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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	<ul style="list-style-type: none">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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 (Q13-Q18):

NEW QUESTION # 13

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

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

Answer: A,B

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 # 14

What are characteristics of recurring services when using Service with Advanced Execution? Note: There are 3 correct answers to this question.

- A. Both resource-related and fixed-price billing are available
- B. Customer Service orders are generated
- C. The maintenance confirmation describes the actual effort and spare parts used
- D. An invoice is generated for each call object as soon as it is set to completed
- E. Billable maintenance orders are generated

Answer: A,C,E

Explanation:

Service with Advanced Execution enhances recurring service processes with detailed execution and billing.

The correct answers are A, B, D. Let's unpack this.

* Both resource-related and fixed-price billing are available (A): This scenario supports flexible billing-resource-related (based on actual effort/materials) or fixed-price (predefined rates), configured via the dynamic item processor profile.

* The maintenance confirmation describes the actual effort and spare parts used (B): Confirmations (e.g., via IW41) detail hours worked and parts consumed, feeding into billing and cost tracking.

* Billable maintenance orders are generated (D): Recurring services generate maintenance orders (mapped to service order types) that are billable, unlike simpler Customer Service orders.

Why Not the Others?

* C: "Customer Service orders" is a legacy term; advanced execution uses maintenance orders.

* E: Invoices are created via billing runs, not automatically per call object completion.

Example:

A maintenance plan generates a billable order, confirmed with 5 hours and parts, billed resource-related.

"Recurring services in Advanced Execution feature resource-related and fixed-price billing, maintenance confirmations for effort/parts, and billable maintenance orders."

NEW QUESTION # 15

What are examples of customizing activities required for an in-house repair process? Note: There are 3 correct answers to this question.

- A. Define Basic Settings for Transactions
- B. Define Number Ranges
- C. Define Partner Determination Procedure
- D. Define Derivation of Attendance Type, Activity Type, and Cost Element
- E. Enable Item-Based Accounting for Service Management

Answer: A,B,E

Explanation:

The in-house repair process (scope item 3XK) in SAP S/4HANA Cloud Private Edition requires specific customizing activities to set up the system:

* Enable Item-Based Accounting for Service Management: This is critical for in-house repair to activate item-level cost and revenue tracking, ensuring accurate financial postings for repair orders.

* Define Basic Settings for Transactions: This includes configuring transaction types (e.g., REPA for repair orders) and item categories, which are foundational for processing in-house repairs.

* Define Number Ranges: Number ranges must be defined for repair orders and related documents to ensure unique identification

and proper document flow.

* Define Derivation of Attendance Type, Activity Type, and Cost Element: This is more relevant to time recording or project accounting, not a core requirement for in-house repair.

* Define Partner Determination Procedure: While useful, it's not mandatory for the basic in-house repair process setup. These activities are outlined in the SAP Best Practices for in-house repair configuration. "Customizing for in-house repair includes enabling item-based accounting, defining transaction settings, and setting up number ranges." (SAP Signavio Process Navigator, In-House Repair).

NEW QUESTION # 16

What options does a service planner have to influence the maintenance plan schedule? Note: There are 3 correct answers to this question.

- A. Copy call
- B. Skip call
- C. Fix call
- D. Freeze call
- E. Release call

Answer: B,C,D

Explanation:

In SAP S/4HANA Cloud Private Edition, Service, a service planner can influence the maintenance plan schedule using specific actions to manage service calls effectively. The maintenance plan schedule is part of the recurring services process, where maintenance plans generate service calls based on defined cycles (e.g., time-based or counter-based). The options available to influence this schedule include:

* Freeze call: This option allows the planner to lock a scheduled call, preventing it from being rescheduled or regenerated automatically until it is unfrozen. It ensures stability in planning for critical service events.

* Skip call: This allows the planner to bypass a specific scheduled call without affecting the overall schedule. It's useful when a service event is not required at a particular time (e.g., due to customer availability).

* Fix call: This option fixes a call at a specific date, ensuring it remains scheduled as planned and is not shifted by automatic rescheduling processes. It provides control over critical service timing.

* Copy call and Release call are not standard options for directly influencing the maintenance plan schedule. Copying a call might be a manual workaround in some scenarios, but it's not a documented feature for schedule influence. Releasing a call is part of execution (e.g., releasing a service order), not schedule planning. These capabilities are detailed in the SAP S/4HANA Service documentation under recurring services and maintenance planning features, such as scope item 3MO (Service Contract Management). "In the maintenance plan scheduling, planners can freeze, skip, or fix calls to adjust the schedule according to operational needs." (SAP Signavio Process Navigator, Solution Process: Recurring Services).

NEW QUESTION # 17

In the service order, which reference objects can you assign on service item level? Note: There are 2 correct answers to this question.

- A. Installed base
- B. Counter
- C. Serial number
- D. Product

Answer: A,C

Explanation:

In a service order, reference objects at the item level specify what's being serviced. The correct answers are installed base (B) and serial number (C).

* Installed base (B): An installed base (IBASE) groups technical objects (e.g., a customer's system), assignable to a service item for context.

* Serial number (C): Identifies a specific instance of a material/equipment, linked to the item for tracking.
Why Not the Others?

* Counter (A): Used for measurements, not a reference object.

* Product (D): A material, not a reference object like IBASE or serial.

"Reference objects at the service item level include installed base and serial number."

NEW QUESTION # 18

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