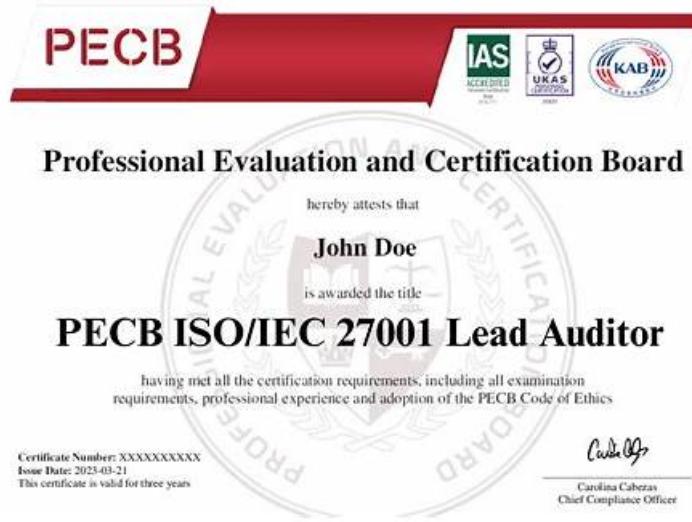


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PECB Certified ISO/IEC 27001 Lead Auditor exam Sample Questions (Q328-Q333):

NEW QUESTION # 328

You are conducting an ISMS audit in the despatch department of an international logistics organisation that provides shipping services to large organisations including local hospitals and government offices. Parcels typically contain pharmaceutical products, biological samples, and documents such as passports and driving licences. You note that the company records show a very large

number of returned items with causes including misaddressed labels and, in 15% of cases, two or more labels for different addresses for the one package. You are interviewing the Shipping Manager (SM).

You: Are items checked before being dispatched?

SM: Any obviously damaged items are removed by the duty staff before being dispatched, but the small profit margin makes it uneconomic to implement a formal checking process.

You: What action is taken when items are returned?

SM: Most of these contracts are relatively low value, therefore it has been decided that it is easier and more convenient to simply reprint the label and re-send individual parcels than it is to implement an investigation.

You raise a nonconformity. Referencing the scenario, which three of the following Annex A controls would you expect the auditee to have implemented when you conduct the follow-up audit?

- A. 5.11 Return of assets
- B. 5.6 Contact with special interest groups
- C. 5.32 Intellectual property rights
- D. 6.3 Information security awareness, education, and training
- E. 6.4 Disciplinary process
- F. 5.13 Labelling of information
- G. 5.34 Privacy and protection of personal identifiable information (PII)
- H. 5.3 Segregation of duties

Answer: D,F,G

Explanation:

Explanation

The three Annex A controls that you would expect the auditee to have implemented when you conduct the follow-up audit are:

B: 5.13 Labelling of information

E: 5.34 Privacy and protection of personal identifiable information (PII) G: 6.3 Information security awareness, education, and training B: This control requires the organisation to label information assets in accordance with the information classification scheme, and to handle them accordingly¹². This control is relevant for the auditee because it could help them to avoid misaddressing labels and sending parcels to wrong destinations, which could compromise the confidentiality, integrity, and availability of the information assets. By labelling the information assets correctly, the auditee could also ensure that they are delivered to the intended recipients and that they are protected from unauthorized access, use, or disclosure.

E: This control requires the organisation to protect the privacy and the rights of individuals whose personal identifiable information (PII) is processed by the organisation, and to comply with the applicable legal and contractual obligations¹³. This control is relevant for the auditee because it could help them to prevent the unauthorized use of residents' personal data by a supplier, which could violate the privacy and the rights of the residents and their family members, and expose the auditee to legal and reputational risks. By protecting the PII of the residents and their family members, the auditee could also enhance their trust and satisfaction, and avoid complaints and disputes.

