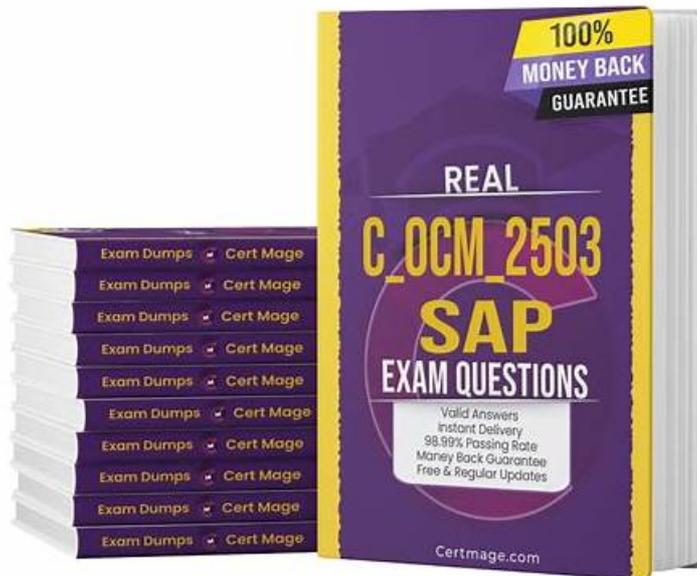


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The SAP Certified Associate - Organizational Change Management (C-OCM-2503) exam questions can help you gain the high-demand skills and credentials you need to pursue a rewarding career. To do this you just need to pass the SAP Certified Associate - Organizational Change Management (C-OCM-2503) certification exam which is not easy to crack. You have to put in some extra effort, and time and prepare thoroughly to pass the SAP Certified Associate - Organizational Change Management (C-OCM-2503) exam. For the quick, complete, and comprehensive SAP Certified Associate - Organizational Change Management (C-OCM-2503) exam dumps preparation you can get help from top-notch and easy-to-use C-OCM-2503 Questions.

## SAP C-OCM-2503 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>

Topic 4	<ul style="list-style-type: none"> <li>• <b>Change Effectiveness:</b> This section of the exam measures the skills of a Transformation Consultant and evaluates how well the change has been adopted and integrated into the organization. It involves tracking metrics, gathering feedback, and assessing outcomes to continuously improve the change approach.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Change Communication:</b> 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• <b>Change Leadership:</b> This section of the exam measures the skills of a Transformation Consultant and emphasizes the leadership skills required to champion change. It involves fostering commitment among stakeholders, guiding teams through transformation, and maintaining momentum throughout the change journey.</li> </ul>

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### SAP Certified Associate - Organizational Change Management Sample Questions (Q70-Q75):

#### NEW QUESTION # 70

Which organizational change management activity is usually performed in which SAP Activate phase? Note: There are 2 correct answers to this question.

- A. The business readiness assessment is usually conducted in the Discover phase
- **B. The change assessment is usually conducted in the Prepare phase**
- C. The change plan is usually developed in the Explore phase
- **D. The user adoption analysis is usually conducted in the Run phase**

**Answer: B,D**

Explanation:

SAP Activate phases align OCM activities with project stages. Option A is correct because user adoption analysis-measuring actual usage (e.g., system logins, feedback)-occurs in the Run phase post-go-live, assessing real outcomes vs. predictions. Option C is correct as the change assessment (evaluating readiness, culture, capabilities) happens in the Prepare phase to baseline the organization before detailed planning-e.g., interviewing leaders to gauge change appetite.

Option B is incorrect-the business readiness assessment (checking go-live preparedness) is in Deploy, not Discover, which focuses on solution exploration. Option D is incorrect; the change plan starts in Prepare (initial version), not Explore, where it's refined. SAP OCM ties activities to phase-specific goals.

"Change assessment occurs in Prepare to evaluate readiness, and user adoption analysis in Run to measure post-go-live success" (SAP Activate, OCM Phase Alignment).

