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SAP C\_TS470\_2412 Exam Guide

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## SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service

## Sample Questions (Q75-Q80):

### NEW QUESTION # 75

To which of the following can you assign a responsible work center? Note: There are 2 correct answers to this question.

- A. Maintenance item
- B. Functional location master record
- C. Maintenance order operation
- D. Service order item

**Answer: C,D**

Explanation:

A responsible work center in SAP S/4HANA Service defines where work is performed and is assigned to operational objects:

\* Maintenance order operation: In the Service with Advanced Execution scenario (scope item 63Q), a work center is assigned to operations within a maintenance order linked to a service order, specifying the execution location.

\* Service order item: In standard service order processing (scope item 3D2), a work center is assigned to a service item to indicate where the service task is executed (e.g., in-house or field).

\* Maintenance item: This refers to maintenance plan items, which do not directly accept work center assignments; work centers are linked via orders.

\* Functional location master record: Work centers are not assigned to functional locations; they are linked to equipment or orders instead. This is configured in the work center master data and order Customizing. "Assign a responsible work center to maintenance order operations or service order items to define execution responsibility." (SAP Help Portal, Work Center Configuration).

### NEW QUESTION # 76

To which of the following can you assign production resources and tools? Note: There are 2 correct answers to this question.

- A. Product bundle
- B. Task list operation
- C. Service order
- D. Maintenance order operation

**Answer: B,D**

Explanation:

Production resources and tools (PRTs) in SAP S/4HANA Cloud Private Edition, Service are objects (e.g., tools, test equipment) used during maintenance or service activities. They are assigned to specific operational steps to ensure the right resources are available. The correct answers are task list operation (B) and maintenance order operation (C). Let's explore this in depth.

Understanding PRTs:

PRTs can be materials, equipment, or documents tracked in the system. They are not consumed like spare parts but are used temporarily during a task (e.g., a wrench or a calibration device). Assigning PRTs ensures proper planning and availability during execution.

Why Task List Operation and Maintenance Order Operation?

\* Task list operation (B): A task list defines standard procedures for maintenance or service (e.g.,

"Inspect pump"). Within the task list, each operation (step) can have PRTs assigned in the operation details. For example, Operation 0010 might require a "Torque Wrench" as a PRT. This assignment is done in the task list maintenance screen (e.g., IA05 or IA06).

When the task list is used in a plan or order, the PRTs carry over.

\* Maintenance order operation (C): A maintenance order schedules specific work on a technical object.

PRTs can be assigned directly to operations within the order (e.g., in transaction IW31/IW32). For instance, Operation 0020 in a maintenance order might list a "Lifting Crane" as a required PRT. This supports detailed execution planning.

Why Not the Other Options?

\* Service order (A): PRTs are not assigned at the header level of a service order. They are linked to specific operations within the order, which aligns with maintenance order operations (C), not the order as a whole.

\* Product bundle (D): A product bundle groups items for sales or service offerings but has no operational context for PRT assignment—it's a commercial construct, not a work execution object.

Additional Context:

In practice, PRTs assigned to a task list operation can automatically populate a maintenance order when the task list is referenced, streamlining the process. Availability checks for PRTs can also be configured to ensure they're ready before work begins.

"Production resources and tools (PRTs) can be assigned to task list operations and maintenance order operations to specify the tools or resources required for execution."

### NEW QUESTION # 77

Which of the following is the correct sequence when creating a hierarchical structure in organizational management?

- A. Position # User # Organizational unit # Holder
- **B. Organizational unit # Position # Holder # User**
- C. Organizational unit # Holder # User # Position
- D. Position # Holder # User # Organizational unit

**Answer: B**

Explanation:

In SAP S/4HANA Organizational Management (integrated with HCM or service structures):

\* Organizational unit # Position # Holder # User: The sequence starts with defining an organizational unit (e.g., department), then positions within it (e.g., service technician), followed by assigning holders (employees) to positions, and finally linking users (system logins) to holders. This hierarchy is built using transaction PPOME or similar tools.

\* Other sequences disrupt the logical top-down structure required for organizational management. This aligns with SAP's standard organizational setup process. "Create organizational units, then positions, assign holders, and link users in that order for a hierarchical structure." (SAP Help Portal, Organizational Management).

### NEW QUESTION # 78

Where are service contract pricing procedures and conditions defined?

- A. SAP Billing and Revenue Innovation Management
- B. SAP CPO
- **C. SAP S/4HANA Sales**
- D. SAP Subscription Billing

**Answer: C**

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, service contract pricing procedures and conditions are defined within the SAP S/4HANA Sales module (Option B). This module handles pricing for sales and service processes, including service contracts. Pricing procedures determine how prices are calculated (e.g., base price, discounts), while conditions store the specific price values or rules (e.g., fixed rates, surcharges). These are configured in the Sales and Distribution (SD) component of SAP S/4HANA, which integrates with service management.

\* SAP CPO (A): This is not a recognized SAP module; it might be a typo (e.g., for SAP C/4HANA), but it's irrelevant here.

\* SAP Billing and Revenue Innovation Management (C): This is a separate solution for advanced billing scenarios, not the standard location for service contract pricing.

\* SAP Subscription Billing (D): This focuses on subscription-based models, not general service contract pricing in S/4HANA.

"Pricing procedures and conditions for service contracts are defined in SAP S/4HANA Sales, leveraging the SD pricing framework to manage contract-specific pricing."

### NEW QUESTION # 79

What are examples of customizing activities required for an in-house repair process? Note: There are 3 correct answers to this question.

- **A. Define Number Ranges**
- **B. Enable Item-Based Accounting for Service Management**
- C. Define Derivation of Attendance Type, Activity Type, and Cost Element
- D. Define Partner Determination Procedure
- **E. Define Basic Settings for Transactions**

**Answer: A,B,E**

Explanation:

The in-house repair process (scope item 3XK) in SAP S/4HANA Cloud Private Edition requires specific customizing activities to set up the system:

\* Enable Item-Based Accounting for Service Management: This is critical for in-house repair to activate item-level cost and revenue

tracking, ensuring accurate financial postings for repair orders.

\* Define Basic Settings for Transactions: This includes configuring transaction types (e.g., REPA for repair orders) and item categories, which are foundational for processing in-house repairs.

\* Define Number Ranges: Number ranges must be defined for repair orders and related documents to ensure unique identification and proper document flow.

\* Define Derivation of Attendance Type, Activity Type, and Cost Element: This is more relevant to time recording or project accounting, not a core requirement for in-house repair.

\* Define Partner Determination Procedure: While useful, it's not mandatory for the basic in-house repair process setup. These activities are outlined in the SAP Best Practices for in-house repair configuration. "Customizing for in-house repair includes enabling item-based accounting, defining transaction settings, and setting up number ranges." (SAP Signavio Process Navigator, In-House Repair).

## NEW QUESTION # 80

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