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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 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	• 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.

SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q52-Q57):

NEW QUESTION # 52
For a maintenance plan, how do the call date and the planned date relate to each other?

- A. The call date is usually before the planned date, to create a preprocessing phase.
- B. The goal of scheduling is to minimize the time period between the call date and the planned date.
- C. The planned date is always before the call date, to not create inconsistencies.
- D. The call date is equal to the planned date if the previously called service order is not yet confirmed.

Answer: A

Explanation:
In SAP S/4HANA Cloud Private Edition, Service, a maintenance plan is used to schedule recurring service or maintenance activities. The call date represents the date when the system generates a call object (e.g., a service order) based on the maintenance plan's scheduling parameters, such as cycles or intervals. The planned date, on the other hand, is the date when the actual execution of the service or maintenance activity is scheduled to occur.
Option B states that "the call date is usually before the planned date, to create a preprocessing phase," which aligns with standard SAP functionality. The call date typically precedes the planned date to allow time for preparation, such as resource allocation, spare parts planning, or technician scheduling. This preprocessing phase ensures that all prerequisites are in place before the service is executed. The difference between these dates is influenced by the call horizon, a parameter in the maintenance plan that defines how far in advance the call object is generated relative to the planned execution date.
Option A is incorrect because the call date being equal to the planned date is not a default rule; it depends on specific configurations (e.g., a call horizon of 0%), which is not typical. Option C is a goal of scheduling but does not directly describe the relationship between the dates. Option D is incorrect because the planned date is not always before the call date-this would contradict the purpose of scheduling, as the call initiates the process leading to the planned execution.
"The call date is determined by the scheduling parameters of the maintenance plan, including the call horizon, which specifies the lead time before the planned date. This allows for a preprocessing phase to prepare for the service execution."

NEW QUESTION # 53
You are a consultant on an SAP S/4HANA Cloud brownfield project. In a meeting, the customer decides to remodel an existing business process in accordance with clean core principles. Which of the following SAP Signavio solutions can be used for the remodeling?

- A. SAP Signavio Process Governance
- B. SAP Signavio Process Intelligence
- C. SAP Signavio Process Insights
- D. SAP Signavio Process Manager

Answer: D

Explanation:
For remodeling a business process in an SAP S/4HANA Cloud brownfield project to align withclean core principles(minimal customizations, standard processes),SAP Signavio Process Manager(Option B) is the appropriate tool.
SAP Signavio Process Manager is a modeling tool that allows consultants to design, visualize, and optimize business processes using BPMN (Business Process Model and Notation). It supports remodeling by enabling the creation of process models that adhere to SAP's best practices, ensuring a clean core approach.
* A:Process Governance focuses on workflow execution and compliance, not remodeling.
* C:Process Insights provides analytics, not process design.
* D:Process Intelligence analyzes process performance, not remodeling.
"SAP Signavio Process Manager enables the remodeling of business processes to align with clean core principles by providing a platform for process design and optimization."

NEW QUESTION # 54
In an SLA determination procedure, which of the following can you use? Note: There are 2 correct answers to this question.

- A. Response profile
- B. Service organizational unit
- C. Service profile
- D. Service contract

Answer: A,C

Explanation:
In SAP S/4HANA Cloud Private Edition, Service,Service Level Agreement (SLA)determination ensures that service transactions (e.g., service orders) meet predefined time or performance commitments. The SLA determination procedure uses specific profiles to calculate deadlines. The correct answers areservice profile (A)andresponse profile (B). Let's dive into this comprehensively.
What is SLA Determination?
SLA determination automatically assigns deadlines (e.g., response time, resolution time) to service items based on configured rules. It's critical for ensuring customer satisfaction and compliance with contractual obligations.
* Service profile (A):A service profile defines overall SLA parameters, such as the total time allowed to complete a service (e.g., "Resolve within 48 hours"). It's assigned to a service transaction or derived from a contract and includes settings like working hours or escalation rules. For example, a "Gold Service" profile might allow 24 hours for resolution.
* Response profile (B):A response profile specifies the initial response time (e.g., "Respond within 4 hours"). It focuses on the first action (e.g., acknowledging a customer issue) and is often paired with a service profile for a complete SLA framework. For instance, a "High Priority" response profile might mandate a 2-hour response.
Why Not the Others?
* Service contract (C):While a service contract may reference SLAs, it's not "used" in the determination procedure-it's a source document, not a configuration element like a profile. The SLA profiles are derived from or linked to it.
* Service organizational unit (D):This defines who performs the service, not the SLA deadlines. It influences assignment, not time-based SLA calculation.
How It Works in Practice:
* A service order is created (e.g., for a pump repair).
* The system checks the SLA determination procedure (customized in SPRO # Service # SLA Determination).
* Based on the item category or contract, it applies a service profile (e.g., 48-hour resolution) and response profile (e.g., 4-hour response).
* Deadlines are set and monitored (e.g., via the Service Order Issues app).
Additional Insight:
SLA profiles can incorporate calendar settings (e.g., excluding weekends) and priority levels,making them flexible for different scenarios. They're maintained in customizing under "Define Service Profiles" and
"Define Response Profiles."
"The SLA determination procedure utilizes service profiles and response profiles to calculate and enforce deadlines for service transactions."

NEW QUESTION # 55
Which cancellation information can you maintain on service contract item level? Note: There are 2 correct answers to this question.

- A. Billing block

- B. Latest end date
- C. Cancelling party
- D. Reason

Answer: C,D

Explanation:
In SAP S/4HANA Service contracts (scope item 3MO), cancellation details at the item level include:
* Cancelling party: Specifies who initiated the cancellation (e.g., customer or provider), maintained in the contract item data.
* Reason: A cancellation reason (e.g., customer request) can be recorded for audit and reporting purposes.
* Latest end date: Defined at the contract header or item validity level, not a cancellation-specific field.
* Billing block: Applied to block billing but not a cancellation attribute. This is configured in the contract item settings. "Maintain cancelling party and reason at the service contract item level for cancellation tracking." (SAP Help Portal, Service Contract Management).

NEW QUESTION # 56
What functions are available when scheduling a maintenance plan? Note: There are 3 correct answers to this question.

- A. Start
- B. Manual call
- C. Dispatch call
- D. Scheduling
- E. Delete call

Answer: A,B,E

Explanation:
Scheduling a maintenance plan (e.g., via IP10) generates call objects. The correct answers are start (A), manual call (D), and delete call (E). Let's break this down.
* Start (A): Initiates scheduling, calculating call dates (e.g., "Start Scheduling" in IP10).
* Manual call (D): Creates a call outside the schedule (e.g., "Manual Call" button), for urgent needs.
* Delete call (E): Removes a scheduled call (e.g., via "Delete" in IP10), adjusting the plan.
Why Not the Others?
* Scheduling (B): A process, not a function.
* Dispatch call (C): Not a standard scheduling function; relates to resource assignment.
"Functions when scheduling a maintenance plan include start, manual call, and delete call."

NEW QUESTION # 57
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