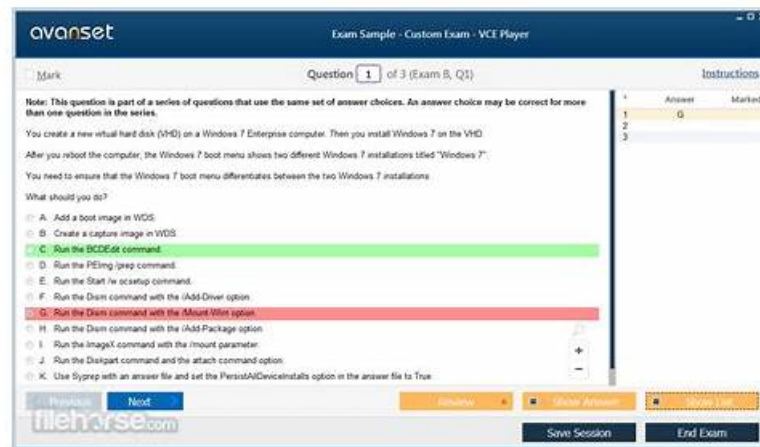


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SAP C-TS470-2412 Exam Syllabus Topics:

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	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 3	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 4	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 (Q38-Q43):

NEW QUESTION # 38

Which of the following is a prerequisite to install a piece of equipment in a functional location?

- A. Set the installation flag for a piece of equipment
- **B. Allow the equipment category to be installed in a functional location**
- C. Set the installation flag for a functional location category
- D. Allow the combination of equipment category and object type to be installed in a functional location

Answer: B

Explanation:

To install equipment in a functional location in SAP S/4HANA:

- * Allow the equipment category to be installed in a functional location: The equipment category (e.g., M for machines) must be configured to permit installation (set in transaction OIEQ), ensuring compatibility with functional locations.
- * Combination of equipment category and object type: Object types are for classification, not installation prerequisites.
- * Installation flag for equipment/functional location: No such flags exist; installation is controlled by category settings. This is part of equipment management setup. "The equipment category must allow installation in a functional location as a prerequisite." (SAP Help Portal, Equipment Installation).

NEW QUESTION # 39

If two packages of a strategy plan are due on the same date, what determines which operations are assigned to a generated call object?

- A. The cycle length of each package
- B. The buffers of the packages
- **C. The hierarchy of the packages**
- D. The sequence number of the packages

Answer: C

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a strategy plan uses a maintenance strategy with multiple packages (e.g., 3 months, 6 months) to schedule tasks. When two packages are due on the same date, the system must decide which operations from the associated task list are included in the generated call object (e.g., a service order). The correct answer is the hierarchy of the packages (A). Let's dive into this deeply.

Understanding Strategy Plans and Packages:
A strategy plan is linked to a maintenance strategy (e.g., "STR1") that defines packages with different intervals (e.g., Package 1: 3 months, Package 2: 6 months). Each package is assigned to specific operations in a task list (e.g., Operation 0010: oil change, Package 1; Operation 0020: full inspection, Package 2). The hierarchy refers to the priority or precedence of packages when their due dates overlap, as defined in the strategy's configuration.

Why Hierarchy?
When two packages (e.g., 3 months and 6 months) align on a date (e.g., after 6 months, both are due), the system uses the package hierarchy to determine which operations are included in the call object. In SAP, the hierarchy is typically based on the package with the longest cycle taking precedence, as it represents a more significant maintenance event. For example:

- * Task list: Operation 0010 (Package 1: 3M), Operation 0020 (Package 2: 6M).

* On 2025-06-01 (6 months), both packages are due.

* Hierarchy rule: Package 2 (6M) is higher, so Operation 0020 is included, and Operation 0010 might be skipped or combined based on settings.

Why Not the Others?

* Sequence number (B): Sequence numbers order operations within a task list, not packages in a strategy.

* Buffers (C): Buffers (e.g., tolerance) adjust call timing, not operation assignment.

* Cycle length (D): Cycle length defines when packages are due, but hierarchy decides assignment.

Configuration Insight:

In SPRO # Plant Maintenance # Maintenance Plans # Define Maintenance Strategies, the hierarchy is implicitly set by package order or explicit rules (e.g., "highest cycle wins"). This ensures logical operation selection.

Practical Example:

Strategy: Package 1 (3M), Package 2 (6M). Task list: Op 0010 (P1), Op 0020 (P2). On 2025-06-01, Package 2's higher hierarchy assigns Op 0020 to the call object.

"When multiple packages in a strategy plan are due simultaneously, the hierarchy of the packages determines which operations are assigned to the generated call object."

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

Answer: A,D

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 type of objects can you maintain in the object list assigned to a contract item? Note: There are 3 correct answers to this question.

- A. Document

- B. Functional location
- C. Equipment bill of material
- D. Product
- E. Equipment

Answer: B,D,E

Explanation:

In SAP S/4HANA Service contracts (scope item 3MO), the object list for a contract item specifies covered objects:

- * Equipment: Individual equipment (e.g., serialized assets) can be assigned to track service coverage.
- * Product: Materials or service products covered under the contract are listed.
- * Functional location: Locations where services are performed can be included in the object list.
- * Equipment bill of material: BOMs are referenced separately, not directly in the object list.
- * Document: Documents are managed via Document Management System (DMS), not as contract objects. This is configured in the service contract item details. "Assign equipment, products, and functional locations to the object list of a service contract item." (SAP Help Portal, Service Contract Management).

NEW QUESTION # 42

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 # 43

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