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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	• 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 2	• 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	• 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 4	• 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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q53-Q58):

NEW QUESTION # 53
Which options are available for defining your organizational structure in SAP S/4HANA Cloud Private Edition, Service? Note: There are 2 correct answers to this question.

- A. Organizational Management (Legacy)
- B. Enterprise Organizational Model
- C. Enterprise Service Organization
- D. Maintenance and Service Planning

Answer: B,C

Explanation:
SAP S/4HANA Cloud Private Edition, Service provides specific frameworks for defining organizational structures:
* Enterprise Organizational Model: This is the modern, integrated approach in S/4HANA to define organizational units (e.g., company codes, plants, service organizations) for service processes.
* Enterprise Service Organization: This specifically refers to the service-specific organizational structure, including service organizations, teams, and employees, tailored for service management.
* Maintenance and Service Planning: This is a process, not an organizational structure definition option.
* Organizational Management (Legacy): Refers to older SAP ERP HCM structures, not the primary method in S/4HANA Cloud Private Edition.These options are part of the organizational setup in SAP S
/4HANA Service."Define your organizational structure using the Enterprise Organizational Model and Enterprise Service Organization for service processes." (SAP Help Portal, Organizational Structure Setup).

NEW QUESTION # 54
For a maintenance plan, how do the call date and the planned date relate to each other?

- A. The planned date is always before the call date, to not create inconsistencies.
- B. The call date is usually before the planned date, to create a preprocessing phase.
- C. The call date is equal to the planned date if the previously called service order is not yet confirmed.
- D. The goal of scheduling is to minimize the time period between the call date and the planned date.

Answer: B

Explanation:
In SAP S/4HANA Cloud Private Edition, Service, a maintenance plan is used to schedule recurring service or maintenance activities. The call date represents the date when the system generates a call object (e.g., a service order) based on the maintenance plan's scheduling parameters, such as cycles or intervals. The planned date, on the other hand, is the date when the actual execution of the service or maintenance activity is scheduled to occur.
Option B states that "the call date is usually before the planned date, to create a preprocessing phase," which aligns with standard SAP functionality. The call date typically precedes the planned date to allow time for preparation, such as resource allocation, spare parts planning, or technician scheduling. This preprocessing phase ensures that all prerequisites are in place before the service is executed. The difference between these dates is influenced by the call horizon, a parameter in the maintenance plan that defines how far in advance the call object is generated relative to the planned execution date.
Option A is incorrect because the call date being equal to the planned date is not a default rule; it depends on specific configurations (e.g., a call horizon of 0%), which is not typical. Option C is a goal of scheduling but does not directly describe the relationship between the dates. Option D is incorrect because the planned date is not always before the call date-this would contradict the purpose of scheduling, as the call initiates the process leading to the planned execution.
"The call date is determined by the scheduling parameters of the maintenance plan, including the call horizon, which specifies the lead time before the planned date. This allows for a preprocessing phase to prepare for the service execution."

NEW QUESTION # 55
Why would you maintain price agreements in a service contract?

- A. To define the yearly contract price
- B. To automatically adjust the service order prices
- C. To select the price agreements in the service order
- D. To define the monthly contract price

Answer: B

Explanation:
In SAP S/4HANA Cloud Private Edition, Service, price agreements in a service contract define specific pricing conditions (e.g., discounts, fixed rates) for services or spare parts. The primary purpose is to automatically adjust the service order prices (Option D). When a service order is created and linked to a service contract, the system applies the price agreements from the contract to the order's items, ensuring consistent and contract-specific pricing without manual intervention. This automation enhances efficiency and accuracy in billing.
* A and B: Defining yearly or monthly prices might be part of the contract's billing plan, not the purpose of price agreements specifically.
* C: Price agreements are not "selected" in the service order; they are automatically applied based on the contract.
"Price agreements in a service contract are maintained to automatically adjust prices in associated service orders, ensuring that contract-specific conditions are consistently applied."

NEW QUESTION # 56
To which of the following can you assign production resources and tools? Note: There are 2 correct answers to this question.

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

Answer: A,C

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 # 57

When creating a service transaction, which settings are mandatory for the system to propose a service organization? Note: There are 2 correct answers to this question.

- A. Define a sales area
- B. Allow the organizational unit to be determined
- C. Assign a sales area to a service order type
- D. Set the service organization function

Answer: B,D

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, the system can propose a service organization for a service transaction (e.g., service order). The mandatory settings are A and B. Let's break this down.

Service Organization Proposal:

The service organization is the unit responsible for service execution (e.g., a regional service team). The system proposes it based on customizing.

* Allow the organizational unit to be determined (A): This setting, typically in the transaction type configuration (e.g., SPRO # Service # Transactions), enables the system to automatically determine the organizational unit (service organization) based on predefined rules (e.g., from the technical object or customer).

* Set the service organization function (B): This defines the organizational unit's role as a "service organization" in organizational management (e.g., via transaction PPOME). It's flagged with a specific function (e.g., "Service Org") to link it to service processes.

Why Not the Others?

* C: Assigning a sales area to a service order type is for sales integration, not service organization determination.

* D: Defining a sales area is a prerequisite for sales processes, not mandatory for service organization proposal.

Example Configuration:

In SPRO, under "Define Transaction Types," you enable "Org. Unit Determination." Then, in PPOME, you set a unit as a service organization with the appropriate function.

"To propose a service organization, you must allow organizational unit determination and set the service organization function in customizing."

NEW QUESTION # 58

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