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SAP C-TS470-2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 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 (Q40-Q45):

NEW QUESTION # 40

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

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

Answer: C,D,E

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 # 41

What functions are available when scheduling a maintenance plan? Note: There are 3 correct answers to this question.

- A. Scheduling
- B. Dispatch call
- C. Delete call
- D. Start
- E. Manual call

Answer: C,D,E

Explanation:

Scheduling a maintenance plan (e.g., via IP10) generates call objects. The correct answers are start (A), manual call (D), and delete call (E). Let's break this down.

- * Start (A): Initiates scheduling, calculating call dates (e.g., "Start Scheduling" in IP10).
- * Manual call (D): Creates a call outside the schedule (e.g., "Manual Call" button), for urgent needs.
- * Delete call (E): Removes a scheduled call (e.g., via "Delete" in IP10), adjusting the plan.

Why Not the Others?

- * Scheduling (B): A process, not a function.
- * Dispatch call (C): Not a standard scheduling function; relates to resource assignment.

"Functions when scheduling a maintenance plan include start, manual call, and delete call."

NEW QUESTION # 42

Which of the following can be assigned to a serial number profile?

- A. Stock determination strategy
- B. Equipment category
- C. Configuration profile
- D. Equipment class

Answer: B

Explanation:

A serial number profile in SAP S/4HANA defines how serial numbers are managed for materials or equipment. The correct answer is equipment category (C). Let's explore this deeply.

Serial Number Profile Purpose:

It controls serialization (e.g., mandatory entry, stock check) and links to objects like equipment or materials.

Why Equipment Category?

The equipment category (e.g., "M" for machines) determines the type of equipment created when a serialized material is installed or tracked. In customizing (SPRO # Plant Maintenance # Master Data # Technical Objects # Serial Number), the serial number profile is assigned to an equipment category to define how serial numbers generate equipment records (e.g., automatically upon goods receipt).

Why Not the Others?

- * Equipment class (A): Classes group equipment by characteristics, not assigned to serial profiles.
- * Configuration profile (B): This is for configurable products, unrelated to serial numbers.
- * Stock determination strategy (D): This controls stock selection, not serialization.

Example:

Serial profile "S001" is assigned to equipment category "M," ensuring that serialized pumps create equipment records of type "M." "A serial number profile can be assigned to an equipment category to define the equipment type created for serialized objects."

NEW QUESTION # 43

Which of the following are features of the clean core dashboard? Note: There are 2 correct answers to this question.

- A. It can be used in all SAP S/4HANA Cloud editions.
- B. Customers can use the dashboard in the dev, test, and production tenants.
- C. Customers can grant access to the dashboard to partners.
- D. It can be accessed by using SAP For Me.

Answer: C,D

Explanation:

The Clean Core Dashboard is a tool provided by SAP to help customers monitor and maintain a clean core strategy in their SAP S/4HANA systems. A clean core approach ensures that the ERP system remains up-to-date, cloud-compliant, and free of unnecessary modifications, facilitating smooth upgrades and innovation adoption. This dashboard provides insights into system customizations, extensions, and compliance with clean core principles. Let's evaluate each option based on official SAP documentation and functionality as of March 2025:

- * A. Customers can use the dashboard in the dev, test, and production tenants: The Clean Core Dashboard is primarily designed to monitor the clean core compliance of productive SAP S/4HANA systems, as its purpose is to provide actionable insights into the live environment where business processes are executed. While development (dev) and test tenants are critical for building and validating extensions, the dashboard's focus is on the production tenant to ensure operational stability and upgrade readiness. SAP documentation specifies that it targets productive systems (e.g., SAP S/4HANA Cloud Private Edition production tenants), and there's no explicit mention of it being available across all tenant types (dev, test, production) in a unified manner. Thus, this option is not a confirmed feature.
- * B. It can be accessed by using SAP for Me: This is a key feature of the Clean Core Dashboard. SAP for Me is SAP's customer portal, providing a centralized interface for accessing various tools, services, and insights related to SAP solutions. The Clean Core Dashboard is integrated into SAP for Me, offering customers a user-friendly way to view tiles and reports on their system's clean core status (e.g., custom code usage, API compliance, and extension metrics). This accessibility aligns with SAP's strategy to consolidate customer-facing tools in a single portal, making it a verified feature.
- * C. Customers can grant access to the dashboard to partners: This is another confirmed feature. SAP allows customers to share access to the Clean Core Dashboard with implementation partners or service providers via SAP for Me's authorization management. This capability supports collaboration, enabling partners to assist in analyzing and optimizing the system for clean core compliance (e.g., during RISE with SAP engagements). The dashboard's design facilitates transparency and joint efforts between customers and partners, making this a standard feature in the private cloud context.
- * D. It can be used in all SAP S/4HANA Cloud editions: This is not entirely accurate. The Clean Core Dashboard is specifically tailored for SAP S/4HANA Cloud Private Edition and, to some extent, SAP S/4HANA on-premise systems, where customizations and extensions are more prevalent and need monitoring. In SAP S/4HANA Cloud Public Edition, the system is inherently clean by design (no source code modifications are allowed, only extensions via SAP BTP or in-app tools), reducing the need for such a dashboard. While clean core principles apply across all editions, the dashboard's functionality is most relevant to Private Edition and on-premise deployments, where customers have greater control over customizations. SAP documentation highlights its use in Private Edition contexts (e.g., RISE with SAP), not universally across all editions.

The correct answers, B and C, reflect the dashboard's accessibility via SAP for Me and its collaborative feature with partners, as outlined in SAP's clean core strategy resources. These features enhance its utility in maintaining a modern, flexible, and cloud-compliant ERP system, particularly in SAP S/4HANA Cloud Private Edition.

Extract from SAP Documentation: "The Clean Core Dashboard, accessible via SAP for Me, provides transparency on system customizations and allows customers to collaborate with partners to ensure clean core compliance in productive SAP S/4HANA Cloud Private Edition systems." (SAP Community, 10 Steps to Clean Core for SAP S/4HANA Cloud Private Edition for Customers, 2024).

NEW QUESTION # 44

In which customizing activities do you maintain billing plan settings for the service contract? Note: There are 2 correct answers to this question.

- A. Budget Billing Plan
- B. Define Billing Plan Types
- C. Assign Billing Plan Type to Item Category
- D. Exclude Billing Plan Items

Answer: B,C

Explanation:

Billing plan settings for service contracts are maintained in customizing (SPRO # Service # Billing). The correct answers are C and D.

* Assign Billing Plan Type to Item Category (C): Links billing plan types (e.g., periodic) to contract item categories (e.g., SVC1), ensuring the right plan applies.

* Define Billing Plan Types (D): Defines the billing plan types (e.g., monthly, ad hoc) with parameters like periodicity.

Why Not the Others?

- * A: Not a standard activity; might be a typo.
- * B: Related to utilities, not service contracts.

"Billing plan settings are maintained by defining billing plan types and assigning them to item categories."

NEW QUESTION # 45

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