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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>• <b>Service Master Data:</b> 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>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Service Order Management:</b> 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>• <b>Organizational Data:</b> 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>

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## SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q15-Q20):

### NEW QUESTION # 15

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

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

**Answer: A,D,E**

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 # 16

How do you perform a diagnosis for a repair object?

- A. Perform precheck # Plan diagnosis # Perform diagnosis # Decide on next steps # Charge customer
- B. Plan diagnosis # Perform precheck # Perform diagnosis # Charge customer # Decide on next steps
- C. Perform precheck # Charge customer # Plan diagnosis # Perform diagnosis # Decide on next steps
- D. Plan diagnosis # Perform diagnosis # Perform precheck # Decide on next steps # Charge customer

**Answer: A**

Explanation:

Diagnosing a repair object in the in-house repair process follows a logical sequence:

\* Perform precheck # Plan diagnosis # Perform diagnosis # Decide on next steps # Charge customer

\* Starts with a pre-check to assess the object, followed by planning the diagnosis (e.g., assigning tasks), performing it, deciding the outcome (e.g., repair or reject), and finally charging the customer if applicable. This aligns with the repair workflow in scope item 3XK.

\* Other sequences disrupt the practical flow (e.g., charging before diagnosis or pre-check after diagnosis). "The diagnosis process begins with a pre-check, followed by planning and performing the diagnosis, deciding next steps, and charging the customer." (SAP Signavio Process Navigator, In-House Repair).

#### NEW QUESTION # 17

Which of the following steps are required when creating a product bundle? Note: There are 2 correct answers to this question.

- A. Create a bundle product
- B. Assign a bill of material to a product bundle
- C. Assign components or component groups to a product bundle
- D. Maintain rules to combine different products

**Answer: A,C**

Explanation:

A product bundle in SAP S/4HANA Cloud Private Edition, Service groups multiple products or services into a single offering. The required steps are:

\* Create a bundle product (B): A product master record is created with an item category group supporting bundles (e.g., LUMF).

\* Assign components or component groups to a product bundle (C): Components (e.g., materials or services) are added to the bundle via a bill of material (BOM) or similar structure.

\* A: Rules are optional for dynamic bundles, not a mandatory step.

\* D: A BOM might be used internally, but the step is assigning components, not the BOM itself.

"Creating a product bundle involves defining a bundle product and assigning components or component groups to it, typically via a BOM structure."

#### NEW QUESTION # 18

To ship service parts to a customer in advance, which follow-up documents can be created automatically after the initial service order release? Note: There are 3 correct answers to this question.

- A. Reservation
- B. Invoice
- C. Purchase requisition
- D. Sales order
- E. Goods issue document

**Answer: A,D,E**

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, shipping service parts to a customer before service execution (e.g., for on-site repair) involves follow-up documents created automatically upon service order release. The correct answers are goods issue document (A), sales order (C), and reservation (E). Let's dive into each.

Scenario Context:

A service order might include spare parts to be sent to the customer in advance. Releasing the order triggers logistics and inventory processes.

\* Goods issue document (A): This records the physical shipment of parts from the warehouse to the customer. Upon release, if the service order includes deliverable items (e.g., via item category with delivery relevance), the system posts a goods issue (e.g., via

transaction MIGO or automatically). This updates inventory and triggers accounting postings.

\* Sales order (C): For billable parts, a follow-up sales order can be created automatically to handle the commercial aspect (e.g., via a sales order type linked to the service order). This integrates with SD for pricing and delivery.

\* Reservation (E): This reserves stock in the warehouse for the service order's parts requirements. Upon release, the system generates a reservation (e.g., movement type 261) to ensure availability before goods issue.

Why Not the Others?

\* Invoice (B): Invoices are created later, typically after goods issue or service confirmation, not automatically upon release.

\* Purchase requisition (D): This is for procuring parts from a vendor, not shipping to a customer.

Process Flow Example:

Service order released # Reservation created (stock reserved) # Sales order generated (if billable) # Goods issue posted (parts shipped).

"Upon service order release, follow-up documents such as goods issue documents, sales orders, and reservations can be created automatically to facilitate shipping service parts."

### NEW QUESTION # 19

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

**Answer: B**

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 # 20

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