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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">IT Support Job Tasks and Responsibilities: This section of the exam measures skills of an IT Support Specialist and covers foundational help desk concepts such as queue and time management, ticketing systems, service level agreements (SLA), and key performance indicators (KPIs). It includes preparing clear and comprehensive documentation summarizing customer interactions and describes the problem-solving process involving defining issues, collecting information, analyzing causes, implementing solutions, and recording results.

Topic 2	<ul style="list-style-type: none"> • Hardware Uses: This domain targets a Desktop Support Technician and focuses on following basic safety procedures related to electrical shock, ESD, and fire hazards. It involves assisting users in locating information about devices including hardware specs and network details using Windows and macOS tools. It covers identifying and understanding various ports and cables, installing and upgrading desktop components like RAM and storage, and troubleshooting common hardware issues while managing driver and firmware updates.
Topic 3	<ul style="list-style-type: none"> • Connectivity and Resource Access Issues: This section measures skills of a Network Support Technician and involves assisting users to establish access to network resources, understanding directory services like Active Directory and cloud access management platforms, and managing multifactor authentication. It also includes troubleshooting connectivity problems with peripherals such as printers, scanners, and teleconferencing devices, as well as verifying basic network settings and diagnosing connectivity using various network commands and tools.
Topic 4	<ul style="list-style-type: none"> • Operating System and Application Issues: This part targets an Operating System Support Specialist and addresses resolving Windows and macOS issues, such as display settings, updates, permissions, power management, and data backup using cloud tools. It covers troubleshooting mobile device problems on iOS and Android operating systems and provides an understanding of virtualization and cloud concepts including major providers and virtual machines. This section also covers resolving common application issues like installation and security concerns.
Topic 5	<ul style="list-style-type: none"> • Common Threats and Prevention: This domain measures the knowledge of an IT Security Support Technician and covers recognizing end-user security threats including phishing, malware, and unauthorized access attempts. It emphasizes basic investigation steps, helping users run malware scans, promoting strong password practices, understanding social engineering tactics targeting help desk roles, and the importance of company policies and confidentiality guidelines to protect sensitive data.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q499-Q504):

NEW QUESTION # 499

After resolving a complex networking issue that involved multiple configuration steps across various devices, how should you document the procedure to ensure it's useful for similar future issues?

- A. Create a step-by-step guide of the configuration process used, including the rationale behind each step and the impact on the network
- B. Document only the final configuration settings without explaining the steps taken to arrive at these settings
- C. Summarize the steps briefly in bullet points to keep the documentation concise and easily digestible
- D. Focus on documenting the troubleshooting process and outcome for the primary device involved, ignoring secondary devices

Answer: A

Explanation:

Correct Answer. A. Create a step-by-step guide of the configuration process used, including the rationale behind each step and the impact on the network. This method provides a clear, detailed roadmap of actions taken, making it easier for future technicians to understand both the how and the why of the process, which is critical for applying these steps to similar problems.

Option B is incorrect. While conciseness is valuable, overly brief documentation may not provide enough detail to replicate the process effectively.

Option C is incorrect. Documenting only final settings misses crucial troubleshooting steps that led to the resolution, limiting the educational value of the document.

Option D is incorrect. Ignoring the roles of secondary devices can lead to incomplete understanding and replication of the solution.

NEW QUESTION # 500

A user reports that their PC becomes unresponsive when they launch a certain application. What feature in the Task Manager should the IT support technician guide the user to utilize in order to prevent the application from running automatically at startup, potentially solving the unresponsiveness issue?

- A. Use the Startup tab to disable the application from starting automatically
- B. Go to the Performance tab to monitor CPU usage
- C. Open the App history tab to clear usage history
- D. Navigate to the Details tab and end the process

Answer: A

Explanation:

Correct Answer. C. Use the Startup tab to disable the application from starting automatically The Startup tab in Task Manager allows users to manage the list of applications that start automatically when the computer boots. Disabling an application that causes unresponsiveness upon startup can help alleviate the issue without needing to manually close the program each time the system starts. Option A is incorrect because ending the process in the Details tab is a temporary solution that stops the application only once; it does not prevent the application from starting automatically on the next boot.

Option B is incorrect because monitoring CPU usage in the Performance tab does not provide a solution to prevent the application from running.

Option D is incorrect because the App history tab shows historical data for Metro apps and does not include features to manage startup applications.

NEW QUESTION # 501

During an IT department audit, it was noted that response times could be improved. The IT manager is considering changes to optimize support processes.

Which of the following would most effectively reduce the time to first response?

- A. Increasing the number of technicians on each shift
- B. Encouraging technicians to take fewer breaks
- C. Introducing a triage system that categorizes tickets upon receipt
- D. Implementing mandatory overtime for technicians during peak periods

Answer: C

Explanation:

A triage system effectively categorizes tickets by urgency and complexity, allowing the most critical issues to be addressed promptly. This reduces the time to first response by ensuring that resources are allocated efficiently and appropriately according to the priority.

Option B is incorrect because mandatory overtime may address volume but not efficiency or speed of first response.

Option C is incorrect as reducing breaks can decrease technician effectiveness and job satisfaction over time.

Option D is incorrect because simply increasing staff does not guarantee faster initial responses without a system to prioritize tickets.

NEW QUESTION # 502

A support technician is assisting a user with checking the compatibility of their processor with virtualization features in Linux.

Which command should the technician instruct the user to execute to determine if their processor supports hardware virtualization?

- A. `cat /proc/cpuinfo | grep vmx`
- B. `uname -m`
- C. `dmidecode -t processor`
- D. `lscpu | grep "Model name"`

Answer: A

Explanation:

Correct Answer. C. `cat /proc/cpuinfo | grep vmx` The command `cat /proc/cpuinfo | grep vmx` (for Intel processors) checks for the presence of "vmx" in the processor's capabilities, which indicates support for Intel VT-x hardware virtualization. For AMD processors, replacing `vmx` with `svm` in the command checks for AMD-V support.

Option A is incorrect because `lscpu | grep "Model name"` only provides the model name of the processor and does not indicate virtualization support.

Option B is incorrect because `dmidecode -t processor` gives detailed processor information but might not specifically show virtualization support unless the user knows what to look for in the output.

Option D is incorrect because `uname -m` displays the machine hardware name (architecture) of the system, which is unrelated to virtualization capabilities.

NEW QUESTION # 503

What policy should be prioritized to protect user data when employees are allowed to use their own devices for work purposes (BYOD)?

- A. Mandate that all personal devices used for work have updated antivirus software
- B. Allow unrestricted access to company data as long as the device is password protected
- C. Encourage employees to use public Wi-Fi networks for work to avoid corporate network congestion
- **D. Require that all work-related data on personal devices be stored in encrypted form**

Answer: D

Explanation:

Correct Answer. C. Require that all work-related data on personal devices be stored in encrypted form Encrypting data on personal devices is crucial to ensure that confidential information remains secure, even if the device is compromised or stolen.

Option A is incorrect because while antivirus is important, it does not directly protect the confidentiality of data stored on the device.

Option B is incorrect because password protection alone is insufficient for securing sensitive corporate data on personal devices.

Option D is incorrect because using public Wi-Fi networks increases the risk of data interception and is a poor practice for data security.

NEW QUESTION # 504

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