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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"> • 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 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.
Topic 4	<ul style="list-style-type: none"> • Job Roles: This section evaluates an IT Support Technician's ability to use remote access tools (such as Remote Desktop, Cisco Webex, and TeamViewer) to assist users and perform support activities. It also includes utilizing troubleshooting tools and resources, such as AI research, search engines, technical forums, and knowledge bases, while being aware of ethical, privacy, and security considerations related to AI and other technologies.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q345-Q350):

NEW QUESTION # 345

A business needs a highly scalable and reliable messaging service on GCP to handle event ingestion and delivery. Which service is most appropriate for this requirement?

- A. Google Cloud Endpoints
- B. Google Cloud Functions
- C. Google Cloud Pub/Sub
- D. Google Kubernetes Engine

Answer: C

Explanation:

Correct Answer. B. Google Cloud Pub/Sub Google Cloud Pub/Sub is designed to provide real-time messaging services, making it ideal for scenarios that require reliable, many-to-many, asynchronous messaging services like event ingestion and delivery.

Option A is incorrect because Google Cloud Functions is a serverless execution environment for building and connecting cloud services, not primarily a messaging service.

Option C is incorrect because Google Cloud Endpoints is used for developing, deploying, and managing APIs, not for handling messaging or event ingestion.

Option D is incorrect as Google Kubernetes Engine is a managed environment for deploying containerized applications, which is overkill for simple messaging needs.

NEW QUESTION # 346

An IT support technician is assisting a user who needs to map Google Drive as a network drive on their Windows 10 computer to facilitate easier file management and offline access.

What is the most effective way to achieve this?

- A. Use the built-in Windows "Map Network Drive" feature in File Explorer
- **B. Install and configure Google Drive for desktop**
- C. Create a new network location using the FTP protocol
- D. Directly modify Windows Registry to recognize Google Drive

Answer: B

Explanation:

Google Drive for desktop integrates Google Drive with the File Explorer, allowing users to stream their drive files directly from the cloud, sync selected directories in Google Drive to local copies, and map Google Drive as a network drive effectively.

Option A is incorrect because the standard Windows "Map Network Drive" feature does not natively support mapping cloud storage services like Google Drive without additional software.

Option C is incorrect because FTP is not used for connecting to Google Drive and would not provide secure or functional integration.

Option D is incorrect because modifying the Windows Registry is not a supported or safe method for mapping Google Drive as a network drive.

NEW QUESTION # 347

A technician is updating an internal knowledge base article after resolving a complex issue involving multiple system components. What is the most effective way to structure the update to maximize its usefulness for future troubleshooting?

- A. Focus only on the final solution without including any diagnostic steps that led to the resolution
- **B. Organize the update chronologically, detailing the troubleshooting steps taken and the outcomes observed at each stage**
- C. Provide a brief summary of the solution with minimal technical details to keep the article concise
- D. List all the components involved in bullet points at the start of the article for quick reference

Answer: B

Explanation:

Correct Answer: B. Organize the update chronologically, detailing the troubleshooting steps taken and the outcomes observed at each stage Structuring the update chronologically with detailed steps and observed outcomes allows future technicians to follow the logical progression of the troubleshooting process, understand the context, and apply similar reasoning to related problems.

Option A is incorrect because while listing components provides useful information, it does not give insight into how the issue was resolved or the interplay between the components.

Option C is incorrect because overly concise summaries can omit critical details that are essential for understanding and replicating the troubleshooting process effectively.

Option D is incorrect because excluding the diagnostic steps removes valuable learning opportunities and context that can aid in solving future variations of the issue or understanding related problems.

NEW QUESTION # 348

Which two of the following are supported operating systems for Remote Desktop client connections? (Choose two.) Note: You will receive partial credit for each correct selection.

- A. Windows 11 Home
- **B. Windows 11 Pro**
- C. Windows 10 Home
- **D. Windows 10 Enterprise**

Answer: B,D

Explanation:

Windows 11 Pro and Windows 10 Enterprise include the Remote Desktop Host feature and fully support incoming Remote Desktop client connections.

The Home editions (Windows 11 Home and Windows 10 Home) can initiate Remote Desktop sessions as clients but cannot act as

a host to accept incoming connections.

NEW QUESTION # 349

An IT support technician receives an email from what appears to be the IT director asking for immediate password resets for several accounts. The email lacks the usual formalities and seems rushed.

What is the most appropriate response?

- A. Forward the email to a colleague for a second opinion
- B. Ignore the email as it does not follow protocol
- C. Verify the request by contacting the IT director through a known internal communication channel
- D. Reset the passwords as requested and notify the director via reply

Answer: C

Explanation:

It is crucial to verify unusual or informal requests for sensitive operations directly through secure, known communication channels to prevent compliance with potentially fraudulent demands.

Option A is incorrect as it could lead to unauthorized access if the request is fraudulent Option C is incorrect because ignoring the email may lead to potential security risks if the request was legitimate Option D is incorrect because forwarding the email does not address the verification of the request and could compromise the supposed sensitive nature of the email

NEW QUESTION # 350

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