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PECB Certified ISO/IEC 27035 Lead Incident Manager Sample Questions (Q54-Q59):

NEW QUESTION # 54

Scenario 7: Located in central London, Konzolo has become a standout innovator in the cryptocurrency field. The company faced challenges monitoring the security of its own and third-party systems. An incident involving server downtime exposed vulnerabilities in a third-party service provider's security posture, leading to unauthorized access.

In response, Konzolo launched a thorough vulnerability scan of its cryptographic wallet software and uncovered critical weaknesses due to outdated encryption algorithms. Noah, the IT manager, documented and communicated the findings. Paulina was brought in to lead a forensic investigation, provide actionable insights, and help enhance the company's overall incident response strategy based on ISO/IEC 27035 standards.

Based on the scenario above, answer the following question:

Which of the following steps for effective security monitoring did Konzolo NOT adhere to?

- A. Monitor behavioral analytics
- **B. Monitor the outsourced services**
- C. Monitor security vulnerabilities

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

ISO/IEC 27035-1:2016 and ISO/IEC 27035-2:2016 emphasize the importance of monitoring not only internal systems but also third-party or outsourced services. Clause 7.3.2 of ISO/IEC 27035-2 specifically recommends that organizations establish mechanisms for the continuous monitoring of service providers and outsourced systems, particularly when such services process or store sensitive information.

In the scenario, Konzolo suffered an incident due to a failure by a third-party service provider to uphold security controls. This indicates that Konzolo had insufficient or no effective monitoring of outsourced services in place, which directly contributed to the breach and system downtime.

On the other hand:

Option A is incorrect because Konzolo did conduct a vulnerability scan, identifying and addressing cryptographic weaknesses. Option B is also incorrect, as Paulina conducted forensic and behavioral analysis (both manual and automated) as part of the investigation process.

Reference Extracts:

ISO/IEC 27035-2:2016, Clause 7.3.2: "Monitoring should not be limited to internal infrastructure but should include third-party and outsourced services to ensure that they are operating within defined security parameters." ISO/IEC 27002:2022, Control 5.23: "Information security should be addressed in agreements with third parties." Correct answer: C

NEW QUESTION # 55

Scenario 2: NoSpace, a forward-thinking e-commerce store based in London, is renowned for its diverse products and advanced technology. To enhance its information security, NoSpace implemented an ISMS according to ISO/IEC 27001 to better protect customer data and ensure business continuity. Additionally, the company adopted ISO/IEC 27035-1 and ISO/IEC 27035-2 guidelines. Mark, the incident manager at NoSpace, strategically led the entire implementation. He played a crucial role in aligning the company's ISMS with the requirements specified in ISO/IEC 27001, using ISO/IEC 27035-1 guidelines as the foundation.

During a routine internal audit, a minor anomaly was detected in the data traffic that could potentially indicate a security threat. Mark was immediately notified to assess the situation. Then, Mark and his team immediately escalated the incident to crisis management to handle the potential threat without further assessment. The decision was made to ensure a swift response.

After resolving the situation, Mark decided to update the incident management process. During the initial phase of incident management, Mark recognized the necessity of updating NoSpace's information security policies. This included revising policies related to risk management at the organizational level as well as for specific systems, services, or networks. The second phase of the updated incident management process included the assessment of the information associated with occurrences of information security events and the importance of classifying events and vulnerabilities as information security incidents. During this phase, he also introduced a "count down" process to expedite the evaluation and classification of occurrences, determining whether they should be recognized as information security incidents.

Mark developed a new incident management policy to enhance the organization's resilience and adaptability in handling information security incidents. Starting with a strategic review session with key stakeholders, the team prioritized critical focus areas over less impactful threats, choosing not to include all potential threats in the policy document. This decision was made to keep the policy streamlined and actionable, focusing on the most significant risks identified through a risk assessment. The policy was shaped by integrating feedback from various department heads to ensure it was realistic and enforceable. Training and awareness initiatives were tailored to focus only on critical response roles, optimizing resource allocation and focusing on essential capabilities.

Based on the scenario above, answer the following question:

Do the actions taken by the IRT of NoSpace upon detecting the anomaly align with the objectives of a structured approach to incident management?

- A. Yes, escalating all incidents to crisis management regardless of severity and focusing solely on the crisis management process aligns with the objectives

- B. No, escalating a minor anomaly directly to crisis management without further assessment deviates from the objectives of a structured incident management approach, which typically reserves crisis management for more severe, crisis-level situations
- C. No, the actions taken by the IRT do not align with structured incident management objectives because they failed to utilize external resources immediately

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

According to ISO/IEC 27035-1:2016, a structured approach to incident management involves a phased and deliberate process: detect and report, assess and decide, respond, and learn lessons. Each phase has specific objectives, especially the "Assess and Decide" phase, which is critical in determining whether an event is a real security incident and what level of response it necessitates. The decision by NoSpace's IRT to escalate a minor anomaly directly to crisis management without performing a structured assessment contradicts this methodology. Crisis management is typically reserved for severe incidents that have already been assessed and confirmed to be of high impact.

Escalating prematurely not only bypasses the formal classification and analysis phase but also risks wasting resources and causing unnecessary alarm. ISO/IEC 27035-1, Clause 6.2.3, specifically outlines that incidents must first be categorized and assessed to determine their significance before involving higher-level response mechanisms such as crisis management.

Reference Extracts:

ISO/IEC 27035-1:2016, Clause 6.2.2: "Assess and decide involves analyzing reported events to determine whether they are to be classified as incidents, and how they should be handled." ISO/IEC 27035-2:2016, Clause 6.4: "Crisis management should be triggered only in cases of major incidents where organizational impact is high." Therefore, the correct answer is A: No, escalating a minor anomaly directly to crisis management without further assessment deviates from the objectives of a structured incident management approach.

