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

Topic	Details
Topic 1	<ul style="list-style-type: none"><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 2	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 3	<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 4	<ul style="list-style-type: none"> <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 (Q69-Q74):

#### NEW QUESTION # 69

Which of the following can be assigned to a serial number profile?

- A. Stock determination strategy
- B. Equipment class
- C. Configuration profile
- **D. Equipment category**

**Answer: D**

Explanation:

Serial number profile in SAP S/4HANA defines how serial numbers are managed for materials or equipment. The correct answer is equipment category (C). Let's explore this deeply.

Serial Number Profile Purpose:

It controls serialization (e.g., mandatory entry, stock check) and links to objects like equipment or materials.

Why Equipment Category?

The equipment category (e.g., "M" for machines) determines the type of equipment created when a serialized material is installed or tracked. In customizing (SPRO # Plant Maintenance # Master Data # Technical Objects # Serial Number), the serial number profile is assigned to an equipment category to define how serial numbers generate equipment records (e.g., automatically upon goods receipt).

Why Not the Others?

- \* Equipment class (A): Classes group equipment by characteristics, not assigned to serial profiles.
- \* Configuration profile (B): This is for configurable products, unrelated to serial numbers.
- \* Stock determination strategy (D): This controls stock selection, not serialization.

Example:

Serial profile "S001" is assigned to equipment category "M," ensuring that serialized pumps create equipment records of type "M."  
"A serial number profile can be assigned to an equipment category to define the equipment type created for serialized objects."

#### NEW QUESTION # 70

In a service confirmation, what is the actual duration used for? Note: There are 3 correct answers to this question.

- A. Creation of a CATS entry
- B. Updating the technician's capacity
- C. Calculation of the customer price
- D. Calculation of internal costs
- E. Capturing the technician's working time

**Answer: A,D,E**

Explanation:

The actual duration in a service confirmation (e.g., IW41) records time spent on a task. The correct answers are A, C, D.

\* Capturing the technician's working time (A): Actual duration (e.g., 5 hours) logs the technician's effort.

\* Creation of a CATS entry (C): Transfers time to CATS for payroll/HR integration.

\* Calculation of internal costs (D): Multiplies duration by rate (e.g., \$50/hour) for cost posting.

Why Not the Others?

\* B: Capacity updates are planning-based, not from confirmations.

\* E: Customer price uses billing rates, not just duration.

"Actual duration in a service confirmation captures working time, creates CATS entries, and calculates internal costs."

## NEW QUESTION # 71

Which of the following are features of the clean core dashboard? Note: There are 2 correct answers to this question.

- A. Customers can grant access to the dashboard to partners.
- B. Customers can use the dashboard in the dev, test, and production tenants.
- C. It can be accessed by using SAP For Me.
- D. It can be used in all SAP S/4HANA Cloud editions.

**Answer: A,C**

Explanation:

The Clean Core Dashboard is a tool provided by SAP to help customers monitor and maintain a clean core strategy in their SAP S/4HANA systems. A clean core approach ensures that the ERP system remains up-to-date, cloud-compliant, and free of unnecessary modifications, facilitating smooth upgrades and innovation adoption. This dashboard provides insights into system customizations, extensions, and compliance with clean core principles. Let's evaluate each option based on official SAP documentation and functionality as of March 2025:

\* A. Customers can use the dashboard in the dev, test, and production tenants: The Clean Core Dashboard is primarily designed to monitor the clean core compliance of productive SAP S/4HANA systems, as its purpose is to provide actionable insights into the live environment where business processes are executed. While development (dev) and test tenants are critical for building and validating extensions, the dashboard's focus is on the production tenant to ensure operational stability and upgrade readiness. SAP documentation specifies that it targets productive systems (e.g., SAP S/4HANA Cloud Private Edition production tenants), and there's no explicit mention of it being available across all tenant types (dev, test, production) in a unified manner. Thus, this option is not a confirmed feature.

