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## PECB Certified ISO/IEC 27001 Lead Auditor exam (ISO-IEC-27001-Lead-Auditor中文版) Sample Questions (Q168-Q173):

### NEW QUESTION # 168

一個組織正在評估其 ISMS 中不同流程的重要性。它正在評估與人員、第三方服務和一般費用相關的直接費用。公司主要考慮哪些重要性因素？

- A. 錯誤或不合規的潛在成本
- B. 流程的成本
- C. 營運成本

**Answer: B**

Explanation:

Comprehensive and Detailed In-Depth

B. Correct Answer:

The organization is focusing on direct costs associated with running specific processes.

"Personnel, third-party services, and general fees" refer to operational costs of specific processes, not overall business operations.

A. Incorrect:

Cost of operations refers to the total business expenses, not individual processes.

C. Incorrect:

Potential cost of errors relates to risk assessment and impact analysis, not direct expenses.

Relevant Standard Reference:

### NEW QUESTION # 169

您正在作為審核組組長進行您的第一次第三方 ISMS 監督審核。您目前與審核團隊的另一位成員一起在被審核方的資料中心。

您目前所在的大房間被分成幾個較小的房間，每個房間的門上都有一個數位密碼鎖和刷卡器。您注意到兩個外部承包商使用中心接待台提供的刷卡和組合號碼進入客戶的套房進行授權的電氣維修。

您前往接待處並要求查看客戶套房的門禁記錄。這表示只刷了一張卡。你問接待員，他們回答說：“是的，這是一個常見問題。我們要求每個人都刷卡，但尤其是承包商，一個人往往會刷卡，而其他人只是‘尾隨’進來”，但我們知道他們是誰接待處簽到。

根據上述情況，您現在會採取下列哪一項行動？

- A. 由於尚未與供應商就資訊安全要求達成一致，因此針對控制措施 A.5.20「解決供應商關係中的資訊安全問題」提出不符合項
- B. 不採取任何行動。無論有什麼建議，承包商都將始終以這種方式行事
- C. 確定是否有任何額外的有效安排來驗證個人對安全區域（例如閉路電視）的存取權限
- D. 提供改進機會，在接待處設置大型標牌，提醒每個需要進入的人必須始終使用刷卡
- E. 告訴組織他們必須寫信給承包商，提醒他們需要適當使用門禁卡
- **F. 由於安全區域未充分保護，因此針對控制 A.7.2「物理進入」提出不符合項**
- G. 提供改進機會，承包商在訪問安全設施時必須始終有人陪同
- H. 針對控制 A.7.6「在安全區域工作」提出不符合項，因為尚未定義在安全區域工作的安全措施

**Answer: F**

Explanation:

According to ISO/IEC 27001:2022, which specifies the requirements for establishing, implementing, maintaining and continually improving an information security management system (ISMS), control A.7.2 requires an organization to implement appropriate physical entry controls to prevent unauthorized access to secure areas<sup>1</sup>. The organization should define and document the criteria for granting and revoking access rights to secure areas, and should monitor and record the use of such access rights<sup>1</sup>. Therefore, when auditing the organization's application of control A.7.2, an ISMS auditor should verify that these aspects are met in accordance with the audit criteria.

Based on the scenario above, the auditor should raise a nonconformity against control A.7.2, as the secure area is not adequately protected from unauthorized access. The auditor should provide the following evidence and justification for the nonconformity:

Evidence: The auditor observed two external contractors using a swipe card and combination number provided by the centre's reception desk to gain access to a client's suite to carry out authorized electrical repairs. The auditor checked the door access record for the client's suite and found that only one card was swiped. The auditor asked the receptionist and was told that it was a common problem that contractors tend to swipe one card and tailgate their way in, but they were known from the reception sign-in.

Justification: This evidence indicates that the organization has not implemented appropriate physical entry controls to prevent unauthorized access to secure areas, as required by control A.7.2. The organization has not defined and documented the criteria for granting and revoking access rights to secure areas, as there is no verification or authorization process for providing swipe cards and combination numbers to external contractors. The organization has not monitored and recorded the use of access rights to secure areas, as there is no mechanism to ensure that each individual swipes their card and enters their combination number before entering a secure area. The organization has relied on the reception sign-in as a means of identification, which is not sufficient or reliable for ensuring information security.

The other options are not valid actions for auditing control A.7.2, as they are not related to the control or its requirements, or they are not appropriate or effective for addressing the nonconformity. For example:

Take no action: This option is not valid because it implies that the auditor ignores or accepts the nonconformity, which is contrary to the audit principles and objectives of ISO 19011:20182, which provides guidelines for auditing management systems.