NEW QUESTION # 56

Which action is NOT involved in the process of improving controls in incident management?

- A. Documenting risk assessment results
- B. Updating the incident management policy
- C. Implementing new or updated controls

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Improving controls in incident management is a proactive activity focused on directly adjusting and strengthening existing defenses. As per ISO/IEC 27035-2:2016, Clause 7.4, this process typically involves identifying deficiencies, updating or implementing new technical or procedural controls, and revising policies.

While risk assessments inform control decisions, simply documenting their results does not constitute direct improvement of controls. Hence, Option A is not part of the control improvement process itself.

Reference:

ISO/IEC 27035-2:2016 Clause 7.4: "Actions to improve controls include analyzing causes of incidents and updating procedures and policies accordingly." Correct answer: A

NEW QUESTION # 57

Scenario 7: Located in central London, Konzolo has become a standout innovator in the cryptocurrency field.

By introducing its unique cryptocurrency, Konzolo has contributed to the variety of digital currencies and prioritized enhancing the security and reliability of its offerings.

Konzolo aimed to enhance its systems but faced challenges in monitoring the security of its own and third- party systems. These issues became especially evident during an incident that caused several hours of server downtime. This downtime was primarily caused by a third-party service provider that failed to uphold strong security measures, allowing unauthorized access.

In response to this critical situation, Konzolo strengthened its information security infrastructure. The company initiated a comprehensive vulnerability scan of its cryptographic wallet software, a cornerstone of its digital currency offerings. The scan revealed a critical vulnerability due to the software using outdated encryption algorithms that are susceptible to decryption by modern methods that posed a significant risk of asset exposure. Noah, the IT manager, played a central role in this discovery. With careful attention to detail, he documented the vulnerability and communicated the findings to the incident response team and management.

Acknowledging the need for expertise in navigating the complexities of information security incident management, Konzolo welcomed Paulina to the team. After addressing the vulnerability and updating the cryptographic algorithms, they recognized the importance of conducting a thorough investigation to prevent future vulnerabilities. This marked the stage for Paulina's crucial involvement. She performed a detailed forensic analysis of the incident, employing automated and manual methods during the collection phase. Her analysis provided crucial insights into the security breach, enabling Konzolo to understand the depth of the vulnerability and the actions required to mitigate it.

Paulina also played a crucial role in the reporting phase, as her comprehensive approach extended beyond analysis. By defining clear and actionable steps for future prevention and response, she contributed significantly to developing a resilient information security incident management system based on ISO/IEC

27035-1 and 27035-2 guidelines. This strategic initiative marked a significant milestone in Konzolo's quest to strengthen its defenses against cyber threats. According to scenario 7, what type of incident has occurred at Konzolo?

- A. Medium severity incident
- B. Critical severity incident
- C. **High severity incident**

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Severity classification of an incident under ISO/IEC 27035-2:2016 is determined by factors such as potential data exposure, business disruption, and impact on critical services. In this scenario, the server downtime caused by a third-party breach and a vulnerability in cryptographic wallet software—capable of leading to asset exposure—signifies serious business and operational risks. Although the vulnerability was critical, no actual asset theft or breach was confirmed. Therefore, while serious, the incident does not reach the "critical" threshold (which would typically involve data exfiltration, irreversible loss, or public impact). The appropriate classification is "High Severity." Reference:

* ISO/IEC 27035-2:2016, Clause 6.3.1: "Severity is determined by the actual or potential impact on business operations, data, reputation, and legal obligations."

* Annex A (Example Severity Levels): "High-severity incidents involve confirmed vulnerabilities with significant potential for impact, such as financial loss or regulatory violations." Correct answer: B

NEW QUESTION # 58

Scenario 3: L&K Associates is a graphic design firm headquartered in Johannesburg, South Africa. It specializes in providing innovative and creative design solutions to clients across various industries. With offices in multiple parts of the country, they effectively serve clients, delivering design solutions that meet their unique needs and preferences.

In its commitment to maintaining information security, L&K Associates is implementing an information security incident management process guided by ISO/IEC 27035-1 and ISO/IEC 27035-2. Leona, the designated leader overseeing the implementation of the incident management process, customized the scope of incident management to align with the organization's unique requirements. This involved specifying the IT systems, services, and personnel involved in the incident management process while excluding potential incident sources beyond those directly related to IT systems and services.

Based on the scenario above, answer the following question:

Is the incident management scope correctly determined at L&K Associates?

- A. No, the incident management scope is too broad, encompassing all IT systems regardless of relevance
- B. **Yes, the incident management scope is customized to align with the organization's unique needs**
- C. No, the incident management scope is overly restrictive, excluding potential incident sources beyond those directly related to IT systems and services

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

ISO/IEC 27035-1:2016 encourages organizations to define the scope of incident management based on their own risk environment, business model, and available resources. This scope should be tailored to focus on the systems, services, and personnel that are most critical and relevant to the organization's operations.

In this scenario, Leona appropriately aligned the scope with L&K Associates' specific IT infrastructure and business processes, deliberately including relevant IT systems and associated personnel while excluding unrelated sources. This customization is consistent with best practices and ensures that the incident management process remains focused, efficient, and manageable.

ISO/IEC 27035-2, Clause 4.2, emphasizes that "the scope of incident management should be defined in a way that it supports the

organization's objectives and risk environment." Therefore, the correct answer is A: Yes, the incident management scope is customized to align with the organization's unique needs.

NEW QUESTION # 59

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