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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">• 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 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">• 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 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.

SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q37-Q42):

NEW QUESTION # 37

Which cancellation information can you maintain on service contract item level? Note: There are 2 correct answers to this question.

- A. Cancelling party
- B. Billing block
- C. Reason
- D. Latest end date

Answer: A,C

Explanation:

In SAP S/4HANA Service contracts (scope item 3MO), cancellation details at the item level include:

* Cancelling party: Specifies who initiated the cancellation (e.g., customer or provider), maintained in the contract item data.

* Reason: A cancellation reason (e.g., customer request) can be recorded for audit and reporting purposes.

* Latest end date: Defined at the contract header or item validity level, not a cancellation-specific field.

* Billing block: Applied to block billing but not a cancellation attribute. This is configured in the contract item settings. "Maintain cancelling party and reason at the service contract item level for cancellation tracking." (SAP Help Portal, Service Contract Management).

NEW QUESTION # 38

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

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

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 # 39

Which object can you assign a personnel number to?

- A. Work center
- B. Organizational unit
- C. Task list operation
- D. Service team

Answer: C

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a personnel number refers to an identifier for an individual employee or resource, typically managed in the Human Resources (HR) module or linked via organizational management. The question asks which object allows direct assignment of such a personnel number.

The correct answer is task list operation (Option C). In a maintenance or service task list, operations define specific activities to be performed, and you can assign a personnel number to an operation to specify the responsible employee or technician. This assignment is part of capacity planning and resource allocation, ensuring that the right individual is scheduled for the task.

* Organizational unit (A): This is a higher-level structure in organizational management (e.g., a department) and does not directly accept a personnel number assignment. Personnel are linked to it via positions or roles, not directly.

* Service team (B): While a service team consists of personnel, it is a group entity, and individual personnel numbers are not assigned to it as an object in this context.

* Work center (D): A work center represents a location or group of resources (e.g., machines or people) and can be linked to capacity, but it does not directly accept a personnel number assignment. Instead, it uses capacity categories or links to HR indirectly. "In task lists, operations can be assigned to specific personnel numbers to define the responsible employee for executing the task, facilitating detailed resource planning."

NEW QUESTION # 40

Why would you maintain price agreements in a service contract?

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

Answer: C

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 # 41

In the advanced execution scenario, what is the dynamic item processor profile used for? Note: There are 3 correct answers to this question.

- **A. To enable resource-related billing**
- B. To determine the service confirmation items
- **C. To bill a service as a list of subitems**
- D. To combine billing documents into one customer invoice
- **E. To summarize dynamic items into a single debit memo item**

Answer: A,C,E

Explanation:

In the Service with Advanced Execution scenario (scope item 63Q), the dynamic item processor (DIP) profile is used for resource-related billing.

* To summarize dynamic items into a single debit memo item: The DIP profile can aggregate confirmed resources (e.g., time, materials) into a single billing item.

* To bill a service as a list of subitems: Alternatively, it can itemize resources as separate subitems for detailed billing.

* To enable resource-related billing: The DIP profile processes dynamic data from confirmations (e.g., time, parts) to generate billing documents.

* To determine the service confirmation items: This is part of confirmation, not the DIP profile's role.

* To combine billing documents into one customer invoice: This is a billing process step, not a DIP function. The DIP profile is configured in Customizing under Sales and Distribution # Billing "The dynamic item processor profile supports summarizing items, listing subitems, and enabling resource-related billing in advanced execution." (SAP Help Portal, Resource-Related Billing).

NEW QUESTION # 42

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