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## SAP C\_OCM\_2503 Exam Syllabus Topics:

Topic	Details
Торіс 1	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 2	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 3	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.
Topic 4	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 5	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 6	<ul> <li>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.</li> </ul>

Topic 7

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.

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# SAP Certified Associate - Organizational Change Management Sample Questions (Q21-Q26):

#### **NEW QUESTION #21**

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

#### Answer: D

#### **NEW QUESTION #22**

Which skills and expertise should a change manager bring along to professionally support cloud projects? Note: There are 3 correct answers to this question.

- A. Broad technical expertise regarding the implemented cloud solution
- B. Excellent soft skills, such as being a good communicator, team player, and networker
- C. Relevant methodological skills, such as facilitation, mediation, or problem-solving skills
- D. Comprehensive knowledge of the relevant change management concepts and tools
- E. In-depth know-how of the best practice processes implemented with the cloud solution

#### Answer: B,C,D

#### Explanation:

A change manager in SAP cloud projects needs people and process expertise. Option A is correct because soft skills (communication, teamwork, networking) are essential for engaging stakeholders and building trust.

Option D is correct as comprehensive knowledge of OCM concepts (e.g., SAP Activate tools) ensures professional execution. Option E is correct because methodological skills (facilitation, mediation, problem-solving) enable effective workshops, conflict resolution, and planning.

Option B is incorrect-technical expertise is for IT roles; change managers focus on people, not system details. Option C is incorrect; process know-how is valuable but belongs to process owners or consultants, not the change manager's core skill set. SAP OCM prioritizes interpersonal and methodological competencies.

"Change managers require soft skills (communication, networking), OCM knowledge, and methodological skills (facilitation, problem-solving) to lead cloud projects effectively" (SAP Activate, Change Manager Competencies).

#### **NEW QUESTION #23**

What are typical roles for managing and executing enablement activities in an SAP project? Note: There are 3 correct answers to this question.

- A. Enablement lead for overseeing all enablement activities
- B. Enablement administrator for managing the enablement logistics
- C. Test manager for validating the enablement content
- D. Content developer and trainer for creating and delivering enablement activities
- E. Process owner for creating and delivering enablement content

#### Answer: A,B,D

#### Explanation:

Enablement in SAP projects involves specific roles to ensure effective training. Option A is correct because the enablement administrator handles logistics (e.g., scheduling, tools). Option B is correct as content developers and trainers create and deliver materials. Option E is correct because the enablement lead oversees the strategy and execution. Option C is incorrect-process owners provide input but don't typically create or deliver content. Option D is incorrect; test managers validate systems, not enablement content.

Extract from SAP OCM Concepts: SAP Activate's enablement workstream defines roles like administrator, trainer, and lead for effective learning (SAP Enablement Framework).

#### **NEW QUESTION #24**

What are the key elements of a user adoption strategy for an SAP cloud implementation? Note: There are 2 correct answers to this question.

- A. Defined process for monitoring the selected user adoption indicators
- B. Agreed catalog of strategies to mitigate user adoption risks or issues
- C. Identified business stakeholders to be informed about the analysis results
- D. Agreed list of appropriate user adoption indicators before and after go-live

#### Answer: A,D

#### Explanation:

A user adoption strategy in SAP OCM ensures sustained system use. Option B is correct because a defined monitoring process (e.g., monthly usage reports) tracks indicators like login frequency, ensuring adoption is measured systematically. Option C is correct as an agreed list of indicators (e.g., transaction completion rates pre-go-live, satisfaction scores post-go-live) provides clear metrics to assess success, set during planning (Prepare/Explore).

Option A is incorrect-"catalog of strategies" is vague; mitigation is part of broader OCM, not the adoption strategy's core. Option D is incorrect; identifying stakeholders for results is operational, not a key element of the strategy itself. SAP OCM focuses on measurable adoption drivers.

"A user adoption strategy includes a monitoring process and agreed indicators to track and ensure successful system uptake" (SAP Activate, User Adoption Strategy).

#### **NEW QUESTION #25**

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

#### Answer: D

#### 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;

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

#### **NEW QUESTION #26**

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