Cisco Network Support

Assessment Fact Sheet

Overview

The Cisco Network Support test measures knowledge of maintaining an Internet Protocol network using Cisco routers. Designed for experienced telecom engineers.

Job Family/Title	Network Engineers

Details

Average Testing Time (minutes)	26 minutes
Allowed Time (minutes)	90 minutes
Maximum Number of Questions	30 questions
Number of Sittings	One
Designed for Unproctored Environment	Yes
Question Format	Multiple Choice - Adaptive
Product Category	Information Technology

Knowledge, Skills, Abilities and Competencies Measured

The following areas are covered:

- Hardware Architecture
- IOS/Command Line
- LAN Switching
- OSI Model
- Routing Protocols
- TCP/IP
- Traffic and Device Management
- Troubleshooting
- WAN and VoIP Technologies

Example Questions

| Exit

Question Time Remaining: 0h : 2m : 46s

On a Cisco switch, which command do you use to display a list of MAC addresses the switch has learned?

a	○	switch#show mac table
b	○	switch#show mac-address-table
c	○	switch#show cam dynamic
d	○	switch#show cam address-table
e	○	switch#show mac dynamic

Next

Example Reports

Test: Cisco Network Support
This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that SHL offers, please contact your account representative.

Score: 2.95
Proficiency Level: Proficient (2.51 - 3.50)
The candidate has mastered the basic concepts of Cisco Network Support, including:

- TCP/IP
- IOS/Command Line
- OSI Model

The candidate demonstrates a clear understanding of intermediate Cisco Network Support concepts, such as:

- LAN Switching
- Routing Protocols
- Hardware Architecture

The candidate may have some knowledge of more advanced Cisco Network Support concepts such as:

- WAN and VoIP Technologies
- Troubleshooting
- Traffic and Device Management

At the Proficient level, the candidate will be capable of working on most projects involving Cisco Network Support with minimal assistance. However, the candidate will probably require more assistance with advanced concepts.

Percentile Comparisons
The percentile score indicates how well the candidate scored relative to other candidates in the comparison population indicated by the score.

Percentile Comparisons

		Low	Medium	High
Percentile		30	70	100
Global Population	73		◆	

Detail Item Results

Order	Question	Topic	Description	Skill Level	Time Taken (Seconds)	Is Correct	A	B	C	Theta	Info	Stand Error
1	CISCO_NET_SUPP_R2_BB_1136	LAN Switching	VLANs and 802.1q Trunking	Intermediate	27.4	Yes						
2	CISCO_NET_SUPP_R2_BB_1151	Traffic and Device Management	Standard, Extended, and Named ACLs	Advanced	22.0	No						
3	CISCO_NET_SUPP_R2_BB_1012	Hardware Architecture	Identifying Components	Intermediate	17.1	Yes						