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PECB Certified ISO/IEC 27035 Lead Incident Manager Sample Questions (Q66-Q71):

NEW QUESTION # 66

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.

Scenario 8: Moneda Vivo, headquartered in Kuala Lumpur, Malaysia, is a distinguished name in the banking sector. It recently experienced a phishing attack, prompting the response team to conduct a detailed review.

The incident underscored the need for resilience and continuous improvement.

What is the primary goal of the information Moneda Vivo's incident report team gathered from the incident?

- A. To showcase the effectiveness of existing security protocols to stakeholders
- **B. To learn from the incident and improve future security measures**
- C. To document the incident for legal compliance purposes

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The core purpose of incident reporting, as outlined in ISO/IEC 27035-1:2016 (Clause 6.4.7), is to learn from the incident in order to improve future preparedness, resilience, and effectiveness. Lessons learned from an incident should feed into policy, process, and technical improvements. The scenario highlights how Moneda Vivo's team analyzed the phishing attack to understand entry points and weaknesses, directly aligning with this principle.

While legal compliance (Option B) and showcasing security (Option A) may be secondary benefits, the primary objective is always organizational learning and resilience enhancement.

Reference:

ISO/IEC 27035-1:2016, Clause 6.4.7: "The lessons learned phase involves identifying improvements to the information security incident management process and to other relevant processes and controls." Correct answer: C

NEW QUESTION # 67

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. Integrity
- B. Confidentiality
- C. Availability

Answer: C

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 # 68

Which of the following statements regarding the principles for digital evidence gathering is correct?

- A. Relevance means that the DEFR should be able to describe the procedures followed and justify the decision to acquire each item based on its value to the investigation
- B. Reliability implies that all processes used in handling digital evidence should be unique and not necessarily reproducible
- C. Sufficiency means that only a minimal amount of material should be gathered to avoid unnecessary auditing and justification efforts

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Digital evidence gathering, as outlined in ISO/IEC 27037 and referenced in ISO/IEC 27035-2, must adhere to several core principles-reliability, sufficiency, relevance, and integrity. Relevance, in particular, means that the Digital Evidence First Responder (DEFR) must ensure that any item collected has direct or potential bearing on the investigation.

Relevance also requires:

Clear justification for why an item was acquired

Ability to trace the decision-making process

Alignment with investigation objectives

Option A misrepresents "sufficiency," which does not mean minimal collection but rather collecting enough evidence to support conclusions without overburdening the investigation. Option B contradicts the principle of reliability, which requires that processes be standardized and reproducible.

Reference:

ISO/IEC 27037:2012, Clause 6.2.2.4: "Relevance is determined by the value of the digital evidence in addressing the objectives of the investigation." ISO/IEC 27035-2:2016 references this standard in Clause 7.4.4 regarding forensic evidence handling.

Correct answer: C

NEW QUESTION # 69

Which document provides guidelines for planning and preparing for incident response and for learning lessons from the incident response process?

- A. ISO/IEC 27035-1
- B. ISO/IEC 27035-2
- C. ISO/IEC 27037

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

ISO/IEC 27035-2:2016 is titled "Information security incident management - Part 2: Guidelines to plan and prepare for incident response." This document provides detailed guidance on establishing an incident response capability, planning for incident response, and implementing effective response actions. It also emphasizes the importance of post-incident analysis and lessons learned to improve future incident handling.

Key activities covered in ISO/IEC 27035-2 include:

- * Planning and preparing for incident handling (e.g., policy development, roles and responsibilities)
- * Establishing and training the incident response team (IRT)
- * Developing communication strategies and escalation procedures
- * Conducting root cause analysis and collecting lessons learned
- * Applying improvements to prevent recurrence

By contrast:

- * ISO/IEC 27035-1 provides high-level principles of incident management (Part 1: Principles).
- * ISO/IEC 27037 relates to the handling of digital evidence and is focused more on forensic practices than incident response preparation.

Reference Extracts:

- * ISO/IEC 27035-2:2016, Introduction: "This part provides guidance on the planning and preparation necessary for effective incident response and for learning lessons from incidents."
- * ISO/IEC 27035-2:2016, Clause 6.5: "Lessons learned and reporting can help improve future incident response and provide input to risk assessments and control improvements."

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

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

Answer: A

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.

NEW QUESTION # 71

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