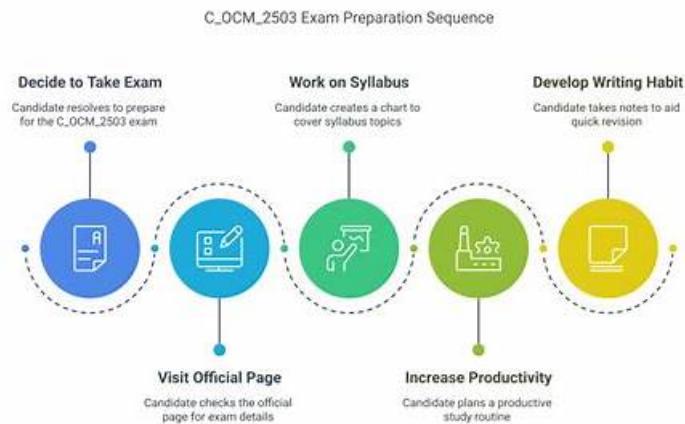


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SAP C-OCM-2503 Exam Syllabus Topics:

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

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SAP Certified Associate - Organizational Change Management Sample Questions (Q47-Q52):

NEW QUESTION # 47

What advice promotes the successful implementation of change enablement activities? Note: There are 3 correct answers to this question.

- A. Ensure that the enablement team actively participates in the fit-to-standard workshops to derive learning needs for impacted user groups
- B. Provide a comprehensive enablement strategy guiding the impacted business areas through all enablement activities
- C. Establish an enablement team with clear roles, responsibilities, skills and time to carry out enablement well
- D. Integrate key enablement activities into the overall project plan to increase attention and to avoid critical activities being overlooked
- E. Assign an enablement lead that reports into the steering committee to foster high management attention on enablement activities

Answer: B,C,D

Explanation:

Successful change enablement in SAP OCM ensures users adopt the system effectively. Option B is correct because an enablement team with defined roles (e.g., trainer), skills (e.g., content creation), and time ensures professional execution, avoiding ad-hoc efforts. Option C is correct as a comprehensive strategy (e.g., outlining training phases, tools) guides business areas systematically, aligning enablement with project goals.

Option D is correct because integrating enablement into the project plan (e.g., scheduling training before go-live) ensures visibility and prioritization alongside technical tasks.

Option A is incorrect-reporting to the steering committee overcomplicates governance; the enablement lead coordinates with project management, not executives directly. Option E is incorrect; fit-to-standard workshops (Explore phase) involve process owners/SMEs, not the enablement team, whose role is delivery, not needs derivation. SAP OCM emphasizes structure and integration for enablement success.

"Promote enablement success with a skilled team, a comprehensive strategy, and integration into the project plan to ensure effective user preparation" (SAP Activate, Enablement Best Practices).

NEW QUESTION # 48

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 the insights help to identify hurdles or issues hindering sustained user adoption.
- B. Because users frequently change their attitude towards the cloud solution which requires continuous management attention.
- C. Because users need to accept and consume new functions and features provided with each release cycle.
- 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,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 # 49

What should a change manager keep in mind when designing the process for capturing lessons learned? Note: There are 3 correct answers to this question.

- A. The results of the lessons learned activity should be treated confidentially
- B. A predefined structure and scope of topics help to cover all relevant aspects
- C. Clear rules of engagement, such as "avoid finger-pointing," facilitate the process
- D. The focus on topics that didn't go well saves time during the workshop
- E. A workshop setting is the best way to capture lessons learned

Answer: A,B,C

NEW QUESTION # 50

How should a change manager proceed when developing the initial change plan?

- A. Consider interdependencies between change management tasks and key project milestones to ensure synchronization with the project plan
- B. Align the initial change plan with the key stakeholders of the impacted business units to ensure their buy-in
- C. Use a different planning tool than the project manager to enhance the visibility of change management within the project
- D. Only start the development when the available information allows detailed planning to avoid later adjustments

Answer: A

Explanation:

The initial change plan, developed in the SAP Activate Prepare phase, sets the OCM roadmap. Option C is correct because considering interdependencies with project milestones (e.g., aligning training with system testing in Realize) ensures synchronization- e.g., if go-live shifts, communication must adjust, preventing misaligned efforts. This integration is vital in SAP Activate, where OCM supports technical delivery. For instance, stakeholder workshops might be timed before fit-to-standard sessions to prepare users, showing how OCM tasks hinge on project progress.

Option A is incorrect-using a different tool (e.g., separate software) risks silos and confusion, not visibility; alignment with the project plan (e.g., same Gantt chart) is standard. Option B is incorrect-waiting for full details contradicts agile principles; the initial plan is high-level and refined later (Explore/Realize), as early info is often incomplete. Option D is incorrect; while stakeholder alignment is valuable, it's a follow-up to ensure execution, not the development process, which focuses on planning first. SAP OCM prioritizes integration over isolation.

"Develop the initial change plan by considering interdependencies with project milestones, ensuring OCM activities synchronize with the overall implementation" (SAP Activate, Change Plan Development).

NEW QUESTION # 51

The project leadership team agreed on the pulse check objectives, focus topics, target groups, and guiding principles. What are the next steps that must be executed to set up a pulse check? Note: There are 2 correct answers to this question.

- A. Inform the steering committee about the time schedule for the pulse check
- B. Involve employee representatives if required due to legal regulations
- C. Develop the questions and prepare the questionnaire in a survey platform
- D. Plan the survey waves for the remaining project duration

Answer: C,D

NEW QUESTION # 52

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