\* B. It can be accessed by using SAP for Me: This is a key feature of the Clean Core Dashboard. SAP for Me is SAP's customer portal, providing a centralized interface for accessing various tools, services, and insights related to SAP solutions. The Clean Core Dashboard is integrated into SAP for Me, offering customers a user-friendly way to view tiles and reports on their system's clean core status (e.g., custom code usage, API compliance, and extension metrics). This accessibility aligns with SAP's strategy to consolidate customer-facing tools in a single portal, making it a verified feature.

\* C. Customers can grant access to the dashboard to partners: This is another confirmed feature. SAP allows customers to share access to the Clean Core Dashboard with implementation partners or service providers via SAP for Me's authorization management. This capability supports collaboration, enabling partners to assist in analyzing and optimizing the system for clean core compliance (e.g., during RISE with SAP engagements). The dashboard's design facilitates transparency and joint efforts between customers and partners, making this a standard feature in the private cloud context.

\* D. It can be used in all SAP S/4HANA Cloud editions: This is not entirely accurate. The Clean Core Dashboard is specifically tailored for SAP S/4HANA Cloud Private Edition and, to some extent, SAP S/4HANA on-premise systems, where customizations and extensions are more prevalent and need monitoring. In SAP S/4HANA Cloud Public Edition, the system is inherently clean by design (no source code modifications are allowed, only extensions via SAP BTP or in-app tools), reducing the need for such a dashboard. While clean core principles apply across all editions, the dashboard's functionality is most relevant to Private Edition and on-premise deployments, where customers have greater control over

customizations. SAP documentation highlights its use in Private Edition contexts (e.g., RISE with SAP), not universally across all editions.

The correct answers, B and C, reflect the dashboard's accessibility via SAP for Me and its collaborative feature with partners, as outlined in SAP's clean core strategy resources. These features enhance its utility in maintaining a modern, flexible, and cloud-compliant ERP system, particularly in SAP S/4HANA Cloud Private Edition.

Extract from SAP Documentation: "The Clean Core Dashboard, accessible via SAP for Me, provides transparency on system customizations and allows customers to collaborate with partners to ensure clean core compliance in productive SAP S/4HANA Cloud Private Edition systems." (SAP Community, 10 Steps to Clean Core for SAP S/4HANA Cloud Private Edition for Customers, 2024).

### NEW QUESTION # 72

In which customizing activity do you define service contract determination for service orders?

- A. Define Transaction Types
- B. Define Settings for Item Categories
- C. Define Item Categories
- **D. Define Settings for Transaction Types**

**Answer: D**

Explanation:

Service contract determination links a service order to an applicable contract for pricing or SLA. The correct answer is Define Settings for Transaction Types (C), found in SPRO # Service # Transactions. Let's explore.

Why This Activity?

In "Define Settings for Transaction Types," you configure the service order type (e.g., "ZSER") to automatically determine a service contract. This includes settings like "Contract Determination" (e.g., by sold-to party, object) and the determination procedure. For example, a rule might check the equipment in the order against active contracts.

Why Not the Others?

\* A & D: Item category settings focus on item-level behavior, not contract determination.

\* B: Defines the transaction type structure, not its determination logic.

Example:

Service order type "ZSER" set to determine contract "C001" based on equipment "E001."

"Service contract determination for service orders is defined in the 'Define Settings for Transaction Types' activity."

### NEW QUESTION # 73

Which functions are defined in the item category configuration? Note: There are 2 correct answers to this question.

- **A. Billing relevance**
- B. Contract item filter by product list
- **C. Billing plan type**
- D. Product type

**Answer: A,C**

Explanation:

Item category configuration in SAP S/4HANA Service defines item behavior:

\* Billing plan type: Specifies if and how billing plans (e.g., periodic, milestone) are applied to the item.

\* Billing relevance: Determines whether the item is billable (e.g., A for order-related billing) and how it's processed in billing documents.

\* Contract item filter by product list: Not a standard function in item category configuration.

\* Product type: Defined in material/service master data, not item category. This is set in Customizing under Service # Transactions. "Item category configuration defines billing plan type and billing relevance for service items." (SAP Help Portal, Item Category Configuration).

### NEW QUESTION # 74

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