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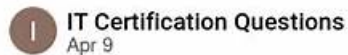
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SAP C_OCM_2503 Exam Syllabus Topics:

Topic	Details
Topic 1	• Change Communication: 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.
Topic 2	• 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.
Topic 3	• 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.
Topic 4	• Change Effectiveness: 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.
Topic 5	• Change Enablement: This section of the exam measures the skills of a Change Manager and deals with the tools, training, and support systems that empower employees to adopt and sustain the change. It ensures that people are equipped with the right capabilities to thrive in the new environment.
Topic 6	• 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.

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SAP Certified Associate - Organizational Change Management Sample Questions (Q76-Q81):

NEW QUESTION # 76
The results of a business readiness test reveal relatively low ratings across all survey topics for one business unit compared to other units. What is the recommended next step for the change manager to mitigate the risk of low readiness for this unit?

- A. Schedule a short workshop with project management to develop mitigation activities to improve the business readiness for this unit.
- B. Arrange a meeting with the project sponsor, local management, and selected users to discuss the results and develop mitigation activities.
- C. Set up a call with the assigned change agents to discuss the results and develop mitigation activities to enhance the business readiness.
- D. Organize a workshop with project management, local management, and assigned change agents to discuss results and better understand the specific needs.

Answer: D

Explanation:
Low readiness in a business unit (assessed pre-go-live, likely in Deploy) requires targeted intervention.
Option B is correct because a workshop with project management (for alignment), local management (for context), and change agents (for execution) enables a deep dive into root causes and collaborative mitigation planning (e.g., extra training). This multi-stakeholder approach ensures comprehensive understanding and action. Option A is too narrow-change agents alone lack the authority or full perspective. Option C excludes local input, limiting effectiveness. Option D involves the sponsor, which is overkill for an operational issue, and users may not strategize solutions. SAP OCM favors inclusive, practical responses.
"Address low readiness through workshops with project management, local leaders, and change agents to analyze results and plan targeted mitigation" (SAP Activate, Business Readiness Assessment Follow-Up).

NEW QUESTION # 77
What are typical strategies for aligning leadership in an SAP cloud project? Note: There are 3 correct answers to this question.

- A. Align the business goals and incentives with the project objectives for business leaders to avoid goal conflicts
- B. Involve business leaders actively in key communication activities, such as roadshows, townhalls, or testimonials to enhance their visibility
- C. Reduce the bonus pay-out for resistant business leaders to foster a more positive attitude and change supportive behavior
- D. Involve business leaders in workshops to identify change impacts and to derive activities to allow a smooth transition
- E. Offer opportunities for leaders to openly address issues and concerns, for example Q&A sessions with the project managers

Answer: A,B,E

Explanation:
Aligning leadership in SAP OCM ensures top-down support for cloud projects. Option B is correct because Q&A sessions with project managers allow leaders to voice concerns (e.g., about standardization), fostering trust and alignment through dialogue.
Option C is correct as involving leaders in communication (e.g., speaking at townhalls) leverages their authority to promote the project, boosting visibility and credibility.
Option D is correct because aligning goals and incentives (e.g., tying performance metrics to project success) minimizes conflicts, ensuring leaders prioritize the implementation.

Option A is incorrect-reducing bonuses is punitive, risks escalating resistance, and isn't an SAP OCM practice; positive reinforcement is preferred. Option E is incorrect; while leaders might join workshops, identifying impacts is typically for process owners/SMEs-leadership focuses on sponsorship, not derivation.

SAP OCM stresses engagement and alignment over coercion.

"Align leadership through Q&A opportunities, active communication roles, and goal alignment to secure their support and influence" (SAP Activate, Leadership Alignment Strategies).

NEW QUESTION # 78

What is the key benefit of capturing lessons learned towards the end of a cloud implementation?

- A. It facilitates the hand-over process of important project activities to the IT organization of the company.
- B. It contributes to the organization's capabilities to successfully handle future business transformations.
- C. It helps to identify ad-hoc activities to foster high and sustainable user adoption after the go-live.
- D. It supports the project leadership team to identify the project team members who deserve special appreciation for their good work.

Answer: B

Explanation:

Capturing lessons learned in SAP projects (typically in the Run phase) enhances future success. Option D is correct because it builds organizational knowledge for subsequent transformations. Option A is incorrect- hand-over is a separate process, not the key benefit. Option B is incorrect;adoption activities are planned earlier, not ad-hoc from lessons learned. Option C is incorrect; recognition is a byproduct, not the primary goal.

Extract from SAP OCM Concepts: Lessons learned in SAP Activate improve future change capabilities (SAP OCM Framework).

NEW QUESTION # 79

A repeated stakeholder analysis for the management team of an impacted business unit reveals that targeted communication activities for one opponent do not have the desired impact on the opponent's attitude. What would you recommend as a next activity?

- A. Provide specific enablement sessions to positively influence the opponent's attitude.
- B. Invite the opponent to the next steering committee meeting to discuss and challenge their negative perception of the project.
- C. Use financial incentives to motivate the opponent to visibly support the project and thus foster the opponent's buy-in.
- D. Ask the project sponsor to get actively involved in stakeholder engagement activities targeted at the opponent.

Answer: D

Explanation:

When communication fails to shift an opponent's attitude, escalation to a higher authority like the project sponsor is a strategic move in SAP OCM. Option C is correct because the sponsor's involvement leverages their influence to address resistance, aligning with SAP's emphasis on leadership support in stakeholder management. Option A is incorrect-financial incentives are not a standard OCM practice and may undermine genuine buy-in. Option B is impractical; steering committee meetings are for decision-making, not resolving individual resistance. Option D could help but is less effective than sponsor engagement, as enablement alone may not address deeper concerns.

Extract from SAP OCM Concepts: SAP Activate recommends leveraging senior leadership (e.g., sponsors) to manage resistant stakeholders (SAP OCM Framework, Stakeholder Management).

NEW QUESTION # 80

What are possible people-related challenges that change management has to address during an SAP cloud implementation? Note: There are 2 correct answers to this question.

- A. Users demonstrate a "not-invented-here" attitude towards the new cloud standard and show a lack of buy-in.
- B. Users are resistant to learning the technical skills for adapting the new cloud solution to their individual needs.
- C. Users experience stress and frustration because they must unlearn previous habits.
- D. Users feel underchallenged and bored by additional repetitive tasks they have to take over.

Answer: A,C

Explanation:

SAP cloud implementations introduce significant people-related challenges that change management must mitigate. Option A is correct because the "not-invented-here" syndrome-where users reject external standards (e.g., SAP best practices) in favor of legacy processes-leads to resistance and lack of buy-in, a common barrier in cloud projects due to reduced customization. Option B is correct as users often face stress and frustration when unlearning old habits to adopt new workflows, especially with cloud solutions' standardized processes, which differ from familiar systems. This emotional response requires targeted enablement and support.

Option C is incorrect-users don't typically adapt the cloud solution technically (that's an IT role); their resistance is more about adoption, not technical customization skills. Option D is incorrect; cloud implementations aim to streamline tasks, not add repetitive ones, so boredom isn't a typical challenge- resistance stems from change, not monotony. SAP OCM focuses on overcomingattitudinal and behavioral hurdles to ensure adoption.

"People challenges include resistance from a 'not-invented-here' attitude and stress from unlearning old habits, requiring change management to foster acceptance and adaptation" (SAP OCM Framework, People- Related Challenges).

NEW QUESTION # 81
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