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CCMP Test Questions With Complete Correct Answers.

- 1). What is included in the contract?
✓ Ans: Anything that is referenced as part of the contract.
- 2). Scope
✓ Ans: Which core contract element addresses what the contract is about?
- 3). When was the contract agreed?
✓ Ans: Which of the following is NOT one of the four core elements of a contract?
- 4). 1,3,4
✓ Ans: Which of the following may be incorporated into the contract? 1.) bid documents 3.) Letters, change orders and specifications. 4.) SOWs, SLAs, RFP, procedures and prices
- 5). The bid, negotiation and implementation teams
✓ Ans: Who should be involved in the formal contract hand over meeting?
- 6). Keep satisfied
✓ Ans: A stakeholder group with a low level of impact and a high level of dependence on an outcome is represented as which group type for communication purposes?
- 7). Stay informed and maintain confidence
✓ Ans: By understanding projects on a stakeholders radar screen, you will
- 8). Build awareness

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ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	• Close the Change Management Effort: This section assesses skills of Change Managers and Program Leads and covers evaluating the success of the change initiative, conducting lessons learned, documenting recommended actions, gaining closure approvals, transferring ownership, ensuring sustainability, and recognizing achievements.
Topic 2	• Formulate the Change Management Strategy: This section measures skills of Change Managers and Program Leads and focuses on developing a comprehensive change management strategy. It includes creating strategies for resources, communication, sponsorship, stakeholder engagement, impact assessment, learning, measurement, benefit realization, and sustainability to align with organizational objectives.

Topic 3	• Ethics: This section measures skills of Change Managers and Compliance Officers and focuses on demonstrating ethical behavior in change management. It covers promoting honesty, responsibility, fairness, respect, and advancing the discipline, while supporting practitioners within the change management community.
Topic 4	• Execute, Manage, and Monitor Implementation of the Change Management Plan: This section measures skills of Change Managers and Program Leads and focuses on executing all elements of the change management plan. It covers implementing resource allocation, communication, sponsorship, stakeholder engagement, learning, measurement, benefits realization, sustainability, and adjusting the plan as needed to achieve desired outcomes.
Topic 5	• Develop and Gain Approval for the Comprehensive Change Management Plan: This section assesses skills of Change Managers and Project Managers and covers preparing detailed plans for all aspects of change management, including resources, communication, sponsorship, stakeholder engagement, learning, measurement, sustainability, and integration with project management. It also includes obtaining approval and establishing feedback mechanisms.

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ACMP Global Certified Change Management Professional Sample Questions (Q92-Q97):

NEW QUESTION # 92

How does metric tracking support and sustain change that has been implemented?

- A. Provides content for a rewards and recognition program
- **B. Provides short-term evidence of change progress and results**
- C. Guides the development of policies and procedures
- D. Ensures staff are motivated to adopt change if they know their reactions will be tracked

Answer: B

Explanation:

Metric tracking serves as an early warning and feedback mechanism. ACMP requires tracking adoption, usage, and benefits to provide short-term evidence of whether the change is progressing. These insights enable corrective actions, communication reinforcement, and sponsor engagement. Rewards (B) and policies (C) may be influenced by metrics, but their core value lies in showing progress and results that support sustainability. Option A is incorrect because tracking is not for motivation but for monitoring and guiding decisions.

(Reference: ACMP Standard, Process Group 4 - Measurement and Benefits Realization Plan; Activities:

Track progress and adoption using defined metrics.)

NEW QUESTION # 93

As the change manager on a large IT project, what is the purpose of identifying effective sponsors for the IT change effort?

- A. Ensure adequate financial support
- B. Provide tangible, measurable and manageable goals for the project
- **C. Connect the change to its owners and determine accountability requirements**
- D. Differentiate accountable individuals and groups

Answer: C

Explanation:

Sponsorship strategy identifies who owns the change and clarifies accountability for adoption and benefits.

ACMP stresses connecting initiatives to executive owners who can authorize, remove barriers, and model commitment. Budget support is vital, but the sponsorship task primarily establishes ownership and accountability for outcomes. (Reference: ACMP Standard, Process Group 2 - Formulate Strategy; Sponsorship Strategy & Plan: define sponsors, accountabilities, engagement/visibility expectations.)

NEW QUESTION # 94

Who should be involved to ensure the credibility of measuring change achievements?

- A. The most charismatic leader in the organization
- B. The stakeholder with the highest risk
- C. Someone from the impacted business unit
- D. The sponsor with the highest formal role

Answer: C

Explanation:

ACMP stresses that measurement must be credible to stakeholders. This credibility comes when impacted business units are directly involved in tracking and validating results. Including them ensures data reflects real adoption, usage, and performance outcomes rather than only top-down metrics. While sponsors (D) provide authority, credibility rests on operational evidence. Risk stakeholders (C) or charismatic leaders (A) may influence perceptions but not measurement accuracy. Thus, someone from the impacted business unit provides the necessary trust and operational validation of results.

(Reference: ACMP Standard, Process Group 5 - Close; Evaluate outcomes against objectives; Engage impacted groups in benefits validation.)

NEW QUESTION # 95

What is the first step in executing a learning and development plan?

- A. Ensure training venue is available
- B. Ensure learning outcomes are achieved
- C. Ensure learning materials supporting curriculum are developed
- D. Ensure training is delivered appropriately

Answer: C

Explanation:

The first execution step is to develop learning materials that support the curriculum. ACMP outlines that before delivery or assessment can occur, appropriate materials, job aids, and resources must be designed and validated. Availability of venues (B), delivery (C), and outcomes (D) follow later. Therefore, the correct first step is option A.

(Reference: ACMP Standard, Process Group 3 - Learning and Development Plan; Activity: Prepare learning materials and curriculum before delivery.)

NEW QUESTION # 96

What should be included in the process of assessing an organization's readiness for change?

- A. Market factors, sponsorship and level of comprehension
- B. Market factors, capacity and saturation
- C. Perceptions, level of comprehension and culture
- D. Level of comprehension, culture and sponsorship

Answer: D

Explanation:

Organizational readiness involves assessing both internal and external conditions. ACMP identifies three crucial factors:

* Level of comprehension- Do stakeholders understand the change and its implications?

* Culture- Do organizational values and norms support or resist the change?

* Sponsorship- Are sponsors active, visible, and aligned to lead the effort? These factors help predict adoption barriers and inform

risk and strategy design. While perceptions (D) matter, readiness assessments go deeper into comprehension. Market factors (A and B) are important at the strategic alignment stage, but not central to readiness evaluation. (Reference: ACMP Standard, Process Group 1

- Evaluate; Readiness Assessment Activities: Assess comprehension, culture, sponsorship, and contextual enablers/barriers.)

NEW QUESTION # 97

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