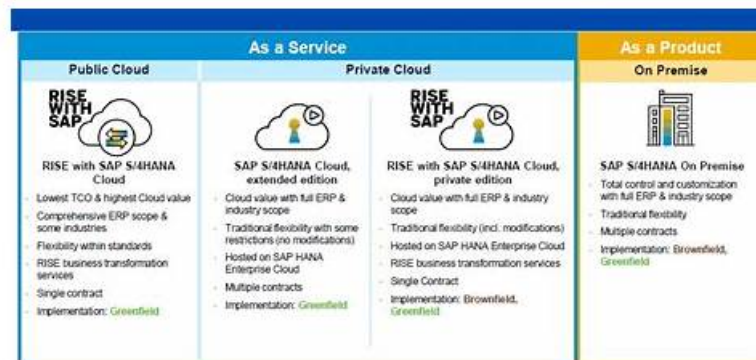


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SAP C-TS470-2412 Exam Syllabus Topics:

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	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 3	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 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 (Q13-Q18):

NEW QUESTION # 13

Which business process requires serial numbers?

- A. Creating a service order for an on-site service process
- B. Tracking the warranty of a technical object
- C. Installing and dismantling pieces of equipment
- D. Tracking material items as pieces of equipment

Answer: D

Explanation:

Serial numbers in SAP S/4HANA Cloud Private Edition, Service are used to uniquely identify individual items, particularly in equipment and material tracking:

- * Tracking material items as pieces of equipment: This process requires serial numbers to monitor specific material items (e.g., spare parts or assets) as equipment throughout their lifecycle, including repairs or replacements. This is common in in-house repair or field service scenarios where serialized items are managed.
- * Installing and dismantling pieces of equipment: While equipment may have serial numbers, the process itself doesn't inherently require them unless specified.
- * Creating a service order for an on-site service process: Serial numbers may be referenced but are not a requirement for the process.
- * Tracking the warranty of a technical object: Warranties can be tracked without serial numbers, though they may be used optionally. This aligns with SAP's equipment management and logistics integration. "Serial numbers are required to track material items as pieces of equipment in service and repair processes." (SAP Help Portal, Equipment Management).

NEW QUESTION # 14

For the Controlling and CATS integration, which characteristics do you need to replicate? Note: There are 2 correct answers to this question.

- A. Item category groups
- B. Valuation types
- C. Item categories
- D. Valuation methods

Answer: B,C

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, integration between Controlling (CO) and Cross-Application Time Sheet

(CATS) allows time entries to be posted as costs to service orders. Replication of certain characteristics ensures accurate cost allocation. The correct answers are item categories (A) and valuation types (C). Let's explore this in depth.

Context of CO-CATS Integration:

CATS captures employee time (e.g., hours worked on a service order), which is transferred to CO for cost posting. Replication ensures consistency between service and financial data.

* Item categories (A): These define the type of service order items (e.g., service, expense). They must be replicated to CO to map time entries to the correct cost objects (e.g., a service item linked to a cost center). For example, item category "SERV" might trigger labor cost postings. This is set in customizing (e.g., SPRO # Service # Integration # CO).

* Valuation types (C): These specify how costs are valued (e.g., hourly rate, fixed cost). In CATS, valuation types determine the cost rate applied to time entries (e.g., \$50/hour for a technician).

Replicating them ensures CO uses the same rates for cost calculation.

Why Not the Others?

* Valuation methods (B): This refers to broader accounting methods (e.g., FIFO), not specific to CATS integration.

* Item category groups (D): These are material master settings for grouping, not directly relevant to service order time postings.

Practical Example:

A technician logs 5 hours in CATS for a service order item (category "SERV"). The valuation type "TECH1" (\$40/hour) is replicated to CO, posting \$200 to the order's cost object.

Additional Detail:

Replication is configured via the CATS profile and CO account assignment rules, ensuring seamless data flow. Errors in replication can lead to cost mismatches, making this a critical setup step.

"For Controlling and CATS integration, item categories and valuation types must be replicated to enable accurate cost posting from time entries."

