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SAP C-TS470-2412 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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.

Topic 3	• 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 4	• 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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q76-Q81):

NEW QUESTION # 76
Which object can you assign a personnel number to?

- A. Work center
- B. Task list operation
- C. Organizational unit
- D. Service team

Answer: B

Explanation:
In SAP S/4HANA Cloud Private Edition, Service, a personnel number refers to an identifier for an individual employee or resource, typically managed in the Human Resources (HR) module or linked via organizational management. The question asks which object allows direct assignment of such a personnel number.
The correct answer is task list operation (Option C). In a maintenance or service task list, operations define specific activities to be performed, and you can assign a personnel number to an operation to specify the responsible employee or technician. This assignment is part of capacity planning and resource allocation, ensuring that the right individual is scheduled for the task.
* Organizational unit (A):This is a higher-level structure in organizational management (e.g., a department) and does not directly accept a personnel number assignment. Personnel are linked to it via positions or roles, not directly.
* Service team (B):While a service team consists of personnel, it is a group entity, and individual personnel numbers are not assigned to it as an object in this context.
* Work center (D):A work center represents a location or group of resources (e.g., machines or people) and can be linked to capacity, but it does not directly accept a personnel number assignment. Instead, it uses capacity categories or links to HR indirectly.
"In task lists, operations can be assigned to specific personnel numbers to define the responsible employee for executing the task, facilitating detailed resource planning."

NEW QUESTION # 77
Which types of service contract items are supported? Note: There are 3 correct answers to this question.

- A. Value / quantity
- B. Price agreement

- C. Ad hoc billing
- D. Target / quantity
- E. Price adaptation

Answer: A,B,D

Explanation:
SAP S/4HANA Cloud Private Edition, Service supports various service contract item types in scope item
3MO (Service Contract Management):
* Target / quantity: Items based on a target quantity (e.g., number of service events), commonly used in recurring services.
* Value / quantity: Items defined by a monetary value or quantity, allowing flexible billing based on usage or fixed amounts.
* Price agreement: Items with predefined pricing conditions, ensuring consistent billing terms over the contract duration.
* Price adaptation: Not a standard contract item type; price changes are managed via conditions, not as a distinct item type.
* Ad hoc billing: Refers to a billing method, not a contract item type.These types support flexible contract management in SAP
S/4HANA Service."Service contracts support target/quantity, value
/quantity, and price agreement items for flexible service offerings." (SAP Help Portal, Service Contract Management).

NEW QUESTION # 78
What is the purpose of creating maintenance planner groups?

- A. Mapping a group of persons planning maintenance capacities
- B. Mapping a group of persons planning maintenance activities for technical assets
- C. Mapping a group of persons creating maintenance task lists
- D. Mapping a group of persons performing maintenance work

Answer: B

Explanation:
Maintenance planner groups in SAP S/4HANA Service (and Plant Maintenance):
* Mapping a group of persons planning maintenance activities for technical assets: Planner groups (e.
g., defined in transaction IP02) organize planners responsible for scheduling and managing maintenance plans and orders for
technical objects.
* Performing maintenance work: Handled by work centers, not planner groups.
* Creating task lists: A design task, not the planner group's role.
* Planning capacities: Managed via capacity planning, not planner groups.This is part of maintenance planning setup."Maintenance
planner groups map persons responsible for planning maintenance activities for technical assets." (SAP Help Portal, Maintenance
Planning).

NEW QUESTION # 79
To which of the following can you assign a responsible work center? Note: There are 2 correct answers to this question.

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

Answer: A,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 # 80

In the service order, which reference objects can you assign on service item level? Note: There are 2 correct answers to this question.

- A. Counter
- B. Installed base
- C. Serial number
- D. Product

Answer: B,C

Explanation:

In a service order, reference objects at the item level specify what's being serviced. The correct answers are installed base (B) and serial number (C).

* Installed base (B):An installed base (IBASE) groups technical objects (e.g., a customer's system), assignable to a service item for context.

* Serial number (C):Identifies a specific instance of a material/equipment, linked to the item for tracking.

Why Not the Others?

* Counter (A):Used for measurements, not a reference object.

* Product (D):A material, not a reference object like IBASE or serial.

"Reference objects at the service item level include installed base and serial number."

NEW QUESTION # 81

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