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Topic: 1
Unified Scenario Simulation
Verlburn Health Network SAP Fiori Rollout Across Ward Shifts
Business Context
Verlburn Health Network operates four hospitals and a group of community clinics around Larnaca, Cyprus. Inpatient wards run continuously, and the network's support processes for procurement, ward supply requisitions and biomedical equipment maintenance are handled in SAP. After two years of running these processes through desktop access only, the executive board approved a browser-based rollout so that ward clerks, nursing directors and engineering staff can work from shared terminals on the wards. The first wave covers ward supply requisition and shift handover for clerks at the two largest hospitals.
System Landscape
The clinical support processes run in one production back-end system. A separate front-end server carries the launchpad and is reached by staff through a web dispatcher. Launchpad content is organised into catalogs and arranged with spaces and pages for each staff group. Development and quality systems sit ahead of production, and launchpad content reaches production through transport. Enterprise search and embedded analytics were prepared during landscape preparation but have not yet been opened to the wards.
Operational Rhythm
Ward operations do not stop, and the network's availability commitment leaves one agreed maintenance window: Tuesday between 02:00 and 04:00, with a longer window once per quarter. Shift handovers at 07:00 and 19:00 are the heaviest launchpad periods, because two shifts sign in at once and both review outstanding requisitions. Clinical operations count downtime in minutes and publish the figure to the hospital directors each month.
Rollout Progress
The first activation night finished inside the window. Ward clerks at the Larnaca hospital signed in the next morning and found their tiles on the launchpad. Several tiles returned requisition records as expected, while one opened to an empty list and stayed empty through the shift. The on-call administrator enabled the back-end service behind that app during the morning, working directly in the production system, and the app began returning data before the 19:00 handover.
Content Design Requests
Nursing directors have asked for ward occupancy at handover, expressed as a percentage per ward with the movement across the shift. Biomedical engineering wants one equipment record shown with its documents and onward navigation to related orders. Theatre scheduling still depends on an existing transaction that has no replacement planned this year, and the scheduling clerks have asked to reach it from the same launchpad rather than a separate desktop session.
Window Governance
The security team has booked certificate renewal into the same Tuesday window that the change board reserved for the next activation, and both changes carry the same mandatory date. Separately, the platform team has proposed activating the complete ward business role in a single pass to save windows, although the agreed access design names only two apps for ward clerks. Both proposals are on the change board agenda for the same meeting.
Handover Observations
Since the last window, ward staff at one hospital have reported that the launchpad responds slowly during the 07:00 handover, though not later in the day. The operations team reviewed the front-end

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server logs for that period and found nothing conclusive. The network's transformation lead has asked that the next wave be released only against recorded evidence from the night itself.

Your assignment

You are working as the SAP Fiori system administrator for Verlburn Health Network. The landscape consists of one production back-end system for clinical support processes, a separate front-end server carrying the launchpad, and development and quality systems ahead of production. You have been assigned the ward wave. All work that interrupts the back-end system must be placed inside the Tuesday maintenance window between 02:00 and 04:00. Launchpad content reaches production through transport. Use the agreed access design as the authoritative scope for ward clerks: supply requisition and shift handover only. Where an activation, correction or investigation step is described below, carry it out with the tools available for the corresponding administration area and record the observable result

1. CHALLENGE 1 — Landscape Sequencing for Round-the-Clock Ward Operations

• Record the deployment design decision for the launchpad layer, stating which activation steps require an interruption of the clinical back-end system and which can be executed on the front-end server alone.

• Prepare the ward wave activation so that the activated scope matches the agreed access design for ward clerks, using an activation method that can be scoped to the named apps.

• Assign the resulting content to the ward clerk role within the same window in which it is activated.

• Prepare a proposal for the contested Tuesday window that separates the planned work by availability impact and identifies the body that decides the order.

Checkpoints

• The recorded design decision distinguishes back-end-dependent steps from front-end-only steps.

• The activated scope for ward clerks contains the two apps named in the access design and no additional apps.

• The window proposal shows which steps were placed inside the contested slot and on whose decision.

2. CHALLENGE 2 — Service Enablement Readiness Before Ward App Release

• Before releasing any activated app, verify the full chain for it: front-end content, catalog assignment to the ward clerk role, the connection to the back-end system, and the back-end service behind the app.