Raise a nonconformity against control A.5.20 'addressing information security in supplier relationships' as information security requirements have not been agreed upon with the supplier: This option is not valid because it does not address the root cause of the nonconformity, which is related to physical entry controls, not supplier relationships. Control A.5.20 requires an organization to agree on information security requirements with suppliers that may access, process, store, communicate or provide IT infrastructure

components for its information assets<sup>1</sup>. While this control may be relevant for ensuring information security in supplier relationships, it does not address the issue of unauthorized access to secure areas by external contractors.

Raise a nonconformity against control A.7.6 'working in secure areas' as security measures for working in secure areas have not been defined: This option is not valid because it does not address the root cause of the nonconformity, which is related to physical entry controls, not working in secure areas. Control A.7.6 requires an organization to define and apply security measures for working in secure areas<sup>1</sup>. While this control may be relevant for ensuring information security when working in secure areas, it does not address the issue of unauthorized access to secure areas by external contractors.

Determine whether any additional effective arrangements are in place to verify individual access to secure areas e.g. CCTV: This option is not valid because it does not address or resolve the nonconformity, but rather attempts to find alternative or compensating controls that may mitigate its impact or likelihood. While additional arrangements such as CCTV may be useful for verifying individual access to secure areas, they do not replace or substitute the requirement for appropriate physical entry controls as specified by control A.7.2.

Raise an opportunity for improvement that contractors must be accompanied at all times when accessing secure facilities: This option is not valid because it does not address or resolve the nonconformity, but rather suggests a possible improvement action that may prevent or reduce its recurrence or severity. While accompanying contractors at all times when accessing secure facilities may be a good practice for ensuring information security, it does not replace or substitute the requirement for appropriate physical entry controls as specified by control A.7.2.

Raise an opportunity for improvement to have a large sign in reception reminding everyone requiring access must use their swipe card at all times: This option is not valid because it does not address or resolve the nonconformity, but rather suggests a possible improvement action that may increase awareness or compliance with the existing controls. While having a large sign in reception reminding everyone requiring access must use their swipe card at all times may be a helpful reminder for ensuring information security, it does not replace or substitute the requirement for appropriate physical entry controls as specified by control A.7.2.

Tell the organisation they must write to their contractors, reminding them of the need to use access cards appropriately: This option is not valid because it does not address or resolve the nonconformity, but rather instructs the organization to take a corrective action that may not be effective or sufficient for ensuring information security. While writing to contractors, reminding them of the need to use access cards appropriately may be a communication measure for ensuring information security, it does not replace or substitute the requirement for appropriate physical entry controls as specified by control A.7.2.

#### NEW QUESTION # 170

您是經驗豐富的 ISMS 審核團隊領導，指導審核員進行培訓。她詢問您審核報告中不合格項的分級。您決定透過詢問她以下哪四個陳述是正確的來測試她的知識。

- A. 可以將不合格項分級以表示其重要性
- B. 不合格項必須僅使用術語「嚴重」或「輕微」進行分級
- C. 非常輕微的不符合項應重新評級為改進機會
- D. 不合格品的分級必須在首次會議上向受審核方解釋
- E. 重大不符合項目可能需要現場跟進
- F. 幾個輕微不符合項可以歸為一個主要不符合項
- G. 受審核方始終負責確定不合格品的分級標準
- H. 解決重大不合格問題所採取的行動通常比解決輕微不合格問題所採取的行動更為實質性

**Answer: A,E,F,H**

Explanation:

The four statements that are true are:

\*Major nonconformities may be subject to on-site follow up

\*The action taken to address major nonconformities is typically more substantial than the action taken to address minor nonconformities

\*Several minor nonconformities can be grouped into a major nonconformity

\*Nonconformities may be graded to indicate their significance

According to ISO 19011:2018, a nonconformity is the non-fulfilment of a requirement<sup>1</sup>. Nonconformities may be graded to indicate their significance, based on the criteria established by the audit programme or the audit client<sup>2</sup>. The grading of nonconformities may use different terms or levels, such as major, minor, critical, etc., depending on the nature and context of the audit<sup>3</sup>. However, some common definitions of major and minor nonconformities are:

\*A major nonconformity is a nonconformity that affects the ability of the management system to achieve its intended results, or that represents a significant breakdown of the management system<sup>4</sup>. Major nonconformities may require immediate corrective action and on-site follow up by the auditor to verify their closure<sup>5</sup>.

