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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"> 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	<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"> 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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q35-Q40):

NEW QUESTION # 35

What are characteristics of recurring services when using Service with Advanced Execution? Note: There are 3 correct answers to this question.

- A. Both resource-related and fixed-price billing are available
- B. Billable maintenance orders are generated
- C. Customer Service orders are generated
- D. The maintenance confirmation describes the actual effort and spare parts used
- E. An invoice is generated for each call object as soon as it is set to completed

Answer: A,B,D

Explanation:

Service with Advanced Execution enhances recurring service processes with detailed execution and billing.

The correct answers are A, B, D. Let's unpack this.

* Both resource-related and fixed-price billing are available (A): This scenario supports flexible billing-resource-related (based on actual effort/materials) or fixed-price (predefined rates), configured via the dynamic item processor profile.

* The maintenance confirmation describes the actual effort and spare parts used (B): Confirmations (e.g., via IW41) detail hours worked and parts consumed, feeding into billing and cost tracking.

* Billable maintenance orders are generated (D): Recurring services generate maintenance orders (mapped to service order types) that are billable, unlike simpler Customer Service orders.

Why Not the Others?

* C: "Customer Service orders" is a legacy term; advanced execution uses maintenance orders.

* E: Invoices are created via billing runs, not automatically per call object completion.

Example:

A maintenance plan generates a billable order, confirmed with 5 hours and parts, billed resource-related.

"Recurring services in Advanced Execution feature resource-related and fixed-price billing, maintenance confirmations for

effort/parts, and billable maintenance orders."

NEW QUESTION # 36

Which assignment is required in a cross-plant planning scenario?

- A. A planner group to several maintenance plants
- B. Several planning plants to a maintenance plant
- C. Several maintenance plants to a planning plant
- D. A planner group to several planning plants

Answer: C

Explanation:

In across-plant planning scenario, maintenance activities span multiple plants. The correct answer is B. Let's unpack this.

Cross-Plant Planning Context:

One planning plant oversees maintenance for multiple maintenance plants (where technical objects reside).

Why Several Maintenance Plants to a Planning Plant?

The planning plant is the central hub for scheduling and resource allocation. Maintenance plants (e.g., Plant 0001, Plant 0002) are assigned to it (e.g., Plant 1000) in customizing (SPRO # Enterprise Structure # Assignment # Plant Maintenance). This ensures a single point of control for work orders and plans across plants.

Why Not the Others?

* A: Planner groups are assigned within a plant, not across plants directly.

* C: Multiple planning plants for one maintenance plant is illogical.

* D: Planner groups operate within a planning plant, not across multiple.

Example:

Planning Plant 1000 manages maintenance for Plants 0001 and 0002.

"In cross-plant planning, several maintenance plants are assigned to a planning plant to centralize maintenance scheduling."

NEW QUESTION # 37

For which objects can you define measuring points? Note: There are 2 correct answers to this question.

- A. Material
- B. Pieces of equipment
- C. Serial numbers
- D. Functional locations

Answer: B,D

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, measuring points are used to record quantitative or qualitative data (e.g., temperature, mileage) for technical objects to monitor their condition or performance.

The correct answers are:

* Functional locations (A): Measuring points can be defined for functional locations to track conditions at specific sites or areas within a plant.

* Pieces of equipment (C): Measuring points are commonly assigned to equipment to monitor operational parameters, supporting preventive maintenance.

* Serial numbers (B): Serial numbers identify individual instances of materials but are not technical objects themselves; measuring points are not directly assigned to them.

* Material (D): Materials represent stock items or products, not technical objects, so measuring points are not applicable.

"Measuring points can be created for functional locations and pieces of equipment to capture measurement data, enabling condition-based maintenance strategies."

NEW QUESTION # 38

Which item categories can you use in service orders? Note: There are 3 correct answers to this question.

- A. Service items
- B. Expense items

- C. Solution items
- **D. Sales items**
- E. Delivery items

Answer: A,B,D

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, service orders support various item categories to represent different types of activities or materials. The correct answers are:

- * Service items (A): Used for billable services performed (e.g., repair or maintenance tasks).
- * Sales items (C): Used for selling products or spare parts within the service order.
- * Expense items (E): Used to record costs (e.g., travel or external services) that may or may not be billable.
- * Solution items (B): This is not a standard item category in service orders; it relates more to solution quotations or configurable products.
- * Delivery items (D): These are specific to sales processes (e.g., outbound deliveries), not service orders.

"Service orders support item categories such as service items for service activities, sales items for material sales, and expense items for cost recording."

NEW QUESTION # 39

In which customizing activity do you define service contract determination for service orders?

- A. Define Transaction Types
- B. Define Settings for Item Categories
- C. Define Item Categories
- **D. Define Settings for Transaction Types**

Answer: D

Explanation:

Service contract determination links a service order to an applicable contract for pricing or SLA. The correct answer is Define Settings for Transaction Types (C), found in SPRO # Service # Transactions. Let's explore.

Why This Activity?

In "Define Settings for Transaction Types," you configure the service order type (e.g., "ZSER") to automatically determine a service contract. This includes settings like "Contract Determination" (e.g., by sold-to party, object) and the determination procedure. For example, a rule might check the equipment in the order against active contracts.

Why Not the Others?

- * A & D: Item category settings focus on item-level behavior, not contract determination.
- * B: Defines the transaction type structure, not its determination logic.

Example:

Service order type "ZSER" set to determine contract "C001" based on equipment "E001."

"Service contract determination for service orders is defined in the 'Define Settings for Transaction Types' activity."

NEW QUESTION # 40

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