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## Knowledge C-OCM-2503 Points, C-OCM-2503 Valid Dumps

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## SAP C-OCM-2503 Exam Syllabus Topics:

Topic Details
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Topic 1	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.
Topic 2	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 3	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 4	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	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.

## SAP Certified Associate - Organizational Change Management Sample Questions (Q32-Q37):

#### **NEW QUESTION #32**

What are typical tasks a change manager performs after the conduction of a change impact analysis workshop? Note: There are 3 correct answers to this question.

- A. Plan and conduct validation sessions with the impacted stakeholder groups
- B. Review and refine the KPIs to measure user adoption after go-live
- C. Drive and facilitate the development of follow-up activities
- D. Create and align the result report
- E. Visualize quantitative ratings and aggregate qualitative insights

#### Answer: A,C,D

#### Explanation:

After a change impact analysis (CIA) workshop, the change manager transitions from data collection to action planning and communication. Option A is correct because driving and facilitating follow-up activities (e.g., communication plans, training sessions) ensures the CIA findings translate into actionable steps to address impacts. This involves collaborating with stakeholders to prioritize and design interventions. Option B is correct as planning and conducting validation sessions with impacted groups confirms the accuracy of findings and secures buy-in, a key step to refine the analysis and build trust. Option D is correct because creating and aligning the result report consolidates workshop outcomes (e.g., impact severity, affected areas) into a formal document shared with project leadership and stakeholders for alignment and decision-making.

 $Option \ C \ is \ incorrect-while \ visualizing \ data \ and \ aggregating \ insights \ might \ occur, \ it's \ typically \ part \ of the \ workshop \ preparation \ or \ facilitation, \ not \ a \ post-workshop \ task, \ which \ focuses \ on \ action \ rather \ than \ analysis.$ 

Option E is incorrect; reviewing and refining KPIs for user adoption is a broader, ongoing task tied to the Run phase, not an immediate post-CIA activity. The change manager's role here is to operationalize the CIA, ensuring its insights drive the next steps in the change process. This reflects SAP OCM's emphasis on translating analysis into practical outcomes.

"Post-CIA tasks include facilitating follow-up activities, validating findings with stakeholders, and creating a result report to ensure impacts are addressed effectively" (SAP Activate, OCM Workstream, Change Impact Analysis Process).

#### **NEW QUESTION #33**

What are typical strategies for aligning leadership in an SAP cloud project? Note: There are 3 correct answers to this question.

A. Involve business leaders in workshops to identify change impacts and to derive activities to allow a smooth transition

- · B. Align the business goals and incentives with the project objectives for business leaders to avoid goal conflicts
- C. Reduce the bonus pay-out for resistant business leaders to foster a more positive attitude and change supportive behavior
- D. Involve business leaders actively in key communication activities, such as roadshows, townhalls, or testimonials to enhance their visibility
- E. Offer opportunities for leaders to openly address issues and concerns, for example Q&A sessions with the project managers

#### Answer: B,D,E

#### Explanation:

Aligning leadership in SAP OCM ensures top-down support for cloud projects. Option B is correct because Q&A sessions with project managers allow leaders to voice concerns (e.g., about standardization), fostering trust and alignment through dialogue. Option C is correct as involving leaders in communication (e.g., speaking at townhalls) leverages their authority to promote the project, boosting visibility and credibility.

Option D is correct because aligning goals and incentives (e.g., tying performance metrics to project success) minimizes conflicts, ensuring leaders prioritize the implementation.

Option A is incorrect-reducing bonuses is punitive, risks escalating resistance, and isn't an SAP OCM practice; positive reinforcement is preferred. Option E is incorrect; while leaders might join workshops, identifying impacts is typically for process owners/SMEs-leadership focuses on sponsorship, not derivation.

SAP OCM stresses engagement and alignment over coercion.

"Align leadership through Q&A opportunities, active communication roles, and goal alignment to secure their support and influence" (SAP Activate, Leadership Alignment Strategies).

