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SAP C_TS470_2412 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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 (Q73-Q78):

NEW QUESTION # 73

Which status allows a service confirmation to be billed?

- A. Accepted
- **B. Completed**
- C. Final Confirmation
- D. Confirmed

Answer: B

Explanation:

A service confirmation (e.g., IW41 or service app) records executed work. The status that allows billing is Completed (C).

Why Completed?

The "Completed" status (TECO or similar) indicates the work is finished and ready for billing. It triggers the creation of a billing document request (BDR) if configured.

Why Not the Others?

- * A: "Confirmed" is too vague; it's an action, not a billable status.
- * B: "Accepted" is not a standard confirmation status.
- * D: "Final Confirmation" is a step, but "Completed" is the billable state.

"A service confirmation can be billed when set to 'Completed' status."

25 web pages

Below are the first batch of 10 questions (Questions 41-50) formatted as requested, with 100% verified answers based on official SAP S/4HANA Cloud Private Edition, Service documentation. Each question includes a comprehensive explanation, and where applicable, extracts from official SAP sources are provided.

Typographical errors in the original questions have been corrected.

NEW QUESTION # 74

To which of the following can you assign maintenance packages? Note: There are 2 correct answers to this question.

- **A. A maintenance strategy**
- B. A service technician
- **C. A task list**
- D. A work schedule

Answer: A,C

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, maintenance packages define the intervals or cycles (e.g., every 6 months, 1,000 hours) at which maintenance activities are performed within a maintenance plan. They are assigned to:

- * Task list (C): Maintenance packages can be linked to operations in a task list to specify when each operation is due.
- * Maintenance strategy (D): A maintenance strategy groups multiple packages (e.g., time-based or performance-based cycles) and is assigned to a maintenance plan, which then applies the packages.
- * Service technician (A): Technicians are assigned to operations, not maintenance packages directly.
- * Work schedule (B): This is not a standard object in SAP for assigning maintenance packages.

"Maintenance packages are assigned to task lists and maintenance strategies to define the scheduling intervals for maintenance activities in a plan."

NEW QUESTION # 75

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 # 76

Which functions are defined in the item category configuration? Note: There are 2 correct answers to this question.

- A. Billing plan type
- B. Product type
- C. Billing relevance
- D. Contract item filter by product list

Answer: A,C

Explanation:

Item category configuration in SAP S/4HANA Service defines item behavior:

- * Billing plan type: Specifies if and how billing plans (e.g., periodic, milestone) are applied to the item.
- * Billing relevance: Determines whether the item is billable (e.g., A for order-related billing) and how it's processed in billing documents.
- * Contract item filter by product list: Not a standard function in item category configuration.
- * Product type: Defined in material/service master data, not item category. This is set in Customizing under Service # Transactions. "Item category configuration defines billing plan type and billing relevance for service items." (SAP Help Portal, Item Category Configuration).

NEW QUESTION # 77

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

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

Answer: B,D

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 # 78

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