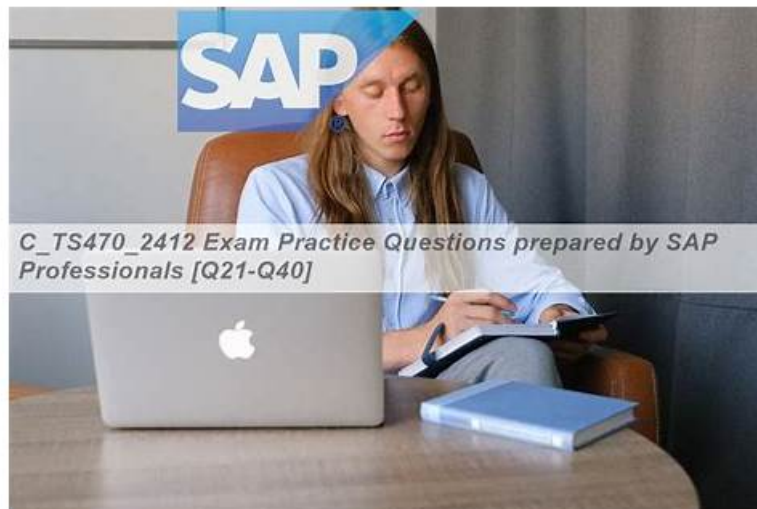


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SAP C_TS470_2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Managing Clean Core: This section of the exam measures the skills of SAP Solution Architects and covers the principles of maintaining a clean core within SAP systems. It focuses on strategies for minimizing customizations, leveraging standard SAP functionalities, and ensuring system integrity while allowing for necessary extensions. The goal is to enhance system performance, ease upgrades, and maintain long-term sustainability.

Topic 2	<ul style="list-style-type: none"> • Service Master Data: This section of the exam measures the skills of SAP Master Data Specialists and covers the management and configuration of service-related master data within SAP environments. It includes defining service objects, managing attributes, and ensuring accurate data flow across modules. Effective service master data management helps improve service delivery, optimize resource utilization, and maintain consistency across business processes.
Topic 3	<ul style="list-style-type: none"> • Service Order Management: This section of the exam measures the skills of SAP Service Operations Consultants and covers the end-to-end management of service orders within SAP. It includes the creation, processing, tracking, and fulfillment of service requests, ensuring seamless coordination between departments. Proper service order management enables organizations to enhance customer satisfaction, streamline operations, and improve response times through integrated workflows.
Topic 4	<ul style="list-style-type: none"> • Organizational Data: This section of the exam measures the skills of Enterprise Data Managers and covers the structuring and management of organizational data within SAP systems. It focuses on defining key organizational elements, configuring data hierarchies, and ensuring proper integration across business units. Mastery of this domain is essential for maintaining accurate reporting structures, workflow efficiency, and compliance with enterprise-wide data governance policies.

SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q15-Q20):

NEW QUESTION # 15

In the advanced execution scenario, which order types can you map to a service order type?

- A. Customer service order types
- **B. Maintenance order types**
- C. Sales order types
- D. Purchase order types

Answer: B

Explanation:

The Service with Advanced Execution scenario in SAP S/4HANA Cloud Private Edition, introduced fully in release 2023, integrates service orders with detailed operational planning via maintenance orders. In this scenario:

* Maintenance order types: These can be mapped to a service order type to enable advanced execution capabilities, such as detailed planning of operations, spare parts, and task lists. This mapping is configured in Customizing under "Plant Maintenance Integration # Map Order Types," allowing a service order item to generate a corresponding maintenance order.

* Purchase order types: These are used for procurement, not directly mapped to service orders in this context.

* Customer service order types: This is not a distinct order type category in SAP S/4HANA Service; service orders themselves are the focus.

* Sales order types: These are unrelated to the advanced execution scenario, which focuses on service and maintenance integration. This integration enhances planning and execution for complex or long-running services. "Map the transaction type and item category used in a maintenance service to a maintenance order type to enable creation of a maintenance order in the Service with Advanced Execution scenario." (SAP Help Portal, Configuring Service with Advanced Execution).

NEW QUESTION # 16

Which of the following are examples of issues that the Service Order Issues app can display directly? Note:

There are 3 correct answers to this question.