• Where an app renders a tile but returns no data, isolate the layer responsible by comparing its behaviour with an app in the same catalog for the same user in the same session.

• For the service that was enabled directly in the production system during the incident, restore landscape alignment by re-applying the same enablement through the transport path from the development system.

• Record the emergency change and the corrective promotion in the operations record for the wave.

Checkpoints

• Each released app returns back-end data for a ward clerk test user, not only a rendered tile.

• The isolation step names the layer that differs between the working and failing app.

• Development, quality and production all carry the service enablement, and the transport path records how it arrived.

Question: 1

CHALLENGE 1 — Landscape Sequencing for Round-the-Clock Ward Operations

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Ahead of the first activation night, the design decision for the launchpad layer has to be recorded. Clinical processes in the back-end system may only be interrupted inside the agreed overnight window, while launchpad content is expected to change several times during each rollout wave.
Which landscape approach should be recorded as the design decision for the launchpad layer?

A. Configure a hub deployment so launchpad content is maintained on the front-end server, keeping back-end interruptions inside the agreed window.
B. Keep the launchpad components inside the clinical back-end system so that every content change reuses one single scheduled system interruption.
C. Provision an additional back-end client to hold launchpad content and copy that client into the clinical system after each content change is made.
D. Maintain launchpad content directly in the production front-end server outside transport control, so that no maintenance window is needed for content.

Answer: A

Explanation:
A hub deployment places the launchpad layer on its own front-end server, so content changes during the rollout do not require an interruption of the clinical back-end system. Only steps that genuinely touch the back-end are then scheduled into the overnight window, which protects continuous ward operations.

Question: 2

CHALLENGE 1 — Landscape Sequencing for Round-the-Clock Ward Operations

The access design lists two apps for ward clerks: supply requisition and shift handover. The platform team proposes activating the complete ward business role in one pass, because only one maintenance window is available each week.
Which activation approach should be executed in the next maintenance window?

A. Activate the complete ward business role now for speed, then remove the apps outside the access design during a later maintenance window.
B. Activate the complete ward business role, and brief the ward clerks to work only with the two apps named in the agreed access design.
C. Activate by SAP Fiori Catalogs scoped to the two named apps, and assign those catalogs to the ward clerk role inside the same window.
D. Defer the activation to the quarterly window, where the complete ward business role can be activated with considerably more time available.

Answer: C

Explanation:
Activating by SAP Fiori Catalogs lets the activated scope match the access design exactly, and assigning those catalogs to the ward clerk role fits inside the same window. Rollout speed is preserved without granting visibility that the design did not authorise.

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Question: 3

CHALLENGE 1 — Landscape Sequencing for Round-the-Clock Ward Operations

The security team has booked certificate renewal work into the same Tuesday overnight window that the change board had already reserved for the ward app activation. Both changes are presented as mandatory for that date.
How should the two competing changes be handled for that night?

A. Run the ward activation first and let the security team apply the certificate work afterwards in the same window, without returning to the change board.
B. Separate the work by availability impact, place only steps needing a back-end interruption in the contested window, and let the change board decide the order.
C. Ask clinical operations to extend the overnight window by two hours, so that both of the mandatory changes can be completed on the same night.
D. Postpone the ward activation to the quarterly window, so that the certificate renewal keeps the contested weekly window for itself.

Answer: B

Explanation:
Splitting the work by availability impact keeps only the genuinely disruptive steps inside the contested window and lets front-end-only work run elsewhere. The change board remains the body that decides the order, so neither mandate is silently overruled.

Question: 4

CHALLENGE 2 — Service Enablement Readiness Before Ward App Release

The recorded preparation steps for the ward wave are complete: launchpad content is prepared on the front-end server, catalogs are assigned to the ward clerk role, the launchpad is reachable through the web dispatcher, and the theme is applied. Ward clerks report that the requisition app opens to an empty list.
Which prerequisite step was skipped before the app was released?

A. Creating the spaces and pages that arrange the ward clerk tiles on the launchpad home screen.
B. Applying the launchpad theme to the ward clerk role rather than only to the default user role.
C. Enabling in-app help for the ward catalog so that guidance loads together with the requisition app.
D. Enabling the back-end service behind the app and activating its path to the front-end server.

