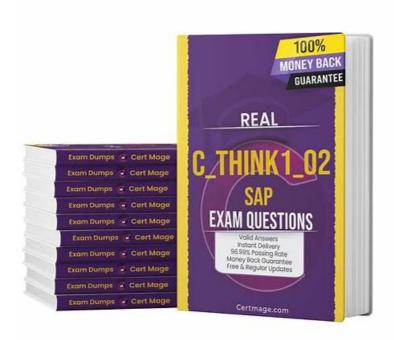
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# SAP Certified Associate - Design Thinking Sample Questions (Q21-Q26):

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

After presenting the workshop challenge to the teams, they question whether the challenge is really a challenge and believe that they already know the solution. As a coach, how do you manage this situation?

Note: There is 1 correct answer to this question.

- A. Let them outline their solutions and convince them that their solutions do not fit to the challenge.
- B. Explain the purpose and importance of a deep understanding the problem
- C. Let them outline their solutions and prioritize the best solution
- D. Skip the scoping exercise and proceed directly to research

#### Answer: B

# Explanation:

When teams believe they already know the solution to a challenge, it is crucial to guide them back to the foundational principles of Design Thinking. The focus should be on ensuring a thorough understanding of the problem before jumping to solutions.

\* Option A: Let them outline their solutions and prioritize the best solutionThis is incorrect. Allowing the team to immediately outline solutions skips the critical step of deeply understanding the problem.

Premature solutioning can lead to ineffective or incomplete outcomes.

- \* Option B: Skip the scoping exercise and proceed directly to researchThis is incorrect. Skipping scoping undermines the structured approach of Design Thinking. Scoping ensures that the problem is well-defined and aligned with the overall objectives.
- \* Option C: Explain the purpose and importance of a deep understanding the problemThis is correct. As a coach, your role is to emphasize the value of empathy and problem exploration. By explaining why understanding the problem deeply is essential, you can help the team refocus on uncovering user needs and pain points before proposing solutions.
- \* Option D: Let them outline their solutions and convince them that their solutions do not fit to the challenge. This is incorrect. Directly challenging the team's solutions can create resistance and disengagement. Instead, guiding them to revisit the problem ensures a more constructive and collaborative approach.

# **NEW QUESTION #22**

In which areas does SAP Consulting typically use Design Thinking as a problem solving method? Note: There are 2 correct answers to this question.

- A. Technology opportunity identification
- B. Incident management.
- C. Final go-live check
- D. Strategic advisory

#### Answer: A,D

# Explanation:

SAP Consulting leverages Design Thinking as a problem-solving method in areas where innovation, user- centricity, and strategic thinking are critical. Here's why the correct answers are B and D:

- \* Strategic advisory (B):Design Thinking is particularly effective in strategic advisory engagements, where SAP consultants help clients envision future-state scenarios, identify opportunities, and develop innovative strategies. SAP emphasizes using Design Thinking to align business goals with user needs.
- \* Technology opportunity identification (D):Design Thinking is used to explore how emerging technologies can address user pain points and create new value. SAP consultants apply this method to identify technology-driven opportunities that enhance customer experiences and drive digital transformation.

# Incorrect Options:

- \* A. Incident management:Incident management typically involves resolving technical issues and restoring services, which is more aligned with operational processes than Design Thinking.
- \* C. Final go-live check: The final go-live check focuses on ensuring system readiness and compliance, which is a structured process rather than a creative problem-solving activity.

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

How would an interview team identify the workarounds that users perform? Note: There are 2 correct answers to this question.

- A. By observing the environment, tools used and body language
- B. By asking binary questions.
- C. By understanding the user types and the context of the challenge
- D. By asking "why" questions

Answer: C,D

## **NEW QUESTION #24**

What are key activities of a Design Thinking team within the validation phase? Note: There are 2 correct Answers to this question.

- A. Move from problem to solution space.
- B. Prioritize and filter ideas.
- C. Capture feedback and iterate prototype.
- D. Check on feasibility, viability and desirability.

Answer: C,D

## **NEW QUESTION #25**

The "why" behind something.

Note: There are 1 correct answers to this question.

- A. Define mode
- B. Inspiration
- C. Prototype
- D. Empathize

Answer: B

### **NEW QUESTION #26**

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