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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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 3	• 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	• 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 5	• 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.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q420-Q425):

NEW QUESTION # 420
What should be avoided when creating passwords to ensure they remain secure?

- A. Using a different password for each account
- B. Using long, complex passwords
- C. Including sequential letters or numbers
- D. Regularly updating passwords every few months

Answer: C

Explanation:
Correct Answer. C. Including sequential letters or numbers Sequential letters or numbers (like
"abcd" or "1234") are predictable and often used in weak passwords, making them easier for attackers to guess.
Option A is incorrect as it is recommended to update passwords regularly to mitigate the risk of long-term exposure Option B is incorrect because using different passwords for each account prevents a single breach from compromising multiple accounts Option D is incorrect as long, complex passwords are recommended to enhance security

NEW QUESTION # 421
Which document outlines a commitment between an organization and a customer, including details of the service, the standards the provider must adhere to, and compensation for the successful completion of those milestones?

- A. Key Performance Indicators
- B. Service Level Agreement
- C. Incident Report
- D. Service Level Indicator

Answer: B

Explanation:
A Service Level Agreement (SLA) is the formal document that specifies the services provided, performance standards, and any penalties or compensation related to meeting those service milestones.

NEW QUESTION # 422
A network administrator notices that several computers on the network are unable to access shared resources and are assigned IP

addresses starting with 169.254.
What is the likely reason for this issue?

- A. The DNS settings on the computers are incorrectly configured
- B. The computers are set to static IP addressing
- C. The subnet mask on the network is configured incorrectly
- D. The DHCP server is unavailable or malfunctioning

Answer: D

Explanation:
IP addresses starting with 254 are APIPA addresses, which devices assign themselves when DHCP servers are unavailable to provide configuration.
Option A is incorrect. Incorrect subnet mask configuration would not cause APIPA addresses to be assigned.
Option C is incorrect. Static IP addressing would prevent a computer from seeking a DHCP server or using APIPA.
Option D is incorrect. DNS configuration errors affect name resolution, not IP address configuration.

NEW QUESTION # 423
An IT support company has recently restructured its help desk to improve queue management.
After the restructuring, a significant reduction in customer wait times was noticed.
Which of the following best explains this improvement?

- A. Increased use of automated ticket generation
- B. Assignment of tickets based on technician availability
- C. Implementation of first-in, first-out (FIFO) ticket handling
- D. Random assignment of tickets to available technicians

Answer: C

Explanation:
Correct Answer. C. Implementation of first-in, first-out (FIFO) ticket handling The improvement in customer wait times can most effectively be attributed to the implementation of a first-in, first-out (FIFO) ticket handling strategy, where tickets are processed in the order they are received. This ensures a fair and predictable management of the queue, leading to improved customer satisfaction and reduced wait times.
Option A is incorrect because automated ticket generation improves ticket capture but not necessarily queue management.
Option B is incorrect as it might help in faster processing but does not inherently reduce customer wait times compared to FIFO.
Option D is incorrect because random assignment can lead to inefficiencies and increased variability in response times.

NEW QUESTION # 424
A support technician is documenting a resolved issue where a software bug caused data loss for a client.
What is the most effective way to document this interaction?

- A. Summarize the emotional impact of the issue on the client
- B. Focus on potential upgrades to the client's system to avoid similar issues
- C. List all the software used by the client, regardless of relevance to the bug
- D. Describe the bug and its impact, and the steps taken to resolve the issue

Answer: D

Explanation:
A comprehensive and factual description of the bug, its impact on operations, and the resolution steps is essential to document such interactions accurately. This approach ensures that the documentation is useful for reference and aids in handling similar issues in the future.
Option A is incorrect because focusing on the emotional impact does not provide a technical summary of the issue.
Option C is incorrect because listing all software, including irrelevant ones, clutters the documentation and detracts from the specific problem and solution.
Option D is incorrect as focusing solely on upgrades does not summarize the specific incident and its resolution.

NEW QUESTION # 425

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