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

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none">Information security incident management process based on ISOIEC 27035: This section of the exam measures skills of Incident Response Managers and covers the standardized steps and processes outlined in ISOIEC 27035. It emphasizes how organizations should structure their incident response lifecycle from detection to closure in a consistent and effective manner.

Topic 3	<ul style="list-style-type: none"> Implementing incident management processes and managing information security incidents: This section of the exam measures skills of Information Security Analysts and covers the practical implementation of incident management strategies. It looks at ongoing incident tracking, communication during crises, and ensuring incidents are resolved in accordance with established protocols.
Topic 4	<ul style="list-style-type: none"> 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 (Q69-Q74):

NEW QUESTION # 69

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.

According to scenario 8, which reporting dashboard did Moneda Vivo use?

- **A. Operational**
- B. Strategic
- C. Tactical

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The scenario mentions that Moneda Vivo uses a dashboard that offers "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." These characteristics are aligned with an operational dashboard. According to ISO/IEC 27035-2 and related best practices, operational dashboards track day-to-day activities, monitor KPIs related to incident management, and help frontline teams manage incidents in real time.

Strategic dashboards (Option A) are used by executives for long-term decision-making, while tactical dashboards (Option C) are used for mid-term planning and departmental coordination.

Reference:

ISO/IEC 27035-2:2016, Clause 7.4.6: "Dashboards can support monitoring of incident management activities at operational and tactical levels." Correct answer: B

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NEW QUESTION # 70

What is the purpose of monitoring behavioral analytics in security monitoring?

- A. To evaluate the effectiveness of security training programs
- **B. To establish a standard for normal user behavior and detect unusual activities**
- C. To prioritize the treatment of security incidents

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Behavioral analytics refers to using baselines of user or system behavior to identify anomalies that may indicate potential threats. According to ISO/IEC 27035-2, behavioral monitoring is an essential proactive technique for detecting insider threats, account compromise, and lateral movement by attackers.

Once a baseline for "normal behavior" is established (e.g., login patterns, file access, network usage), deviations can trigger alerts or investigations. This allows earlier detection of suspicious activities before they escalate into full-blown incidents.

Option A is a separate initiative related to awareness programs. Option B is more aligned with the response phase, not monitoring.

Reference:

ISO/IEC 27035-2:2016, Clause 7.3.2: "Security monitoring should include behavioral analysis to detect anomalies from baseline user and system activity." Correct answer: C

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NEW QUESTION # 71

What is a crucial element for the effectiveness of structured information security incident management?

- A. Technical expertise alone
- B. Outsourcing incident management to third-party vendors
- **C. Awareness and participation of all organization personnel**

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

While technical expertise is essential, ISO/IEC 27035 emphasizes that structured incident management must be supported by the awareness and active participation of all personnel across the organization. Effective incident response is not confined to technical teams; human factors—such as early detection, proper escalation, and policy adherence—require engagement from users, management, and third-party stakeholders.

Clause 6.3 of ISO/IEC 27035-1:2016 specifically highlights that staff awareness is critical. Personnel should understand their role in reporting suspicious activity, following defined procedures, and participating in readiness exercises.

Outsourcing (Option C) may support capacity, but it is not a substitute for internal preparedness, awareness, and governance.

Reference Extracts:

ISO/IEC 27035-1:2016, Clause 6.3: "All staff should be aware of their responsibilities in reporting and managing information security incidents." ISO/IEC 27001:2022, Control 6.3 and A.6.3.1: "Information security responsibilities must be communicated to and accepted by all personnel." Correct answer: B

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NEW QUESTION # 72

Scenario 6: EastCyber has established itself as a premier cyber security company that offers threat detection, vulnerability assessment, and penetration testing tailored to protect organizations from emerging cyber threats. The company effectively utilizes ISO/IEC 27035-1 and 27035-2 standards, enhancing its capability to manage information security incidents. EastCyber appointed an information security management team led by Mike. Despite limited resources, Mike and the team implemented advanced monitoring protocols to ensure that every device within the company's purview is under constant surveillance. This monitoring approach is crucial for covering everything thoroughly, enabling the information security and cyber management team to proactively detect and respond to any sign of unauthorized access, modifications, or malicious activity within its systems and networks.

A recent incident involving unauthorized access to company phones highlighted the critical nature of incident management. Nate, the incident coordinator, quickly prepared an exhaustive incident report. His report detailed an analysis of the situation, identifying the problem and its cause. In response to the incident, EastCyber addressed the exploited vulnerabilities. This action started the eradication phase, aimed at systematically eliminating the elements of the incident.

Based on scenario 6, answer the following:

EastCyber decided to address vulnerabilities exploited during an incident as part of the eradication phase, to eradicate the elements of the incident. Is this approach acceptable?

- A. No, vulnerabilities exploited during an incident should be addressed during the containment phase
- B. No, vulnerabilities exploited during an incident should be addressed during the recovery phase
- C. Addressing vulnerabilities exploited during an incident is appropriate during the eradication phase

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

According to ISO/IEC 27035-1:2016 and ISO/IEC 27035-2:2016, the eradication phase of incident management is defined as the stage in which the causes and components of the incident—such as malware, unauthorized access points, or system vulnerabilities—are completely removed or neutralized.

Clause 6.4.5 of ISO/IEC 27035-2 clearly outlines that the eradication phase includes actions to eliminate the root causes of incidents, which may include fixing exploited vulnerabilities and removing malicious code.

This ensures that the underlying issues that allowed the incident to occur are effectively resolved, reducing the risk of recurrence.

While containment aims to limit the damage and prevent the spread of an incident, it is not intended for remediation of vulnerabilities. Similarly, the recovery phase focuses on restoring services and returning systems to normal operations after the threat has been eradicated.

Reference Extracts:

ISO/IEC 27035-2:2016, Clause 6.4.5: "The eradication phase includes removing the root cause of the incident (e.g., patching vulnerabilities, deleting malware, and closing open ports)." Clause 6.4.3: "Containment is primarily focused on limiting the scope and impact, not resolving root causes." Correct answer: A

NEW QUESTION # 73

What is the primary objective of an awareness program?

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

Answer: A

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 # 74

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