- **A. No Confirmations**
- **B. Not Fully Billed**
- C. Negative Margin
- **D. SLA Issue**
- E. Contract Expired

Answer: A,B,D

Explanation:

The Service Order Issues app in SAP S/4HANA Cloud Private Edition, Service (Fiori app) provides real-time visibility into service order problems:

- * Not Fully Billed: Displays orders with incomplete billing, a common issue tracked for revenue assurance.
- * No Confirmations: Highlights orders lacking confirmations (e.g., time or material), indicating delays in execution tracking.
- * SLA Issue: Shows orders breaching service level agreements (e.g., response time), critical for contract compliance.
- * Contract Expired: While relevant, this is typically monitored in contract management apps, not directly in the Service Order Issues app.
- * Negative Margin: Margin analysis is part of profitability apps, not a direct focus of this app. This aligns with the app's purpose in scope item 3D2 (Service Order Management). "The Service Order Issues app displays issues like Not Fully Billed, No Confirmations, and SLA Issues for proactive resolution." (SAP Fiori Apps Reference Library).

NEW QUESTION # 17

What can you use to speed up the creation of new service contracts by reusing existing information?

- A. Service contract quotations
- B. Service order templates
- C. Product bundles
- **D. Service contract templates**

Answer: D

Explanation:

Creating service contracts in SAP S/4HANA Cloud Private Edition, Service can be time-consuming if done from scratch. To streamline this process, SAP provides tools to reuse existing data. The correct answer is service contract templates (Option D). A service contract template is a predefined structure that includes standard data such as items, pricing conditions, billing plans, and service objects. When creating a new service contract, you can select a template and adapt it to the specific customer or scenario, significantly reducing manual entry and ensuring consistency.

* Service contract quotations (A): These are preliminary documents used to propose a contract to a customer, but they are not designed for reuse as templates for contract creation.

* Service order templates (B): These are used to standardize service orders, not service contracts, and thus do not apply here.

* Product bundles (C): These group products or services together but are not templates for creating contracts; they are more relevant to sales or service items.

"Service contract templates enable the rapid creation of new contracts by providing reusable structures with predefined data, such as items and conditions, which can be adjusted as needed."

NEW QUESTION # 18

After confirming a repair object in an in-house repair, which status is displayed?

- A. Confirmed
- **B. In Process**
- C. Accepted
- D. Decision Pending

Answer: B

Explanation:

In the in-house repair process within SAP S/4HANA Cloud Private Edition, Service (scope item 3XK), the status of a repair object evolves through its lifecycle, managed via a status profile assigned to the repair item category (e.g., REPI). According to the SAP Learning Journey "Planning and Performing In-House Repairs," after a repair object is confirmed via a repair confirmation (transaction type REPC), the status does not immediately transition to "Confirmed" as a final state. Instead, the confirmation indicates that the repair work has been documented, and the object remains in an active processing state, reflected as "In Process".

* In Process: This status signifies that the repair object is still undergoing activities post-confirmation, such as additional checks, billing preparation, or logistics handling (e.g., preparing the object for return).

The SAP system uses this status to indicate ongoing work within the repair order, even after confirmation activities are recorded.

* Decision Pending: This status typically applies earlier, after a pre-check, when a decision (e.g., repair, reject) is still under review, not after confirmation.

* Accepted: This status may be set when the repair request is initially accepted, prior to confirmation.

* Confirmed: While "Confirmed" might intuitively seem correct due to the confirmation step, SAP documentation clarifies that this is not the displayed status post-REPC; it's a system status reflecting the confirmation action, but the user-facing status remains "In

Process" until further steps (e.g., completion or closure) are finalized.

The Learning Journey emphasizes that "All In-House Repairs have the initial status Open after they've been created in the Manage In-House Repairs app," and subsequent steps like confirmation shift the status to reflect ongoing processing rather than a terminal state like "Confirmed." This aligns with the process flow where confirmation is an intermediate step, not the end of the repair lifecycle.

Extract from SAP Documentation: "After confirming a repair object, the repair remains in process as additional steps such as billing or return logistics are completed." (SAP Learning Journey, Planning and Performing In-House Repairs, Lesson Content, 2023).

NEW QUESTION # 19

Which of the following API types does SAP recommend to use to achieve clean core integrations? Note:

There are 2 correct answers to this question.

- A. SOAP
- B. Doc
- C. OData
- D. RFC

Answer: A,C

Explanation:

SAP's clean core strategy emphasizes standardized, extensible integrations to minimize customizations and ensure upgrade stability. The recommended API types are:

* SOAP: A widely supported, robust protocol for structured data exchange, recommended for integrating SAP S/4HANA with external systems in a clean core approach.

* OData: SAP's preferred REST-based protocol for real-time, lightweight integrations, heavily utilized in SAP Fiori apps and clean core scenarios.

* Doc: Not a recognized API type in SAP's integration framework.

* RFC: While still supported, RFC (Remote Function Call) is considered legacy and less aligned with clean core principles due to its tight coupling. These recommendations are part of SAP's integration strategy for S/4HANA Cloud editions. "SOAP and OData are recommended for clean core integrations to ensure standardized and scalable connectivity." (SAP S/4HANA Cloud Integration Guide).

NEW QUESTION # 20

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