\*A minor nonconformity is a nonconformity that does not affect the ability of the management system to achieve its intended results, or that represents an isolated lapse of the management system<sup>4</sup>. Minor nonconformities may require corrective action within a specified time frame and off-site verification by the auditor to confirm their closure<sup>5</sup>.

The action taken to address nonconformities depends on the severity and impact of the nonconformity, and the risk of recurrence or escalation. Typically, the action taken to address major nonconformities is more substantial than the action taken to address minor nonconformities, as it may involve identifying and eliminating the root cause of the problem, implementing preventive measures, and monitoring the effectiveness of the solution.

Several minor nonconformities can be grouped into a major nonconformity if they are related to the same requirement, process, or area, and if they indicate a systemic failure or a significant risk to the management system. The auditor should use professional judgment and evidence-based approach to decide whether to group or report nonconformities individually.

The other statements are false, based on the guidance of ISO 19011:2018. For example:

\*Option B is false, because nonconformities can be graded using different terms or levels, depending on the criteria established by the audit programme or the audit client<sup>2</sup>. The terms 'major' and 'minor' are not mandatory or universal, but rather examples of possible grading levels<sup>3</sup>.

\*Option D is false, because very minor nonconformities should not be re-graded as opportunities for improvement, but rather reported as nonconformities, as they still represent a non-fulfilment of a requirement<sup>1</sup>. An opportunity for improvement is a suggestion for enhancing the performance or effectiveness of the management system, but it is not a nonconformity or a requirement.

\*Option F is false, because the grading of nonconformities does not have to be explained to the auditee at the opening meeting, but rather at the closing meeting, where the audit findings and conclusions are presented and discussed. The opening meeting is intended to provide an overview of the audit objectives, scope, criteria, and methods, and to confirm the audit arrangements and logistics.

\*Option G is false, because the auditee is not always responsible for determining the criteria for grading nonconformities, but rather the audit programme or the audit client, in consultation with the auditee and other relevant parties<sup>2</sup>. The auditee is responsible for taking corrective action to address the nonconformities, and for providing evidence of their completion and effectiveness.

References: 1: ISO 19011:2018, 3.13; 2: ISO 19011:2018, 6.6.2; 3: ISO 19011:2018, 6.6.3; 4: ISO Audit Findings :Non-conformance - AUVA Certification<sup>1</sup>; 5: Annex III: Nonconformity grading - FSSC<sup>2</sup>; : ISO

27001 Certification - Major vs. Minor Nonconformities - Advisera<sup>3</sup>; : GUIDANCE FOR ADDRESSING AND CLEARING NONCONFORMITIES - SADCAS<sup>4</sup>; : ISO 19011:2018, 6.2; : ISO 19011:2018, 3.14; :

ISO 19011:2018, 6.7; : ISO 19011:2018, 6.4; : ISO 19011:2018, 6.7.2; : ISO 19011:2018; : ISO 19011:2018; :

ISO 19011:2018; : ISO 19011:2018; : ISO 19011:2018; : [ISO 19011:2018]; : [ISO 19011:2018]; : [ISO

19011:2018]; : [ISO 19011:2018]; : [ISO 19011:2018]; : [ISO 19011:2018]; : [ISO 19011:2018]

#### NEW QUESTION # 171

為了驗證是否符合 ISO/IEC 27001 附錄 A 控制措施 8.15 記錄，審核小組驗證了伺服器日誌樣本，以確定它們是否可以編輯或刪除。使用了哪種審計程序？

- A. 取樣
- **B. 分析**
- C. 觀察

**Answer: B**

Explanation:

The audit procedure used here is "analysis." The audit team analyzed server logs to verify if they can be edited or deleted, focusing on evaluating the logs' properties and the controls over their manipulation to ensure they comply with ISO/IEC 27001 requirements. References: ISO 19011:2018, Guidelines for auditing management systems

#### NEW QUESTION # 172

為什麼在初次接觸時要考慮重要性？

- **A. 合理保證審核能夠成功完成**
- B. 定義最小化偵測風險的流程
- C. 確定審核持續時間

**Answer: A**

Explanation:

Materiality should be considered during the initial contact to obtain reasonable assurance that the audit can be successfully completed. Determining materiality helps establish the threshold for the significance of audit findings, ensuring that the audit focuses on substantial issues that could impact the audit conclusions.

References: ISO 19011:2018, Guidelines for auditing management systems

## NEW QUESTION # 173

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