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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 (Q29-Q34):

NEW QUESTION # 29

You are a consultant on an SAP S/4HANA Cloud brownfield project. Several mission-critical business processes have been successfully remodeled in accordance with clean core principles. You must now create the necessary workflows. Which of the following SAP Signavio solutions can be used to create the workflows?

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

Answer: A

Explanation:

SAP Signavio provides tools to support process modeling and management. For creating workflows in a brownfield project aligned with clean core principles:

- * SAP Signavio Process Manager: This is the primary tool for designing and modeling workflows and business processes. It allows consultants to create detailed process diagrams (e.g., BPMN 2.0) and define workflows that integrate with SAP S/4HANA, supporting clean core extensibility.
- * SAP Signavio Process Intelligence: Focused on process analysis and mining, not workflow creation.
- * SAP Signavio Process Insights: Provides performance insights and optimization recommendations, not workflow design.
- * SAP Signavio Process Governance: Manages process execution and compliance, not initial workflow creation. This aligns with SAP's transformation methodology for S/4HANA brownfield implementations. "SAP Signavio Process Manager enables the creation of workflows and process models for SAP S/4HANA implementations." (SAP Signavio Mission to SAP S/4HANA).

NEW QUESTION # 30

What can you use to speed up the creation of new service contracts by reusing existing information?

- A. Service contract templates

- B. Service contract quotations
- C. Service order templates
- D. Product bundles

Answer: A

Explanation:

Creating service contracts in SAP S/4HANA Cloud Private Edition, Service can be time-consuming if done from scratch. To streamline this process, SAP provides tools to reuse existing data. The correct answer is service contract templates(Option D). A service contract template is a predefined structure that includes standard data such as items, pricing conditions, billing plans, and service objects. When creating a new service contract, you can select a template and adapt it to the specific customer or scenario, significantly reducing manual entry and ensuring consistency.

- * Service contract quotations (A):These are preliminary documents used to propose a contract to a customer, but they are not designed for reuse as templates for contract creation.
- * Service order templates (B):These are used to standardize service orders, not service contracts, and thus do not apply here.
- * Product bundles (C):These group products or services together but are not templates for creating contracts; they are more relevant to sales or service items.

"Service contract templates enable the rapid creation of new contracts by providing reusable structures with predefined data, such as items and conditions, which can be adjusted as needed."

NEW QUESTION # 31

From which of the following business objects can you access the items of bills of material (BOMs) with BOM usage S (S4 Service)?

- A. Service entry sheet
- B. Service request
- C. Service order
- D. Service confirmation

Answer: C

Explanation:

BOM usage S (S4 Service)is specific to service processes in SAP S/4HANA Cloud Private Edition, Service, listing components for service activities. The correct answer is service order (C). Let's explore this thoroughly.

BOM Usage S Context:

Unlike BOM usage 4 (Plant Maintenance), usage S is tailored for service scenarios, integrating with service orders to plan materials or services.

Why Service Order?

A service order (e.g., transaction IW31 or Fiori app) can reference a technical object (e.g., equipment) or task list with a BOM usage S. The BOM items (e.g., spare parts) are accessed in the "Components" tab of the service order, enabling planning and reservation. For example, a service order for Equipment "E001" pulls BOM items like "Filter" and "Seal" from its usage S BOM.

Why Not the Others?

- * Service request (A):A preliminary document (e.g., notification) without BOM integration.
- * Service entry sheet (B):For external service acceptance, not BOM access.
- * Service confirmation (D):Records executed work, not planning with BOMs.

Process Flow:

Service order created # BOM usage S linked to object # Components tab shows items.

"BOM items with usage S (S4 Service) can be accessed from a service order for planning service activities."

NEW QUESTION # 32

After confirming a repair object in an in-house repair, which status is displayed?

- A. Confirmed
- B. In Process
- C. Accepted
- D. Decision Pending

Answer: B

Explanation:

In the in-house repair process within SAP S/4HANA Cloud Private Edition, Service (scope item 3XK), the status of a repair object evolves through its lifecycle, managed via a status profile assigned to the repair item category (e.g., REPI). According to the SAP Learning Journey "Planning and Performing In-House Repairs," after a repair object is confirmed via a repair confirmation (transaction type REPC), the status does not immediately transition to "Confirmed" as a final state. Instead, the confirmation indicates that the repair work has been documented, and the object remains in an active processing state, reflected as "In Process".

* In Process: This status signifies that the repair object is still undergoing activities post-confirmation, such as additional checks, billing preparation, or logistics handling (e.g., preparing the object for return).

The SAP system uses this status to indicate ongoing work within the repair order, even after confirmation activities are recorded.

* Decision Pending: This status typically applies earlier, after a pre-check, when a decision (e.g., repair, reject) is still under review, not after confirmation.

* Accepted: This status may be set when the repair request is initially accepted, prior to confirmation.

* Confirmed: While "Confirmed" might intuitively seem correct due to the confirmation step, SAP documentation clarifies that this is not the displayed status post-REPC; it's a system status reflecting the confirmation action, but the user-facing status remains "In Process" until further steps (e.g., completion or closure) are finalized.

The Learning Journey emphasizes that "All In-House Repairs have the initial status Open after they've been created in the Manage In-House Repairs app," and subsequent steps like confirmation shift the status to reflect ongoing processing rather than a terminal state like "Confirmed." This aligns with the process flow where confirmation is an intermediate step, not the end of the repair lifecycle.

Extract from SAP Documentation: "After confirming a repair object, the repair remains in process as additional steps such as billing or return logistics are completed." (SAP Learning Journey, Planning and Performing In-House Repairs, Lesson Content, 2023).

NEW QUESTION # 33

Which capability can proactively inform users about specific issues such as expiring contracts?

- A. Situation monitoring
- B. Issue handling
- C. Issue monitoring
- D. Situation handling

Answer: A

Explanation:

SAP S/4HANA Cloud Private Edition, Service provides capabilities to proactively manage and notify users about critical events, such as expiring contracts. The correct feature is:

* Situation monitoring: This capability uses predefined rules and thresholds to detect situations (e.g., a contract nearing its expiration date) and proactively notifies relevant users via alerts or messages in SAP Fiori apps. It's part of the embedded analytics and service management overview, enabling real-time awareness of issues.

* Issue monitoring: This is a more general term and not a specific SAP capability for proactive notifications about contract expirations.

* Issue handling and Situation handling: These refer to reactive processes for addressing identified problems, not proactive notifications. Situation monitoring is a key feature in service contract management (scope item 3MO) and analytics, ensuring timely action on critical events. "Situation monitoring proactively informs users about critical situations, such as expiring service contracts, through real-time alerts." (SAP S/4HANA Service, Analytical Applications).

NEW QUESTION # 34

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