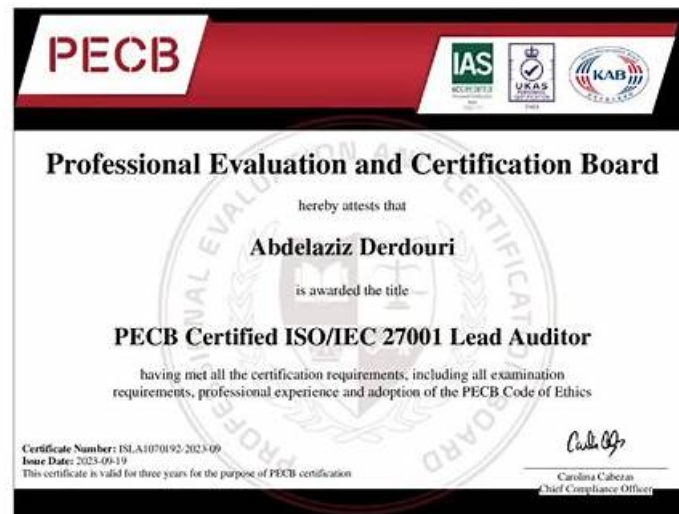


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PECB Certified ISO/IEC 27001 Lead Auditor exam Sample Questions (Q350-Q355):

NEW QUESTION # 350

Which two of the following statements are true?

- A. The audit plan describes the arrangements for a set of one or more audits planned for a specific time frame and directed towards a specific purpose.
- B. The audit programme describes the activities and arrangements for an audit.
- C. Once agreed, the audit plan is fixed and cannot be changed during the conducting of the audit.
- D. Responsibility for managing the audit programme rests with the audit team leader.
- E. The audit programme describes the arrangements for a set of one or more audits planned for a specific time frame and directed towards a specific purpose.
- F. The audit plan describes the activities and arrangements for an audit.

Answer: A,F

Explanation:

The two true statements are B and E. According to ISO 19011:2022, the audit plan describes the arrangements for a set of one or more audits planned for a specific time frame and directed towards a specific purpose¹, while the audit programme describes the activities and arrangements for an audit². The other options are either false or irrelevant. The responsibility for managing the audit programme rests with the audit programme manager, not the audit team leader (A)³. The audit plan can be changed during the conducting of the audit if necessary, with the agreement of the audit client and the auditee⁴. The audit programme and the audit plan are not the same thing, so D and F are incorrect. References: 1: ISO 19011:2022, Guidelines for auditing management systems, Clause 3.8 \n2: ISO 19011:2022, Guidelines for auditing management systems, Clause 3.9 \n3: ISO 19011:2022, Guidelines for auditing management systems, Clause 5.3.1 \n4: ISO 19011:2022, Guidelines for auditing management systems, Clause 6.4.2

NEW QUESTION # 351

You are performing an ISO 27001 ISMS surveillance audit at a residential nursing home, ABC Healthcare Services. ABC uses a healthcare mobile app designed and maintained by a supplier, WeCare, to monitor residents' well-being. During the audit, you learn that 90% of the residents' family members regularly receive medical device advertisements from WeCare, by email and SMS once a week. The service agreement between ABC and WeCare prohibits the supplier from using residents' personal data. ABC has received many complaints from residents and their family members.

The Service Manager says that the complaints were investigated as an information security incident which found that they were justified.

Corrective actions have been planned and implemented according to the nonconformity and corrective action management procedure.

You write a nonconformity "ABC failed to comply with information security control A.5.34 (Privacy and protection of PII) relating to the personal data of residents' and their family members. A supplier, WeCare, used residents' personal information to send advertisements to family members." Select three options of the corrections and corrective actions listed that you would expect ABC to make in response to the nonconformity.

