

# SAP C\_OCM\_2503 Latest Mock Exam & C\_OCM\_2503 Reliable Test Dumps

C\_OCM\_2503 Exam Preparation Sequence



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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>

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

### NEW QUESTION # 76

What are typical agenda topics for a change network kick-off meeting? Note: There are 2 correct answers to this question.

- A. Input of the project manager on experiences with change networks in previous projects
- B. Input of the subproject managers on challenges and hurdles in their respective area of responsibility
- C. Input of the change manager on the change network approach and the change agent role
- D. Input of the project sponsor on the importance of the project for the company

**Answer: C,D**

Explanation:

A change network kick-off meeting in SAP OCM launches the change agent network. Option C is correct because the change manager outlines the approach and agent roles, setting expectations. Option D is correct as the sponsor's input underscores the project's strategic value, motivating agents. Option A is incorrect- subproject managers focus on technical areas, not the change network. Option B is also incorrect; past experiences may inform planning but aren't a typical agenda item for agents. The focus is on role clarity and project significance.

"The change network kick-off includes the change manager defining roles and the sponsor reinforcing project importance to align and motivate agents" (SAP Activate, Change Network Setup).

### NEW QUESTION # 77

Why is it important to assess the communication needs of different stakeholder groups? Note: There are 2 correct answers to this question.

- A. Because it provides first insights into the change impacts.
- B. Because it helps to avoid information deficits and overload.
- C. Because it is a valuable source of information for stakeholder identification.
- D. Because it helps to tailor-fit the information to be provided.

**Answer: B,D**

Explanation:

Assessing communication needs ensures effective messaging in SAP OCM. Option C is correct because it prevents under- or over-communication, maintaining engagement without overwhelming stakeholders. Option D is correct as tailoring information (e.g., by role or impact) increases relevance and adoption. Option A is incorrect-stakeholder identification precedes communication planning, not vice versa. Option B is also incorrect; change impacts are assessed separately, not primarily through communication needs.

Extract from SAP OCM Concepts: SAP OCM stresses tailored communication to avoid deficits or overload (SAP OCM Framework, Communication Dimension).

### NEW QUESTION # 78

What are typical tasks of a change manager in cloud projects? Note: There are 3 correct answers to this question.

- A. Acting as key speakers in information sessions for the business
- B. Advising all leaders how to break resistance within their team
- C. Orchestrating the change management activities
- D. Supporting the execution of change management activities
- E. Providing expertise for handling people-related challenges

**Answer: C,D,E**

Explanation:

The change manager in SAP cloud projects drives OCM execution. Option A is correct because orchestrating activities (e.g.,

coordinating communication, training) ensures a cohesive effort, like a conductor aligning an orchestra-e.g., timing stakeholder workshops with project milestones. Option C is correct as providing expertise on people challenges (e.g., resistance, skill gaps) guides the project team, offering solutions like tailored enablement. Option D is correct because supporting execution (e.g., facilitating workshops, reviewing plans) ensures activities succeed, often hands-on with the team. Option B is incorrect- "advising all leaders" overstates the role; change managers coach key leaders, but breaking resistance is a shared leadership task. Option E is incorrect; while they might speak, key speakers are often sponsors or leaders for authority-change managers focus on planning, not presenting. SAP OCM defines the change manager as a strategic coordinator and expert. "Change managers orchestrate OCM activities, provide people-focused expertise, and support execution to ensure project success" (SAP Activate, Change Manager Role).

### NEW QUESTION # 79

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

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

**Answer: A,C**

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 # 80

Why is it important to continuously manage user adoption after the go-live of a new cloud solution? Note:

There are 2 correct answers to this question.

- A. Because users need to accept and consume new functions and features provided with each release cycle.
- B. Because the insights help to identify hurdles or issues hindering sustained user adoption.
- C. Because users frequently change their attitude towards the cloud solution which requires continuous management attention.
- D. Because the user's interaction with the cloud solution drives the sizing of the IT infrastructure and the calculation of subscription fees.

**Answer: A,B**

Explanation:

Post-go-live adoption management is critical in SAP cloud projects due to ongoing updates. Option C is correct because cloud solutions (e.g., S/4HANA Cloud) release new features regularly, requiring users to adapt continually. Option D is correct as monitoring adoption identifies barriers (e.g., resistance, skill gaps) for resolution. Option A is incorrect-attitude shifts may occur but aren't the primary focus. Option B is incorrect; infrastructure sizing is a technical concern, not an adoption driver.

Extract from SAP OCM Concepts: SAP Activate's Run phase emphasizes sustaining adoption through feature updates and issue resolution (SAP OCM Framework).

### NEW QUESTION # 81

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