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SAP C-TS470-2412 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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	• 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 (Q20-Q25):

NEW QUESTION # 20
How do you perform a diagnosis for a repair object?

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

Answer: B

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 # 21
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 hierarchy of the packages
- C. The sequence number of the packages
- D. The buffers of the packages

Answer: B

Explanation:
In SAP S/4HANA Cloud Private Edition, Service, astrategy planuses 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 generatedcall object(e.
g., a service order). The correct answer isthe 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 hierarchyrefers 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 thelongest cycletaking 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 # 22
Which of the following is the correct sequence when creating a hierarchical structure in organizational management?

- A. Position # User # Organizational unit # Holder
- B. Organizational unit # Holder # User # Position
- C. Organizational unit # Position # Holder # User
- D. Position # Holder # User # Organizational unit

Answer: C

Explanation:
In SAP S/4HANA Organizational Management (integrated with HCM or service structures):
* Organizational unit # Position # Holder # User: The sequence starts with defining an organizational unit (e.g., department), then positions within it (e.g., service technician), followed by assigning holders (employees) to positions, and finally linking users (system logins) to holders. This hierarchy is built using transaction PPOME or similar tools.
* Other sequences disrupt the logical top-down structure required for organizational management.This aligns with SAP's standard organizational setup process."Create organizational units, then positions, assign holders, and link users in that order for a hierarchical structure." (SAP Help Portal, Organizational Management).

NEW QUESTION # 23
Which of the following can you assign to a work center? Note: There are 2 correct answers to this question.

- A. Capacity category
- B. Planner group
- C. Maintenance planning plant
- D. Task list usage

Answer: A,D

Explanation:
Work centers in SAP S/4HANA Service (and Plant Maintenance) define execution locations and capacities:
* Task list usage: Specifies which task lists (e.g., service or maintenance) the work center can use, assigned in the work center master data (transaction CR01).
* Capacity category: Defines the type of capacity (e.g., labor, machine) available at the work center, critical for scheduling.
* Planner group: Assigned to technical objects or orders, not directly to work centers.
* Maintenance planning plant: A work center is assigned to a plant during creation, but the plant itself isn't assigned to the work center as a customizable attribute. These settings are configured in the work center master record. "Assign task list usage and capacity categories to a work center to define its operational scope." (SAP Help Portal, Work Center Master Data).

NEW QUESTION # 24
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 work center
- B. Company code
- C. Maintenance planner group
- D. Location

Answer: A,C

Explanation:
InService with Advanced Execution, organizational units are configured to support complex service scenarios. The correct answers aremaintenance work center (A)andmaintenance 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 # 25
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