- A. ABC periodically monitors compliance with all applicable legislation and contractual requirements involving third parties.
- B. ABC confirms that information security control A.5.34 is contained in the Statement of Applicability (SoA).
- C. ABC introduces background checks on information security performance for all suppliers.
- D. ABC takes legal action against WeCare for breach of contract.
- E. ABC trains all staff on the importance of maintaining information security protocols.
- F. ABC asks an ISMS consultant to test the ABC Healthcare mobile app for protection against cyber-crime.
- G. ABC cancels the service agreement with WeCare.
- H. ABC discontinues the use of the ABC Healthcare mobile app.

Answer: A,C,G

Explanation:

The three options of the corrections and corrective actions listed that you would expect ABC to make in response to the nonconformity are:

B. ABC cancels the service agreement with WeCare.

E. ABC introduces background checks on information security performance for all suppliers.

F. ABC periodically monitors compliance with all applicable legislation and contractual requirements involving third parties.

B. This option is a possible correction and corrective action that ABC could take to address the nonconformity. A correction is the

action taken to eliminate a detected nonconformity, while a corrective action is the action taken to eliminate the cause of a nonconformity and to prevent its recurrence¹. By cancelling the service agreement with WeCare, ABC could stop the unauthorized use of residents' personal data and protect their privacy and rights. This could also prevent further complaints and legal issues from the residents and their family members. However, this option may also have some drawbacks, such as the loss of a service provider, the need to find an alternative solution, and the potential impact on the residents' well-being.

E. This option is a possible corrective action that ABC could take to address the nonconformity. By introducing background checks on information security performance for all suppliers, ABC could ensure that they select and work with reliable and trustworthy partners who respect the confidentiality, integrity, and availability of the information they handle. This could also help ABC to comply with information security control A.15.1.1 (Information security policy for supplier relationships), which requires the organisation to agree and document information security requirements for mitigating the risks associated with supplier access to the organisation's assets².

F. This option is a possible corrective action that ABC could take to address the nonconformity. By periodically monitoring compliance with all applicable legislation and contractual requirements involving third parties, ABC could verify that the suppliers are fulfilling their obligations and responsibilities regarding information security. This could also help ABC to comply with information security control A.18.1.1 (Identification of applicable legislation and contractual requirements), which requires the organisation to identify, document, and keep up to date the relevant legislative, regulatory, contractual, and other requirements to which the organisation is subject³.

Reference:

1: ISO 27000:2018 - Information technology - Security techniques - Information security management systems - Overview and vocabulary, clause 3.9 and 3.10 2: ISO/IEC 27001:2022 - Information technology - Security techniques - Information security management systems - Requirements, Annex A, control A.15.1.1 3: ISO/IEC 27001:2022 - Information technology - Security techniques - Information security management systems - Requirements, Annex A, control A.18.1.1

NEW QUESTION # 352

The data center at which you work is currently seeking ISO/IEC 27001:2022 certification. In preparation for your initial certification visit a number of internal audits have been carried out by a colleague working at another data centre within your Group. They secured their ISO/IEC 27001:2022 certificate earlier in the year.

You have just qualified as an Internal ISMS auditor and your manager has asked you to review the audit process and audit findings as a final check before the external Certification Body arrives.

Which six of the following would cause you concern in respect of conformity to ISO/IEC 27001:2022 requirements?

- A. The audit programme does not take into account the relative importance of information security processes
- B. The audit programme does not reference audit methods or audit responsibilities
- C. Although the scope for each internal audit has been defined, there are no audit criteria defined for the audits carried out to date
- D. The audit programme shows management reviews taking place at irregular intervals during the year
- E. The audit process states the results of audits will be made available to 'relevant' managers, not top management
- F. The audit programme does not take into account the results of previous audits
- G. Top management commitment to the ISMS will not be audited before the certification visit, according to the audit programme
- H. Audit reports to date have used key performance indicator information to focus solely on the efficiency of ISMS processes
- I. The audit programme mandates auditors must be independent of the areas they audit in order to satisfy the requirements of ISO/IEC 27001:2022
- J. Audit reports are not held in hardcopy (i.e. on paper). They are only stored as ".POF documents on the organisation's intranet

Answer: A,C,D,F,G,H

Explanation:

According to ISO/IEC 27001:2022, which specifies the requirements for establishing, implementing, maintaining and continually improving an information security management system (ISMS), clause 9.3 requires top management to review the organization's ISMS at planned intervals to ensure its continuing suitability, adequacy and effectiveness¹. Clause 9.2 requires the organization to conduct internal audits at planned intervals to provide information on whether the ISMS conforms to its own requirements and those of ISO/IEC 27001:2022, and is effectively implemented and maintained¹. Therefore, when reviewing the audit process and audit findings as a final check before the external certification body arrives, an internal ISMS auditor should verify that these clauses are met in accordance with the audit criteria.

