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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"><li>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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>

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### SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q15-Q20):

#### NEW QUESTION # 15

You are a consultant on an SAP S/4HANA Cloud brownfield project. In a meeting, the customer decides to remodel an existing business process in accordance with clean core principles. Which of the following SAP Signavio solutions can be used for the remodeling?

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

#### Answer: D

##### Explanation:

For remodeling a business process in an SAP S/4HANA Cloud brownfield project to align with clean core principles (minimal customizations, standard processes), SAP Signavio Process Manager (Option B) is the appropriate tool.

SAP Signavio Process Manager is a modeling tool that allows consultants to design, visualize, and optimize business processes using BPMN (Business Process Model and Notation). It supports remodeling by enabling the creation of process models that adhere to SAP's best practices, ensuring a clean core approach.

\* A: Process Governance focuses on workflow execution and compliance, not remodeling.

\* C: Process Insights provides analytics, not process design.

\* D: Process Intelligence analyzes process performance, not remodeling.

"SAP Signavio Process Manager enables the remodeling of business processes to align with clean core principles by providing a platform for process design and optimization."

#### NEW QUESTION # 16

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

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

**Answer: A,B**

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 # 17

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

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

**Answer: C**

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 # 18

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

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

**Answer: B,C,D**

#### 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 # 19

What are examples of information contained in a maintenance item of a maintenance plan? Note: There are 3 correct answers to this question.

- A. Object list
- B. Call horizon
- C. Service interval
- D. Service contract item
- E. Service order type

**Answer: A,B,C**

#### Explanation:

A maintenance item in a maintenance plan specifies details about the maintenance activity. The correct answers are:

- \* Call horizon (A): Defines the lead time (as a percentage or days) before the planned date when the call object is generated.
- \* Object list (B): Lists the technical objects (e.g., equipment, functional locations) subject to maintenance.
- \* Service interval (E): Specifies the frequency or cycle (e.g., every 6 months) for the maintenance activity.
- \* Service order type (C): This is defined at the maintenance plan level or call object, not the maintenance item.
- \* Service contract item (D): This relates to contracts, not maintenance items directly.

"A maintenance item includes information such as the call horizon, object list, and service interval to define the scope and timing of maintenance activities."

#### NEW QUESTION # 20

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