NEW QUESTION # 15

Which of the following are examples of issues that the Service Order Issues app can display directly? Note:

There are 3 correct answers to this question.

- A. Negative Margin
- B. SLA Issue
- C. No Confirmations
- D. Contract Expired
- E. Not Fully Billed

Answer: B,C,E

Explanation:

The Service Order Issues app in SAP S/4HANA Cloud Private Edition, Service (Fiori app) provides real-time visibility into service order problems:

* Not Fully Billed: Displays orders with incomplete billing, a common issue tracked for revenue assurance.

* No Confirmations: Highlights orders lacking confirmations (e.g., time or material), indicating delays in execution tracking.

* SLA Issue: Shows orders breaching service level agreements (e.g., response time), critical for contract compliance.

* Contract Expired: While relevant, this is typically monitored in contract management apps, not directly in the Service Order Issues app.

* Negative Margin: Margin analysis is part of profitability apps, not a direct focus of this app. This aligns with the app's purpose in scope item 3D2 (Service Order Management). "The Service Order Issues app displays issues like Not Fully Billed, No Confirmations, and SLA Issues for proactive resolution." (SAP Fiori Apps Reference Library).

NEW QUESTION # 16

What are the benefits of maintaining bills of material (BOMs) with BOM usage 4 (Plant Maintenance)? Note:

There are 2 correct answers to this question.

- A. Spare parts planning in task list
- B. Spare parts planning in service order template
- C. Spare parts planning in service order
- D. Structuring of technical assets

Answer: A,C

Explanation:

BOM usage 4 (Plant Maintenance) in SAP S/4HANA Cloud Private Edition, Service is designed for maintenance processes, listing components (e.g., spare parts) for technical objects. The correct benefits are spare parts planning in task list (C) and spare parts planning in service order (D). Let's break this down thoroughly.

What is BOM Usage 4?

A BOM with usage 4 is linked to equipment or functional locations, defining parts needed for maintenance (e.g., bolts, filters). It's maintained in transactions like IB01/IB02.

* Spare parts planning in task list (C): When a task list (e.g., for pump maintenance) references a technical object with a BOM usage 4, the BOM's components are pulled into the task list operations as planned spare parts. This ensures materials are reserved or ordered in advance. For example, Operation 0010 might list "Gasket" from the BOM.

* Spare parts planning in service order (D): A service order linked to a technical object inherits the BOM usage 4 components, enabling spare parts planning directly in the order. This supports reservations or goods issues (e.g., via IW31/IW32). Why Not the Others?

* Spare parts planning in service order template (A): Service order templates define structure, not BOM-linked planning; BOM usage 4 applies to execution objects (orders, task lists).

* Structuring of technical assets (B): BOMs describe components, not the hierarchical structure (handled by functional locations or equipment hierarchies).

Real-World Benefit:

A pump's BOM (usage 4) lists "Seal" and "Bearing." A task list or service order automatically plans these, reducing downtime by ensuring availability.

"BOMs with usage 4 enable spare parts planning in task lists and service orders, enhancing maintenance efficiency."

NEW QUESTION # 17

Which types of service contract items are supported? Note: There are 3 correct answers to this question.

- A. Price adaptation
- B. Price agreement
- C. Target / quantity
- D. Value / quantity
- E. Ad hoc billing

Answer: B,C,D

Explanation:

SAP S/4HANA Cloud Private Edition, Service supports various service contract item types in scope item 3MO (Service Contract Management):

- * Target / quantity: Items based on a target quantity (e.g., number of service events), commonly used in recurring services.
- * Value / quantity: Items defined by a monetary value or quantity, allowing flexible billing based on usage or fixed amounts.
- * Price agreement: Items with predefined pricing conditions, ensuring consistent billing terms over the contract duration.
- * Price adaptation: Not a standard contract item type; price changes are managed via conditions, not as a distinct item type.
- * Ad hoc billing: Refers to a billing method, not a contract item type. These types support flexible contract management in SAP S/4HANA Service. "Service contracts support target/quantity, value /quantity, and price agreement items for flexible service offerings." (SAP Help Portal, Service Contract Management).

NEW QUESTION # 18

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