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## PECB ISO-IEC-27035-Lead-Incident-Manager Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Implementing incident management processes and managing information security incidents: This section of the exam measures skills of Information Security Analysts and covers the practical implementation of incident management strategies. It looks at ongoing incident tracking, communication during crises, and ensuring incidents are resolved in accordance with established protocols.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Improving the incident management processes and activities: This section of the exam measures skills of Incident Response Managers and covers the review and enhancement of existing incident management processes. It involves post-incident reviews, learning from past events, and refining tools, training, and techniques to improve future response efforts.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Fundamental principles and concepts of information security incident management: This section of the exam measures skills of Information Security Analysts and covers the core ideas behind incident management, including understanding what constitutes a security incident, why timely responses matter, and how to identify the early signs of potential threats.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>Preparing and executing the incident response plan for information security incidents: This section of the exam measures skills of Incident Response Managers and covers the preparation and activation of incident response plans. It focuses on readiness activities such as team training, resource allocation, and simulation exercises, along with actual response execution when incidents occur.</li></ul>

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# ISO-IEC-27035-Lead-Incident-Manager Exam Learning - Cert ISO-IEC-27035-Lead-Incident-Manager Guide

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## PECB Certified ISO/IEC 27035 Lead Incident Manager Sample Questions (Q49-Q54):

### NEW QUESTION # 49

Scenario 5: Located in Istanbul, Turkey, Alura Hospital is a leading medical institution specializing in advanced eye surgery and vision care. Renowned for its modern facilities, cutting-edge technology, and highly skilled staff, Alura Hospital is committed to delivering exceptional patient care. Additionally, Alura Hospital has implemented the ISO/IEC 27035 standards to enhance its information security incident management practices.

At Alura Hospital, the information security incident management plan is a critical component of safeguarding patient data and maintaining the integrity of its medical services. This comprehensive plan includes instructions for handling vulnerabilities discovered during incident management. According to this plan, when new vulnerabilities are discovered, Mehmet is appointed as the incident handler and is authorized to patch the vulnerabilities without assessing their potential impact on the current incident, prioritizing patient data security above all else.

Recognizing the importance of a structured approach to incident management, Alura Hospital has established four teams dedicated to various aspects of incident response. The planning team focuses on implementing security processes and communicating with external organizations. The monitoring team is responsible for security patches, upgrades, and security policy implementation. The analysis team adjusts risk priorities and manages vulnerability reports, while the test and evaluation team organizes and performs incident response tests to ensure preparedness.

During an incident management training session, staff members at Alura Hospital were provided with clear roles and responsibilities. However, a technician expressed uncertainty about their role during a data integrity incident, as the manager assigned them a role unrelated to their expertise. This decision was made to ensure that all staff members possess versatile skills and are prepared to handle various scenarios effectively.

Additionally, Alura Hospital realized it needed to communicate better with stakeholders during security incidents. The hospital discovered it was not adequately informing stakeholders and that relevant information must be provided using formats, language, and media that meet their needs. This would enable them to participate fully in the incident response process and stay informed about potential risks and mitigation strategies.

Also, the hospital has experienced frequent network performance issues affecting critical hospital systems and increased sophisticated cyberattacks designed to bypass traditional security measures. So, it has deployed an external firewall. This action is intended to strengthen the hospital's network security by helping detect threats that have already breached the perimeter defenses. The firewall's implementation is a part of the hospital's broader strategy to maintain a robust and secure IT infrastructure, which is crucial for protecting sensitive patient data and ensuring the reliability of critical hospital systems. Alura Hospital remains committed to integrating state-of-the-art technology solutions to uphold the highest patient care and data security standards.

According to scenario 5, which of the following principles of efficient communication did Alura Hospital NOT adhere to?

- A. Responsiveness
- B. Credibility
- C. Appropriateness

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

According to ISO/IEC 27035-1:2016 (Information Security Incident Management - Part 1: Principles of Incident Management), one of the core principles of effective communication in incident management is

"appropriateness." This refers to ensuring that the right information is shared with the right stakeholders using the appropriate channels, language, format, and timing. The objective is to guarantee that communication is both understandable and actionable by its recipients.

In the scenario, Alura Hospital recognized that they were not adequately informing stakeholders during security incidents. They identified a gap in providing relevant information using suitable formats, media, or language. This failure points directly to a lack of "appropriateness" in their communication strategy.

According to ISO/IEC 27035-1, Section 6.4 (Communication), it is essential to tailor incident communication to stakeholder needs

to ensure informed decision-making and engagement.

The other options-credibility and responsiveness-are not indicated as the failing areas. There is no mention that the information provided lacked credibility or that the hospital failed to respond to incidents or communicate in a timely manner. Rather, the issue lies with the medium, clarity, and stakeholder alignment- hallmarks of appropriateness.

Reference Extracts from ISO/IEC 27035-1:2016:

Clause 6.4: "Communication must be timely, relevant, accurate, and appropriate for the target audience." Clause 7.2.4: "Stakeholders should be informed using formats and channels that they can easily access and understand." Therefore, the principle not adhered to by Alura Hospital is clearly: Appropriateness (C).

## NEW QUESTION # 50

Scenario 6: EastCyber has established itself as a premier cyber security company that offers threat detection, vulnerability assessment, and penetration testing tailored to protect organizations from emerging cyber threats. The company effectively utilizes ISO/IEC 27035\*1 and 27035-2 standards, enhancing its capability to manage information security incidents.

