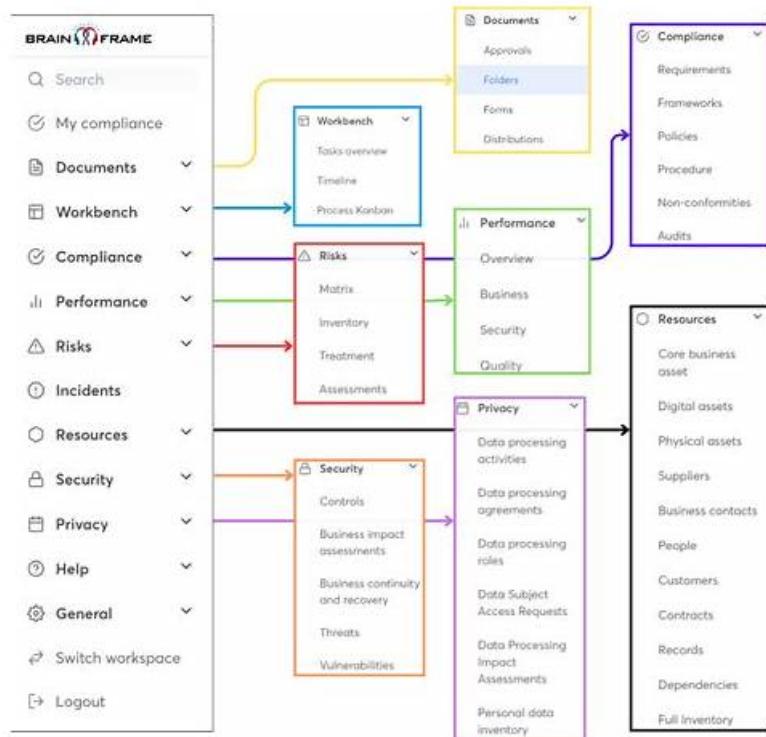


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## PECB Certified ISO/IEC 27035 Lead Incident Manager Sample Questions (Q67-Q72):



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 scenario 2, did Mark follow the guidelines of ISO/IEC 27035 series regarding the incident management phases in the updated incident management process?

- A. No, the second phase of the incident management process should include the collection of information associated with the occurrences of information security events
- B. No, the decision on whether to classify events as information security incidents should be assessed before initiating the incident management process
- C. Yes, all phases of the incident management process were established according to the ISO/IEC 27035-1 guidelines

#### Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

ISO/IEC 27035-1:2016 outlines a structured five-phase approach to information security incident management, which includes:

1. Prepare
2. Identify (or detect and report)
3. Assess and Decide
4. Respond
5. Lessons Learned

According to the standard, the "Assess and Decide" phase must include the collection, review, and analysis of information associated with the occurrence of a potential incident. This phase ensures that the organization bases its classification decisions on factual data and contextual analysis, allowing the organization to determine whether the event should be categorized as a formal security incident. In the scenario, Mark does introduce an accelerated "count down" process to evaluate and classify incidents, which is a commendable improvement in efficiency. However, there is no mention of gathering or documenting the actual event data prior to classification. This oversight fails to fully align with the standard.

Option A is incorrect because not all phases were implemented as defined-specifically, phase 3 ("Assess and Decide") lacks an essential component: the collection of evidence/information from the anomaly or event.

Option C is also incorrect. According to ISO/IEC 27035, assessment and classification take place within the formal incident management process-not before it. The initiation of the process includes the evaluation of whether a security event becomes an incident.

Reference Extracts:

\* ISO/IEC 27035-1:2016, Clause 6.2.2: "The assessment and decision process involves analyzing the information associated with reported events to decide whether they should be treated as incidents."

\* ISO/IEC 27035-2:2016, Clause 7.3: "This phase includes collecting information from available sources...

such as logs, reports, and alerts, to support classification and response decisions." Therefore, the correct answer is B: No, the second phase of the incident management process should include the collection of information associated with the occurrences of information security events.

## NEW QUESTION # 70

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. No, the incident management scope is overly restrictive, excluding potential incident sources beyond those directly related to IT systems and services
- C. Yes, the incident management scope is customized to align with the organization's unique needs

**Answer: C**

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 # 71

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.

Based on scenario 6, EastCyber's team established a procedure for documenting only the information security events that escalate into high-severity incidents. According to ISO/IEC 27035-1, is this approach acceptable?

- A. No, because documentation should only occur post-incident to avoid any interference with the response process
- B. No, they should use established guidelines to document events and subsequent actions when the event is classified as an

### information security incident

- C. The standard suggests that organizations document only events that classify as high-severity incidents

#### Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

ISO/IEC 27035-1:2016 clearly states that documentation is essential for all information security incidents, regardless of severity. While prioritization is necessary, the standard recommends that events meeting the threshold of an information security incident (based on classification and assessment) must be recorded, along with the corresponding actions taken.

The practice described-documenting only high-severity incidents-may result in overlooking patterns in lower-priority events that could lead to significant issues if repeated or correlated.

Clause 6.4.5 of ISO/IEC 27035-1:2016 emphasizes that documentation should be thorough and begin from the detection phase through to response and lessons learned.

Option A is incorrect, as the standard does not permit selective documentation only for severe incidents.

Option C misrepresents the intent of documentation, which must be concurrent with or shortly after incident handling-not only post-event.

Reference:

ISO/IEC 27035-1:2016, Clause 6.4.5: "All incident information, decisions, and activities should be documented in a structured way to enable future review, learning, and audit." Clause 6.2.3: "When an event is assessed as an incident, it must be recorded along with all subsequent actions." Correct answer: B

#### NEW QUESTION # 72

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