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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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q40-Q45):

NEW QUESTION # 40

To which of the following can you assign production resources and tools? Note: There are 2 correct answers to this question.

- A. Service order
- **B. Maintenance order operation**
- **C. Task list operation**
- D. Product bundle

Answer: B,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 # 41

Which of the following API types does SAP recommend to use to achieve clean core integrations? Note:

There are 2 correct answers to this question.

- A. Doc
- B. OData
- C. SOAP
- D. RFC

Answer: B,C

Explanation:

SAP's clean core strategy emphasizes standardized, extensible integrations to minimize customizations and ensure upgrade stability. The recommended API types are:

* SOAP: A widely supported, robust protocol for structured data exchange, recommended for integrating SAP S/4HANA with external systems in a clean core approach.

* OData: SAP's preferred REST-based protocol for real-time, lightweight integrations, heavily utilized in SAP Fiori apps and clean core scenarios.

* Doc: Not a recognized API type in SAP's integration framework.

* RFC: While still supported, RFC (Remote Function Call) is considered legacy and less aligned with clean core principles due to its tight coupling. These recommendations are part of SAP's integration strategy for S/4HANA Cloud editions. "SOAP and OData are recommended for clean core integrations to ensure standardized and scalable connectivity." (SAP S/4HANA Cloud Integration Guide).

NEW QUESTION # 42

Which types of service contract items are supported? Note: There are 3 correct answers to this question.

- A. Target / quantity
- B. Price agreement
- C. Value / quantity
- D. Price adaptation
- E. Ad hoc billing

Answer: A,B,C

Explanation:

SAP S/4HANA Cloud Private Edition, Service supports various service contract item types in scope item 3MO (Service Contract Management):

* Target / quantity: Items based on a target quantity (e.g., number of service events), commonly used in recurring services.

* Value / quantity: Items defined by a monetary value or quantity, allowing flexible billing based on usage or fixed amounts.

* Price agreement: Items with predefined pricing conditions, ensuring consistent billing terms over the contract duration.

* Price adaptation: Not a standard contract item type; price changes are managed via conditions, not as a distinct item type.

* Ad hoc billing: Refers to a billing method, not a contract item type. These types support flexible contract management in SAP

S/4HANA Service."Service contracts support target/quantity, value /quantity, and price agreement items for flexible service offerings." (SAP Help Portal, Service Contract Management).

NEW QUESTION # 43

When creating a reservation in a service order, which storage location can be used? Note: There are 2 correct answers to this question.

- A. The storage location that is assigned to the work center of the service order
- B. The storage location that is assigned to the service employee of the service order
- C. The storage location that is assigned to the service organization of the service order
- D. The storage location that is assigned to the sales organization of the service order

Answer: A,C

Explanation:

A reservation in a service order reserves materials (e.g., spare parts) from a storage location. The correct answers are A and C. Let's explore this in detail.

Reservation Process:

When a service order includes materials (e.g., via a BOM or manual entry), the system creates a reservation (movement type 261) specifying the storage location.

* Storage location assigned to the service organization (A): The service organization (defined in org management) can be linked to a default storage location in customizing (e.g., SPRO # Service # Organizational Data). This location is proposed for reservations, reflecting where the service team typically sources parts.

* Storage location assigned to the work center (C): The work center (e.g., "Repair Shop") executing the order can have a storage location assigned in its master data (transaction IR02). This ensures parts are reserved from the work center's designated stock.

Why Not the Others?

* Sales organization (B): Sales orgs handle commercial aspects, not physical stock locations for service execution.

* Service employee (D): Employees don't have storage locations assigned; they're linked to work centers or org units.

Example:

Service order for Plant 1000, service org "SERV1" (storage loc. "0001"), work center "WC01" (storage loc. "0002"). Reservation can use "0001" or "0002" based on configuration.

"Reservations in service orders can use storage locations assigned to the service organization or work center."

NEW QUESTION # 44

What does the repair order status "Released" mean?

- A. The repair object has been sent back to the customer
- B. This is the initial status of all repair orders
- C. The repair object has been scheduled for repair
- D. The repair object is ready to be scheduled for repair

Answer: D

Explanation:

In an in-house repair process, the repair order status "Released" (e.g., REPO transaction type) has a specific meaning: D. Let's dive in.

Released Status:

"Released" (system status REL) means the repair order is approved and ready to be scheduled for repair. It's a preparatory step, allowing planning (e.g., resource allocation) before execution begins.

Why Not the Others?

* A: Scheduling happens after release, not indicated by it.

* B: Initial status is "Created" (CRTD), not "Released."

* C: Return to customer is a later status (e.g., "Completed").

Flow:

Created # Released (ready to schedule) # In Process # Completed.

"The 'Released' status indicates the repair object is ready to be scheduled for repair."

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