G: This control requires the organisation to ensure that all employees and contractors are aware of the information security policy, their roles and responsibilities, and the relevant information security procedures and controls¹⁴. This control is relevant for the auditee because it could help them to improve the information security culture and behaviour of their staff, and to reduce the human errors and negligence that could lead to information security incidents. By providing information security awareness, education, and training to their staff, the auditee could also increase their competence and performance, and ensure the effectiveness and efficiency of the information security processes and controls.

References:

1: ISO/IEC 27001:2022 - Information technology - Security techniques - Information security management systems - Requirements, Annex A 2: ISO/IEC 27002:2022 - Information technology - Security techniques

- Code of practice for information security controls, clause 8.2.1 3: ISO/IEC 27002:2022 - Information technology - Security techniques - Code of practice for information security controls, clause 18.1.4 4:

ISO/IEC 27002:2022 - Information technology - Security techniques - Code of practice for information security controls, clause 7.2.2

NEW QUESTION # 329

You are the person responsible for managing the audit programme and deciding the size and composition of the audit team for a specific audit. Select the two factors that should be considered.

- A. Seniority of the audit team leader
- B. The cost of the audit
- C. Customer relationships
- D. The overall competence of the audit team needed to achieve audit objectives

- E. The audit scope and criteria
- F. The duration preferred by the auditee

Answer: D,E

Explanation:

Explanation

The overall competence of the audit team12:

The audit scope and criteria: The audit scope defines the extent and boundaries of the audit, such as the locations, processes, functions, and time period to be audited. The audit criteria are the set of policies, procedures, standards, or requirements used as a reference against which the audit evidence is compared.

The audit scope and criteria determine the complexity and extent of the audit, and thus influence the number and expertise of the auditors needed to cover all the relevant aspects of the audit.

The overall competence of the audit team needed to achieve audit objectives: The audit team should have the appropriate knowledge, skills, and experience to conduct the audit effectively and efficiently, and to provide credible and reliable audit results. The audit team competence should include the following elements12:

Generic competence: The ability to apply the principles and methods of auditing, such as planning, conducting, reporting, and following up the audit, as well as the personal behaviour and attributes of the auditors, such as ethical conduct, fair presentation, professional care, independence, and impartiality.

Discipline and sector-specific competence: The ability to understand and apply the audit criteria and the relevant technical or industry aspects of the audited organization, such as the information security management system (ISMS) requirements, the information security risks and controls, the legal and regulatory obligations, the organizational context and culture, the processes and activities, the products and services, etc.

Audit team leader competence: The ability to manage the audit team and the audit process, such as coordinating the audit activities, communicating with the audit programme manager and the auditee, resolving any audit-related problems, ensuring the quality and consistency of the audit work and the audit report, etc.

The person responsible for managing the audit programme should not consider the following factors when deciding the size and composition of the audit team for a specific audit, as they are either irrelevant or inappropriate for the audit process12:

Customer relationships: The audit team should not be influenced by any personal or professional relationships with the auditee or other interested parties, as this may compromise the objectivity and impartiality of the audit. The audit team should avoid any conflicts of interest or self-interest that may affect the audit results or the audit decisions.

Seniority of the audit team leader: The audit team leader should be selected based on their competence and experience, not on their seniority or rank within the organization or the audit programme. The audit team leader should have the authority and responsibility to manage the audit team and the audit process, regardless of their seniority or position.

The cost of the audit: The cost of the audit should not be the primary factor for determining the size and composition of the audit team, as this may compromise the quality and effectiveness of the audit. The audit team should have sufficient resources and time to conduct the audit in accordance with the audit objectives, scope, and criteria, and to provide accurate and reliable audit results and recommendations.

The duration preferred by the auditee: The duration of the audit should be based on the audit objectives, scope, and criteria, and the availability and cooperation of the auditee, not on the preference or convenience of the auditee. The audit team should have enough time to conduct the audit in a thorough and systematic manner, and to collect and evaluate sufficient and relevant audit evidence.

