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## **PECB Certified ISO/IEC 27035 Lead Incident Manager Sample Questions (Q32-Q37):**

**NEW QUESTION # 32**

Scenario 8: Moneda Vivo, headquartered in Kuala Lumpur, Malaysia, is a distinguished name in the banking sector. It is renowned for its innovative approach to digital banking and unwavering commitment to information security. Moneda Vivo stands out by offering various banking services designed to meet the needs of its clients. Central to its operations is an information security incident management process that adheres to the recommendations of ISO/IEC 27035-1 and 27035-2.

Recently, Moneda Vivo experienced a phishing attack aimed at its employees. Despite the bank's swift identification and containment of the attack, the incident led to temporary service outages and data access issues, underscoring the need for improved resilience. The response team compiled a detailed review of the attack, offering valuable insights into the techniques and entry points used and identifying areas for enhancing their preparedness.

Shortly after the attack, the bank strengthened its defense by implementing a continuous review process to ensure its incident management procedures and systems remain effective and appropriate. While monitoring the incident management process, a trend became apparent. The mean time between similar incidents decreased after a few occurrences; however, Moneda Vivo strategically ignored the trend and continued with regular operations. This decision was rooted in a deep confidence in its existing security measures and incident management protocols, which had proven effective in quick detection and resolution of issues. Moneda Vivo's commitment to transparency and continual improvement is exemplified by its utilization of a comprehensive dashboard. This tool provides real-time insights into the progress of its information security incident management, helping control operational activities and ensure that processes stay within the targets of productivity, quality, and efficiency. However, securing its digital banking platform proved challenging.

Following a recent upgrade, which included a user interface change to its digital banking platform and a software update, Moneda Vivo recognized the need to immediately review its incident management process for accuracy and completeness. The top management postponed the review due to financial and time constraints.

Based on scenario 8, Moneda Vivo ignored the trend and continued regular operations when the mean time between the same types of incidents decreased after a few occurrences. Is this acceptable?

- A. When the mean time between the same types of incidents decreases after a few occurrences, it shows that the incidents are becoming less significant
- B. No, when the mean time between the same types of incidents decreases, a study should be necessary to confirm that the incidents are unrelated
- C. No, when the mean time between the same types of incidents decreases, a study should be conducted to discover why

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

ISO/IEC 27035-1 encourages organizations to monitor metrics, such as the frequency of incident types, as part of continual improvement (Clause 7.3). A decreasing mean time between incidents (MTBI) may indicate increased threat frequency, weakened controls, or emerging vulnerabilities. Ignoring such trends can prevent timely corrective actions and weaken overall resilience. Instead of assuming the incidents are less significant, ISO guidance suggests conducting root cause analysis and trend evaluations when patterns like this emerge.

Reference:

ISO/IEC 27035-1:2016, Clause 7.3: "Monitoring and measurement of the incident management process should include trend analysis to identify recurring issues or new patterns." Correct answer: C

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### NEW QUESTION # 33

What does the Incident Cause Analysis Method (ICAM) promote?

- A. An emphasis on evaluating and reporting the financial impact of incidents on the organization
- B. The analysis of incidents through the creation of a detailed timeline of events leading up to the incident
- C. A disciplined approach to incident analysis by emphasizing five key areas: people, environment, equipment, procedures, and the organization

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The Incident Cause Analysis Method (ICAM) is a root cause analysis technique used across various industries, including cybersecurity, to understand underlying issues behind incidents. It promotes a holistic and structured approach by examining five critical dimensions:

People (human error, behavior, awareness)

Environment (physical or digital conditions)

Equipment (hardware, software, tools)

Procedures (policies, guidelines, workflows)

Organization (culture, leadership, resourcing)

This comprehensive model helps organizations identify both immediate and systemic causes, allowing them to implement more effective corrective actions and prevent recurrence.

Reference:

ICAM Framework (adapted for cyber from industrial safety): "The ICAM methodology provides a structured approach to incident analysis using five contributing factor categories." ISO/IEC 27035-2 supports root cause analysis practices as part of the post-incident review (Clause 6.4.7).

