the project more tangible.
- C. It allows the change manager to derive appropriate activities, focusing the resources on key action areas.
- D. It enables the project manager to identify opponents in highly impacted units and adjust the stakeholder analysis accordingly.
- E. It reveals key project risks that can be integrated into the project's risk management at an early stage.

正解: A、C、E

解説:

A high-level change impact analysis (CIA) is conducted early in an SAP project (typically in the Prepare or Explore phase of SAP Activate) to assess the scope and scale of changes. Option A is correct because identifying risks (e.g., resistance or resource gaps) early allows integration into the project's risk management strategy. Option B is correct as it provides a broad overview of change impacts across business units, processes, and people, setting the stage for detailed analysis later. Option D is correct because it helps the change manager focus efforts on high-impact areas, such as training or communication for affected groups. Option C is incorrect-while it may indirectly highlight resistance, identifying opponents is a function of stakeholder analysis, not the CIA's primary purpose. Option E is also incorrect; communication inputs are derived from the CIA but are not its core added value-tangible implications are a byproduct, not the focus.

Extract from SAP OCM Concepts: The high-level CIA aligns with SAP Activate's Prepare phase, providing a foundation for risk mitigation and resource allocation (SAP Activate, OCM Framework).

質問 # 80

Which enablement activities are usually performed during the Prepare phase of an SAP project? Note: There are 2 correct answers to this question.

- A. The enablement strategy
- B. The learning needs analysis for the project team
- C. The enablement content development
- D. The learning needs analysis for the business users

正解: A、B

解説:

The Prepare phase in SAP Activate sets up enablement foundations. Option A is correct because the learning needs analysis (LNA) for the project team-e.g., assessing if consultants need S/4HANA skills-ensures implementers are ready before design, critical for early success. Option C is correct as the enablement strategy (e.g., "train key users first") defines the approach, aligning with project goals-e.g., planning phased training before go-live.

Option B is incorrect-content development (e.g., tutorials) occurs in Realize, once processes are defined.

Option D is incorrect; business user LNA follows in Explore/Realize, after impacts are clearer-Prepare focuses on the team. SAP OCM prioritizes early team readiness and strategy.

"In Prepare, perform the learning needs analysis for the project team and develop the enablement strategy to establish a strong enablement foundation" (SAP Activate, Prepare Phase Enablement).

質問 # 81

What are the key benefits of defining clear enablement roles in an SAP project? Note: There are 3 correct answers to this question.

- A. It provides the enablement team members with the required tools to execute enablement activities
- **B. It gives enablement team members a greater sense of ownership and increases team accountability**
- C. It describes the enablement strategy and gives clear directions for the enablement team
- **D. It increases transparency and visibility in the project team and helps to facilitate decision-making processes**
- **E. It ensures that everyone involved in enablement activities knows what needs to be done**

正解: B、D、E

解説:

Defining clear enablement roles (e.g., enablement lead, trainer) in SAP OCM ensures effective training and adoption. Option A is correct because ownership-e.g., a trainer knowing they're responsible for content delivery-boosts accountability; if roles blur, tasks like scheduling sessions might slip, delaying readiness.

Option B is correct as transparency (e.g., who handles logistics) and visibility (e.g., roles listed in the plan) streamline decisions-e.g., the project manager can quickly assign a task knowing the enablement lead oversees it, avoiding confusion. Option C is correct because clarity on duties (e.g., "content developer creates materials") ensures everyone knows their part-without this, a key user training might lack materials due to unclear responsibility, risking go-live preparedness.

Option D is incorrect-roles don't describe the strategy (a separate document); they execute it. Option E is incorrect; tools (e.g., SAP Enablement Platform) are provided separately, not via role definitions. SAP OCM emphasizes role clarity for ownership, transparency, and execution efficiency.

"Clear enablement roles enhance ownership and accountability, increase transparency and visibility for decision-making, and ensure all involved understand their responsibilities" (SAP Activate, Enablement Framework, Role Definition Benefits).

質問 # 82

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

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

正解: A、B

解説:

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).

質問 # 83

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これが、SAP Certified Associate - Organizational Change Management学習効率と生産性の向上に専念する理由です。

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