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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"> 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 4	<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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q46-Q51):

NEW QUESTION # 46

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 grant access to the dashboard to partners.
- C. It can be accessed by using SAP For Me.
- D. Customers can use the dashboard in the dev, test, and production tenants.

Answer: B,C

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 # 47

What are the benefits of maintaining bills of material (BOMs) with BOM usage 4 (Plant Maintenance)? Note:

There are 2 correct answers to this question.

- A. Spare parts planning in task list
- B. Structuring of technical assets
- C. Spare parts planning in service order template
- D. Spare parts planning in service order

Answer: A,D

Explanation:

BOM usage 4 (Plant Maintenance) in SAP S/4HANA Cloud Private Edition, Service is designed for maintenance processes, listing components (e.g., spare parts) for technical objects. The correct benefits are spare parts planning in task list (C) and spare parts planning in service order (D). Let's break this down thoroughly.

What is BOM Usage 4?

A BOM with usage 4 is linked to equipment or functional locations, defining parts needed for maintenance (e.g., bolts, filters). It's maintained in transactions like IB01/IB02.

* Spare parts planning in task list (C): When a task list (e.g., for pump maintenance) references a technical object with a BOM usage 4, the BOM's components are pulled into the task list operations as planned spare parts. This ensures materials are reserved or ordered in advance. For example, Operation 0010 might list "Gasket" from the BOM.

* Spare parts planning in service order (D): A service order linked to a technical object inherits the BOM usage 4 components, enabling spare parts planning directly in the order. This supports reservations or goods issues (e.g., via IW31/IW32).

Why Not the Others?

* Spare parts planning in service order template (A): Service order templates define structure, not BOM-linked planning; BOM usage 4 applies to execution objects (orders, task lists).

* Structuring of technical assets (B): BOMs describe components, not the hierarchical structure (handled by functional locations or equipment hierarchies).

Real-World Benefit:

A pump's BOM (usage 4) lists "Seal" and "Bearing." A task list or service order automatically plans these, reducing downtime by ensuring availability.

"BOMs with usage 4 enable spare parts planning in task lists and service orders, enhancing maintenance efficiency."

NEW QUESTION # 48

Where are service contract pricing procedures and conditions defined?

- A. SAP S/4HANA Sales
- B. SAP CPO
- C. SAP Billing and Revenue Innovation Management
- D. SAP Subscription Billing

Answer: A

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, service contract pricing procedures and conditions are defined within the SAP S/4HANA Sales module (Option B). This module handles pricing for sales and service processes, including service contracts. Pricing procedures determine how prices are calculated (e.g., base price, discounts), while conditions store the specific price values or rules (e.g., fixed rates, surcharges). These are configured in the Sales and Distribution (SD) component of SAP S/4HANA, which integrates with service management.

* SAP CPO (A): This is not a recognized SAP module; it might be a typo (e.g., for SAP C/4HANA), but it's irrelevant here.

* SAP Billing and Revenue Innovation Management (C): This is a separate solution for advanced billing scenarios, not the standard location for service contract pricing.

* SAP Subscription Billing (D): This focuses on subscription-based models, not general service contract pricing in S/4HANA.

"Pricing procedures and conditions for service contracts are defined in SAP S/4HANA Sales, leveraging the SD pricing framework to manage contract-specific pricing."

NEW QUESTION # 49

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

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

Answer: A,B,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 # 50

After confirming a repair object in an in-house repair, which status is displayed?

- A. In Process
- B. Confirmed

- C. Accepted
- D. Decision Pending

Answer: A

Explanation:

In the in-house repair process within SAP S/4HANA Cloud Private Edition, Service (scope item 3XK), the status of a repair object evolves through its lifecycle, managed via a status profile assigned to the repair item category (e.g., REPI). According to the SAP Learning Journey "Planning and Performing In-House Repairs," after a repair object is confirmed via a repair confirmation (transaction type REPC), the status does not immediately transition to "Confirmed" as a final state. Instead, the confirmation indicates that the repair work has been documented, and the object remains in an active processing state, reflected as "In Process".

* In Process: This status signifies that the repair object is still undergoing activities post-confirmation, such as additional checks, billing preparation, or logistics handling (e.g., preparing the object for return).

The SAP system uses this status to indicate ongoing work within the repair order, even after confirmation activities are recorded.

* Decision Pending: This status typically applies earlier, after a pre-check, when a decision (e.g., repair, reject) is still under review, not after confirmation.

* Accepted: This status may be set when the repair request is initially accepted, prior to confirmation.

* Confirmed: While "Confirmed" might intuitively seem correct due to the confirmation step, SAP documentation clarifies that this is not the displayed status post-REPC; it's a system status reflecting the confirmation action, but the user-facing status remains "In Process" until further steps (e.g., completion or closure) are finalized.

The Learning Journey emphasizes that "All In-House Repairs have the initial status Open after they've been created in the Manage In-House Repairs app," and subsequent steps like confirmation shift the status to reflect ongoing processing rather than a terminal state like "Confirmed." This aligns with the process flow where confirmation is an intermediate step, not the end of the repair lifecycle.

Extract from SAP Documentation: "After confirming a repair object, the repair remains in process as additional steps such as billing or return logistics are completed." (SAP Learning Journey, Planning and Performing In-House Repairs, Lesson Content, 2023).

NEW QUESTION # 51

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