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# ISA CCST (Level 3)

*Certified Control Systems Technician Master*

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### Question: 1106

In a mining conveyor system's PLC, intermittent faults in the digital loop for emergency stop relays are logged as "ground fault" errors, with continuity tests showing  $<1$  ohm resistance but oscilloscope capturing 2V spikes on return paths. To repair this system-wide grounding issue affecting 20 interlocked stations, what comprehensive bonding strategy should be implemented?

- A. Install surge protective devices (SPDs) at each relay coil and bond all E-stop enclosures to a daisy-chain ground wire
- B. Replace all relay contacts with opto-isolated solid-state switches and disable ground reference in PLC I/O configuration
- C. Create a star-topology ground bus from the PLC backplane to each station's frame, using 8 AWG wire and verifying  $<0.5$  ohm impedance
- D. Apply ferrite core clamps on all control cables and set PLC diagnostic scan to 10 ms for transient detection

Answer: C

Explanation: Creating a star-topology ground bus from the PLC backplane to each station's frame using 8 AWG wire and verifying  $<0.5$  ohm impedance eliminates multi-point grounds that induce spikes from inductive loads. This strategy, based on NFPA 70E for industrial grounding, repairs the faults across interlocked stations, ensuring reliable E-stop functionality without altering logic.

### Question: 1107

How can a supervisor best foster a culture of continuous improvement among technicians?

- A. Limiting training to mandatory certification courses only
- B. Regularly reviewing performance metrics and encouraging feedback
- C. Relying on annual performance reviews without follow-up
- D. Focusing primarily on disciplinary actions for mistakes

Answer: B

Explanation: Regular reviews and encouraging feedback create an environment of ongoing learning and improvement.

### Question: 1108

You are preparing a report on the effectiveness of a recent training program. What is the best metric to evaluate its success?

- A. The number of participants who attended
- B. The cost of the training program
- C. The improvement in performance metrics post-training
- D. The feedback from participants

Answer: C

Explanation: Improvement in performance metrics provides concrete evidence of the training program's effectiveness and its impact on operations.

**Question: 1109**

Which contract management action minimizes risk related to incomplete vendor documentation?

- A. Accepting partial documentation to prevent delivery delays
- B. Including documentation completeness and accuracy requirements in the contract scope
- C. Relying on vendors to provide missing information post-commissioning
- D. Using only verbal assurances about documentation quality

Answer: B

Explanation: Specifying documentation requirements contractually ensures vendors deliver complete and accurate documentation necessary for compliance and maintenance. Accepting partial docs, relying post-commissioning, or verbal assurances increases risk.

**Question: 1110**

A vortex shedding flowmeter in steam service shows 1.2% deviation in frequency-to-flow linearity after shedding bar wear, confirmed by poor repeatability at 40% flow. FMEA prioritizes erosion (RPN=240). What repair includes a calibration function to confirm post-wear mitigation?

- A. Bar resurfacing and single-point span adjustment
- B. Erosion-resistant coating application, followed by frequency sweep linearity calibration
- C. Vibration damping addition and zero trim
- D. Extended run test without FMEA update

Answer: B

Explanation: Wear alters vortex frequency proportionality. Coating reduces erosion Occurrence, and sweep calibration (varying steam velocity for output map) restores linearity, improving repeatability as vortices stabilize. Single-point span assumes linearity; damping aids but doesn't calibrate, and no update ignores FMEA iteration.

**Question: 1111**

During a contract negotiation, a vendor insists on liability clauses that expose your company to high risk.

What action do you take?

- A. Accept the clauses to avoid delaying the project
- B. Negotiate to adjust liability clauses to balance risk fairly
- C. Cancel negotiations immediately without consideration
- D. Escalate the contract to legal without negotiation

Answer: B

Explanation: Negotiation aims to find mutually acceptable contract terms balancing risk without sacrificing project progress or exposing the company unduly.

**Question: 1112**

Executives request a report summarizing the impact of calibration accuracy on overall plant performance. What is the best way to correlate calibration data with KPIs?

