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SAP C_TS470_2412 Exam Guide

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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.

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SAP Certified Associate - SAP S/4HANA Cloud Private Edition Service Sample Questions (Q44-Q49):

NEW QUESTION # 44

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

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

Answer: A,B,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 # 45

From which of the following business objects can you access the items of bills of material (BOMs) with BOM usage S (S4 Service)?

- A. Service request
- B. Service confirmation
- **C. Service order**
- D. Service entry sheet

Answer: C

Explanation:

BOM usage S (S4 Service) is specific to service processes in SAP S/4HANA Cloud Private Edition, Service, listing components for service activities. The correct answer is service order (C). Let's explore this thoroughly.

BOM Usage S Context:

Unlike BOM usage 4 (Plant Maintenance), usage S is tailored for service scenarios, integrating with service orders to plan materials or services.

Why Service Order?

A service order (e.g., transaction IW31 or Fiori app) can reference a technical object (e.g., equipment) or task list with a BOM usage S. The BOM items (e.g., spare parts) are accessed in the "Components" tab of the service order, enabling planning and reservation. For example, a service order for Equipment "E001" pulls BOM items like "Filter" and "Seal" from its usage S BOM.

Why Not the Others?

* Service request (A): A preliminary document (e.g., notification) without BOM integration.

* Service entry sheet (B): For external service acceptance, not BOM access.

* Service confirmation (D): Records executed work, not planning with BOMs.

Process Flow:

Service order created # BOM usage S linked to object # Components tab shows items.

"BOM items with usage S (S4 Service) can be accessed from a service order for planning service activities."

NEW QUESTION # 46

To which of the following can you assign production resources and tools? Note: There are 2 correct answers to this question.

- **A. Task list operation**
- B. Service order
- C. Product bundle
- **D. Maintenance order operation**

Answer: A,D

Explanation:

Production resources and tools (PRTs) in SAP S/4HANA Cloud Private Edition, Service are objects (e.g., tools, test equipment) used during maintenance or service activities. They are assigned to specific operational steps to ensure the right resources are available. The correct answers are task list operation (B) and maintenance order operation (C). Let's explore this in depth.

Understanding PRTs:

PRTs can be materials, equipment, or documents tracked in the system. They are not consumed like spare parts but are used temporarily during a task (e.g., a wrench or a calibration device). Assigning PRTs ensures proper planning and availability during execution.

Why Task List Operation and Maintenance Order Operation?

* Task list operation (B): A task list defines standard procedures for maintenance or service (e.g.,

"Inspect pump"). Within the task list, each operation (step) can have PRTs assigned in the operation details. For example, Operation 0010 might require a "Torque Wrench" as a PRT. This assignment is done in the task list maintenance screen (e.g., IA05 or IA06).

When the task list is used in a plan or order, the PRTs carry over.

* Maintenance order operation (C): A maintenance order schedules specific work on a technical object.

PRTs can be assigned directly to operations within the order (e.g., in transaction IW31/IW32). For instance, Operation 0020 in a maintenance order might list a "Lifting Crane" as a required PRT. This supports detailed execution planning.

Why Not the Other Options?

* Service order (A): PRTs are not assigned at the header level of a service order. They are linked to specific operations within the order, which aligns with maintenance order operations (C), not the order as a whole.

* Product bundle (D): A product bundle groups items for sales or service offerings but has no operational context for PRT assignment—it's a commercial construct, not a work execution object.

Additional Context:

In practice, PRTs assigned to a task list operation can automatically populate a maintenance order when the task list is referenced,

streamlining the process. Availability checks for PRTs can also be configured to ensure they're ready before work begins. "Production resources and tools (PRTs) can be assigned to task list operations and maintenance order operations to specify the tools or resources required for execution."

NEW QUESTION # 47

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

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

Answer: A

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 # 48

How do you perform a diagnosis for a repair object?

- A. Perform precheck # Charge customer # Plan diagnosis # Perform diagnosis # Decide on next steps
- **B. Perform precheck # Plan diagnosis # Perform diagnosis # Decide on next steps # Charge customer**
- C. Plan diagnosis # Perform precheck # Perform diagnosis # Charge customer # Decide on next steps
- D. Plan diagnosis # Perform diagnosis # Perform precheck # Decide on next steps # Charge customer

Answer: B

Explanation:

Diagnosing a repair object in the in-house repair process follows a logical sequence:

* Perform precheck # Plan diagnosis # Perform diagnosis # Decide on next steps # Charge customer

* Starts with a pre-check to assess the object, followed by planning the diagnosis (e.g., assigning tasks), performing it, deciding the outcome (e.g., repair or reject), and finally charging the customer if applicable. This aligns with the repair workflow in scope item 3XX.

* Other sequences disrupt the practical flow (e.g., charging before diagnosis or pre-check after diagnosis). "The diagnosis process begins with a pre-check, followed by planning and performing the diagnosis, deciding next steps, and charging the customer." (SAP Signavio Process Navigator, In-House Repair).

NEW QUESTION # 49

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