Answer: D

Explanation:

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A tile can render from front-end content alone, so an empty list points to the back-end end of the chain. Without the service enabled in the back-end system and reachable from the front-end server, the app has no data source and cannot complete its request.

Question: 5

CHALLENGE 2 — Service Enablement Readiness Before Ward App Release

Two apps in the same catalog behave differently for the same ward clerk: one returns data, the other opens to an empty list. Several observations were captured in the incident record during the shift. Which observation discriminates between the competing causes?

A. One app returns data and the other does not within the same user session, which points to the service behind the failing app.
B. Both apps sit in the same catalog, which indicates the catalog assignment has to be created again for the ward clerk role.
C. The launchpad shell and its navigation load normally, which indicates the front-end server is the layer that needs correction.
D. A user in a different role also cannot open the failing app, which indicates that role assignment decides the outcome here.

Answer: A

Explanation:
The same session, the same user and the same catalog make launchpad assignment and authentication common to both apps, so those layers cannot explain a difference between them. What remains as the discriminating evidence is the service behind the failing app.
Topic: 2
Micro Skill Drill Exam

Question: 6

Quenhelm Health Network in Larnaca, Cyprus has activated a ward-scheduling app for its nurse coordinators as part of a rapid activation wave. The administrator assigned the app's business catalog to the coordinator business role, and the tile now appears on the correct page for every coordinator in the pilot ward. Opening the app produces an empty screen with a service-unavailable message, and no scheduling records are returned. The administrator signs in with an account that holds full back-end authorization for the scheduling data and sees exactly the same message, and the back-end team confirms that the scheduling data itself is present and current. Nothing was changed on the front-end system after the catalog assignment. The pilot cannot be signed off until coordinators can retrieve their ward schedules from the app, and the validation checklist requires the app to return live data before the next activation wave is prepared. One prerequisite was skipped before the tile was published.
Which skipped prerequisite explains why the activated app returns no data for every user?

A. The app was added to the coordinators' page before the catalog was assigned to their role, so the tile is displayed from page content while the role carries no entitlement to the app behind it.

B. The back-end service that supplies the app's scheduling data has not been enabled in the gateway configuration, so no data path exists behind the activated tile.
C. The back-end authorization for scheduling data was granted to the coordinator role only after the tile was published, so the entitlement check runs against a role state the app cannot yet use.
D. The enterprise search model for the scheduling object was not prepared in the back-end system, so the records the app needs cannot be located when a coordinator opens the tile.

Answer: B

Explanation:
Front-end activation publishes the tile, but the app still needs its back-end service enabled in the gateway configuration before any data can be retrieved. Because the app launches and returns nothing for every user, including an account with full back-end authorization, the break sits at the service layer, and enabling the service restores retrieval and closes the validation checklist.

Question: 7

Dorshaw Transit Authority in Multan, Pakistan is preparing its second activation wave for depot supervisors. Supervisors need to review route punctuality for their depot as aggregated figures and then break those figures down by route and by shift in order to decide where to add relief buses. The underlying data already exists in the back-end system and is exposed through standard content, and no records need to be created from the launchpad for this requirement. A written landscape policy states that new launchpad content must be delivered through standard app configuration only, with no custom back-end program wrapped or extended, and the wave must be validated inside the current activation window. A depot manager has asked for the fastest thing that can be put on the launchpad, and an older custom depot report already exists in the back-end system. The administrator must choose the app type to configure.
Which app type should the administrator configure for the supervisors' requirement under the stated policy?

A. A classic app exposing the existing custom depot report, with route and shift filters added to it, so supervisors reach the breakdown inside the activation window.
B. A transactional app for the depot supervisors, so relief-bus assignments are recorded while punctuality figures are listed for filtering by route and by shift.
C. An analytical app built on the standard content, so supervisors see aggregated punctuality figures and can break them down by route and by shift.
D. A fact sheet for each route with navigation to its punctuality detail, so supervisors open the depot's routes in turn and compare the figures across them.

Answer: C

Explanation:
The requirement is aggregation with a breakdown by route and shift, which the analytical app type provides directly on content already exposed in the back end. No custom program is involved, so the delivery stays inside the policy and can be validated within the current activation window.

