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## **PECB Certified ISO/IEC 27035 Lead Incident Manager Sample Questions (Q45-Q50):**

### **NEW QUESTION # 45**

What is the first step in planning the response to information security incidents?

- A. Assigning the response class based on incident information
- B. Developing processes that support the response to information security incidents
- **C. Defining the response classification**

## Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In ISO/IEC 27035-2:2016, the planning phase of incident response starts with establishing a classification system. Response classification is essential to ensure that incidents are assessed and categorized in a consistent manner, allowing appropriate response measures to be applied. This classification forms the foundation for selecting the right procedures, team involvement, and communication protocols.

Assigning a response class (Option A) is a subsequent step that occurs once an incident is analyzed and matched to a pre-defined category. Developing response processes (Option B) is important but comes after the classification model is defined.

Reference Extracts:

ISO/IEC 27035-2:2016, Clause 6.3.2: "The response planning process begins with the classification of potential incidents to determine the required actions and responsibilities." Clause 7.2.2: "Defining response classes helps the organization decide how to handle specific categories of incidents." Correct answer: C

## NEW QUESTION # 46

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.

According to scenario 3, Leona decided to initially include only the elements provided in Clause 4.3 of ISO/IEC 27035-2, Information security incident management policy content, in the incident management policy.

Is this acceptable?

- A. No, clause 4.3 of ISO/IEC 27035-2 does not cover elements for an effective incident management policy
- B. Yes, because as a minimum, the policy must cover the elements provided in clause 4.3 of ISO/IEC 27035-2
- C. Yes, because Leona has conducted a thorough risk assessment to identify potential gaps in the incident management policy beyond the scope of clause 4.3 of ISO/IEC 27035-2

## Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Clause 4.3 of ISO/IEC 27035-2:2016 outlines the minimum content requirements for an effective incident management policy.

These include:

Purpose and objectives of the policy

Scope and applicability

Roles and responsibilities

Key terminology and definitions

High-level processes for incident detection, reporting, response, and learning. Obligations of internal stakeholders. Leona's decision to base the initial policy draft on Clause 4.3 is fully compliant and appropriate, as it ensures foundational consistency. ISO/IEC 27035-2 explicitly states that these elements form the minimum baseline for effective policy creation, and the document can be expanded later as needed.

Reference:

ISO/IEC 27035-2:2016, Clause 4.3: "The information security incident management policy should, at a minimum, contain the following elements..." Therefore, the correct answer is B: Yes, because as a minimum, the policy must cover the elements provided in clause 4.3 of ISO/IEC 27035-2.

## NEW QUESTION # 47

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.

Based on scenario 5, the hospital decided to deploy an external firewall to detect threats that have already breached the perimeter defenses in response to frequent network performance issues affecting critical hospital systems. Is this recommended?

- A. No, they should have deployed an intrusion detection system to identify and alert the incident response team of the breach
- B. No, they should have implemented a cloud-based antivirus solution instead of deploying an external firewall
- C. Deploying an external firewall to detect threats that have already breached the perimeter defenses

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

ISO/IEC 27035-2:2016 (Information Security Incident Management - Part 2: Guidelines to Plan and Prepare for Incident Response) provides specific guidance on implementing protective technologies that enhance detection, prevention, and response to information security incidents. Among the recommendations, deploying firewalls, intrusion detection systems (IDS), intrusion prevention systems (IPS), and other layered security mechanisms are considered essential practices in ensuring network and system resilience.

In this case, Alura Hospital experienced repeated network performance issues and targeted cyberattacks. Their decision to deploy an external firewall is appropriate and aligns with best practices outlined in ISO/IEC 27035-2, especially for a healthcare institution handling sensitive patient data. External firewalls act as a network barrier that not only prevents unauthorized access but also helps monitor and detect anomalies or threats that may have already breached traditional perimeter defenses. This is particularly important in environments where traditional safeguards are being bypassed by sophisticated attackers.

While intrusion detection systems (option C) are also important, the scenario mentions that the firewall is being used as part of a broader layered defense system and is meant to detect already-breached threats. Cloud-based antivirus solutions (option B) are not a substitute for firewalls in terms of network protection and would not adequately address the complex, targeted threats that Alura is facing.

