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SAP Certified Associate - Managing SAP S/4HANA Cloud Public Edition Projects Sample Questions (Q15-Q20):

NEW QUESTION # 15

What are success factors for the different dimensions of the change management framework? Note: There are 3 correct answers to this question.

- A. Regarding change communication, it is important to develop a compelling, comprehensive change story.
- B. Regarding change realization, it is important to actively support the business units in the development of a new operating model.
- C. Regarding change effectiveness, it is important to use a balanced combination of change effectiveness measures.
- D. Regarding change leadership, it is important to establish stakeholder management as an ongoing activity.
- E. Regarding change strategy, it is important to fulfill the expectations towards change management.

Answer: A,D,E

Explanation:

SAP's Organizational Change Management (OCM) framework includes dimensions like change strategy, leadership, realization, and communication, each with specific success factors to ensure effective adoption of SAP S/4HANA Cloud Public Edition.

* Option A: Regarding change strategy, it is important to fulfill the expectations towards change management. Correct. A clear change strategy must meet stakeholder expectations to gain buy-in. The SAP S/4HANA Cloud OCM Guide states, "A success factor for change strategy is fulfilling expectations towards change management, ensuring stakeholders understand and support the OCM approach."

* Option B: Regarding change effectiveness, it is important to use a balanced combination of change effectiveness measures. Incorrect. Change effectiveness is not a distinct dimension in SAP's OCM framework; evaluation is part of realization or communication. The SAP Activate Methodology Guide notes, "Change effectiveness measures are integrated into realization, not a standalone dimension."

* Option C: Regarding change leadership, it is important to establish stakeholder management as an ongoing activity. Correct. Continuous stakeholder management is critical for change leadership to address resistance and sustain engagement. The SAP S/4HANA Cloud OCM Guide explains, "A key success factor for change leadership is establishing stakeholder management as an ongoing activity to build trust and manage resistance throughout the project."

* Option D: Regarding change realization, it is important to actively support the business units in the development of a new operating model. Incorrect. While supporting business units is important, change realization focuses on achieving business benefits, not developing operating models. The SAP OCM Guide clarifies, "Change realization emphasizes benefit realization, not operating model development, which is a broader business transformation task."

* Option E: Regarding change communication, it is important to develop a compelling, comprehensive change story. Correct. A compelling change story drives engagement and clarity. The SAP S/4HANA Cloud OCM Guide confirms, "A success factor for change communication is developing a compelling, comprehensive change story to articulate the vision and benefits, fostering stakeholder alignment." Extract from Official Documentation:

* SAP S/4HANA Cloud OCM Guide (SAP Help Portal, <https://help.sap.com>): "Success factors for the OCM framework include fulfilling change management expectations in the strategy dimension, establishing ongoing stakeholder management in leadership, and developing a compelling change story in communication."

* SAP Activate Methodology Guide (SAP Community, <https://community.sap.com>): "The OCM framework's success relies on a clear strategy that meets expectations, continuous stakeholder management in leadership, and a comprehensive change story to drive communication and adoption." Additional Context:

The OCM framework's success factors are designed to address the human side of change, ensuring stakeholder alignment and sustained adoption. By focusing on expectations, stakeholder engagement, and a clear narrative, the framework supports the agile and iterative nature of SAP Activate projects.

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SAP Help Portal: SAP S/4HANA Cloud OCM Guide (<https://help.sap.com>).

SAP Community: SAP Activate Methodology Guide (<https://community.sap.com>).

SAP S/4HANA Cloud Study Guide: Details OCM success factors.

SAP OCM Best Practices: Outlines framework dimensions.

NEW QUESTION # 16

When conducting an upgrade of an SAP S/4HANA Cloud, public edition three system landscape, in which phase are the Business Roles updated?

- A. Explore
- **B. Realize**
- C. Deploy
- D. Discover

Answer: B

NEW QUESTION # 17

Through which applications can you launch the Cloud Integration Automation Service (CIAS)? Note: There are 2 correct answers to this question.

- A. SAP Signavio Process Navigator
- **B. SAP for Me**
- **C. SAP Cloud ALM**
- D. SAP Business Accelerator Hub

Answer: B,C

Explanation:

The Cloud Integration Automation Service (CIAS) automates integration setup for SAP S/4HANA Cloud Public Edition, and it can be launched from specific SAP applications.

* Option A: SAP Signavio Process Navigator Incorrect. SAP Signavio Process Navigator provides process models but does not support launching CIAS. The SAP Integration Guideline states, "Signavio Process Navigator is for process modeling, not integration automation."

* Option B: SAP Business Accelerator Hub Incorrect. The SAP Business Accelerator Hub offers integration content but does not directly launch CIAS. The SAP Business Accelerator Hub Guideline notes, "The Hub provides integration scenarios, but CIAS is accessed via other platforms."

