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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 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 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 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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q29-Q34):

NEW QUESTION # 29

What are examples of customizing activities required for an in-house repair process? Note: There are 3 correct answers to this question.

- A. Define Derivation of Attendance Type, Activity Type, and Cost Element
- B. Define Number Ranges
- C. Define Basic Settings for Transactions
- D. Define Partner Determination Procedure
- E. Enable Item-Based Accounting for Service Management

Answer: B,C,E

Explanation:

The in-house repair process (scope item 3XK) in SAP S/4HANA Cloud Private Edition requires specific customizing activities to set up the system:

- * Enable Item-Based Accounting for Service Management: This is critical for in-house repair to activate item-level cost and revenue tracking, ensuring accurate financial postings for repair orders.
- * Define Basic Settings for Transactions: This includes configuring transaction types (e.g., REPA for repair orders) and item categories, which are foundational for processing in-house repairs.
- * Define Number Ranges: Number ranges must be defined for repair orders and related documents to ensure unique identification and proper document flow.
- * Define Derivation of Attendance Type, Activity Type, and Cost Element: This is more relevant to time recording or project accounting, not a core requirement for in-house repair.
- * Define Partner Determination Procedure: While useful, it's not mandatory for the basic in-house repair process setup. These

activities are outlined in the SAP Best Practices for in-house repair configuration. "Customizing for in-house repair includes enabling item-based accounting, defining transaction settings, and setting up number ranges." (SAP Signavio Process Navigator, In-House Repair).

NEW QUESTION # 30

From which of the following business objects can you access the items of bills of material (BOMs) with BOM usage S (S4 Service)?

- A. Service confirmation
- **B. Service order**
- C. Service entry sheet
- D. Service request

Answer: B

Explanation:

BOM usage S (S4 Service) is specific to service processes in SAP S/4HANA Cloud Private Edition, Service, listing components for service activities. The correct answer is service order (C). Let's explore this thoroughly.

BOM Usage S Context:

Unlike BOM usage 4 (Plant Maintenance), usage S is tailored for service scenarios, integrating with service orders to plan materials or services.

Why Service Order?

A service order (e.g., transaction IW31 or Fiori app) can reference a technical object (e.g., equipment) or task list with a BOM usage S. The BOM items (e.g., spare parts) are accessed in the "Components" tab of the service order, enabling planning and reservation. For example, a service order for Equipment "E001" pulls BOM items like "Filter" and "Seal" from its usage S BOM.

Why Not the Others?

- * Service request (A): A preliminary document (e.g., notification) without BOM integration.
- * Service entry sheet (B): For external service acceptance, not BOM access.
- * Service confirmation (D): Records executed work, not planning with BOMs.

Process Flow:

Service order created # BOM usage S linked to object # Components tab shows items.

"BOM items with usage S (S4 Service) can be accessed from a service order for planning service activities."

NEW QUESTION # 31

What are characteristics of an in-house repair process? Note: There are 3 correct answers to this question.

- **A. Advanced Returns Management (ARM) can be used for customer returns.**
- B. An in-house repair process requires the Service with Advanced Execution scenario.
- **C. Credit checks can be executed in repair orders and repair quotations.**
- D. For each repair object, a service contract item must be assigned.
- **E. Items can be added to repair orders using service order templates.**

Answer: A,C,E

Explanation:

The in-house repair process (scope item 3XK) has specific characteristics:

- * Advanced Returns Management (ARM) can be used for customer returns: ARM integrates with in-house repair to manage return authorizations and goods receipt.
- * Items can be added to repair orders using service order templates: Templates streamline adding standard repair items to orders.
- * Credit checks can be executed in repair orders and repair quotations: Credit management is supported to ensure customer creditworthiness.
- * For each repair object, a service contract item must be assigned: Contracts are optional, not mandatory for repair objects.
- * An in-house repair process requires the Service with Advanced Execution scenario: Advanced execution is an enhancement, not a requirement for basic in-house repair. These align with SAP's in-house repair design. "In-house repair supports ARM for returns, templates for order items, and credit checks." (SAP Signavio Process Navigator, In-House Repair).

NEW QUESTION # 32

In which customizing activities do you maintain billing plan settings for the service contract? Note: There are

2 correct answers to this question.

- A. Budget Billing Plan
- **B. Assign Billing Plan Type to Item Category**
- C. Exclude Billing Plan Items
- **D. Define Billing Plan Types**

Answer: B,D

Explanation:

Billing plan settings for service contracts are maintained in customizing (SPRO # Service # Billing). The correct answers are C and D.

* Assign Billing Plan Type to Item Category (C): Links billing plan types (e.g., periodic) to contract item categories (e.g., SVC1), ensuring the right plan applies.

* Define Billing Plan Types (D): Defines the billing plan types (e.g., monthly, ad hoc) with parameters like periodicity.

Why Not the Others?

* A: Not a standard activity; might be a typo.

* B: Related to utilities, not service contracts.

"Billing plan settings are maintained by defining billing plan types and assigning them to item categories."

NEW QUESTION # 33

When using a configurable service product in the service contract, which condition type is used to reflect the price of the selected configuration?

- A. PS11 (Price f. Srv. Cntr. Itm)
- B. 871 (Service Type (Abs.))
- C. VASE (Variant Price)
- **D. VA00 (Variant Price)**

Answer: D

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a configurable service product in a service contract uses variant configuration to allow customization (e.g., selecting specific service options). The pricing for the selected configuration is reflected using the condition type VA00 (Variant Price) (Option B).

VA00 is a standard condition type in SAP's pricing framework that adjusts the base price based on the chosen configuration variants. It is linked to the variant configuration profile and updates the contract item price dynamically.

* VASE (A): This is not a standard SAP condition type; it seems to be a typo or misinterpretation.

* 871 (C): This is not a recognized condition type for configurable products in service contracts.

* PS11 (D): This might relate to service contract items but is not specific to configurable product pricing.

"The condition type VA00 (Variant Price) is used in service contracts with configurable products to reflect the price adjustments based on the selected configuration."

NEW QUESTION # 34

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