

100-140인증덤프문제 & 100-140최고품질덤프데모다운로드



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Cisco 100-140 시험요강:

주제	소개
주제 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.

주제 2	<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.
주제 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.

>> 100-140인증덤프문제 <<

100-140최고품질 덤프데모 다운로드, 100-140최고품질 덤프문제모음집

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최신 CCST 100-140 무료샘플문제 (Q620-Q625):

질문 # 620

When working on a powered device, an IT technician suspects a risk of electrical shock due to exposed wiring. What is the safest action to take first?

- A. Continue working but avoid touching the exposed wires
- B. Cover the exposed wires with electrical tape and continue working
- C. Test the exposed wires with a multimeter to confirm if they are live
- D. Immediately turn off the power to the device before proceeding further**

정답: **D**

설명:

Correct Answer. B. Immediately turn off the power to the device before proceeding further. Turning off the power immediately is the safest approach when dealing with exposed wiring, as it eliminates the risk of electrical shock, allowing for safe subsequent handling of the wiring issue.

Option A is incorrect because continuing to work near exposed wires without addressing the risk is unsafe.

Option C is incorrect as covering the wires with electrical tape does not address the potential hazard of the device being powered on.

Option D is incorrect because testing exposed wires while the device is powered could lead to electrical shock if the wires are live.

질문 # 621

What is a potential drawback of mapping Dropbox as a network drive in a corporate environment that IT support should be aware of?

- A. Automatic encryption of all stored files
- B. Dependency on internet connectivity for access to files**
- C. Increased local storage usage on each user's computer
- D. Reduced security due to cloud-based storage

정답: **B**

설명:

Mapping Dropbox as a network drive means that users will depend on an active internet connection to access their files. This could

be problematic in areas with unstable internet connectivity or during network outages.

Option A is incorrect because mapping as a network drive does not necessarily use more local storage unless files are set to be available offline.

Option B is incorrect because Dropbox provides strong security measures, and using it as a network drive does not inherently reduce security.

Option D is incorrect because while Dropbox does offer encryption, it's not an automatic consequence of mapping it as a network drive.

질문 # 622

What is the primary purpose of using a Mobile Device Management (MDM) solution?

- A. To authenticate users using an authenticator app on a mobile device.
- B. To allow the company to access the user's personal data.
- C. To ensure that mobile devices comply with company policy before accessing the network.
- D. To track the user's location when at work or traveling for business.

정답: C

설명:

MDM solutions let IT enforce security policies - such as requiring device encryption, up-to-date OS versions, PIN/passcode rules, and approved apps - before allowing mobile devices to connect to corporate networks or access company data.

질문 # 623

Anna reports that she can no longer access the quarterly financial reports on the company server, even though her colleagues can. What should you check first to troubleshoot her access issue?

- A. Verify Anna's permissions on the folder containing the financial reports
- B. Update Anna's antivirus software
- C. Check if Anna's account is locked out
- D. Ask Anna to restart her computer

정답: A

설명:

Correct Answer. B. Verify Anna's permissions on the folder containing the financial reports Since Anna's issue is specific to accessing a particular resource that others can access, the first step is to check her permissions for that folder. This will determine if there has been any change affecting her access.

Option A is incorrect because an account lockout would prevent her from logging into the system entirely, not just accessing specific files.

Option C is incorrect as restarting the computer would not affect her permissions on the server.

Option D is incorrect because antivirus software updates would not impact her permissions to access specific network resources.

질문 # 624

During a security review, you notice several incidents where employees complied with requests from unauthorized callers impersonating company executives.

What preventative measure should be implemented?

- A. Mandate security training that includes recognizing and responding to impersonation attempts
- B. Provide detailed personal information about executives to employees for verification purposes
- C. Limit telephone use to internal calls only
- D. Increase surveillance of executive offices

정답: A

설명:

Correct Answer. B. Mandate security training that includes recognizing and responding to impersonation attempts Educating employees on how to recognize and appropriately respond to impersonation attempts is essential to bolster organizational defenses against social engineering attacks.

Option A is incorrect because providing personal information broadly can lead to privacy violations and further security issues
Option C is incorrect because while surveillance may provide some security enhancements, it does not address the direct issue of impersonation over communication channels
Option D is incorrect because restricting telephone use to only internal calls is impractical and could hinder normal business operations

질문 # 625

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