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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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.
Topic 4	• 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.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q329-Q334):

NEW QUESTION # 329
A user who has been on vacation for the past 30 days calls the help desk and reaches you. The user reports the following:
Before I left for vacation, I changed my password and made sure it worked. My password is not due to be reset for another 60 days, but I can't log in to the network.
While the user was gone, the company established a requirement for Multi-Factor Authentication (MFA).
Which two actions could you take to resolve the problem? (Choose two.)
Note: Each correct answer presents a complete solution.

- A. Set the user's password to never expire.
- B. Unlock the user's account.
- C. Tell the user to change their password to one that meets complexity requirements.
- D. Tell the user to install the company's authenticator app.
- E. Tell the user to add a phone number to their account for SMS validation.

Answer: D,E

Explanation:
Installing the company's authenticator app enrolls the user in MFA as now required.
Adding a phone number enables SMS-based second-factor validation.

NEW QUESTION # 330
What does a 169.x.x.x IP address indicate on a Windows device?

- A. The device has a static IP address

- B. The device is connected to a VPN
- C. The device is in sleep mode
- D. The device has failed to obtain an IP address from a DHCP server

Answer: D

NEW QUESTION # 331

A video production team wants to connect multiple 4K monitors to a workstation using USB-C connections to enable high-resolution video editing.
What is an essential specification the IT support technician should ensure these USB-C cables and ports meet?

- A. Support for USB 2.0 data transfer standards
- B. Ability to act as a host device
- C. High-speed charging up to 100W
- D. Data transfer rates of at least 40 Gbps

Answer: D

Explanation:
Correct Answer. B. Data transfer rates of at least 40 Gbps For connecting multiple 4K monitors, it is essential that the USB-C cables and ports support data transfer rates of at least 40 Gbps. This high transfer rate is crucial to handle the extensive data demands of multiple 4K video streams without latency or degradation in video quality, typically supported by USB-C with Thunderbolt 3.
Option A is incorrect because while high-speed charging is beneficial, it does not impact the bandwidth needed for high-resolution video output.
Option C is incorrect because USB 2.0 data transfer standards are too slow and inadequate for handling 4K video data, which requires much higher speeds.
Option D is incorrect because the ability to act as a host device is unrelated to the bandwidth and video output requirements of connecting 4K monitors.

NEW QUESTION # 332

A software development company needs to host a highly available web application that can automatically adjust its compute capacity based on user demand.
Which AWS service should they primarily utilize?

- A. Amazon S3
- B. Amazon EC2 Auto Scaling
- C. AWS IAM
- D. Amazon Glacier

Answer: B

Explanation:
Correct Answer. B. Amazon EC2 Auto Scaling Amazon EC2 Auto Scaling helps ensure that the application has the correct amount of compute capacity to handle the demand by automatically adjusting the number of Amazon EC2 instances available.
Option A is incorrect because Amazon S3 is primarily for storage and would not directly handle compute capacity needs for web applications.
Option C is incorrect as Amazon Glacier is used for long-term archival storage and is not suitable for hosting applications.
Option D is incorrect because AWS IAM (Identity and Access Management) manages access to AWS services and resources securely, not compute capacity.

NEW QUESTION # 333

A company requires its developers to access AWS resources from the corporate office only. What should be included in the IAM policy to enforce this requirement?

- A. Time-based restrictions
- B. Resource tags
- C. SAML 2.0 integration

- D. IP whitelisting in the policy condition

Answer: D

Explanation:
To restrict access to AWS resources from specific locations, an administrator can include a condition in the IAM policy that whitelists IP addresses. This ensures that developers can only access resources from the corporate office.
Option A is incorrect because resource tags are used for organizing and managing resources, not for controlling access based on location.
Option C is incorrect because time-based restrictions control when resources can be accessed, not where they can be accessed from.
Option D is incorrect because SAML 2.0 integration is
used for federated authentication with external identity providers, not for restricting access based on IP addresses.

NEW QUESTION # 334

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