- A. Report calibration schedules without performance data
- B. Analyze sensor calibration deviations against process quality and OEE trends
- C. Calculate average calibration duration per instrument type
- D. Correlate calibration costs directly with maintenance headcount

Answer: B

Explanation: Correlating calibration deviations with quality and OEE shows how accuracy affects plant performance, providing meaningful insight to executives. Reporting schedules or duration alone lacks performance context, and cost-to-headcount correlation does not link calibration accuracy to output.

**Question: 1113**

What should a technician do if they identify an error in a previously approved document?

- A. Correct the error and reprint the document
- B. Leave the document as is to avoid confusion
- C. Document the error and notify the approver
- D. Archive the document and create a new one

Answer: C

Explanation: Documenting the error and notifying the approver is the appropriate action to ensure that the issue is addressed properly and that any necessary corrections are made officially.

**Question: 1114**

Following a process upset in an oil refinery due to undocumented loop tuning changes, the Level III technician must audit the documentation for compliance with OSHA 1910.119. What specific setting in

the document management system (DMS) like OpenText 2026 must be enabled to retroactively track and approve the unauthorized edits for incident reporting?

- A. Activate 'Audit Trail Export' to CSV with timestamp and user ID for legal submission
- B. Configure 'Retroactive Tagging' workflow to assign 'UNAPPROVED-CHANGE' status and route for sign-off
- C. Enable 'AI Anomaly Detection' to flag deviations from baseline SOPs and auto-generate correction reports
- D. Set 'Immutable Log' mode to blockchain-verify all historical accesses post-incident

Answer: C

Explanation: OpenText 2026's AI detection aligns with OSHA process safety management by identifying undocumented changes in real-time or retrospectively, generating reports that detail deviations. This hardens audit trails, supports root cause analysis, and mitigates liability by proving proactive compliance measures in failure investigations.

### Question: 1115

A technician is tasked with repairing a field pressure transmitter with a damaged diaphragm. What immediate step should be performed before disassembly?

- A. Adjust transmitter zero and span
- B. Apply loop power and check output signal
- C. Flush the impulse lines with process fluid
- D. Isolate the instrument and fully vent the process impulse lines

Answer: D

Explanation: Safety requires isolating the instrument and venting impulse lines to release any pressure before disassembling to avoid injury or damage. Flushing or adjusting zero is inappropriate before repair.

### Question: 1116

You are preparing a budget for a maintenance program. Which factor should be prioritized to ensure its success?

- A. Anticipated equipment failures and needs
- B. Feedback from maintenance staff
- C. Historical spending patterns
- D. Trends in industry maintenance costs

Answer: A

Explanation: Anticipating equipment failures and needs allows for a proactive approach to budgeting, ensuring that funds are allocated for necessary maintenance activities before issues arise.



**Question: 1117**

As a supervisor, you are tasked with developing a diversity training program. What is the first step you should take?

- A. Research best practices in diversity training
- B. Schedule a training date
- C. Develop a training manual
- D. Survey employees about their experiences and needs

Answer: D

Explanation: Surveying employees helps tailor the training program to address specific needs and concerns, making it more effective.

**Question: 1118**

What is the primary purpose of a maintenance management system in a control environment?

- A. To increase the number of maintenance tasks performed
- B. To reduce the cost of maintenance materials
- C. To replace human decision-making in maintenance
- D. To track and manage maintenance activities efficiently

Answer: D

Explanation: The primary purpose of a maintenance management system is to track and manage maintenance activities efficiently, ensuring optimal performance and resource allocation.

**Question: 1119**

A company is considering implementing a new employee wellness program. What is the most important factor to assess before implementation?

- A. Employee interest and needs
- B. Budget constraints
- C. Potential legal issues
- D. Duration of the program

Answer: A

Explanation: Assessing employee interest and needs is the most important factor before implementing a wellness program. Understanding what employees value ensures that the program is relevant and effective in promoting wellness.

### Question: 1120

In response to a simulated ransomware attack on a utility's ICS during a 2026 tabletop exercise, the emergency response coordinator must activate business continuity protocols under NIST SP 800-53 Rev. 5. What critical function should be prioritized in the initial 4-hour recovery window to restore SCADA data flows while isolating compromised segments?