#### NEW QUESTION # 71

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

- A. Fear of increasing costs for the maintenance of the IT infrastructure
- **B. Belief that the new standard processes will not meet the business requirements**
- **C. Impression of losing control and autonomy over your own data and systems**

- D. Doubt that the works council will agree to the new business processes
- E. Concern regarding data privacy and security of cloud solutions

**Answer: B,C,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 # 72

At the beginning of a large-scale cloud implementation project, the project lead asks the change manager to develop a detailed change plan for all upcoming implementation waves. How should the change manager react? Note: There are 2 correct answers to this question.

- A. Ask the project lead to provide a detailed project plan for all implementation waves as a basis for elaborating the change plan
- B. Refer to the advantages of an agile approach for continuously updating and refining the change plan
- C. Point out that the change plan will only be provided at a very generic level and all refinements will be documented in an open activity list
- D. Explain that early granular planning is often a waste of time and resources, as many factors can still have an impact on the change plan

**Answer: B,D**

Explanation:

At a project's start (Prepare phase), a detailed change plan for all waves is premature due to evolving variables in a large-scale SAP cloud implementation. Option A is correct because an agile approach—where the plan starts high-level and is iteratively refined (e.g., after each wave's lessons learned)—aligns with SAP Activate's flexibility. For example, initial resistance might shift priorities, requiring adjustments; agility accommodates this. Option D is correct as early granular planning wastes effort—e.g., scheduling training for Wave 3 before Wave 1's scope is clear is risky when requirements, timelines, or resources might change. This reflects SAP's pragmatic stance on planning amidst uncertainty.

Option B is incorrect—offering only a generic plan with an "open activity list" dismisses the project lead's request without constructive dialogue, undermining collaboration. Option C is incorrect; demanding a detailed project plan shifts responsibility unrealistically—OCM aligns with the project, not vice versa, and early details are often unavailable. The change manager should educate and adapt, not deflect or overpromise. SAP OCM balances responsiveness with realism.

"Respond to early detailed plan requests by advocating an agile, iterative approach and noting that granular planning is inefficient due to early-stage uncertainties" (SAP Activate, Change Plan Development Guidelines).

### NEW QUESTION # 73

What are typical agenda topics for a change network kick-off meeting? Note: There are 2 correct answers to this question.

- A. Input of the project sponsor on the importance of the project for the company
- B. Input of the subproject managers on challenges and hurdles in their respective area of responsibility
- C. Input of the change manager on the change network approach and the change agent role
- D. Input of the project manager on experiences with change networks in previous projects

**Answer: A,C**

Explanation:

A change network kick-off meeting in SAP OCM launches the change agent network. Option C is correct because the change manager outlines the approach and agent roles, setting expectations. Option D is correct as the sponsor's input underscores the project's strategic value, motivating agents. Option A is incorrect—subproject managers focus on technical areas, not the change network. Option B is also incorrect; past experiences may inform planning but aren't a typical agenda item for agents. The focus is on role clarity and project significance.

"The change network kick-off includes the change manager defining roles and the sponsor reinforcing project importance to align and motivate agents" (SAP Activate, Change Network Setup).

#### NEW QUESTION # 74

In the SAP Activate Explore phase, the project team conducts fit-to-standard workshops to identify gaps between business requirements and the SAP best practice standard. Which change management challenge is typical for this phase?

- A. Some business users do not adopt the new cloud solution.
- B. Some project team members have never heard of organizational change management.
- C. Some business departments do not feel well prepared for the go-live.
- **D. Some managers show resistance towards the cloud standard.**

**Answer: D**

Explanation:

During the Explore phase, fit-to-standard workshops focus on aligning business processes with SAP's best practices, often revealing changes to current ways of working. Option C is correct because managers may resist the cloud standard if it reduces customization or control, a common challenge in this phase. Option A is incorrect-lack of OCM awareness is more typical in the Discover or Prepare phase. Option B is incorrect; user adoption issues emerge post-go-live (Run phase), not in Explore. Option D is also incorrect; go-live readiness concerns arise in the Deploy phase, not Explore.

Extract from SAP OCM Concepts: Resistance to standardization is a key challenge in the Explore phase, requiring targeted stakeholder engagement (SAP Activate, OCM Workstream).

#### NEW QUESTION # 75

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