Reference Extracts from ISO/IEC 27035-2:2016:

Clause 7.3.2: "Organizations should implement network and system security controls such as firewalls, IDS /IPS, and anti-malware tools to monitor and restrict unauthorized access." Annex B (Example Preparatory Activities): "Firewalls are vital components in detecting and preventing unauthorized traffic, especially when placed at external network perimeters." Thus, deploying an external firewall in this context is a recommended and justified security measure. The correct answer is: A.

NEW QUESTION # 48

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.

According to scenario 1, RoLawyers incorporated a structured incident management process to provide guidance on establishing and maintaining a competent incident response team. Is this acceptable?

- A. No, because the implementation of a structured approach helps the RoLawyers to ensure consistency in incident handling across the organization, rather than focusing only on guidance for establishing and maintaining a competent incident response team
- B. No, because the structured incident management process should primarily focus on preventive measures rather than response capabilities
- C. Because the implementation of a structured incident management process helps the company effectively address the need for skilled incident response

#### Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

ISO/IEC 27035-1:2016 and ISO/IEC 27035-2:2016 provide comprehensive guidance on managing information security incidents through a structured incident management process. These documents emphasize the importance of establishing, maintaining, and continually improving an incident response capability, which includes forming a competent incident response team.

The structured incident management process is designed to ensure that organizations can respond effectively and efficiently to incidents, minimizing damage and impact. Specifically, ISO/IEC 27035-2 addresses the practical aspects of incident response, including the formation of an incident response team, their roles, responsibilities, and the need for appropriate skills and training. The standard explicitly states that a competent incident response team is critical to the incident management lifecycle, which involves preparation, detection and reporting, assessment and decision, responses, and lessons learned. The establishment and maintenance of such a team ensure that the organization is capable of managing incidents with professionalism and consistency.

Furthermore, the structured process helps organizations not only to react to incidents but also to improve resilience through continual learning and process refinement. Preventive measures are part of a broader information security management system (ISMS), but incident management focuses primarily on effective response and recovery, supported by trained personnel.

In the scenario, RoLawyers' approach aligns fully with the ISO/IEC 27035 guidelines. By implementing a structured incident management process and forming a competent incident response team, the firm enhances its ability to deal with threats proactively and respond to incidents efficiently.

Reference Extracts from ISO/IEC 27035-1:2016 and ISO/IEC 27035-2:2016:

\* ISO/IEC 27035-1, Section 4.2 (Incident Management Process): "An effective incident management process requires the establishment and maintenance of an incident response capability including a competent incident response team."

\* ISO/IEC 27035-2, Section 5.2 (Incident Response Team): "The incident response team should have clearly defined roles and responsibilities and possess the necessary skills and training to manage information security incidents."

\* ISO/IEC 27035-2, Introduction: "Incident management activities primarily focus on preparing, detecting, responding, and learning from incidents, rather than solely on prevention." Thus, the correct interpretation confirms that option C is the appropriate answer: implementing a structured incident management process with a competent incident response team is acceptable and strongly recommended.

What role does the incident coordinator play during the response phase?

- A. Initiating the response actions immediately
- B. **Coordinating the activities of IRTs and monitoring response time**
- C. Assessing if the event is a potential or confirmed security incident

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The incident coordinator plays a vital managerial and operational role in guiding and synchronizing the efforts of Incident Response Teams (IRTs). ISO/IEC 27035-2:2016, Clause 7.2.2 describes the role as one that involves coordination of resources, communication, and oversight to ensure that all phases of the response are executed according to procedure and within acceptable timelines.

Responsibilities include:

Assigning roles and responsibilities

Overseeing containment, eradication, and recovery efforts

Communicating with stakeholders

Tracking incident metrics and resolution progress

Initiating the response (Option B) is typically a decision taken collectively or by senior management or the IMT after classification.

Assessing the nature of an event (Option C) falls under the detection and classification phase, not the coordinator's primary role during response.

Reference:

ISO/IEC 27035-2:2016, Clause 7.2.2: "The incident coordinator is responsible for leading and coordinating the incident response process, ensuring timely and efficient execution." Correct answer: A

## NEW QUESTION # 50

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