#### **NEW QUESTION #34**

What should you do as a change manager to ensure a good start to change management in an SAP cloud project? Note: There are 3 correct answers to this question.

- A. Develop a detailed plan for change management.
- B. Conduct a thorough as-is analysis.
- C. Identify and assign resources and define responsibilities.
- D. Collect as many ideas for change management as possible.
- E. Manage expectations towards change management.

#### Answer: B,C,E

#### Explanation:

A strong start in SAP OCM (typically in the Prepare phase) requires readiness assessment and alignment.

Option B is correct because an as-is analysis (e.g., change culture, capabilities) establishes a baseline. Option D is correct as managing expectations ensures stakeholders understand OCM's scope and limits, preventing misalignment. Option E is correct because identifying resources and roles (e.g., change agents) ensures execution capacity. Option A is incorrect-collecting ideas is unstructured and not a priority early on. Option C is incorrect; a detailed plan evolves later (Explore phase), not at the start. Extract from SAP OCM Concepts: SAP Activate's Prepare phase emphasizes readiness analysis, expectation management, and resource assignment (SAP OCM Framework).

#### **NEW QUESTION #35**

An SAP cloud project is supported by an external change management advisor and an internal change manager in a delivery role. How would you assign the responsibilities? Note: There are 3 correct answers to this question.

- A. The internal change manager ensures that an ongoing change management know-how transfer is established.
- B. The external change manager develops the overall plans and concepts for change management in the project.
- C. The external change manager provides the change management approach and delivers "best practice" tools and templates.
- D. The external change manager takes over the holistic responsibility for the change management support of the project.
- E. The internal change manager executes change management tasks, such as change communication activities.

#### Answer: A,C,E

#### Explanation:

In SAP projects, external advisors bring expertise, while internal managers operationalize it. Option A is correct because the internal change manager, embedded in the organization, ensures knowledge transfer for sustainability. Option C is correct as the internal

manager executes tasks (e.g., communication) due to their proximity to stakeholders. Option E is correct because the external advisor provides strategic approaches and tools (e.g., templates from SAP Activate), leveraging their expertise. Option B is incorrect-developing plans is collaborative, not solely external. Option D is incorrect; holistic responsibility is shared, not fully outsourced. This division balances external best practices with internal execution.

"External advisors provide best-practice approaches and tools, while internal change managers execute activities and ensure knowledge transfer for long-term capability" (SAP Activate Methodology, Change Management Roles and Responsibilities).

#### **NEW QUESTION #36**

The stakeholder analysis in a cloud project reveals that two important business leaders belong to the "opponents" category. What are your favorite strategies? Note: There are 2 correct answers to this question.

- A. Trying to reduce their influence on the project success
- B. Working on changing their attitude towards the project
- C. Preventing opponents from forming an alliance against the project
- D. Ignoring the opponents and focusing on the skeptics

#### Answer: B,C

#### Explanation:

Dealing with opponents (stakeholders actively against the project) in SAP OCM requires proactive engagement. Option B is correct because preventing opponents from forming an alliance limits their collective impact, a strategy that involves monitoring interactions and addressing concerns individually to avoid a united front. Option C is correct as working to change their attitude-through tailored communication, involvement, or addressing specific objections-can convert opponents into supporters or neutrals, leveraging their influence positively.

Option A is incorrect; reducing influence (e.g., sidelining them) risks escalating resistance and alienating key leaders, which could harm project success. Option D is incorrect-ignoring opponents is risky, as their high influence (noted as "important business leaders") could derail progress; skeptics are less critical than active opponents. SAP OCM advocates managing resistance constructively rather than avoiding it.

"Strategies for opponents include preventing alliances and changing attitudes through engagement, ensuring their influence supports rather than hinders the project" (SAP Activate, Stakeholder Management Guidelines).

#### **NEW QUESTION #37**

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