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SAP C_OCM_2503 Exam Syllabus Topics:

Topic	Details
Topic 1	• Change Leadership: 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.
Topic 2	• 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 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 Realization: This section of the exam measures the skills of a Transformation Consultant and includes the practical execution of change initiatives. It covers how change plans are implemented in real-world scenarios, ensuring that the intended benefits are realized and reinforced throughout the organization.
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 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 7	• 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.

C_OCM_2503 Valid Exam Guide & Latest C_OCM_2503 Test Format

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SAP Certified Associate - Organizational Change Management Sample Questions (Q74-Q79):

NEW QUESTION # 74
What are typical topics covered by a change story for a cloud implementation? Note: There are 3 correct answers to this question.

- A. Benefits and investments
- B. Non-targets
- C. Training and enablement offerings
- D. Risks and issues
- E. Key facts and figures

Answer: A,D,E

NEW QUESTION # 75
What should be considered when developing personas? Note: There are 2 correct answers to this question.

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

Answer: A,D

Explanation:
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).

NEW QUESTION # 76
The project lead initiates a series of info sessions in some teams as a reaction to resistance towards the upcoming implementation of a new cloud solution. Unfortunately, these info sessions do not reduce the level of resistance. What is the probable root cause?

- A. Lacking involvement of the change manager in the planning and conduction of the info sessions
- B. Lacking options for the users to raise questions during the info sessions
- C. Lacking analysis of the underlying reasons for resistance towards the new cloud solution
- D. Lacking commitment of the top management regarding the info sessions

Answer: C

Explanation:
Resistance in SAP cloud projects (e.g., to S/4HANA standardization) often persists if root causes aren't addressed, and info sessions alone may fail. Option B is correct because without analyzing why users resist- e.g., fear of losing control (cloud hosting), process mismatch (standardization), or skill gaps (new UI)- sessions become generic, missing the mark. For instance, if resistance stems from data security concerns, a session on "project benefits" won't help without tackling that fear directly; analysis (e.g., via surveys) could reveal this, enabling targeted messaging.
Option A is incorrect-while Q&A options improve engagement, their absence doesn't inherently sustain resistance; content relevance does. Option C is incorrect; the change manager's involvement enhances execution, but the project lead can run sessions-lack of analysis, not personnel, is key. Option D is incorrect-top management commitment boosts credibility, but resistance persists if underlying issues remain unaddressed. SAP OCM stresses understanding resistance drivers for effective intervention.
"Resistance persists without analyzing its root causes; info sessions must address specific concerns identified through stakeholder feedback to be effective" (SAP OCM Framework, Resistance Management).

NEW QUESTION # 77
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. Refer to the advantages of an agile approach for continuously updating and refining the change plan
- B. 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
- C. Ask the project lead to provide a detailed project plan for all implementation waves as a basis for elaborating the change plan
- D. 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

Answer: A,D

NEW QUESTION # 78
The stakeholder analysis in a cloud project reveals that some individual stakeholders belong to the
"supporters" category. Which strategies should you use? Note: There are 2 correct answers to this question.

- A. Involve them in project activities to facilitate design decisions
- B. Ask them to exert pressure on the skeptics in their area of responsibility
- C. Use their positive attitude to influence others in their area of responsibility
- D. Assign them project roles to increase their influence on the success of the project

Answer: A,D

NEW QUESTION # 79
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