EastCyber appointed an information security management team led by Mike. Despite limited resources, Mike and the team implemented advanced monitoring protocols to ensure that every device within the company's purview is under constant surveillance. This monitoring approach is crucial for covering everything thoroughly, enabling the information security and cyber management team to proactively detect and respond to any sign of unauthorized access, modifications, or malicious activity within its systems and networks.

In addition, they focused on establishing an advanced network traffic monitoring system. This system carefully monitors network activity, quickly spotting and alerting the security team to unauthorized actions. This vigilance is pivotal in maintaining the integrity of EastCyber's digital infrastructure and ensuring the confidentiality, availability, and integrity of the data it protects.

Furthermore, the team focused on documentation management. They meticulously crafted a procedure to ensure thorough documentation of information security events. Based on this procedure, the company would document only the events that escalate into high-severity incidents and the subsequent actions. This documentation strategy streamlines the incident management process, enabling the team to allocate resources more effectively and focus on incidents that pose the greatest threat.

A recent incident involving unauthorized access to company phones highlighted the critical nature of incident management. Nate, the incident coordinator, quickly prepared an exhaustive incident report. His report detailed an analysis of the situation, identifying the problem and its cause. However, it became evident that assessing the seriousness and the urgency of a response was inadvertently overlooked.

In response to the incident, EastCyber addressed the exploited vulnerabilities. This action started the eradication phase, aimed at systematically eliminating the elements of the incident. This approach addresses the immediate concerns and strengthens EastCyber's defenses against similar threats in the future.

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Based on the scenario above, answer the following question:

While implementing monitoring protocols, Mike ensured that every device within the company's purview was under constant surveillance. Is this a recommended practice?

- A. No, Mike should have focused on new devices, as they are more likely to have undetected vulnerabilities
- B. Yes. Mike defined the objective of network monitoring correctly
- C. No, Mike should have focused on the essential components to reduce the clutter and noise in the data collected

### Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

According to ISO/IEC 27035-2:2016, Clause 7.3.2, implementing continuous monitoring across all critical assets and endpoints is a key component of proactive incident detection. Organizations are encouraged to establish real-time detection mechanisms that allow prompt identification of unauthorized or abnormal behavior.

Mike's approach-ensuring all systems are under constant surveillance-is consistent with this recommendation. Comprehensive monitoring allows the early identification of security events that may otherwise go unnoticed, especially in environments where advanced persistent threats (APTs) or insider threats are concerns.

While focusing only on new devices or limiting monitoring to certain components may reduce noise, it creates gaps in coverage and

increases the risk of missed threats.

Reference:

ISO/IEC 27035-2:2016, Clause 7.3.2: "Monitoring systems and activities should be established and maintained to detect deviations that may indicate a security incident." ISO/IEC 27001:2022, Control A.5.28: "Monitoring systems should cover all devices that process or store sensitive information." Correct answer: A

### NEW QUESTION # 51

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 scenario 3, did Leona follow all the ISO/IEC 27035-1 guidelines when communicating the information security incident management policy to interested parties?

- A. Yes, she effectively communicated the outcomes of incidents and strategies to minimize recurrence, meeting the necessary communication requirements
- **B. No, she should also communicate the incident reporting procedures and specify the appropriate contact for further information**
- C. No, she should also communicate how often the information security incident policies are updated and revised

### Answer: B

Explanation:

Comprehensive and Detailed Explanation:

According to ISO/IEC 27035-1:2016, effective communication of the incident management policy must include not only policy content, roles, and responsibilities but also specific procedural aspects-such as how to report an incident and who to contact. This ensures that all stakeholders clearly understand their responsibilities in the event of an incident and know how to respond.

In the scenario, Leona communicated the outcomes of incidents, mitigation strategies, personnel obligations, and policy content. However, she did not include the incident reporting procedures or contact points, which are essential components of incident communication as per ISO guidelines.

Reference:

ISO/IEC 27035-1:2016, Clause 6.1: "Communication of the incident management policy should include reporting channels, escalation contacts, and policy revision frequency." Therefore, the correct answer is B.

### NEW QUESTION # 52

What can documenting recovery options and associated data loss/recovery timeframes assist with during incident response?

- A. Minimizing the impact on system performance
- B. Accelerating the incident response process
- **C. Making informed decisions about containment and recovery**

### Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Documenting recovery options and estimating recovery time objectives (RTOs) and data loss tolerances (Recovery Point Objectives - RPOs) is a crucial planning activity that supports decision-making during the containment and recovery phases. ISO/IEC 27035-2:2016, Clause 6.4.6 emphasizes that such documentation allows teams to:

Evaluate trade-offs between containment scope and data loss

Determine acceptable downtime for critical services

Select the most appropriate recovery strategy based on business impact

This documentation supports strategic thinking rather than rushed action, reducing the likelihood of costly decisions. It does not necessarily accelerate the process (Option C), nor is it designed to optimize performance (Option A).

Reference:

ISO/IEC 27035-2:2016, Clause 6.4.6: "Recovery planning should consider documented recovery procedures, acceptable data loss, and system downtime to support business continuity." Correct answer: B

### NEW QUESTION # 53

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

**Answer: A**

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 # 54

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