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PECB ISO-IEC-27035-Lead-Incident-Manager Exam Syllabus Topics:

Topic	Details
Topic 1	• Information security incident management process based on ISO • IEC 27035: This section of the exam measures skills of Incident Response Managers and covers the standardized steps and processes outlined in ISO • IEC 27035. It emphasizes how organizations should structure their incident response lifecycle from detection to closure in a consistent and effective manner.
Topic 2	• Improving the incident management processes and activities: This section of the exam measures skills of Incident Response Managers and covers the review and enhancement of existing incident management processes. It involves post-incident reviews, learning from past events, and refining tools, training, and techniques to improve future response efforts.
Topic 3	• Preparing and executing the incident response plan for information security incidents: This section of the exam measures skills of Incident Response Managers and covers the preparation and activation of incident response plans. It focuses on readiness activities such as team training, resource allocation, and simulation exercises, along with actual response execution when incidents occur.
Topic 4	• Designing and developing an organizational incident management process based on ISO • IEC 27035: This section of the exam measures skills of Information Security Analysts and covers how to tailor the ISO • IEC 27035 framework to the unique needs of an organization, including policy development, role definition, and establishing workflows for handling incidents.

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PECB Certified ISO/IEC 27035 Lead Incident Manager Sample Questions (Q60-Q65):

NEW QUESTION # 60
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 decision on whether to classify events as information security incidents should be assessed before initiating the incident management process
- B. No, the second phase of the incident management process should include the collection of information associated with the occurrences of information security events
- C. Yes, all phases of the incident management process were established according to the ISO/IEC 27035-1 guidelines

Answer: B

Explanation:
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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 # 61
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 scenario 3, did Leona follow all the ISO/IEC 27035-1 guidelines when communicating the information security incident management policy to interested parties?

- A. Yes, she effectively communicated the outcomes of incidents and strategies to minimize recurrence, meeting the necessary communication requirements
- B. No, she should also communicate the incident reporting procedures and specify the appropriate contact for further information
- C. No, she should also communicate how often the information security incident policies are updated and revised

Answer: B

Explanation:
Comprehensive and Detailed Explanation:
According to ISO/IEC 27035-1:2016, effective communication of the incident management policy must include not only policy content, roles, and responsibilities but also specific procedural aspects-such as how to report an incident and who to contact. This ensures that all stakeholders clearly understand their responsibilities in the event of an incident and know how to respond.
In the scenario, Leona communicated the outcomes of incidents, mitigation strategies, personnel obligations, and policy content. However, she did not include the incident reporting procedures or contact points, which are essential components of incident communication as per ISO guidelines.
Reference:
ISO/IEC 27035-1:2016, Clause 6.1: "Communication of the incident management policy should include reporting channels, escalation contacts, and policy revision frequency." Therefore, the correct answer is B.
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NEW QUESTION # 62
When does the information security incident management plan come into effect?

- A. When a security vulnerability is reported
- B. When a new security policy is drafted
- C. After a security audit is completed

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
According to ISO/IEC 27035-1 and 27035-2, the incident management plan is activated upon the detection or reporting of a security event, particularly when a vulnerability, threat, or compromise has been identified. The plan ensures structured response and accountability from the very first signs of a potential incident.
Clause 6.4.2 in ISO/IEC 27035-2 explains that incident response activities-including logging, categorization, assessment, and escalation-should begin as soon as a security incident or vulnerability is reported. This proactive trigger allows early containment and mitigation.
Security audits and policy drafts (Options A and B) are part of preventive or governance mechanisms, not operational triggers for activating the plan.
Reference Extracts:
ISO/IEC 27035-2:2016, Clause 6.4.2: "The incident management plan should be activated once a security incident or significant vulnerability is identified and reported." Clause 5.1: "Detection and reporting are the initial steps in triggering the formal incident management lifecycle." Correct answer: C

NEW QUESTION # 63
What is the primary objective of an awareness program?

- A. Enhancing the efficiency of the company's IT infrastructure
- B. Reinforcing or modifying behavior and attitudes toward security
- C. Introducing new security technology to the IT department

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
The core purpose of a security awareness program, as outlined in ISO/IEC 27035 and ISO/IEC 27001, is to influence behavior and attitudes toward security, making staff more conscious of threats and their responsibilities in preventing incidents. An effective awareness program helps reduce human errors, enhances response readiness, and builds a security-conscious culture.
ISO/IEC 27035-2:2016 clearly differentiates awareness from training. While training focuses on skills and procedures, awareness is about shaping the mindset, ensuring that employees understand the importance of security in their daily tasks.
Option A (technology introduction) and option C (IT efficiency) are not primary goals of awareness programs.
Reference Extracts:
ISO/IEC 27035-2:2016, Clause 7.3.1: "The objective of awareness activities is to change behavior and enhance understanding of security threats and how to prevent them." ISO/IEC 27001:2022, Control 6.3 and Annex A: "Personnel should be made aware of the importance of information security and their responsibilities in supporting it." Correct answer: B
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NEW QUESTION # 64
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 scenario 1, which information security principle was breached?

- A. Availability
- B. Integrity
- C. Confidentiality

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
The three fundamental principles of information security are commonly known as the CIA Triad:
Confidentiality, Integrity, and Availability. ISO/IEC 27035 defines an information security incident as a single or a series of unwanted or unexpected information security events that have a significant probability of compromising business operations and threatening information security.
In the provided scenario, RoLawyers experienced a cyber-attack in which their online database was overwhelmed by malicious traffic (likely a Denial-of-Service or DoS-type attack), which caused the system to crash and became inaccessible to employees for several hours. As a result, the employees were unable to access critical legal data and client information necessary for daily operations.
According to ISO/IEC 27035-1:2016, "Availability refers to the property of being accessible and usable upon demand by an authorized entity." (Ref: ISO/IEC 27000:2018, Clause 3.7.3). The scenario clearly reflects a breach in availability since authorized users (employees) were unable to access systems or data when needed.
There was no mention of unauthorized disclosure (which would affect confidentiality) or data alteration (which would affect integrity). Therefore, the primary principle that was violated in this incident is Availability.
This type of incident aligns with the definition and consequences outlined in the ISO/IEC 27035-1:2016 and ISO/IEC 27001:2022 standards, which identify availability loss as one of the main risks to be managed through an incident management process.
Reference Extracts from ISO/IEC Standards:
* ISO/IEC 27000:2018, Clause 3.7.3 - "Availability: property of being accessible and usable upon demand by an authorized entity."
* ISO/IEC 27035-1:2016, Clause 4.1 - "An information security incident can be any event that compromises the confidentiality, integrity or availability of information."
* ISO/IEC 27035-1:2016, Clause 5.1 - "Maintaining availability is critical to service continuity and information assurance."
Therefore, the correct answer is A: Availability.

NEW QUESTION # 65
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