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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>

## SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q61-Q66):

### NEW QUESTION # 61

Which of the following objects are relevant to determine the correct plant and storage location in service order processing when reserving spare part items? Note: There are 3 correct answers to this question.

- A. Work center
- B. Service organization
- C. Service team
- D. Service employee
- E. Sales area

**Answer: A,B,D**

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, when reserving spare parts in service order processing (e.g., scope item 3D2: Service Order Management and Monitoring), the system determines the plant and storage location based on specific objects:

\* Service organization: This defines the organizational unit responsible for the service, which is linked to a plant. The plant is a key attribute in logistics and inventory management, making it critical for spare part reservations.

\* Work center: The work center specifies where the service is performed and is directly tied to a plant. It influences the storage location from which spare parts are drawn, especially in in-house or field service scenarios.

\* Service employee: The employee assigned to the service order can influence the plant and storage location, particularly in field

service scenarios where parts are reserved from a technician's stock (e.g., van stock linked to a specific storage location).  
\* Sales area: While relevant for sales processes, it does not directly determine plant or storage location for spare parts in service order processing.  
\* Service team: Teams are organizational groupings but do not have a direct system linkage to plant /storage location determination for reservations. This logic is part of the integration between service management and logistics in SAP S/4HANA, ensuring accurate inventory allocation. "The plant and storage location for spare parts in a service order are derived from the service organization, work center, and assigned service employee." (SAP Help Portal, Service Order Processing).

## NEW QUESTION # 62

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

### Answer: A

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 # 63

Which status allows a service confirmation to be billed?

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

### Answer: A

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 # 64

You want to configure the organizational units for Service with Advanced Execution. Which of the following business objects can you assign to a planning plant?

- A. Maintenance planner group
- B. Location
- C. Maintenance work center
- D. Company code

**Answer: A,C**

Explanation:

InService with Advanced Execution, organizational units are configured to support complex service scenarios. The correct answers are maintenance work center (A) and maintenance planner group (D). Let's dive deep.

Planning Plant Role:

The planning plant is the central organizational unit for maintenance and service planning, assigned in enterprise structure (SPRO # Enterprise Structure).

- \* Maintenance work center (A): A work center (e.g., "Field Service Team") is assigned to a planning plant in its master data (IR01/IR02). It defines where work is executed and is critical for scheduling in advanced execution.
- \* Maintenance planner group (D): A planner group (e.g., "PLG1") is assigned to a planning plant (via IP01 or customizing) to manage planning activities (e.g., who schedules orders).

Why Not the Others?

\* Company code (B): A company code is a financial entity assigned to plants, not a service-specific object.

\* Location (C): Locations are geographic data, not directly assigned to planning plants in this context.

Advanced Execution Context:

In advanced execution, these assignments enable resource-related billing and detailed scheduling.

"In Service with Advanced Execution, maintenance work centers and planner groups are assigned to a planning plant for organizational setup."

## NEW QUESTION # 65

What options does a service planner have to influence the maintenance plan schedule? Note: There are 3 correct answers to this question.

- A. Release call
- B. Copy call
- C. Skip call
- D. Fix call
- E. Freeze call

**Answer: C,D,E**

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a service planner can influence the maintenance plan schedule using specific actions to manage service calls effectively. The maintenance plan schedule is part of the recurring services process, where maintenance plans generate service calls based on defined cycles (e.g., time-based or counter-based). The options available to influence this schedule include:

\* Freeze call: This option allows the planner to lock a scheduled call, preventing it from being rescheduled or regenerated automatically until it is unfrozen. It ensures stability in planning for critical service events.

\* Skip call: This allows the planner to bypass a specific scheduled call without affecting the overall schedule. It's useful when a service event is not required at a particular time (e.g., due to customer availability).

\* Fix call: This option fixes a call at a specific date, ensuring it remains scheduled as planned and is not shifted by automatic rescheduling processes. It provides control over critical service timing.

\* Copy call and Release call are not standard options for directly influencing the maintenance plan schedule. Copying a call might be a manual workaround in some scenarios, but it's not a documented feature for schedule influence. Releasing a call is part of execution (e.g., releasing a service order), not schedule planning. These capabilities are detailed in the SAP S/4HANA Service documentation under recurring services and maintenance planning features, such as scope item 3MO (Service Contract Management). "In the maintenance plan scheduling, planners can freeze, skip, or fix calls to adjust the schedule according to operational needs." (SAP Signavio Process Navigator, Solution Process: Recurring Services).

## NEW QUESTION # 66

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