Six of the following statements would cause concern in respect of conformity to ISO/IEC 27001:2022 requirements:

* The audit programme shows management reviews taking place at irregular intervals during the year:

This statement would cause concern because it implies that the organization is not conducting management reviews at planned intervals, as required by clause 9.3. This may affect the ability of top management to ensure the continuing suitability, adequacy and

effectiveness of the ISMS.

* The audit programme does not take into account the relative importance of information security processes: This statement would cause concern because it implies that the organization is not applying a risk-based approach to determine the audit frequency, methods, scope and criteria, as recommended by ISO 19011:2018, which provides guidelines for auditing management systems². This may affect the ability of the organization to identify and address the most significant risks and opportunities for its ISMS.

* Although the scope for each internal audit has been defined, there are no audit criteria defined for the audits carried out to date: This statement would cause concern because it implies that the organization is not establishing audit criteria for each internal audit, as required by clause 9.2. Audit criteria are the set of policies, procedures or requirements used as a reference against which audit evidence is compared².

Without audit criteria, it is not possible to determine whether the ISMS conforms to its own requirements and those of ISO/IEC 27001:2022.

* Audit reports to date have used key performance indicator information to focus solely on the efficiency of ISMS processes: This statement would cause concern because it implies that the organization is not evaluating the effectiveness of ISMS processes, as required by clause 9.1. Effectiveness is the extent to which planned activities are realized and planned results achieved². Efficiency is the relationship between the result achieved and the resources used². Both aspects are important for measuring and evaluating ISMS performance and improvement.

* The audit programme does not take into account the results of previous audits: This statement would cause concern because it implies that the organization is not using the results of previous audits as an input for planning and conducting subsequent audits, as recommended by ISO 19011:2018². This may affect the ability of the organization to identify and address any recurring or unresolved issues or nonconformities related to its ISMS.

* Top management commitment to the ISMS will not be audited before the certification visit, according to the audit programme: This statement would cause concern because it implies that the organization is not verifying that top management demonstrates leadership and commitment with respect to its ISMS, as required by clause 5.1. This may affect the ability of top management to ensure that the ISMS policy and objectives are established and compatible with the strategic direction of the organization; that roles,

* responsibilities and authorities for relevant roles are assigned and communicated; that resources needed for the ISMS are available; that communication about information security matters is established; that continual improvement of the ISMS is promoted; that other relevant management reviews are aligned with those of information security; and that support is provided to other relevant roles¹.

The other statements would not cause concern in respect of conformity to ISO/IEC 27001:2022 requirements:

* Audit reports are not held in hardcopy (i.e. on paper). They are only stored as ".POF" documents on the organisation's intranet: This statement would not cause concern because it does not imply any nonconformity with ISO/IEC 27001:2022 requirements. The standard does not prescribe any specific format or media for documenting or storing audit reports, as long as they are controlled according to clause 7.5.

* The audit programme mandates auditors must be independent of the areas they audit in order to satisfy the requirements of ISO/IEC 27001:2022: This statement would not cause concern because it does not imply any nonconformity with ISO/IEC 27001:2022 requirements. The standard does not prescribe any specific requirement for auditor independence, as long as the audit is conducted objectively and impartially, in accordance with ISO 19011:2018².

* The audit programme does not reference audit methods or audit responsibilities: This statement would not cause concern because it does not imply any nonconformity with ISO/IEC 27001:2022 requirements. The standard does not prescribe any specific requirement for referencing audit methods or audit responsibilities in the audit programme, as long as they are defined and documented according to ISO 19011:2018².

