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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">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 3 | <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. |

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q188-Q193):

NEW QUESTION # 188

During a video editing session, a MacOS user notices that the editing software freezes repeatedly. How should the user utilize Activity Monitor to resolve this issue?

- A. Increase the virtual memory allocation for the application through System Preferences
- B. Delete the app's preferences file from the Library folder
- C. Use Activity Monitor to quit any non-responsive processes related to the video editing software
- D. Install additional RAM for their Mac

Answer: C

Explanation:

Correct Answer. B. Use Activity Monitor to quit any non-responsive processes related to the video editing software Activity Monitor can be used to identify and terminate non-responsive processes related to specific applications, potentially resolving issues such as freezing without affecting other system operations.

Option A is incorrect because deleting preference files might corrupt the application further or lose customized settings Option C is incorrect because MacOS manages virtual memory automatically; users cannot adjust this setting manually Option D is incorrect as installing additional RAM is not a direct solution for an application freezing and does not address immediate software issues

NEW QUESTION # 189

A user's external hard drive is recognized by their laptop but frequently disconnects and reconnects while in use. What is the most likely cause and solution to this problem?

- A. Increase the virtual memory allocation on the laptop
- B. Format the external drive
- C. Disable USB selective suspend setting in the power options
- D. Scan the external drive for malware

Answer: C

Explanation:

Correct Answer. A. Disable USB selective suspend setting in the power options The USB selective suspend feature can cause connected devices like external hard drives to disconnect if the computer tries to save power. Disabling this feature can prevent such connectivity issues.

Option B is incorrect. Virtual memory allocation affects system performance but not the stability of external device connections.

Option C is incorrect. While important for security, malware scans do not typically resolve intermittent hardware connectivity issues.

Option D is incorrect. Formatting the drive would delete all data and is not a solution for connectivity problems.

NEW QUESTION # 190

An IT support technician notices an increase in employees reporting spam emails. What is the most effective first step to address this issue?

- A. Implement a new email system
- B. Update spam filters and review their settings
- C. Disconnect the email server from the network
- D. Advise all employees to change their email passwords

Answer: B

Explanation:

Correct Answer. B. Update spam filters and review their settings Updating and reviewing spam filter settings can help reduce the influx of spam emails by catching more of these messages before they reach employee inboxes.

Option A is incorrect as changing passwords will not affect the amount of spam emails received Option C is incorrect as disconnecting the email server would disrupt all email communication and is not a practical first step Option D is incorrect because implementing a new email system is a drastic action that requires significant resources and may not necessarily solve the spam problem

NEW QUESTION # 191

A company wants to reduce its IT support costs without sacrificing service quality. Which KPI would be most helpful in identifying potential cost-saving areas while maintaining service standards?

- **A. Cost per ticket**
- B. Total number of tickets received per month
- C. Average handle time per ticket
- D. Ratio of escalated versus resolved tickets

Answer: A

Explanation:

The cost per ticket KPI is essential for identifying how much is being spent per issue handled.

This KPI helps in pinpointing inefficiencies in the support process and areas where resources may be optimized without compromising service quality.

Option A is incorrect because while average handle time provides efficiency insights, it does not directly relate to cost management.

Option B is incorrect as the total number of tickets does not provide direct insights into cost efficiency or areas for cost reduction.

Option C is incorrect because the escalation ratio focuses more on the quality or complexity of service rather than cost efficiency.

NEW QUESTION # 192

An employee reports that their desktop, which is connected via Ethernet, cannot access the network, while Wi-Fi devices are connecting without issue. What should the technician check first to troubleshoot this wired connection problem?

- A. Reconfigure the firewall settings to allow Ethernet connections
- B. Check if the Wi-Fi on the desktop is turned on and searching for signals
- C. Increase the bandwidth allocation for the Ethernet network
- **D. Verify that the Ethernet cable is securely plugged into both the computer and the wall socket**

Answer: D

Explanation:

Correct Answer. A. Verify that the Ethernet cable is securely plugged into both the computer and the wall socket Physical connection issues are the most common cause for a wired device not accessing the network. Ensuring that the cable is properly connected is a fundamental and simple first step.

Option B is incorrect. The issue is with the wired connection, not wireless, so checking Wi-Fi is irrelevant.

Option C is incorrect. Bandwidth allocation would affect speed, not initial network access.

Option D is incorrect. Firewall settings typically do not discriminate between connection types at the device level and would not affect just the wired connection.

NEW QUESTION # 193

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