Correct answer: A

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### NEW QUESTION # 34

Scenario 4: ORingo is a company based in Krakow, Poland, specializing in developing and distributing electronic products for health monitoring and heart rate measurement applications. With a strong emphasis on innovation and technological advancement, ORingo has established itself as a trusted provider of high-quality, reliable devices that enhance the well being and healthcare capabilities of individuals and healthcare professionals alike.

As part of its commitment to maintaining the highest standards of information security, ORingo has established an information security incident management process. This process aims to ensure that any potential threats are swiftly identified, assessed, and addressed to protect systems and information. However, despite these measures, an incident response team member at ORingo recently detected a suspicious state in their systems operational data, leading to the decision to shut down the company-wide system until the anomaly could be thoroughly investigated. Upon detecting the threat, the company promptly established an incident response team to respond to the incident effectively. The team's responsibilities encompassed identifying root causes, uncovering hidden vulnerabilities, and implementing timely resolutions to mitigate the impact of the incident on ORingo's operations and customer trust.

In response to the threat detected across its cloud environments, ORingo employed a sophisticated security tool that broadened the scope of incident detection and mitigation. This tool covers network traffic, cloud environments, and potential attack vectors beyond traditional endpoints, enabling ORingo to proactively defend against evolving cybersecurity threats. During a routine check, the IT manager at ORingo discovered that multiple employees lacked awareness of proper procedures following the detection of a phishing email. In response, immediate training sessions on information security policies and incident response were scheduled for all employees, emphasizing the importance of vigilance and adherence to established protocols in safeguarding ORingo's sensitive data and assets.

As part of the training initiative, ORingo conducted a simulated phishing attack exercise to assess employee response and knowledge. However, an employee inadvertently informed an external partner about the 'attack' during the exercise, highlighting the importance of ongoing education and reinforcement of security awareness principles within the organization.

Through its proactive approach to incident management and commitment to fostering a culture of security awareness and readiness, ORingo reaffirms its dedication to safeguarding the integrity and confidentiality of its electronic products and ensuring the trust and confidence of its customers and stakeholders worldwide.

Based on the scenario above, answer the following question:

After identifying a suspicious state in ORingo's system, a member of the IRT initiated a company-wide system shutdown until the anomaly was investigated. Is this acceptable?

- A. No, the IRT should have determined the facts that enable detection of the event occurrence
- B. Yes, the correct action is to initiate a company-wide system shutdown until the anomaly is investigated
- C. No, the IRT should have immediately informed all employees about the potential data breach

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation:

According to ISO/IEC 27035-1:2016, particularly in Clause 6.2.2 (Assess and Decide), the organization must first assess the reported event to determine whether it qualifies as a security incident before implementing disruptive responses such as a full system shutdown.

Initiating a shutdown without first determining the cause, impact, or whether it's a confirmed incident can lead to unnecessary operational disruption and loss of services. The proper approach is to collect evidence, analyze system behavior, and make informed decisions based on risk level and confirmed facts.

Option B best reflects the required approach: The IRT should first determine the facts that enable detection and validation of the event's occurrence and impact before initiating drastic action like shutting down critical systems.

Reference:

ISO/IEC 27035-1:2016, Clause 6.2.2 - "An analysis should be conducted to determine whether the event should be treated as an information security incident." Clause 6.2.3 - "Response should be proportionate to the impact and type of the incident." Therefore,

the correct answer is B.

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### NEW QUESTION # 35

Scenario 1: RoLawyers is a prominent legal firm based in Guadalajara, Mexico. It specializes in a wide range of legal services tailored to meet the diverse needs of its clients. Committed to excellence and integrity, RoLawyers has a reputation for providing legal representation and consultancy to individuals, businesses, and organizations across various sectors.

Recognizing the critical importance of information security in today's digital landscape, RoLawyers has embarked on a journey to enhance its information security measures. This company is implementing an information security incident management system aligned with ISO/IEC 27035-1 and ISO/IEC 27035-2 guidelines. This initiative aims to strengthen RoLawyers' protections against possible cyber threats by implementing a structured incident response process to provide guidance on establishing and maintaining a competent incident response team.

