Pass Guaranteed SAP - C-OCM-2503 - Latest Study SAP Certified Associate - Organizational Change Management Reference

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SAP C-OCM-2503 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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	• Change Effectiveness: This section of the exam measures the skills of a Transformation Consultant and evaluates how well the change has been adopted and integrated into the organization. It involves tracking metrics, gathering feedback, and assessing outcomes to continuously improve the change approach.
Topic 6	• 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 7	• Change Communication: This section of the exam measures the skills of a Change Manager and focuses on the communication plans and methods necessary for successful change. It involves designing communication strategies that engage stakeholders, promote transparency, and address concerns during the transition.

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SAP Certified Associate - Organizational Change Management Sample Questions (Q18-Q23):

NEW QUESTION # 18
What are typical tasks of a change manager in cloud projects? Note: There are 3 correct answers to this question.

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

Answer: A,B,D

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 # 19

In the SAP Activate Explore phase, the project team conducts fit-to-standard workshops to identify gaps between business requirements and the SAP best practice standard. Which change management challenge is typical for this phase?

- A. Some business users do not adopt the new cloud solution.
- B. Some project team members have never heard of organizational change management.
- C. Some business departments do not feel well prepared for the go-live.
- D. Some managers show resistance towards the cloud standard.

Answer: D

Explanation:

During the Explore phase, fit-to-standard workshops focus on aligning business processes with SAP's best practices, often revealing changes to current ways of working. Option C is correct because managers may resist the cloud standard if it reduces customization or control, a common challenge in this phase. Option A is incorrect-lack of OCM awareness is more typical in the Discover or Prepare phase. Option B is incorrect; user adoption issues emerge post-go-live (Run phase), not in Explore. Option D is also incorrect; go-live readiness concerns arise in the Deploy phase, not Explore.
Extract from SAP OCM Concepts: Resistance to standardization is a key challenge in the Explore phase, requiring targeted stakeholder engagement (SAP Activate, OCM Workstream).

NEW QUESTION # 20

What are characteristics of suitable interview partners for a change assessment? Note: There are 2 correct answers to this question.

- A. They should know the company well to answer questions based on experience of previous changes
- B. They should already have a good overview of the cloud project, its strategic goals, and the possible impacts
- C. They should have previous experience with change management to provide advice regarding appropriate activities
- D. They should be on an employee level, because they can act as representatives of this large stakeholder group

Answer: A,B

Explanation:

Change assessment interviews in SAP OCM (Prepare phase) require informed respondents. Option C is correct because partners with an overview of the project-its goals (e.g., cost reduction) and impacts (e.g., process shifts)-can provide strategic insights, often leaders or key users briefed early. Option D is correct as company knowledge (e.g., past change successes/failures) enables contextual answers, grounding feedback in organizational reality-e.g., "We struggled with training last time." Option A is incorrect-employee-level staff may represent users but often lack the broad perspective needed; key users suffice. Option B is incorrect; OCM experience is helpful but not required-interviewees provide data, not advice. SAP OCM seeks knowledgeable, experienced voices.
"Suitable interview partners have project overview and company experience to offer informed insights for the change assessment" (SAP OCM Framework, Interview Partner Selection).

NEW QUESTION # 21

What are the benefits of a change story for an SAP cloud project? Note: There are 2 correct answers to this question.

- A. The change story serves as the basis for all project-related communication assets, ensuring consistent messaging.
- B. As the change story is updated on an ongoing basis, it provides important input for refining the change plan.
- C. Elaborating and aligning the change story with the key project stakeholders helps to create a shared understanding of the project.
- D. Integrating key opponents into the development of the change story fosters an attitude change and reduces resistance.

Answer: A,C

Explanation:

The change story drives alignment and consistency. Option A is correct because it standardizes communication assets (e.g., presentations). Option B is correct as collaboration with stakeholders builds consensus. Option C is incorrect-opponents may resist inclusion, and it's not a primary benefit. Option D is incorrect; the change story informs, but updates don't directly refine the plan.
Extract from SAP OCM Concepts: The change story ensures consistent messaging and shared understanding (SAP OCM Framework, Communication).

NEW QUESTION # 22

What are typical topics for a change assessment at the beginning of an SAP cloud implementation? Note:
There are 3 correct answers to this question.

- A. The assessment of the key stakeholders' attitude towards the project
- B. The cloud project's vision and expected benefits
- C. The change culture of the company
- D. The company's change management capabilities
- E. The scope for change management

Answer: A,C,D

Explanation:

A change assessment at the start of an SAP cloud project (typically in the Prepare phase) evaluates the organization's readiness for change. Option A is correct because understanding the company's change culture (e.g., openness to innovation) sets the tone for the approach. Option D is correct as it assesses the organization's existing change management capabilities (e.g., skills, tools), identifying gaps to address.

Option E is correct because gauging stakeholders' attitudes (e.g., support or resistance) is critical for planning engagement strategies. Option B is incorrect-defining the scope of change management is an outcome of the assessment, not a topic itself. Option C is also incorrect; the project vision and benefits are defined by project leadership, not assessed as part of the change assessment.

Extract from SAP OCM Concepts: The change assessment in SAP Activate's Prepare phase focuses on readiness factors like culture, capabilities, and stakeholder perspectives (SAP OCM Framework).

NEW QUESTION # 23

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