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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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 2	<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 3	<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.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q241-Q246):

NEW QUESTION # 241

A company's IT support team is revising its Service Level Agreement (SLA) to better meet client expectations and improve ticket resolution times.

Which of the following SLA modifications would most effectively ensure a higher standard of service?

- A. Extending the support hours available to clients
- B. Offering discounts for service extensions
- C. Specifying more detailed penalties for SLA non-compliance
- **D. Shortening the response time for high-priority tickets**

Answer: D

Explanation:

By shortening the response time for high-priority tickets, the SLA directly targets improvements in service urgency and effectiveness, which is crucial for client satisfaction and operational efficiency.

Option A is incorrect because while penalties may enforce SLA compliance, they do not directly improve service delivery.

Option C is incorrect as extending support hours may improve availability but not necessarily the efficiency or speed of responses.

Option D is incorrect because offering discounts does not directly enhance the quality or timeliness of IT support.

NEW QUESTION # 242

When using AI as a part of the troubleshooting process, what is a crucial limitation a technician must consider?

- A. AI can generate new data independently to resolve unknown issues
- B. AI requires no input from technicians to start the diagnostic process
- C. AI can autonomously implement solutions without oversight
- **D. AI-generated solutions must be interpreted and applied by a skilled technician**

Answer: D

Explanation:

Correct Answer. C. AI-generated solutions must be interpreted and applied by a skilled technician AI tools provide suggestions based on data analysis, but a skilled technician must interpret these solutions correctly and apply them effectively within the specific context of the issue.

Option A is incorrect because AI does not generate new data but analyzes existing data to provide solutions.

Option B is incorrect as AI requires initial input or data from technicians to begin any meaningful diagnostic process.

Option D is incorrect as allowing AI to implement solutions autonomously without oversight can lead to errors or inappropriate actions without contextual understanding.

NEW QUESTION # 243

While inspecting the IT department's storage area, a technician discovers that power strips are daisy-chained together and are showing signs of wear.

What is the most appropriate safety action to take regarding fire prevention?

- **A. Replace the worn power strips and ensure no power strips are daisy-chained together**
- B. Ignore the issue as it is common practice in busy IT departments
- C. Cover the worn areas with electrical tape to prevent exposure

Answer: A

Explanation:

Replace the worn power strips and ensure no power strips are daisy-chained together. Replacing worn power strips and correcting improper use, such as daisy-chaining, adheres to fire safety guidelines by reducing the risk of electrical fires due to overloading and wear.

Option A is incorrect because ignoring the issue could lead to a serious fire hazard.

Option C is incorrect because using electrical tape is a temporary fix that does not address the fundamental safety risk of worn and improperly used power strips.

Option D is incorrect because simply rearranging equipment does not resolve the underlying safety issue of using worn and improperly connected power strips.

NEW QUESTION # 244

After troubleshooting a recurring issue with a client's VPN connection, which method should be used to document the troubleshooting steps effectively?

- A. Provide a detailed chronological list of all actions taken and their results
- B. Record the steps informally in shorthand for brevity
- C. Document only the unsuccessful steps to avoid future repetition
- D. List only the final step that resolved the issue

Answer: A

Explanation:

Providing a detailed chronological list of all troubleshooting actions and their results ensures the documentation is comprehensive and clear. This method allows other technicians to understand the process fully, facilitates future troubleshooting, and ensures consistent service quality.

Option A is incorrect because documenting only the final step omits crucial context and learning opportunities from earlier steps.

Option C is incorrect as focusing only on unsuccessful steps does not provide a complete picture of what was effective.

Option D is incorrect because using shorthand can lead to misunderstandings or omissions in the troubleshooting process documentation.

NEW QUESTION # 245

During network configuration, a technician sets up a new router and connects it to the company network. However, workstations connected to the router cannot access the internet. Which setting should the technician verify on the workstations?

- A. The workstations are using static IP addresses
- B. The IP address is within the correct subnet
- C. The router's firmware is up to date
- D. The default gateway is set to the router's IP address

Answer: D

Explanation:

Correct Answer. B. The default gateway is set to the router's IP address. To ensure the workstations can route internet traffic through the router, the default gateway on each workstation must be set to the router's IP address.

Option A is incorrect. Being within the correct subnet is necessary for local communication but doesn't directly affect internet access if the default gateway is incorrect.

Option C is incorrect. While important, router firmware being outdated would not directly prevent workstations from accessing the internet if the default gateway is set correctly.

Option D is incorrect. Whether IPs are static or dynamic doesn't directly impact internet access if the gateway setting is incorrect.

NEW QUESTION # 246

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