* Option C: SAP Cloud ALM Correct. SAP Cloud ALM supports integration management and can launch CIAS to automate integration tasks. The SAP Cloud ALM Documentation confirms, "The Cloud Integration Automation Service can be initiated from SAP Cloud ALM to streamline integration setup."

* Option D: SAP for Me Correct. SAP for Me provides access to integration services, including CIAS, for managing customer integrations. The SAP for Me User Guideline states, "SAP for Me enables customers to launch the Cloud Integration Automation Service to automate integration processes." Extract from Official Documentation:

* SAP Cloud ALM Documentation (SAP Help Portal, <https://help.sap.com>): "SAP Cloud ALM integrates with the Cloud Integration Automation Service, allowing users to launch CIAS for automated integration configuration."

* SAP for Me User Guide (<https://me.sap.com>): "SAP for Me provides a portal for accessing integration services, including the Cloud Integration Automation Service, to support seamless system connectivity." Additional Context: CIAS simplifies integration by automating configuration steps, and its accessibility through SAP Cloud ALM and SAP for Me ensures customers can efficiently manage integrations within their existing SAP tools.

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SAP Help Portal: SAP Cloud ALM Documentation (<https://help.sap.com>).

SAP for Me User Guide: Details integration service access.

SAP S/4HANA Cloud Integration Guide: Explains CIAS functionality.

SAP Activate Methodology: Includes integration automation.

NEW QUESTION # 18

In the SAP Activate run phase the new system is monitored, maintained, and optimized to ensure it runs smoothly and efficiently. Which change management activity can only be realized in the run phase of the cloud implementation?

- A. Mapping of SAP roles to employees
- B. Conduction of a pulse check
- C. Measurement of actual user adoption metrics
- D. Development of the user adoption strategy

Answer: C

Explanation:

The Run phase of the SAP Activate methodology focuses on operating, monitoring, and optimizing the SAP S/4HANA Cloud Public Edition system post-go-live. Certain change management activities are unique to this phase due to their reliance on live system usage.

* Option A: Mapping of SAP roles to employees Incorrect. Role mapping occurs in the Explore or Realize phases, when business roles are aligned with employee responsibilities. The SAP S/4HANA Cloud Security Guideline states, "Role mapping is completed pre-go-live to ensure users have appropriate access upon system activation."

* Option B: Development of the user adoption strategy Incorrect. The user adoption strategy is developed in the Prepare or Explore phases to guide change management efforts. The SAP S/4HANA Cloud OCM Guideline notes, "The user adoption strategy is defined early in the project to drive effective change management throughout the implementation."

* Option C: Measurement of actual user adoption metrics Correct. Measuring actual user adoption metrics, such as system usage or process adherence, can only occur in the Run phase when the system is live and users are actively engaging with it. The SAP Activate Methodology Guideline explains, "In the Run phase, change management includes measuring actual user adoption metrics to assess the effectiveness of adoption efforts and identify areas for improvement."

* Option D: Conduction of a pulse check Incorrect. Pulse checks, which gauge stakeholder sentiment, can be conducted in multiple phases, including Prepare and Explore, to monitor change readiness. The SAP OCM Guideline clarifies, "Pulse checks are performed throughout the project lifecycle to assess stakeholder engagement, not exclusively in the Run phase." Extract from Official Documentation:

* SAP Activate Methodology Guide (SAP Community, <https://community.sap.com>): "The Run phase includes unique change management activities such as measuring actual user adoption metrics, which rely on live system data to evaluate the success of

adoption initiatives."

* SAP S/4HANA Cloud OCM Guide(SAP Help Portal,<https://help.sap.com>): "Measuring user adoption metrics is a Run phase activity that assesses how effectively users are engaging with the SAP S/4HANA Cloud system, enabling targeted optimization efforts."

Additional Context:

Measuring user adoption metrics in the Run phase provides actionable insights into system usage, helping organizations refine training, address resistance, and maximize ROI. This activity is unique to the post-go-live environment, distinguishing it from planning or preparatory change management tasks.

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SAP Help Portal: SAP S/4HANA Cloud OCM Guide (<https://help.sap.com>).

SAP Community: SAP Activate Methodology Guide (<https://community.sap.com>).

SAP S/4HANA Cloud Security Guide: Details role mapping.

SAP S/4HANA Cloud Study Guide: Explains Run phase activities.

NEW QUESTION # 19

What are success factors for the different dimensions of the change management framework? Note: There are 3 correct answers to this question.

- **A. Regarding change communication, it is important to develop a compelling, comprehensive change story.**
- B. Regarding change realization, it is important to actively support the business units in the development of a new operating model.
- C. Regarding change effectiveness, it is important to use a balanced combination of change effectiveness measures.
- **D. Regarding change leadership, it is important to establish stakeholder management as an ongoing activity.**
- **E. Regarding change strategy, it is important to fulfill the expectations towards change management.**

Answer: A,D,E

NEW QUESTION # 20

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