After transitioning its database from physical to online infrastructure to facilitate seamless information sharing among its branches, RoLawyers encountered a significant security incident. A malicious attack targeted the online database, overloading it with traffic and causing a system crash, making it impossible for employees to access it for several hours.

In response to this critical incident, RoLawyers quickly implemented new measures to mitigate the risk of future occurrences. These measures included the deployment of a robust intrusion detection system (IDS) designed to proactively identify and alert the IT security team of potential intrusions or suspicious activities across the network infrastructure. This approach empowers RoLawyers to respond quickly to security threats, minimizing the impact on their operations and ensuring the continuity of its legal services.

By being proactive about information security and incident management, RoLawyers shows its dedication to protecting sensitive data, keeping client information confidential, and earning the trust of its stakeholders.

Using the latest practices and technologies, RoLawyers stays ahead in legal innovation and is ready to handle cybersecurity threats with resilience and careful attention.

Based on the scenario above, answer the following question:

Considering its industry and services, is the guidance provided in ISO/IEC 27035-1 applicable for RoLawyers?

- A. No, it is specific to organizations providing incident management services
- B. No, it is specific to organizations in the information security industry
- C. Yes, it applies to all organizations, regardless of their size, type, or nature

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

ISO/IEC 27035-1:2016 is titled "Information security incident management - Part 1: Principles of incident management". This standard provides a comprehensive framework for establishing, implementing, operating, monitoring, reviewing, maintaining, and improving incident management within an organization.

The scope of ISO/IEC 27035-1 is explicitly broad and designed to be applicable to all organizations, regardless of their size, type, or nature, as stated in the standard's introduction and scope sections. The principles laid out in the document are intended to be flexible and scalable so that organizations from any sector can adopt and implement incident management processes suitable to their specific context.

The document clearly emphasizes that information security incidents can impact any organization that processes, stores, or transmits information digitally - including law firms like RoLawyers. The guidance addresses the creation of an incident response capability to detect, respond, and recover from information security incidents effectively.

Furthermore, the standard stresses that incident management is a vital part of maintaining information security resilience, minimizing damage, and protecting the confidentiality, integrity, and availability of information assets, which is crucial for organizations handling sensitive data, such as legal firms.

Hence, ISO/IEC 27035-1 is not limited to IT or information security service providers alone; instead, it supports any organization's need to manage information security incidents systematically. RoLawyers, given its reliance on digital data and the critical nature of its information, can and should apply the standard's principles to safeguard its assets and clients.

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

\* Scope (Section 1): "The principles provided in this document are intended to be applicable to all organizations, irrespective of type, size or nature."

\* Introduction (Section 0.1): "Effective incident management helps organizations to reduce the consequences of incidents and limit the damage caused to information and information systems."

\* General (Section 4): "This document provides guidance for establishing, implementing, operating, monitoring, reviewing, maintaining and improving incident management processes within an organization." Thus, based on ISO/IEC 27035-1, the guidance is fully applicable to RoLawyers, aligning with their objective to improve information security and incident management practices.



### NEW QUESTION # 36

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.

In scenario 3, which technique did L&K Associates use for its risk analysis process?

- A. Quantitative risk analysis
- B. Qualitative risk analysis
- C. Semi-quantitative risk analysis

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In the scenario, Leona used a methodology that estimates "practical values for consequences and their probabilities," which clearly points to a quantitative risk analysis approach.

Quantitative risk analysis, as defined in ISO/IEC 27005:2018, involves assigning numerical values (e.g., monetary impact, frequency rates) to both the probability and consequence of risks. This allows for risk prioritization based on actual or estimated figures, enabling data-driven decisions on mitigation strategies.

Qualitative analysis uses descriptive categories (e.g., high/medium/low), and semi-quantitative methods mix ranking scales with partial numeric estimations - neither of which are described in this scenario.

Reference:

ISO/IEC 27005:2018, Clause 8.3.3: "Quantitative risk analysis estimates the probability and impact of risk using numerical values to derive a risk level." Therefore, the correct answer is C: Quantitative risk analysis.

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### NEW QUESTION # 37

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