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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">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 2	<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 3	<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 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 (Q19-Q24):

NEW QUESTION # 19

In the service order, which reference objects can you assign on service item level? Note: There are 2 correct answers to this question.

- A. Counter
- B. Installed base
- C. Serial number
- D. Product

Answer: B,C

Explanation:

In a service order, reference objects at the item level specify what's being serviced. The correct answers are installed base (B) and serial number (C).

* Installed base (B): An installed base (IBASE) groups technical objects (e.g., a customer's system), assignable to a service item for context.

* Serial number (C): Identifies a specific instance of a material/equipment, linked to the item for tracking.

Why Not the Others?

* Counter (A): Used for measurements, not a reference object.

* Product (D): A material, not a reference object like IBASE or serial.

"Reference objects at the service item level include installed base and serial number."

NEW QUESTION # 20

What is the purpose of creating maintenance planner groups?

- A. Mapping a group of persons creating maintenance task lists

- B. Mapping a group of persons planning maintenance capacities
- **C. Mapping a group of persons planning maintenance activities for technical assets**
- D. Mapping a group of persons performing maintenance work

Answer: C

Explanation:

Maintenance planner groups in SAP S/4HANA Service (and Plant Maintenance):

- * Mapping a group of persons planning maintenance activities for technical assets: Planner groups (e.g., defined in transaction IP02) organize planners responsible for scheduling and managing maintenance plans and orders for technical objects.
- * Performing maintenance work: Handled by work centers, not planner groups.
- * Creating task lists: A design task, not the planner group's role.
- * Planning capacities: Managed via capacity planning, not planner groups. This is part of maintenance planning setup. "Maintenance planner groups map persons responsible for planning maintenance activities for technical assets." (SAP Help Portal, Maintenance Planning).

NEW QUESTION # 21

How do you perform a diagnosis for a repair object?

- A. Perform precheck # Charge customer # Plan diagnosis # Perform diagnosis # Decide on next steps
- **B. Perform precheck # Plan diagnosis # Perform diagnosis # Decide on next steps # Charge customer**
- C. Plan diagnosis # Perform diagnosis # Perform precheck # Decide on next steps # Charge customer
- D. Plan diagnosis # Perform precheck # Perform diagnosis # Charge customer # Decide on next steps

Answer: B

Explanation:

Diagnosing a repair object in the in-house repair process follows a logical sequence:

- * Perform precheck # Plan diagnosis # Perform diagnosis # Decide on next steps # Charge customer
- * Starts with a pre-check to assess the object, followed by planning the diagnosis (e.g., assigning tasks), performing it, deciding the outcome (e.g., repair or reject), and finally charging the customer if applicable. This aligns with the repair workflow in scope item 3XK.
- * Other sequences disrupt the practical flow (e.g., charging before diagnosis or pre-check after diagnosis). "The diagnosis process begins with a pre-check, followed by planning and performing the diagnosis, deciding next steps, and charging the customer." (SAP Signavio Process Navigator, In-House Repair).

NEW QUESTION # 22

For the Controlling and CATS integration, which characteristics do you need to replicate? Note: There are 2 correct answers to this question.

- A. Valuation methods
- B. Item category groups
- **C. Valuation types**
- **D. Item categories**

Answer: C,D

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, integration between Controlling (CO) and Cross-Application Time Sheet (CATS) allows time entries to be posted as costs to service orders. Replication of certain characteristics ensures accurate cost allocation. The correct answers are item categories (A) and valuation types (C). Let's explore this in depth.

Context of CO-CATS Integration:

CATS captures employee time (e.g., hours worked on a service order), which is transferred to CO for cost posting. Replication ensures consistency between service and financial data.

- * Item categories (A): These define the type of service order items (e.g., service, expense). They must be replicated to CO to map time entries to the correct cost objects (e.g., a service item linked to a cost center). For example, item category "SERV" might trigger labor cost postings. This is set in customizing (e.g., SPRO # Service # Integration # CO).
- * Valuation types (C): These specify how costs are valued (e.g., hourly rate, fixed cost). In CATS, valuation types determine the

cost rate applied to time entries (e.g., \$50/hour for a technician).
Replicating them ensures CO uses the same rates for cost calculation.

Why Not the Others?

- * Valuation methods (B): This refers to broader accounting methods (e.g., FIFO), not specific to CATS integration.
- * Item category groups (D): These are material master settings for grouping, not directly relevant to service order time postings.

Practical Example:

A technician logs 5 hours in CATS for a service order item (category "SERV"). The valuation type "TECH1" (\$40/hour) is replicated to CO, posting \$200 to the order's cost object.

Additional Detail:

Replication is configured via the CATS profile and CO account assignment rules, ensuring seamless data flow. Errors in replication can lead to cost mismatches, making this a critical setup step.

"For Controlling and CATS integration, item categories and valuation types must be replicated to enable accurate cost posting from time entries."

NEW QUESTION # 23

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

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

Answer: B,C

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 # 24

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