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## SAP C\_TS470\_2412 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	<ul> <li>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.</li> </ul>
Topic 3	<ul> <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 4	<ul> <li>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.</li> </ul>

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# SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q17-Q22):

#### **NEW OUESTION #17**

Which status allows a service confirmation to be billed?

- A. Completed
- B. Confirmed
- C. Final Confirmation
- D. Accepted

#### Answer: A

#### Explanation:

Aservice confirmation(e.g., IW41 or service app) records executed work. The status that allows billing is Completed (C). Why Completed?

The "Completed" status (TECO or similar) indicates the work is finished and ready for billing. It triggers the creation of a billing document request (BDR) if configured.

Why Not the Others?

- \* A: 'Confirmed' is too vague; it's an action, not a billable status.
- \* B:"Accepted" is not a standard confirmation status.
- \* D."Final Confirmation" is a step, but "Completed" is the billable state.
- "A service confirmation can be billed when set to 'Completed' status."

#### 25 web pages

Below are the first batch of 10 questions (Questions 41-50) formatted as requested, with 100% verified answers based on official SAP S/4HANA Cloud Private Edition, Service documentation. Each question includes a comprehensive explanation, and where applicable, extracts from official SAP sources are provided.

Typographical errors in the original questions have been corrected.

#### **NEW QUESTION #18**

When creating a service transaction, which settings are mandatory for the system to propose a service organization? Note: There are 2 correct answers to this question.

- A. Set the service organization function
- B. Allow the organizational unit to be determined
- C. Assign a sales area to a service order type
- D. Define a sales area

#### Answer: A,B

#### Explanation:

In SAP S/4HANA Cloud Private Edition, Service, the system can propose aservice organization for a service transaction (e.g., service order). The mandatory settings are AandB. Let's break this down.

Service Organization Proposal:

The service organization is the unit responsible for service execution (e.g., a regional service team). The system proposes it based on customizing.

- \* Allow the organizational unit to be determined (A): This setting, typically in the transaction type configuration (e.g., SPRO # Service # Transactions), enables the system to automatically determine the organizational unit (service organization) based on predefined rules (e.g., from the technical object or customer).
- \* Set the service organization function (B): This defines the organizational unit's role as a "service organization" in organizational management (e.g., via transaction PPOME). It's flagged with a specific function (e.g., "Service Org") to link it to service processes. Why Not the Others?
- \* C:Assigning a sales area to a service order type is for sales integration, not service organization determination.
- \* D:Defining a sales area is a prerequisite for sales processes, not mandatory for service organization proposal. Example Configuration:

In SPRO, under "Define Transaction Types," you enable 'Org. Unit Determination." Then, in PPOME, you set a unit as a service organization with the appropriate function.

"To propose a service organization, you must allow organizational unit determination and set the service organization function in customizing."

#### **NEW QUESTION #19**

Which item categories can you use in service orders? Note: There are 3 correct answers to this question.

- A. Delivery items
- B. Solution items
- · C. Sales items
- D. Expense items
- E. Service items

#### Answer: C,D,E

#### Explanation:

In SAP S/4HANA Cloud Private Edition, Service, service orders support various item categories to represent different types of activities or materials. The correct answers are:

- \* Service items (A):Used for billable services performed (e.g., repair or maintenance tasks).
- \* Sales items (C):Used for selling products or spare parts within the service order.
- \* Expense items (E):Used to record costs (e.g., travel or external services) that may or may not be billable.
- \* Solution items (B):This is not a standard item category in service orders; it relates more to solution quotations or configurable products.
- \* Delivery items (D): These are specific to sales processes (e.g., outbound deliveries), not service orders.

"Service orders support item categories such as service items for service activities, sales items for material sales, and expense items for cost recording."

#### **NEW QUESTION #20**

Which of the following is the correct sequence when creating a hierarchical structure in organizational management?

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

#### Answer: D

#### 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 #21**

Which object can you assign a personnel number to?

- A. Organizational unit
- B. Task list operation
- C. Work center
- D. Service team

#### Answer: B

#### Explanation:

In SAP S/4HANA Cloud Private Edition, Service, apersonnel numberrefers to an identifier for an individual employee or resource, typically managed in the Human Resources (HR) module or linked via organizational management. The question asks which object allows direct assignment of such a personnel number.

The correct answer istask list operation(Option C). In a maintenance or service task list, operations define specific activities to be performed, and you can assign a personnel number to an operation to specify the responsible employee or technician. This assignment is part of capacity planning and resource allocation, ensuring that the right individual is scheduled for the task.

- \* Organizational unit (A):This is a higher-level structure in organizational management (e.g., a department) and does not directly accept a personnel number assignment. Personnel are linked to it via positions or roles, not directly.
- \* Service team (B): While a service team consists of personnel, it is a group entity, and individual personnel numbers are not assigned to it as an object in this context.
- \* Work center (D):A work center represents a location or group of resources (e.g., machines or people) and can be linked to capacity, but it does not directly accept a personnel number assignment. Instead, it uses capacity categories or links to HR indirectly. "In task lists, operations can be assigned to specific personnel numbers to define the responsible employee for executing the task, facilitating detailed resource planning."

#### **NEW QUESTION #22**

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