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SAP C-TS470-2412 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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.
Topic 3	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 4	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.

SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q72-Q77):

NEW QUESTION #72

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

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

Answer: A,B,C

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 #73

How are the inspection and maintenance operations determined, that must be performed regularly when you are using the scenario Service with Advanced Execution?

- A. Using a bill of material
- B. Always manually
- C. Using a maintenance task list
- D. Using a service order template

Answer: C

Explanation:

InService with Advanced Execution, recurring inspection and maintenance operations are systematically planned. The correct answer issuing a maintenance task list (A). Let's dive in.

Advanced Execution Scenario:

This scenario enhances service processes with detailed execution, often using maintenance orders mapped to service orders. Why Maintenance Task List?

Amaintenance task list(e.g., IA05) defines standard operations (e.g., "Inspect bearings," "Replace oil") for recurring activities. In a maintenance plan (e.g., strategy plan), the task list is assigned, and its operations are triggered based on scheduling (e.g., every 6 months). These operations are then executed via service

/maintenance orders in the advanced execution framework, ensuring consistency and automation.

Why Not the Others?

- * Bill of material (B):BOMs list components, not operations.
- * Service order template (C):Templates structure orders, not recurring operations.
- * Manually (D): Advanced execution automates via task lists, not manual entry.

Example:

Task list "TL001" with operations "Check pressure" (6M) and "Replace filter" (12M) drives a strategy plan's calls.

"In Service with Advanced Execution, regular inspection and maintenance operations are determined using a maintenance task list."

NEW QUESTION #74

When extending a functional location hierarchy, how is a new functional location initially assigned to it?

- A. Automatically based on the structure indicator
- B. Manually by using the install function
- C. Manually by using the list editing transaction
- D. Automatically based on the functional location category

Answer: A

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, afunctional location hierarchyorganizes technical objects in a structured manner. When adding a new functional location, it isautomatically assigned based on the structure indicator(Option B).

The structure indicator defines the naming convention and hierarchy levels (e.g., A-B-C for a three-level structure). When a new functional location is created, the system uses this indicator to place it in the hierarchy automatically, based on its ID (e.g., A-B becomes a child of A).

- * A:The category defines properties, not the hierarchy position.
- * C:List editing is for mass changes, not initial assignment.
- * D:The install function is for equipment, not functional locations.
- "A new functional location is automatically assigned to the hierarchy based on the structure indicator, which governs the hierarchical naming and positioning."

NEW QUESTION #75

In which customizing activities do you maintain billing plan settings for the service contract? Note: There are 2 correct answers to this question.

- A. Budget Billing Plan
- B. Exclude Billing Plan Items
- C. Define Billing Plan Types
- D. Assign Billing Plan Type to Item Category

Answer: C,D

Explanation:

Billing plan settings for service contracts are maintained in customizing (SPRO # Service # Billing). The correct answers are CandD.

- * Assign Billing Plan Type to Item Category (C):Links billing plan types (e.g., periodic) to contract item categories (e.g., SVC1), ensuring the right plan applies.
- * Define Billing Plan Types (D):Defines the billing plan types (e.g., monthly, ad hoc) with parameters like periodicity. Why Not the Others?
- * A:Not a standard activity; might be a typo.
- * B:Related to utilities, not service contracts.

"Billing plan settings are maintained by defining billing plan types and assigning them to item categories."

NEW QUESTION #76

What can you assign in a task list header? Note: There are 2 correct answers to this question.

- A. Planner group
- B. Production resources and tools
- C. Maintenance strategy
- D. Components

Answer: A,C

Explanation:

Atask listin SAP S/4HANA Cloud Private Edition, Service defines standard maintenance or service procedures. Theheadercontains general data applicable to the entire task list. The correct answers are planner group (B)andmaintenance strategy (C). Let's explore this in detail.

Task List Header Overview:

The header (e.g., in transaction IA05/IA06) includes fields like task list type, group, and planning data, setting the context for all operations.

- * Planner group (B):The planner group (e.g., "PLG1") is assigned in the header to indicate the team responsible for planning the task list's use (e.g., in maintenance plans). It's entered in the "Planner Group" field and links to organizational data (e.g., Plant Maintenance structure). For example, "PLG1" might be the North Region planners.
- * Maintenance strategy (C):The maintenance strategy (e.g., "STR1") is assigned in the header for strategy-based task lists. It defines the packages (e.g., 3M, 6M) that operations will follow when the task list is used in a strategy plan. This is set in the "Strategy" field and ties the task list to scheduling logic.

Why Not the Others?

- * Production resources and tools (A):PRTs (e.g., tools) are assigned to individual operations, not the header, in the operation details tab.
- * Components (D):Components (e.g., spare parts) are also assigned at the operation level, not the header, via the components tab. Practical Example:

Task list "TL001": Header assigns Planner Group "PLG1" and Strategy "STR1" (3M, 6M). Operations then specify tasks and resources.

Additional Insight:

The header data ensures consistency across all operations and integrates with maintenance plans for scheduling.

"In a task list header, you can assign a planner group and maintenance strategy to define planningand scheduling parameters."

NEW QUESTION #77

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