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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.

SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q37-Q42):

NEW QUESTION # 37
Which of the following objects are relevant to determine the correct plant and storage location in service order processing when reserving spare part items? Note: There are 3 correct answers to this question.

- A. Sales area
- B. Work center
- C. Service team
- D. Service organization
- E. Service employee

Answer: B,D,E

Explanation:
In SAP S/4HANA Cloud Private Edition, Service, when reserving spare parts in service order processing (e.
g., scope item 3D2: Service Order Management and Monitoring), the system determines the plant and storage location based on specific objects:
* Service organization: This defines the organizational unit responsible for the service, which is linked to a plant. The plant is a key attribute in logistics and inventory management, making it critical for spare part reservations.
* Work center: The work center specifies where the service is performed and is directly tied to a plant. It influences the storage location from which spare parts are drawn, especially in in-house or field service scenarios.
* Service employee: The employee assigned to the service order can influence the plant and storage location, particularly in field service scenarios where parts are reserved from a technician's stock (e.g., van stock linked to a specific storage location).
* Sales area: While relevant for sales processes, it does not directly determine plant or storage location for spare parts in service order processing.
* Service team: Teams are organizational groupings but do not have a direct system linkage to plant /storage location determination for reservations.This logic is part of the integration between service management and logistics in SAP S/4HANA, ensuring accurate inventory allocation."The plant and storage location for spare parts in a service order are derived from the service organization, work center, and assigned service employee." (SAP Help Portal, Service Order Processing).

NEW QUESTION # 38
In a maintenance plan, what is used to determine the items in a call object?

- A. A service order template
- B. A bill of material
- C. A product proposal
- D. A product bundle

Answer: B

Explanation:
In a maintenance plan, a call object (e.g., a service order) is generated based on scheduling. The items in this call object-such as spare parts or services-are determined by a bill of material (BOM) (Option D).
A BOM with usage type "4" (Plant Maintenance) or "S" (S4 Service) defines the components (materials or services) required for the maintenance task. When the maintenance plan triggers a call, the system references the BOM assigned to the technical object (e.g., equipment or functional location) or task list to populate the call object's items.
* Product bundle (A):Used for grouping products, not for maintenance plan items.
* Service order template (B):Defines a structure for service orders but is not linked to maintenance plan scheduling.
* Product proposal (C):Suggests items based on rules, not a source for call object items.
"The items in a call object generated by a maintenance plan are determined by the bill of material assigned to the technical object or task list, specifying required components."

NEW QUESTION # 39

You are a consultant on an SAP S/4HANA Cloud brownfield project. Several mission-critical business processes have been successfully remodeled in accordance with clean core principles. You must now create the necessary workflows. Which of the following SAP Signavio solutions can be used to create the workflows?

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

Answer: C

Explanation:
SAP Signavio provides tools to support process modeling and management. For creating workflows in a brownfield project aligned with clean core principles:
* SAP Signavio Process Manager: This is the primary tool for designing and modeling workflows and business processes. It allows consultants to create detailed process diagrams (e.g., BPMN 2.0) and define workflows that integrate with SAP S/4HANA, supporting clean core extensibility.
* SAP Signavio Process Intelligence: Focused on process analysis and mining, not workflow creation.
* SAP Signavio Process Insights: Provides performance insights and optimization recommendations, not workflow design.
* SAP Signavio Process Governance: Manages process execution and compliance, not initial workflow creation. This aligns with SAP's transformation methodology for S/4HANA brownfield implementations."SAP Signavio Process Manager enables the creation of workflows and process models for SAP S/4HANA implementations." (SAP Signavio Mission to SAP S/4HANA).

NEW QUESTION # 40

In an SLA determination procedure, which of the following can you use? Note: There are 2 correct answers to this question.

- A. Service contract
- B. Service profile
- C. Response profile
- D. Service organizational unit

Answer: B,C

Explanation:
In SAP S/4HANA Cloud Private Edition, Service,Service Level Agreement (SLA)determination ensures that service transactions (e.g., service orders) meet predefined time or performance commitments. The SLA determination procedure uses specific profiles to calculate deadlines. The correct answers are service profile (A) and response profile (B). Let's dive into this comprehensively.
What is SLA Determination?
SLA determination automatically assigns deadlines (e.g., response time, resolution time) to service items based on configured rules. It's critical for ensuring customer satisfaction and compliance with contractual obligations.
* Service profile (A):A service profile defines overall SLA parameters, such as the total time allowed to complete a service (e.g., "Resolve within 48 hours"). It's assigned to a service transaction or derived from a contract and includes settings like working hours or escalation rules. For example, a "Gold Service" profile might allow 24 hours for resolution.
* Response profile (B):A response profile specifies the initial response time (e.g., "Respond within 4 hours"). It focuses on the first

action (e.g., acknowledging a customer issue) and is often paired with a service profile for a complete SLA framework. For instance, a "High Priority" response profile might mandate a 2-hour response.

Why Not the Others?

* Service contract (C):While a service contract may reference SLAs, it's not "used" in the determination procedure-it's a source document, not a configuration element like a profile. The SLA profiles are derived from or linked to it.
* Service organizational unit (D):This defines who performs the service, not the SLA deadlines. It influences assignment, not time-based SLA calculation.

How It Works in Practice:

* A service order is created (e.g., for a pump repair).
* The system checks the SLA determination procedure (customized in SPRO # Service # SLA Determination).
* Based on the item category or contract, it applies a service profile (e.g., 48-hour resolution) and response profile (e.g., 4-hour response).
* Deadlines are set and monitored (e.g., via the Service Order Issues app).

Additional Insight:

SLA profiles can incorporate calendar settings (e.g., excluding weekends) and priority levels,making them flexible for different scenarios. They're maintained in customizing under "Define Service Profiles" and
"Define Response Profiles."
"The SLA determination procedure utilizes service profiles and response profiles to calculate and enforce deadlines for service transactions."

NEW QUESTION # 41

In the advanced execution scenario, which order types can you map to a service order type?

* A. Sales order types
* B. Customer service order types
* C. Maintenance order types
* D. Purchase order types

Answer: C

Explanation:

TheService with Advanced Executionscenario in SAP S/4HANA Cloud Private Edition, introduced fully in release 2023, integrates service orders with detailed operational planning via maintenance orders. In this scenario:

* Maintenance order types: These can be mapped to a service order type to enable advanced execution capabilities, such as detailed planning of operations, spare parts, and task lists. This mapping is configured in Customizing under "Plant Maintenance Integration # Map Order Types," allowing a service order item to generate a corresponding maintenance order.
* Purchase order types: These are used for procurement, not directly mapped to service orders in this context.
* Customer service order types: This is not a distinct order type category in SAP S/4HANA Service; service orders themselves are the focus.
* Sales order types: These are unrelated to the advanced execution scenario, which focuses on service and maintenance integration.This integration enhances planning and execution for complex or long- running services."Map the transaction type and item category used in a maintenance service to a maintenance order type to enable creation of a maintenance order in the Service with Advanced Execution scenario." (SAP Help Portal, Configuring Service with Advanced Execution).

NEW QUESTION # 42

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