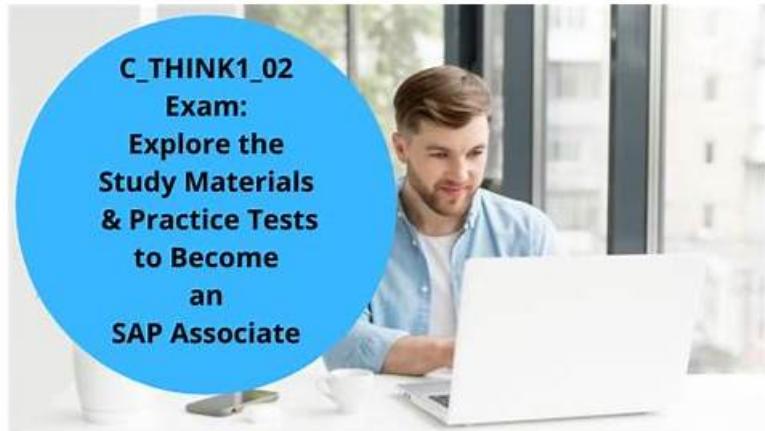


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Design thinking has become an increasingly important aspect of business strategy in recent years. As companies seek to innovate and create customer-centric solutions, they are turning to design thinking methodologies to guide their approach. The SAP C-THINK1-02 certification exam is designed to test the knowledge and skills of professionals who work with SAP products and want to demonstrate their expertise in design thinking.

To prepare for the SAP C-THINK1-02 exam, candidates should have a basic understanding of design thinking principles and their application. They should also have experience with design thinking tools and techniques, such as persona development, journey mapping, and rapid prototyping. Candidates can prepare for the exam by taking online courses, attending workshops, or reading books and articles on design thinking.

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SAP C\_THINK1\_02 certification exam is designed to test a candidate's proficiency in the field of Design Thinking. SAP Certified Associate - Design Thinking certification is intended for individuals who work in a variety of roles, such as designers, product managers, developers, or business analysts, who require an understanding of how to apply Design Thinking principles to their work. C\_THINK1\_02 Exam is intended to validate a candidate's understanding of the fundamental concepts and methodologies of Design Thinking, as well as their ability to apply these principles to real-world scenarios.

## SAP Certified Associate - Design Thinking Sample Questions (Q41-Q46):

### NEW QUESTION # 41

What is the objective of the "a day in the life" technique?

- A. To understand the productivity of personas
- B. To put personas in context
- C. To identify areas for simplification
- D. To identify inconsistencies

**Answer: B**

#### NEW QUESTION # 42

What do you typically use in the prototyping phase of an initial Design Thinking workshop? Note: There are 2 correct answers to this question.

- A. Lego
- B. Microsoft PowerPoint
- C. SAP Fiori
- D. Cardboard

**Answer: A,D**

Explanation:

The prototyping phase in Design Thinking focuses on quickly creating tangible representations of ideas to test and refine them. Low-fidelity materials are often used to enable rapid iteration and experimentation.

- \* Option A: Cardboard This is correct. Cardboard is a versatile, low-cost material commonly used in prototyping. It allows teams to quickly build physical models of their ideas, making it ideal for initial prototypes.
- \* Option B: Microsoft PowerPoint This is incorrect. While PowerPoint can be used for digital presentations, it is not typically used for prototyping in the early stages of Design Thinking. Prototyping focuses on tangible, interactive representations.
- \* Option C: SAP Fiori This is incorrect. SAP Fiori is a design system for building enterprise software interfaces. It is not used in the initial prototyping phase, which emphasizes low-fidelity, quick iterations.
- \* Option D: Lego This is correct. Lego is a popular tool for prototyping, especially for visualizing concepts or processes. Its modular nature makes it easy to iterate and experiment with different configurations.

#### NEW QUESTION # 43

What are the objectives of the empathy map technique? Note: There are 3 correct answers to this question.

- A. To understand the user's ideas to solve the problem
- B. To understand the user's fears, obstacles, and frustrations
- C. To understand the user's needs and measures of success
- D. To understand what the user sees, hears, says and does
- E. To understand the attributes of the user's character.

**Answer: B,C,D**

Explanation:

The empathy map is a powerful tool in SAP Design Thinking for capturing and organizing insights about users. It helps teams develop a holistic understanding of the user's experience. Here's why the correct answers are C, D, and E:

- \* To understand the user's fears, obstacles, and frustrations (C): Empathy maps include sections for emotions and challenges, helping teams identify pain points and barriers that users face. SAP emphasizes addressing these issues to create meaningful solutions.
- \* To understand what the user sees, hears, says and does (D): These categories form the core of the empathy map, capturing the user's external environment and behaviors. SAP highlights the importance of observing and documenting these aspects to gain a comprehensive view of the user's context.
- \* To understand the user's needs and measures of success (E): Empathy maps also explore what users need and how they define success. SAP stresses aligning solutions with these insights to ensure relevance and value.

Incorrect Options:

- \* A. To understand the attributes of the user's character: While character traits may emerge during empathy research, the empathy map focuses on observable behaviors and experiences rather than personality attributes.
- \* B. To understand the user's ideas to solve the problem: The empathy map is not intended to capture the user's proposed solutions but rather their experiences and needs. Solution generation occurs during ideation.

#### NEW QUESTION # 44

A workshop that you coached resulted in some paper-based sketches and low-fidelity prototypes of a software application user interface. Why would you recommend the creation of mock-ups and visual simulations as a good way to drive the workshop results forward towards implementation? Note: There are 3 correct answers to this question.

- A. A mock up prevents non-participants from misinterpreting the results
- B. A mock up is a good way to manage "wild ideas" during prototyping
- C. A mock up further unleashes creativity through visualization.
- D. A mock up removes ambiguity and gives further security in terms of feasibility
- E. A mock up transforms user stories into backlog items.

Answer: A,C,E

#### NEW QUESTION # 45

What are key techniques for collecting data during empathic field research? Note: There are 3 correct answers to this question.

- A. Trying out the user experience
- B. Performing market analysis
- C. Studying analyst reports
- D. Observing
- E. Asking people

Answer: A,D,E

#### NEW QUESTION # 46

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