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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	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 2	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	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	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.

SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q36-Q41):

NEW QUESTION # 36

For a maintenance plan, how do the call date and the planned date relate to each other?

- A. The planned date is always before the call date, to not create inconsistencies.
- B. The call date is equal to the planned date if the previously called service order is not yet confirmed.
- C. The goal of scheduling is to minimize the time period between the call date and the planned date.
- D. The call date is usually before the planned date, to create a preprocessing phase.

Answer: D

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a maintenance plan is used to schedule recurring service or maintenance activities. The call date represents the date when the system generates a call object (e.g., a service order) based on the maintenance plan's scheduling parameters, such as cycles or intervals. The planned date, on the other hand, is the date when the actual execution of the service or maintenance activity is scheduled to occur.

Option B states that "the call date is usually before the planned date, to create a preprocessing phase," which aligns with standard SAP functionality. The call date typically precedes the planned date to allow time for preparation, such as resource allocation, spare parts planning, or technician scheduling. This preprocessing phase ensures that all prerequisites are in place before the service is executed. The difference between these dates is influenced by the call horizon, a parameter in the maintenance plan that defines how far in advance the call object is generated relative to the planned execution date.

Option A is incorrect because the call date being equal to the planned date is not a default rule; it depends on specific configurations (e.g., a call horizon of 0%), which is not typical. Option C is a goal of scheduling but does not directly describe the relationship between the dates. Option D is incorrect because the planned date is not always before the call date-this would contradict the purpose of scheduling, as the call initiates the process leading to the planned execution.

"The call date is determined by the scheduling parameters of the maintenance plan, including the call horizon, which specifies the lead time before the planned date. This allows for a preprocessing phase to prepare for the service execution."

NEW QUESTION # 37

Which assignment is required in a cross-plant planning scenario?

- A. A planner group to several maintenance plants
- B. Several planning plants to a maintenance plant
- C. A planner group to several planning plants
- **D. Several maintenance plants to a planning plant**

Answer: D

Explanation:

In cross-plant planning scenario, maintenance activities span multiple plants. The correct answer is B. Let's unpack this.

Cross-Plant Planning Context:

One planning plant oversees maintenance for multiple maintenance plants (where technical objects reside).

Why Several Maintenance Plants to a Planning Plant?

The planning plant is the central hub for scheduling and resource allocation. Maintenance plants (e.g., Plant 0001, Plant 0002) are assigned to it (e.g., Plant 1000) in customizing (SPRO # Enterprise Structure # Assignment # Plant Maintenance). This ensures a single point of control for work orders and plans across plants.

Why Not the Others?

- * A: Planner groups are assigned within a plant, not across plants directly.
- * C: Multiple planning plants for one maintenance plant is illogical.
- * D: Planner groups operate within a planning plant, not across multiple.

Example:

Planning Plant 1000 manages maintenance for Plants 0001 and 0002.

"In cross-plant planning, several maintenance plants are assigned to a planning plant to centralize maintenance scheduling."

NEW QUESTION # 38

What are steps included in the planning and execution of a recurring inspection? Note: There are 2 correct answers to this question.

- A. A service order is automatically generated when activating the maintenance plan for the inspection.
- **B. A completion marks a service order and its corresponding planned date in the maintenance plan as finished.**
- **C. A service order is automatically generated by scheduling the maintenance plan for the inspection.**
- D. When accepting a service order quotation, the system automatically creates a maintenance plan.

Answer: B,C

Explanation:

A recurring inspection in SAP S/4HANA Cloud Private Edition, Service uses a maintenance plan to schedule periodic checks. The correct steps are A and B. Let's explore this in detail.

Recurring Inspection Overview:

This process involves scheduling inspections via a maintenance plan, generating service orders, and completing them to update the plan.

* A completion marks a service order and its corresponding planned date in the maintenance plan as finished (A): When a service order (the call object) is completed (e.g., status "Technically Completed"), the system updates the maintenance plan, marking the corresponding planned date as finished. This shifts the scheduling to the next cycle (e.g., via transaction IP10).

* A service order is automatically generated by scheduling the maintenance plan for the inspection (B): Scheduling the maintenance plan (e.g., via IP10 or a background job) generates a service order based on the plan's cycle and call horizon. This order contains the inspection tasks.

Why Not the Others?

- * C: Accepting a quotation creates a contract or order, not a maintenance plan, which is a separate planning object.
- * D: Activating a maintenance plan sets it up but doesn't generate orders; scheduling does that.

Detailed Flow:

- * Maintenance plan created with inspection cycle (e.g., every 6 months).
- * Scheduling (IP10) generates a service order when the call date is reached.
- * Order completed # Plan updated, next call scheduled.

"Recurring inspections involve scheduling a maintenance plan to automatically generate service orders, with completion updating the plan's planned dates."

NEW QUESTION # 39

What functions are available when scheduling a maintenance plan? Note: There are 3 correct answers to this question.

- A. Start
- B. Delete call
- C. Scheduling
- D. Manual call
- E. Dispatch call

Answer: A,B,D

Explanation:

Scheduling a maintenance plan (e.g., via IP10) generates call objects. The correct answers are start (A), manual call (D), and delete call (E). Let's break this down.

- * Start (A): Initiates scheduling, calculating call dates (e.g., "Start Scheduling" in IP10).
- * Manual call (D): Creates a call outside the schedule (e.g., "Manual Call" button), for urgent needs.
- * Delete call (E): Removes a scheduled call (e.g., via "Delete" in IP10), adjusting the plan.

Why Not the Others?

- * Scheduling (B): A process, not a function.
 - * Dispatch call (C): Not a standard scheduling function; relates to resource assignment.
- "Functions when scheduling a maintenance plan include start, manual call, and delete call."

NEW QUESTION # 40

What are examples of information contained in a maintenance item of a maintenance plan? Note: There are 3 correct answers to this question.

- A. Object list
- B. Service order type
- C. Service interval
- D. Call horizon
- E. Service contract item

Answer: A,C,D

Explanation:

A maintenance item in a maintenance plan specifies details about the maintenance activity. The correct answers are:

- * Call horizon (A): Defines the lead time (as a percentage or days) before the planned date when the call object is generated.
- * Object list (B): Lists the technical objects (e.g., equipment, functional locations) subject to maintenance.
- * Service interval (E): Specifies the frequency or cycle (e.g., every 6 months) for the maintenance activity.
- * Service order type (C): This is defined at the maintenance plan level or call object, not the maintenance item.
- * Service contract item (D): This relates to contracts, not maintenance items directly.

"A maintenance item includes information such as the call horizon, object list, and service interval to define the scope and timing of maintenance activities."

NEW QUESTION # 41

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