- A. Defer isolation until full forensic analysis, continuing operations on affected segments with manual overrides.
- B. Restore all systems simultaneously from primary cloud mirrors without segmentation to minimize overall downtime.
- C. Invoke segmented network isolation via air-gapped backups and phased reconnection using IEC 61850 GOOSE messaging for secure relay coordination.
- D. Shift entirely to vendor-hosted SaaS platforms for immediate data access, bypassing local recovery.

Answer: C

Explanation: Invoking segmented network isolation via air-gapped backups and phased reconnection using IEC 61850 GOOSE messaging for secure relay coordination ensures rapid SCADA restoration in the 4-hour window, complies with NIST Rev. 5 contingency controls, prevents lateral movement in the ransomware scenario, and upholds utility grid stability per 2026 exercise protocols.

### Question: 1121

In a scenario for a 2026 mining conveyor system's risk planning, what-if analysis questions surge arrester efficacy against lightning. What prompt evaluates control loop disruptions?

- A. What if dust accumulation occurs?
- B. What if inspections are annual?
- C. What if arrester failure propagates "as well as" unintended grounding, shorting PLC signals?
- D. What if shifts rotate frequently?

Answer: C

Explanation: Lightning poses "as well as" propagation risks; this what-if uncovers loop shorts, recommending grounded shielding per ISA mining standards for resilient controls.

### Question: 1122

A newly installed pressure transmitter in a corrosive environment starts to drift after a few months. Which material selection factor is most important to minimize this effect?

- A. Larger pressure range than process operating conditions
- B. Use of corrosion-resistant wetted parts like Hastelloy or PTFE lining
- C. Non-contact measurement technology replacement
- D. Increased sensor housing thickness for durability

Answer: B

Explanation: Appropriate corrosion-resistant wetted materials prevent sensor degradation causing drift. Larger range or thicker housing do not address corrosion. Non-contact technologies are an option but specific material choice is primary for contact sensors in corrosive media.

**Question: 1123**

You are reviewing a control system installation and notice that some wiring is not labeled correctly. What should you do?

- A. Label the wiring yourself without further action
- B. Wait until the commissioning phase to address it
- C. Ignore the issue if the system is functioning
- D. Document the issue and inform the installation team

Answer: D

Explanation: Documenting the issue and informing the installation team is essential to ensure that it is corrected before the commissioning process begins.

**Question: 1124**

During a project review, you identify a significant deviation from the budget. What is your first step in addressing this issue?

- A. Analyze the reasons for the deviation
- B. Blame the team for poor budgeting
- C. Immediately cut project expenses
- D. Ignore the issue to avoid conflict

Answer: A

Explanation: Analyzing the reasons for the budget deviation allows you to identify the root causes and develop a plan to address them effectively, rather than making hasty decisions.

**Question: 1125**

In the start-up phase of a DCS-SIS hybrid system for a food processing facility, functional testing reveals integration gaps with the ERP's batch tracking module, per recent 2026 IIoT trends. What command do you issue first for performance verification?

- A. Initiate a Modbus poll sequence to test bidirectional data flow under simulated load
- B. Run a full database sync command to align historical batch records
- C. Execute a loop tuning algorithm on the PID controllers for stability



D. Update firewall rules to permit ERP traffic without verification

Answer: A

Explanation: For ERP-integrated controls in IIoT-enabled systems, performance verification begins with protocol-level testing like Modbus polling to confirm bidirectional flow. This step identifies integration gaps in batch tracking early during start-up, ensuring reliable data exchange and compliance with functional testing protocols before broader sync operations.

**Question: 1126**

During the project planning phase, you need to assess potential risks. What is the most effective tool for this purpose?

- A. Risk matrix
- B. Gantt chart
- C. Work breakdown structure
- D. Resource histogram

Answer: A

Explanation: A risk matrix effectively assesses potential risks by categorizing them based on their likelihood and impact, helping the project team prioritize risk management efforts.

