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SAP C_OCM_2503 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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.
Topic 2	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">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 4	<ul style="list-style-type: none">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 5	<ul style="list-style-type: none">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.

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SAP Certified Associate - Organizational Change Management Sample Questions (Q61-Q66):

NEW QUESTION # 61

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 tailor-fit the information to be provided.
- C. Because it helps to avoid information deficits and overload.
- D. Because it is a valuable source of information for stakeholder identification.

Answer: B,C

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 # 62

Which organizational change management activity is usually performed in which SAP Activate phase? Note: There are 2 correct answers to this question.

- A. The change assessment is usually conducted in the Prepare phase
- B. The business readiness assessment is usually conducted in the Discover phase
- C. The user adoption analysis is usually conducted in the Run phase
- D. The change plan is usually developed in the Explore phase

Answer: A,C

Explanation:

SAP Activate phases align OCM activities with project stages. Option A is correct because user adoption analysis-measuring actual usage (e.g., system logins, feedback)-occurs in the Run phase post-go-live, assessing real outcomes vs. predictions. Option C is correct as the change assessment (evaluating readiness, culture, capabilities) happens in the Prepare phase to baseline the organization before detailed planning-e.g., interviewing leaders to gauge change appetite.

Option B is incorrect-the business readiness assessment (checking go-live preparedness) is in Deploy, not Discover, which focuses on solution exploration. Option D is incorrect; the change plan starts in Prepare (initial version), not Explore, where it's refined. SAP OCM ties activities to phase-specific goals.

"Change assessment occurs in Prepare to evaluate readiness, and user adoption analysis in Run to measure post-go-live success" (SAP Activate, OCM Phase Alignment).

NEW QUESTION # 63

How is SAP's organizational change management framework connected with the SAP Activate methodology?

Note: There are 2 correct answers to this question.

- A. The start of each change management activity is assigned to one specific SAP Activate phase
- B. The SAP Activate phases build the dimensions of the organizational change management framework

- C. Each change management dimension is assigned to a specific SAP Activate phase
- D. Some change management activities are executed in more than one SAP Activate phase

Answer: A,D

Explanation:

SAP's OCM framework integrates with SAP Activate to align people efforts with project stages. Option A is correct because activities are phase-specific-e.g., stakeholder analysis starts in Prepare, training in Realize- ensuring timing matches project needs, like assessing readiness before design. Option C is correct as some activities span phases-e.g., communication begins in Prepare (awareness) and continues through Run (adoption updates), adapting to evolving contexts like new releases.

Option B is incorrect-OCM dimensions (e.g., strategy, leadership) are overarching, not phase-bound; they apply across the lifecycle. Option D is incorrect-Activate phases (Discover, Prepare, etc.) structure the project, not the OCM framework's dimensions. SAP OCM syncs with Activate's rhythm.

"The OCM framework connects to SAP Activate by assigning activity starts to specific phases and allowing some activities to span multiple phases for continuous impact" (SAP OCM Framework, Activate Integration).

NEW QUESTION # 64

A repeated stakeholder analysis for the management team of an impacted business unit reveals that targeted communication activities for one opponent do not have the desired impact on the opponent's attitude. What would you recommend as a next activity?

- A. Provide specific enablement sessions to positively influence the opponent's attitude.
- B. Invite the opponent to the next steering committee meeting to discuss and challenge their negative perception of the project.
- C. Use financial incentives to motivate the opponent to visibly support the project and thus foster the opponent's buy-in.
- D. Ask the project sponsor to get actively involved in stakeholder engagement activities targeted at the opponent.

Answer: D

Explanation:

When communication fails to shift an opponent's attitude, escalation to a higher authority like the project sponsor is a strategic move in SAP OCM. Option C is correct because the sponsor's involvement leverages their influence to address resistance, aligning with SAP's emphasis on leadership support in stakeholder management. Option A is incorrect-financial incentives are not a standard OCM practice and may undermine genuine buy-in. Option B is impractical; steering committee meetings are for decision-making, not resolving individual resistance. Option D could help but is less effective than sponsor engagement, as enablement alone may not address deeper concerns.

Extract from SAP OCM Concepts: SAP Activate recommends leveraging senior leadership (e.g., sponsors) to manage resistant stakeholders (SAP OCM Framework, Stakeholder Management).

NEW QUESTION # 65

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 user's interaction with the cloud solution drives the sizing of the IT infrastructure and the calculation of subscription fees.
- C. Because the insights help to identify hurdles or issues hindering sustained user adoption.
- D. Because users frequently change their attitude towards the cloud solution which requires continuous management attention.

Answer: A,C

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 # 66

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