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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 (Q58-Q63):

NEW QUESTION # 58

How do you perform a diagnosis for a repair object?

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

Answer: A

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 # 59

To which of the following can you assign production resources and tools? Note: There are 2 correct answers to this question.

- A. Task list operation
- B. Maintenance order operation
- C. Product bundle
- D. Service order

Answer: A,B

Explanation:

Production resources and tools (PRTs) in SAP S/4HANA Cloud Private Edition, Service are objects (e.g., tools, test equipment) used during maintenance or service activities. They are assigned to specific operational steps to ensure the right resources are available. The correct answers are task list operation (B) and maintenance order operation (C). Let's explore this in depth.

Understanding PRTs:

PRTs can be materials, equipment, or documents tracked in the system. They are not consumed like spare parts but are used temporarily during a task (e.g., a wrench or a calibration device). Assigning PRTs ensures proper planning and availability during execution.

Why Task List Operation and Maintenance Order Operation?

* Task list operation (B): A task list defines standard procedures for maintenance or service (e.g., "Inspect pump"). Within the task list, each operation (step) can have PRTs assigned in the operation details. For example, Operation 0010 might require a "Torque Wrench" as a PRT. This assignment is done in the task list maintenance screen (e.g., IA05 or IA06). When the task list is used in a plan or order, the PRTs carry over.

* Maintenance order operation (C): A maintenance order schedules specific work on a technical object.

PRTs can be assigned directly to operations within the order (e.g., in transaction IW31/IW32). For instance, Operation 0020 in a maintenance order might list a "Lifting Crane" as a required PRT. This supports detailed execution planning.

Why Not the Other Options?

* Service order (A): PRTs are not assigned at the header level of a service order. They are linked to specific operations within the order, which aligns with maintenance order operations (C), not the order as a whole.

* Product bundle (D): A product bundle groups items for sales or service offerings but has no operational context for PRT assignment—it's a commercial construct, not a work execution object.

Additional Context:

In practice, PRTs assigned to a task list operation can automatically populate a maintenance order when the task list is referenced, streamlining the process. Availability checks for PRTs can also be configured to ensure they're ready before work begins.

"Production resources and tools (PRTs) can be assigned to task list operations and maintenance order operations to specify the tools or resources required for execution."

NEW QUESTION # 60

What are examples of customizing activities required for an in-house repair process? Note: There are 3 correct answers to this question.

- A. Define Basic Settings for Transactions
- B. Define Derivation of Attendance Type, Activity Type, and Cost Element
- C. Enable Item-Based Accounting for Service Management
- D. Define Partner Determination Procedure
- E. Define Number Ranges

Answer: A,C,E

Explanation:

The in-house repair process (scope item 3XK) in SAP S/4HANA Cloud Private Edition requires specific customizing activities to set up the system:

* Enable Item-Based Accounting for Service Management: This is critical for in-house repair to activate item-level cost and revenue tracking, ensuring accurate financial postings for repair orders.

* Define Basic Settings for Transactions: This includes configuring transaction types (e.g., REPA for repair orders) and item categories, which are foundational for processing in-house repairs.

* Define Number Ranges: Number ranges must be defined for repair orders and related documents to ensure unique identification and proper document flow.

* Define Derivation of Attendance Type, Activity Type, and Cost Element: This is more relevant to time recording or project accounting, not a core requirement for in-house repair.

* Define Partner Determination Procedure: While useful, it's not mandatory for the basic in-house repair process setup. These activities are outlined in the SAP Best Practices for in-house repair configuration. "Customizing for in-house repair includes enabling item-based accounting, defining transaction settings, and setting up number ranges." (SAP Signavio Process Navigator, In-House

Repair).

NEW QUESTION # 61

What can you assign in a task list header? Note: There are 2 correct answers to this question.

- A. Production resources and tools
- **B. Planner group**
- **C. Maintenance strategy**
- D. Components

Answer: B,C

Explanation:

A task list in SAP S/4HANA Cloud Private Edition, Service defines standard maintenance or service procedures. The header contains general data applicable to the entire task list. The correct answers are planner group (B) and maintenance strategy (C). Let's explore this in detail.

Task List Header Overview:

The header (e.g., in transaction IA05/IA06) includes fields like task list type, group, and planning data, setting the context for all operations.

* Planner group (B): The planner group (e.g., "PLG1") is assigned in the header to indicate the team responsible for planning the task list's use (e.g., in maintenance plans). It's entered in the "Planner Group" field and links to organizational data (e.g., Plant Maintenance structure). For example, "PLG1" might be the North Region planners.

* Maintenance strategy (C): The maintenance strategy (e.g., "STR1") is assigned in the header for strategy-based task lists. It defines the packages (e.g., 3M, 6M) that operations will follow when the task list is used in a strategy plan. This is set in the "Strategy" field and ties the task list to scheduling logic.

Why Not the Others?

* Production resources and tools (A): PRTs (e.g., tools) are assigned to individual operations, not the header, in the operation details tab.

* Components (D): Components (e.g., spare parts) are also assigned at the operation level, not the header, via the components tab.

Practical Example:

Task list "TL001": Header assigns Planner Group "PLG1" and Strategy "STR1" (3M, 6M). Operations then specify tasks and resources.

Additional Insight:

The header data ensures consistency across all operations and integrates with maintenance plans for scheduling.

"In a task list header, you can assign a planner group and maintenance strategy to define planning and scheduling parameters."

NEW QUESTION # 62

What are steps included in the planning and execution of a recurring inspection? Note: There are 2 correct answers to this question.

- **A. A service order is automatically generated by scheduling the maintenance plan for the inspection.**
- B. A service order is automatically generated when activating the maintenance plan for the inspection.
- C. When accepting a service order quotation, the system automatically creates a maintenance plan.
- **D. A completion marks a service order and its corresponding planned date in the maintenance plan as finished.**

Answer: A,D

Explanation:

A recurring inspection in SAP S/4HANA Cloud Private Edition, Service uses a maintenance plan to schedule periodic checks. The correct steps are A and D. Let's explore this in detail.

Recurring Inspection Overview:

This process involves scheduling inspections via a maintenance plan, generating service orders, and completing them to update the plan.

* A completion marks a service order and its corresponding planned date in the maintenance plan as finished (A): When a service order (the call object) is completed (e.g., status "Technically Completed"), the system updates the maintenance plan, marking the corresponding planned date as finished. This shifts the scheduling to the next cycle (e.g., via transaction IP10).

* A service order is automatically generated by scheduling the maintenance plan for the inspection (B): Scheduling the maintenance plan (e.g., via IP10 or a background job) generates a service order based on the plan's cycle and call horizon. This order contains the inspection tasks.

Why Not the Others?

* D:Activating a maintenance plan sets it up but doesn't generate orders; scheduling does that.

* Maintenance plan created with inspection cycle (e.g., every 6 months).

* Order completed # Plan updated, next call scheduled.

NEW QUESTION # 63

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