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PECB Certified ISO/IEC 27001 Lead Auditor exam (ISO-IEC-27001-Lead-Auditor中文版) Sample Questions (Q327-Q332):

NEW QUESTION # 327

情境 4: SendPay 是一家金融公司，透過代理商和金融機構網路提供服務。他們的主要服務之一是在全球範圍內轉帳。SendPay 作為一家新公司，致力於為客戶提供最優質的服務。由於該公司提供國際交易，因此要求客戶提供個人信息，例如身份、交易原因以及完成交易可能需要的其他詳細信息。因此，SendPay 已實施安全措施來保護客戶的訊息，包括偵測、調查和回應可能出現的任何資訊安全威脅。他們對提供安全服務的承諾也體現在 ISMS 實施過程中，該公司投入了大量時間和資源。

去年，SendPay 推出了他們的數位平台，允許透過智慧型手機或筆記型電腦等電子設備進行貨幣交易，而無需支付額外費用。透過這個平台，SendPay 的客戶可以隨時隨地發送和接收資金。該數位平台幫助 SendPay 簡化了公司營運並進一步拓展了業務。當時 SendPay 正在外包其軟體業務，因此該專案是由外包公司的軟體開發團隊完成的。該團隊還負責維護 SendPay 的技術基礎設施。

最近，該公司在實施 ISMS 近一年後申請了 ISO/IEC 27001 認證。他們與符合其標準的認證機構簽訂了合約。不久之後，認證機構任命了一個由四名審核員組成的團隊來審核 SendPay 的 ISMS。

審計過程中，發現以下情況：

1. 外包軟體公司在未事先通知的情況下終止了與 SendPay 的合約。結果，SendPay 無法立即將服務恢復到內部，其營運中斷了五天。審計人員要求 SendPay 的代表提供證據，證明他們在合約終止的情況下有計劃遵循。這些代表沒有提供任何書面證據，但在接受審計時，他們告訴審計人員，SendPay 的高層已經確定了另外兩家軟體開發公司，如果類似情況再次發生，可以立即提供服務。
2. 沒有證據顯示對外包給軟體開發公司的活動進行了監控。SendPay 的代表再次告訴審計人員，他們定期與軟體開發公司溝通，並適當地告知可能發生的任何變更。
3. 防火牆測試未發現異常狀況。審核員測試了防火牆配置，以確定這些服務提供的安全等級。他們使用資料包分析器來測試防火牆策略，這使他們能夠即時檢查發送或接收的資料包。

根據該場景，回答以下問題：

SendPay 的代表表示，該公司沒有計劃與他們外包活動的公司終止合約。相反，最高管理層已經確定了另外兩家可以提供相同服務的軟體開發公司。您如何描述這種情況？

- A. 不可接受，SendPay 用於識別替代軟體開發公司的證據和標準不充分
- **B. 不可接受，SendPay 必須始終制定恢復計劃，說明公司應遵循哪些步驟**
- C. 可以接受，SendPay 可以決定是否制定類似的合約終止計劃，因此不需要額外的證據

Answer: B

Explanation:

ISO/IEC 27001 emphasizes the need for organizations to have a comprehensive incident management and recovery plan for various situations, including the termination of contracts with key service providers. In the case of SendPay, having a specific, documented recovery plan that outlines steps and protocols in case of sudden termination is necessary to ensure business continuity and compliance with the standard.

NEW QUESTION # 328

場景 3: NightCore 是一家總部位於美國的跨國科技公司，專注於電子商務、雲端運算、數位串流媒體和人工智慧。在實施資訊安全管理系統 (ISMS) 8 個多月後，他們聘請了認證機構進行第三方審核，以獲得 ISO/IEC 27001 認證。

認證機構成立了一個由七名審核員組成的團隊。傑克是最有經驗的審核員，被任命為審核組組長。多年來，他獲得了許多知名認證，例如 ISO/IEC 27001 首席審核員、CISA、CISSP 和 CISM。

Jack 透過研究和評估 NightCore 實施的每項資訊安全要求和控制，對 ISMS 審查的每個階段進行了全面分析。在第二階段審核期間，傑克發現了一些不合格項。在將購買的軟體許可證發票數量與軟體庫存進行比較後，傑克發現該公司的許多電腦一直在使用非法版本的軟體。他決定要求高階主管對這項違規行為做出解釋，看看他們是否意識到這一點。他的下一步是審計 NightCore 的 IT 部門。高層指派 NightCore 的系統管理員 Tom 擔任指導，陪伴 Jack 和稽核團隊了解系統和數位資產基礎設施的內部運作。

