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## SAP C\_TS470\_2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>• <b>Service Master Data:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Organizational Data:</b> 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.</li> </ul>

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## **SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q57-Q62):**

### **NEW QUESTION # 57**

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

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

**Answer: B,C,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 # 58**

Which type of objects can you maintain in the object list assigned to a contract item? Note: There are 3 correct answers to this

question.

- A. Product
- B. Equipment
- C. Equipment bill of material
- D. Functional location
- E. Document

**Answer: A,B,D**

Explanation:

In SAP S/4HANA Service contracts (scope item 3MO), the object list for a contract item specifies covered objects:

- \* Equipment: Individual equipment (e.g., serialized assets) can be assigned to track service coverage.
- \* Product: Materials or service products covered under the contract are listed.
- \* Functional location: Locations where services are performed can be included in the object list.
- \* Equipment bill of material: BOMs are referenced separately, not directly in the object list.
- \* Document: Documents are managed via Document Management System (DMS), not as contract objects. This is configured in the service contract item details. "Assign equipment, products, and functional locations to the object list of a service contract item" (SAP Help Portal, Service Contract Management).

#### NEW QUESTION # 59

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

- A. Sales order types
- B. Maintenance order types
- C. Customer service 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 # 60

What are possible steps in an in-house repair process in SAP S/4HANA Cloud Private Edition, Service? Note: There are 3 correct answers to this question.

- A. Perform a pre-check for an in-house repair and make a decision.
- B. Post a goods receipt for a returned object.
- C. Generate a repair object based on the repair order status.
- D. Create an in-house repair after a pre-check for a repair object.
- E. Create an in-house repair for a repair request from a customer.

**Answer: A,B,E**

Explanation:

The in-house repair process (scope item 3XK) in SAP S/4HANA Cloud Private Edition, Service involves handling customer repair requests and processing returned objects. Key steps include:

- \* Perform a pre-check for an in-house repair and make a decision: A pre-check assesses the repair object's condition to decide whether to proceed with repair, reject it, or take other actions. This is a standard initial step.
- \* Post a goods receipt for a returned object: When a customer returns a defective item, a goods receipt is posted (e.g., via transaction MIGO or a service order), creating a repair object in the system.
- \* Create an in-house repair for a repair request from a customer: This step involves creating a repair order (e.g., transaction type REPA) based on a customer's request, initiating the process.
- \* Generate a repair object based on the repair order status: Repair objects are not generated from order status; they are created upon goods receipt or manually.
- \* Create an in-house repair after a pre-check for a repair object: While a pre-check precedes repair, the repair order is typically created first, not after the pre-check as a separate step. These steps align with the SAP Best Practices for in-house repair. "The in-house repair process includes performing a pre-check, posting goods receipt for returns, and creating a repair order based on customer requests." (SAP Signavio Process Navigator, In-House Repair).

### NEW QUESTION # 61

How are the actions that are proposed for an in-house repair item determined?

- A. They are assigned to the life cycle user statuses of the repair objects.
- B. They depend on the process step overview profile of the repair order.
- C. They depend on the release status of the in-house repair.
- D. They are defined per repair order item category.

**Answer: A**

Explanation:

In the in-house repair process, proposed actions (e.g., repair, replace, return) for a repair item are determined by the life cycle user statuses of the repair objects (Option C).

The repair object (e.g., equipment or material returned for repair) has a status profile defining its life cycle (e.g., Received, In Repair, Completed). User statuses within this profile trigger specific actions based on the current state, configured in customizing. For example, a status of "In Diagnosis" might propose "Perform Diagnosis."

\* A: Item categories influence billing or structure, not action proposals.

\* B: Release status affects the repair order, not individual action proposals.

\* D: The process step overview profile organizes steps, not action determination.

"Proposed actions for in-house repair items are assigned to the life cycle user statuses of the repair object, driving the process based on status transitions."

### NEW QUESTION # 62

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