**Question: 1127**

For a thermocouple temperature transmitter, what function should be enabled to minimize measurement errors caused by cold junction temperature changes during calibration?

- A. Linearity correction
- B. Excitation current adjustment
- C. Cold junction compensation
- D. Ambient noise filtering

Answer: C

Explanation: Cold junction compensation corrects for temperature variations at the thermocouple connection point, ensuring accurate temperature measurement. Excitation current and linearity do not address this specific error source. Noise filtering is unrelated to cold junction effects.

**Question: 1128**

A control systems technician is reviewing a project budget that has exceeded initial estimates. What is the most appropriate action to take first?

- A. Request additional funding from management

- B. Analyze the reasons for the budget overrun
- C. Cut costs in other areas of the project
- D. Delay project completion

Answer: B

Explanation: Analyzing the reasons for the budget overrun is the most appropriate first action. Understanding the root causes allows the technician to make informed decisions about how to address the issue effectively.

**Question: 1129**

A project is behind schedule due to unforeseen vendor delays. Which project management technique helps identify which activities can be delayed without affecting the final project completion date?

- A. Risk assessment matrix
- B. Critical path method analysis
- C. Earned value management
- D. Gantt chart resource leveling

Answer: B

Explanation: Critical path method reveals tasks critical to project delivery and shows which activities have slack to absorb delays without affecting the finish date.

**Question: 1130**

A technician is troubleshooting a control loop that is oscillating. Which of the following adjustments should be made to stabilize the loop?

- A. Increase the proportional gain
- B. Decrease the integral time
- C. Increase the derivative time
- D. Decrease the setpoint

Answer: C

Explanation: Increasing the derivative time can help dampen oscillations in a control loop by anticipating changes and reacting accordingly.

**Question: 1131**

A technician is responsible for ensuring that all documentation is kept confidential. Which of the following practices is most effective?

- A. Store documents on personal devices

- B. Avoid digital documentation altogether
- C. Share documents freely with colleagues
- D. Use cloud storage with encryption

Answer: D

Explanation: Using cloud storage with encryption is an effective practice for maintaining confidentiality, as it secures documents against unauthorized access.

### Question: 1132

When handling scope creep during a control system upgrade project, what is the most effective communication approach with the customer?

- A. Clearly explain impact on schedule, cost, and risk, and require formal approval before proceeding
- B. Accept changes immediately to maintain good relations
- C. Avoid discussion of scope to focus on technical issues only
- D. Defer scope change discussions until project completion

Answer: A

Explanation: Clear communication about impact and requiring formal approval ensures scope changes are managed properly without jeopardizing project success.

### Question: 1133

While drafting a control system's installation manual, you need to ensure the document supports quick referencing by technicians in the field. Which feature best facilitates this?

- A. Only flowcharts without textual guidance
- B. Technical appendices placed at the end without indexing
- C. Long paragraphs detailing theory without section breaks
- D. An index and table of contents with cross-references

Answer: D

Explanation: Including an index and table of contents with cross-references allows technicians to quickly find relevant information, essential for efficient field work.

### Question: 1134

While calibrating a pressure transmitter with a deadweight tester, the technician notices the output does not return to zero after test pressure removal. What could cause this?

- A. Ambient temperature fluctuations
- B. Improper zero adjustment during calibration setup

- C. Use of non-standard weights in the deadweight tester
- D. Leakage in pressure connections or sensor diaphragm fatigue

Answer: D

Explanation: Leakage or diaphragm fatigue can cause zero drift post-pressure, as physical sensor elements don't return fully. Improper zero adjustment or weights cause errors but unlikely to cause drift after pressure removal. Temperature changes affect span more than zero return.

**Question: 1135**

During a project review, you find that some tasks are falling behind schedule. What should be your first action?

- A. Assign more resources to those tasks
- B. Analyze the reasons for the delays
- C. Extend the project deadline
- D. Reassign tasks to different team members

Answer: B

Explanation: Analyzing the reasons for the delays helps identify underlying issues that need to be addressed to bring the project back on track.

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