* The audit process states the results of audits will be made available to 'relevant' managers, not top management: This statement would not cause concern because it does not imply any nonconformity with ISO/IEC 27001:2022 requirements. The standard does not prescribe any specific requirement for communicating the results of audits to top management, as long as they are reported to the relevant parties and used as an input for management review, according to clause 9.3.

References: ISO/IEC 27001:2022 - Information technology - Security techniques - Information security management systems - Requirements, ISO 19011:2018 - Guidelines for auditing management systems

NEW QUESTION # 353

You are an experienced ISMS audit team leader providing guidance to an ISMS auditor in training. They have been asked to carry out an assessment of external providers and have prepared a checklist containing the following activities. They have asked you to review their checklist to confirm that the actions they are proposing are appropriate.

The audit they have been invited to participate in is a third-party surveillance audit of a data centre. The data centre agent is part of a wider telecommunication group. Each data centre within the group operates its own ISMS and holds its own certificate.

Select three options that relate to ISO/IEC 27001:2022's requirements regarding external providers.

- A. I will ensure that the organisation has a reserve external provider for each process it has identified as critical to preservation of the confidentiality, integrity and accessibility of its information
- B. I will limit my audit activity to externally provided processes as there is no need to audit externally provided products of

services

- C. I will ensure that top management have assigned roles and responsibilities for those providing external ISMS processes as well as internal ISMS processes
- D. I will ensure the organization is has determined the need to communicate with external providers regarding the ISMS
- E. I will ensure external providers have a documented process in place to notify the organisation of any risks arising from the use of its products or services
- F. I will ensure that the organisation ranks its external providers and allocates the majority of its work to those providers who are rated the highest
- G. I will check the other data centres are treated as external providers, even though they are part of the same telecommunication group
- H. I will ensure the organization is regularly monitoring, reviewing and evaluating external provider performance

Answer: E,G,H

Explanation:

* A. I will check the other data centres are treated as external providers, even though they are part of the same telecommunication group. This is appropriate because clause 8.1.4 of ISO 27001:2022 requires the organisation to ensure that externally provided processes, products or services that are relevant to the information security management system are controlled. Externally provided processes, products or services are those that are provided by any external party, regardless of the degree of its relationship with the organisation. Therefore, the other data centres within the same telecommunication group should be treated as external providers and subject to the same controls as any other external provider¹²

* B. I will ensure external providers have a documented process in place to notify the organisation of any risks arising from the use of its products or services. This is appropriate because clause 8.1.4 of ISO 27001:2022 requires the organisation to implement appropriate contractual requirements related to information security with external providers. One of the contractual requirements could be the obligation of the external provider to notify the organisation of any risks arising from the use of its products or services, such as security incidents, vulnerabilities, or changes that could affect the

* information security of the organisation. The external provider should have a documented process in place to ensure that such notification is timely, accurate, and complete¹²

* E. I will ensure the organisation is regularly monitoring, reviewing and evaluating external provider performance. This is appropriate because clause 8.1.4 of ISO 27001:2022 requires the organisation to monitor, review and evaluate the performance and effectiveness of the externally provided processes, products or services. The organisation should have a process in place to measure and verify the conformity and suitability of the external provider's deliverables and activities, and to provide feedback and improvement actions as necessary. The organisation should also maintain records of the monitoring, review and evaluation results¹²

* F. I will ensure the organisation has determined the need to communicate with external providers regarding the ISMS. This is appropriate because clause 7.4.2 of ISO 27001:2022 requires the organisation to determine the need for internal and external communications relevant to the information security management system, including the communication with external providers. The organisation should define the purpose, content, frequency, methods, and responsibilities for such communication, and ensure that it is consistent with the information security policy and objectives. The organisation should also retain documented information of the communication as evidence of its implementation¹² The following activities are not appropriate for the assessment of external providers according to ISO

27001:2022:

* C. I will ensure that the organisation has a reserve external provider for each process it has identified as critical to preservation of the confidentiality, integrity and accessibility of its information. This is not appropriate because ISO 27001:2022 does not require the organisation to have a reserve external provider for each critical process. The organisation may choose to have a contingency plan or a backup solution in case of failure or disruption of the external provider, but this is not a mandatory requirement. The organisation should assess the risks and opportunities associated with the external provider and determine the appropriate treatment options, which may or may not include having a reserve external provider¹²

* D. I will limit my audit activity to externally provided processes as there is no need to audit externally provided products or services. This is not appropriate because clause 8.1.4 of ISO 27001:2022 requires the organisation to control the externally provided processes, products or services that are relevant to the information security management system. Externally provided products or services may include software, hardware, data, or cloud services that could affect the information security of the organisation. Therefore, the audit activity should cover both externally provided processes and products or services, as applicable¹²

* G. I will ensure that top management have assigned roles and responsibilities for those providing external ISMS processes as well as internal ISMS processes. This is not appropriate because clause 5.3 of ISO 27001:2022 requires the top management to assign the roles and responsibilities for the information security management system within the organisation, not for the external providers. The external providers are responsible for assigning their own roles and responsibilities for the processes, products or services they provide to the organisation. The organisation should ensure that the external providers have adequate competence and awareness for their roles and responsibilities, and that they are contractually bound to comply with the information security requirements of the organisation¹²

* H. I will ensure that the organisation ranks its external providers and allocates the majority of its work to those providers who are rated the highest. This is not appropriate because ISO 27001:2022 does not require the organisation to rank its external providers

or to allocate its work based on such ranking. The

* organisation may choose to evaluate and compare the performance and effectiveness of its external providers, but this is not a mandatory requirement. The organisation should select and use its external providers based on the information security criteria and objectives that are relevant to the organisation¹² References:

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 # 354

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 against ISO 27001:2022 based on the lack of control of the labelling process.

At the closing meeting, the Shipping Manager issues an apology to you that his comments may have been misunderstood. He says that he did not realise that there is a background IT process that automatically checks that the right label goes onto the right parcel otherwise the parcel is ejected at labelling. He asks that you withdraw your nonconformity.

Select three options of the correct responses that you as the audit team leader would make to the request of the Shipping Manager.

- A. Indicate that the nonconformity is evidence of a deeper system failure that needs to be rectified
- B. Inform the Shipping Manager that the nonconformity is minor and should be quickly corrected
- C. Advise the Shipping Manager that the nonconformity must stand since the evidence obtained for it was clear
- D. Inform him of your understanding and withdraw the nonconformity
- E. Thank the Shipping Manager for his honesty but advise that withdrawing the nonconformity is not the right way to proceed
- F. Advise management that the new information provided will be discussed when the auditors have more time
- G. Ask the audit team members to state what they think should happen
- H. Advise the Shipping Manager that his request will be included in the audit report

Answer: E,F,H

Explanation:

A) Advise the Shipping Manager that his request will be included in the audit report. This is true because the audit report should document all the relevant information and evidence related to the audit, including any requests or objections raised by the auditee. The audit report should also provide the rationale for the audit conclusions and recommendations¹².

B) Advise management that the new information provided will be discussed when the auditors have more time. This is true because the auditors should not make hasty decisions based on incomplete or unverified information. The auditors should review and evaluate the new information in a systematic and objective manner, and determine whether it affects the audit findings, nonconformities, or conclusions¹².

F) Thank the Shipping Manager for his honesty but advise that withdrawing the nonconformity is not the right way to proceed. This is true because the auditors should acknowledge and appreciate the cooperation and transparency of the auditee, but also maintain their professional integrity and independence. The auditors should not withdraw a nonconformity unless they are satisfied that it was raised in error or that it has been effectively corrected and verified¹².

Reference:

ISO 19011:2022 Guidelines for auditing management systems

ISO/IEC 17021-1:2022 Conformity assessment - Requirements for bodies providing audit and certification of management systems - Part 1: Requirements

NEW QUESTION # 355

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