Question: 8

Dravstead Utilities Board in Boise, United States runs a consolidated launchpad for its field organisation. During a content clean-up an administrator finds a business catalog that was created for the meter-reading team and now looks redundant, because most of its apps also appear elsewhere. The team has asked for the catalog to be removed so their pages look tidier. Before scheduling the change the administrator checks the catalog's assignments and finds it referenced by three business roles: the meter-reading role, a shared field-supervisor role, and a service-desk role used by an outsourced support team. Two of the apps in the catalog appear in no other catalog. The change would be prepared in the development system and promoted through the transport route in the next operations window. The administrator must state the effect of the removal before approval is given.
What effect would removing this business catalog have in the landscape?

A. Every business role referencing the catalog loses its apps, so field supervisors and the outsourced support team lose the two apps that exist in no other catalog.
B. No role is affected until the change is imported into production, so the impact statement can be limited to the development system where the catalog is removed.
C. The apps stay assigned to all three roles and only their tile placement disappears from the pages, so the change can be approved as a page-layout adjustment.
D. Only the two apps that exist in no other catalog are lost, and only for the meter-reading team, because the other two roles reach the remaining apps through catalogs of their own.

Answer: A

Explanation:
A catalog is the content object that roles reference, so withdrawing it removes its apps from every role pointing at it and not only from the team that asked for the clean-up. Two of those apps exist nowhere else, so the field-supervisor role and the outsourced service desk lose them outright once the change completes its route.

Question: 9

Sildmarch Insurance Mutual in Bulawayo, Zimbabwe imported a small configuration transport into production during the Tuesday operations window. The transport changed the connection settings the front-end system uses to reach the policy back-end system. Twenty minutes after the import the service desk logged that every app in the claims area opens but returns no data, while apps served by other back-end systems are unaffected. The operations log shows the first failed retrieval one minute after the import, and no other change was made in that window. The previous connection settings are still available in the development system, from which a corrective transport can be built and imported within the hour. The claims team is working through a storm-damage backlog and needs the apps back the same day, and a change policy forbids editing configuration directly in the production system. The administrator must decide how to restore service.
What is the correct way to restore the claims apps to service?

A. Reapply the previous connection settings directly in the production system under an emergency change record, and reconcile the development system with production afterwards.
B. Build a corrective transport carrying the previous connection settings and import it into production, then analyse the failed change outside the operations window.
C. Remove the claims apps from the affected pages so users stop meeting the error, then restore the pages once the connection change has been analysed in the development system.
D. Leave the imported settings in place and reproduce the failure in the development system first, since the previous settings there show exactly what the transport changed.

Answer: B

Explanation:
The evidence already isolates the change: the failure is confined to apps served by one back-end connection and began a minute after the import. A corrective transport returns the claims apps the same day, keeps production consistent with the source system, and leaves the faulty change intact for analysis once the window has closed.

Question: 10

Havdale Retail Chain in Da Nang, Vietnam is configuring a supplier fact sheet for its store managers. The requirement is that a manager can look up a supplier, open a single consolidated view of that supplier, and navigate from it to the related purchasing documents. The administrator has prepared the app, assigned its business catalog to the store-manager business role, and confirmed that the tile appears on the managers' page. In the test system the fact sheet opens only when a manager arrives from an existing document link. When managers try to find a supplier by name the lookup returns nothing at all, and the same lookup returns nothing for the administrator. The back-end team confirms that the supplier master data is complete and that the app's back-end service is enabled. The go-live checklist requires managers to reach the fact sheet by looking up a supplier, and one prerequisite step remains open.
Which prerequisite must be completed before the fact sheet meets the go-live checklist?

A. Configure and index the enterprise search model for the supplier object, so managers can find a supplier by name and open the fact sheet from the result.
B. Assign the app's business catalog to a second business role covering the purchasing documents, so managers reach the supplier view from either side of the navigation.
C. Add the fact sheet to an additional page in the managers' space with a supplier list on it, so managers pick a supplier from the list rather than searching by name.
D. Enable notifications for supplier changes so managers open the fact sheet from the notification entry, and raise the outstanding lookup work as a follow-up after go-live.

Answer: A

Explanation:
A fact sheet is reached by looking up the object it describes, and that lookup depends on the search model for the object being configured and indexed in the back end. Until that is done the app opens

only from an existing navigation link, which is the behaviour the test system shows, so the checklist item stays open.

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