References:

ISO 19011:2018 - Guidelines for auditing management systems

PECB Candidate Handbook ISO 27001 Lead Auditor, pages 19-20

NEW QUESTION # 330

During discussions with the individual(s) managing the audit programme of a certification body, the Management System Representative of the client organisation asks for a specific auditor for the certification audit. Select two of the following options for how the individual(s) managing the audit programme should respond.

- A. Suggest that the Management System Representative chooses another certification body
- B. Advise the Management System Representative that his request can be accepted
- C. **Advise the Management System Representative that the audit team selection is a decision that the audit programme manager needs to make based on the resources available**
- D. Suggest asking the certification body management to permit the request
- E. **State that his request will be considered but may not be taken up**

Answer: C,E

Explanation:

According to ISO/IEC 17021-1, which specifies the requirements for bodies providing audit and certification of management systems, a certification body should ensure that its auditors are competent, impartial, and independent from the auditee organization². Therefore, if a Management System Representative of a client organization asks for a specific auditor for the certification audit, the individual(s) managing the audit programme should respond in a way that does not compromise these principles or create any conflict of interest or undue influence². Two possible ways to respond are to state that his request will be considered but may not be taken up, as there may be other factors that affect the auditor selection process; or to advise him that the audit team selection is a decision that the audit programme manager needs to make based on the resources available, such as auditor availability, competence, location, etc². The other options are not suitable ways to respond in this situation. For example, advising him that his request can be accepted may raise doubts about the objectivity and credibility of the auditor and the certification body; suggesting that he chooses another certification body may imply that his request is unreasonable or unethical; and suggesting asking the certification body management to permit his request may suggest that there is room for negotiation or manipulation in auditor selection². References: ISO/IEC 17021-1:2015 - Conformity assessment - Requirements for bodies providing audit and certification of management systems - Part 1: Requirements

NEW QUESTION # 331

Which two of the following phrases are 'objectives' in relation to a first-party audit?

- A. Prepare the audit report for the certification body
- B. **Update the management policy**
- C. Complete the audit on time
- D. **Confirm the scope of the management system is accurate**
- E. Apply Regulatory requirements
- F. Apply international standards

Answer: B,D

Explanation:

A first-party audit is an internal audit conducted by the organization itself or by an external party on its behalf. The objectives of a first-party audit are to:

- 1: Confirm the scope of the management system is accurate, i.e., it covers all the processes, activities, locations, and functions that are relevant to the information security objectives and requirements of the organization.

Update the management policy, i.e., review and revise the policy statement, roles and responsibilities, and objectives and targets of the information security management system (ISMS) based on the audit findings and feedback.

The other phrases are not objectives of a first-party audit, but rather:

Apply international standards: This is a requirement for the ISMS, not an objective of the audit. The ISMS must conform to the ISO/IEC 27001 standard and any other applicable standards or regulations¹
2: Prepare the audit report for the certification body: This is an activity of a third-party audit, not a first-party audit. A third-party audit is an external audit conducted by an independent certification body to verify the conformity and effectiveness of the ISMS and to issue a certificate of compliance¹
2: Complete the audit on time: This is a performance indicator, not an objective of the audit. The audit should be completed within the planned time frame and budget, but this is not the primary purpose of the audit¹
2: Apply regulatory requirements: This is also a requirement for the ISMS, not an objective of the audit. The ISMS must comply with the legal and contractual obligations of the organization regarding information security¹
2: Reference:

1: ISO/IEC 27001:2022 Lead Auditor (Information Security Management Systems) Course by CQI and IRCA Certified Training 1

2: ISO/IEC 27001 Lead Auditor Training Course by PECB 2

NEW QUESTION # 332

The responsibilities of a----- include facilitating audit activities, maintaining logistics, ensuring that health and safety policies are observed, and witnessing the audit process on behalf of the auditee.

- A. Internal auditor
- B. Observer
- C. **Guide**

Answer: C

Explanation:

The responsibilities described fit those of a "guide." A guide in an audit context is typically someone from the auditee's organization who facilitates audit activities, manages logistics, ensures compliance with health and safety policies, and may also witness the audit process, assisting the audit team.

NEW QUESTION # 333

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