在採訪財務部的一名成員時，審計人員發現該公司最近向其一名顧問進行了一些不尋常的大額交易。收集有關交易的所有必要詳細資訊後，傑克決定直接訪問高階主管。

在討論第一個不合格項時，高階主管告訴傑克，他們願意決定使用複製軟體而不是原始軟體，因為它更便宜。Jack 向 NightCore 的高層解釋說，使用非法版本的軟體違反了 ISO/IEC 27001 和國家法律法規的要求。然而，他們似乎對此感到滿意。

在審計幾個月後，Jack 將他在審計期間收集的一些 NightCore 資訊出售給了 NightCore 的競爭對手，以獲取巨額資金。

根據該場景，回答以下問題：

ISO/IEC 27001 是否要求組織遵守國家法律法規？

- A. 是的，但不需要明確確定相關的法律和合約要求
- **B. 是的，遵守適用的法律是 ISO/IEC 27001 的要求**

- C. 否，標準中沒有明確指出組織是否應遵守國家法律法規

Answer: B

Explanation:

ISO/IEC 27001 requires organizations to comply with applicable legal, statutory, regulatory, and contractual requirements, including those pertaining to information security. These requirements must be identified, documented, and kept up to date as part of the organization's ISMS.

References: ISO/IEC 27001:2013 Standard, Clause 6.1.3 (Information security requirements)

NEW QUESTION # 329

情景一

Fintive是一家卓越的安全服務供應商，專注於線上支付和安全解決方案。Fintive由Thomas Fin於1999年在加州聖荷西創立，為尋求提升資訊安全、預防詐欺和保護使用者資訊(例如個人識別資訊(PII))的線上營運公司提供服務。

Fintive的決策和營運流程以以往案例為基礎，收集客戶數據，根據案例對其進行分類，並進行分析。

最初，Fintive需要大量員工才能進行如此複雜的分析。

然而，隨著科技進步，該公司意識到可以利用一種現代化工具——聊天機器人——來進行模式分析，從而即時預防詐欺。該工具還有助於提升客戶服務水準。

最初的想法傳達給了軟體開發團隊，他們支持這項計劃並被指派負責該專案。他們開始將聊天機器人整合到現有系統中，並為聊天機器人設定了一個目標：回答85%的聊天查詢。

公司成功整合聊天機器人後，將其發布供客戶使用。然而，該聊天機器人卻出現了一些問題。由於測試不足，且在訓練階段(本應學習查詢模式)缺乏樣本數據，聊天機器人無法有效解答用戶查詢。此外，當遇到無效輸入(例如不常見的點號和特殊字元)時，它也會向使用者發送隨機檔案。

因此，聊天機器人無法有效回答客戶的諮詢，導致傳統客服人員不堪重負，無法幫助客戶處理他們的要求。

意識到潛在風險，Fintive決定實施一系列新的控制措施。這些措施包括啟用全面的稽核日誌記錄、配置自動警報系統以標記異常活動、定期執行存取審查以及監控系統行為是否有異常。其目標是及時識別未經授權的訪問、錯誤或可疑活動，確保任何潛在問題都能在造成重大損害之前被迅速發現和調查。

問題

根據情境 1，Fintive 針對已發現的問題實施了哪種類型的控制措施？

- A. 修正
- B. 預防
- C. 偵探

Answer: C

Explanation:

From Exact Extract:

1. Definition of control types (ISO-aligned understanding)

In information security management:

- * Preventive controls are designed to prevent an incident from occurring.
- * Detective controls are designed to identify and detect incidents or anomalies after or as they occur.
- * Corrective controls are designed to correct issues after detection.

2. Analysis of the controls implemented by Fintive

The scenario explicitly states that Fintive implemented the following controls:

- * Comprehensive audit logging
- * Automated alert systems to flag unusual activities
- * Periodic access reviews
- * Monitoring system behavior for anomalies

All of these controls are designed to:

- * Detect unauthorized access
- * Detect errors
- * Detect suspicious activities
- * Enable investigation after detection

This aligns directly with detective controls, not preventive or corrective.

3. ISO/IEC 27002:2022 - Exact control alignment

The controls implemented correspond to Annex A technological and organisational detective controls, including:

- * A.8.15 - Logging

Logging enables the detection and investigation of security events.

- * A.8.16 - Monitoring activities

Monitoring is used to detect anomalous behaviour and potential security incidents.

* A.5.18 - Access rights (periodic reviews)

Access reviews detect inappropriate or excessive access.

These controls do not prevent the chatbot from malfunctioning, nor do they directly fix it - they detect issues so that action can be taken.

4. Why the other options are incorrect

* A. Preventive - Incorrect Preventive controls would include secure coding practices, input validation, sandboxing, or improved testing before release. These were not the controls described.

* C. Corrective - Incorrect Corrective controls would involve fixing the chatbot logic, retraining the model, or disabling unsafe features. The scenario explicitly focuses on detection and monitoring, not correction.

