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SAP C_TS470_2412 Exam Guide

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SAP C-TS470-2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.

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"> 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 4	<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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q41-Q46):

NEW QUESTION # 41

Which functions are defined in the item category configuration? Note: There are 2 correct answers to this question.

- A. Contract item filter by product list
- **B. Billing relevance**
- C. Product type
- **D. Billing plan type**

Answer: B,D

Explanation:

Item category configuration in SAP S/4HANA Service defines item behavior:

* Billing plan type: Specifies if and how billing plans (e.g., periodic, milestone) are applied to the item

* Billing relevance: Determines whether the item is billable (e.g., A for order-related billing) and how it's processed in billing documents.

* Contract item filter by product list: Not a standard function in item category configuration.

* Product type: Defined in material/service master data, not item category. This is set in Customizing under Service # Transactions. "Item category configuration defines billing plan type and billing relevance for service items." (SAP Help Portal, Item Category Configuration).

NEW QUESTION # 42

Which object can you assign a personnel number to?

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

Answer: A

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 # 43

When creating a reservation in a service order, which storage location can be used? Note: There are 2 correct answers to this question.

- A. The storage location that is assigned to the service organization of the service order
- B. The storage location that is assigned to the sales organization of the service order
- C. The storage location that is assigned to the work center of the service order
- D. The storage location that is assigned to the service employee of the service order

Answer: A,C

Explanation:

A reservation in a service order reserves materials (e.g., spare parts) from a storage location. The correct answers are A and C. Let's explore this in detail.

Reservation Process:

When a service order includes materials (e.g., via a BOM or manual entry), the system creates a reservation (movement type 261) specifying the storage location.

* Storage location assigned to the service organization (A): The service organization (defined in org management) can be linked to a default storage location in customizing (e.g., SPRO # Service # Organizational Data). This location is proposed for reservations, reflecting where the service team typically sources parts.

* Storage location assigned to the work center (C): The work center (e.g., "Repair Shop") executing the order can have a storage location assigned in its master data (transaction IR02). This ensures parts are reserved from the work center's designated stock.

Why Not the Others?

* Sales organization (B): Sales orgs handle commercial aspects, not physical stock locations for service execution.

* Service employee (D): Employees don't have storage locations assigned; they're linked to work centers or org units.

Example:

Service order for Plant 1000, service org "SERV1" (storage loc. "0001"), work center "WC01" (storage loc. "0002"). Reservation can use "0001" or "0002" based on configuration.

"Reservations in service orders can use storage locations assigned to the service organization or work center."

NEW QUESTION # 44

Where are service contract pricing procedures and conditions defined?

- A. SAP Subscription Billing

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

Answer: D

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 # 45

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

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

Answer: A

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 # 46

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