Auditor Conclusion

Fintive implemented detective controls to identify unauthorized access, errors, and suspicious activity arising from the chatbot's behaviour. This is consistent with ISO/IEC 27001:2022 risk treatment and monitoring requirements.

NEW QUESTION # 330

場景 1: Fintive 是一家傑出的線上支付和保護解決方案安全提供者。Fintive 於 1999 年由 Thomas Fin 在加州聖荷西創立，為線上營運、希望提高資訊安全、防止詐欺並保護 PII 等用戶資訊的公司提供服務。Fintive 的決策和營運流程以以往的案例為中心。他們收集客戶數據，根據情況進行分類並進行分析。該公司需要大量員工才能進行如此複雜的分析。然而，幾年後，協助進行此類分析的技術也取得了進展。現在，Fintive 正計劃使用現代工具聊天機器人來實現模式分析，以即時防止詐騙。該工具也將用於幫助改善客戶服務。

這個最初的想法已傳達給軟體開發團隊，他們支持該想法並被分配從事該專案。他們開始將聊天機器人整合到現有系統中。此外，團隊也為聊天機器人設定了一個目標，即回答 85% 的聊天查詢。

聊天機器人成功整合後，該公司立即將其發布給客戶使用。

然而，聊天機器人似乎存在一些問題。

由於測試不足，並且在訓練階段缺乏向聊天機器人提供的樣本（在訓練階段，聊天機器人本應「學習」查詢模式），因此聊天機器人無法解決用戶查詢並提供正確的答案。此外，當聊天機器人收到無效輸入（例如奇怪的點圖案和特殊字元）時，它會向使用者發送隨機檔案。因此，聊天機器人無法正確回答客戶的查詢，而傳統的客戶支援因聊天查詢而不堪重負，因此無法幫助客戶解決他們的請求。

因此，Fintive 制定了軟體開發政策。該政策規定，無論軟體是內部開發還是外包，在作業系統上實施之前都將經過黑盒測試。

根據該場景，回答以下問題：

根據場景 1，聊天機器人無法正確回答客戶的詢問。本案影響了資訊安全的哪些原則？

- A. 可用性
- **B. 誠信**
- C. 保密性

Answer: B

NEW QUESTION # 331

您需要進行第三方虛擬審計。在開始審計之前，您需要告知受審計方以下哪兩項事宜？

* 您需要檢視螢幕上人物的身分證件。

- A. 您將要求被面試者事先說明他們的姓名和職位。
- B. 您期望受審核方已評估與線上活動相關的所有風險。
- C. 你將為每位訪談者拍照。
- **D. 除非獲得許可，否則您不得記錄審計的任何部分。**
- **E. 您將要求提供進行審計的房間的 360 度全景視圖。**

Answer: D,E

Explanation:

A third-party virtual audit is an external audit conducted by an independent certification body using remote technology such as video conferencing, screen sharing, and electronic document exchange. The purpose of a third-party virtual audit is to verify the conformity and effectiveness of the information security management system (ISMS) and to issue a certificate of compliance¹² Before you start conducting the audit, you would need to inform the auditee about the following issues: 12

* You will ask those being interviewed to state their name and position beforehand, i.e., to confirm their identity and role in the ISMS. This is to ensure that you are interviewing the relevant personnel and that they are authorized to provide information and evidence for the audit.

* You will ask for a 360-degree view of the room where the audit is being carried out, i.e., to verify the physical and environmental security of the audit location. This is to ensure that there are no unauthorized persons or devices in the vicinity that could compromise the confidentiality, integrity, or availability of the information being audited.

The other issues are not relevant or appropriate for a third-party virtual audit, because:

* You will ask to see the ID card of the person that is on the screen, i.e., to verify their identity. This is not necessary if you have already asked them to state their name and position beforehand, and if you have access to the auditee's organizational chart or staff directory. Asking to see the ID card could also be seen as intrusive or disrespectful by the auditee.

* You will take photos of every person you interview, i.e., to document the audit process. This is not advisable as it could violate the privacy or consent of the auditee and the interviewees. Taking photos could also be seen as unprofessional or suspicious by the auditee. You should rely on the audit records and evidence provided by the auditee and the audit tool instead.

* You will not record any part of the audit, unless permitted, i.e., to respect the auditee's preferences and rights. This is not a valid issue to inform the auditee about, as you should always record the audit for quality assurance and verification purposes. Recording the audit is also a requirement of the ISO/IEC

27001 standard and the certification body. You should inform the auditee that you will record the audit and obtain their consent before the audit begins.

* You expect the auditee to have assessed all risks associated with online activities, i.e., to ensure the security of the audit process. This is not an issue to inform the auditee about, as it is part of the auditee's responsibility and obligation to have a risk assessment and treatment process for their ISMS. You should assess the auditee's risk management practices and controls during the audit, not before it.

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 # 332

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