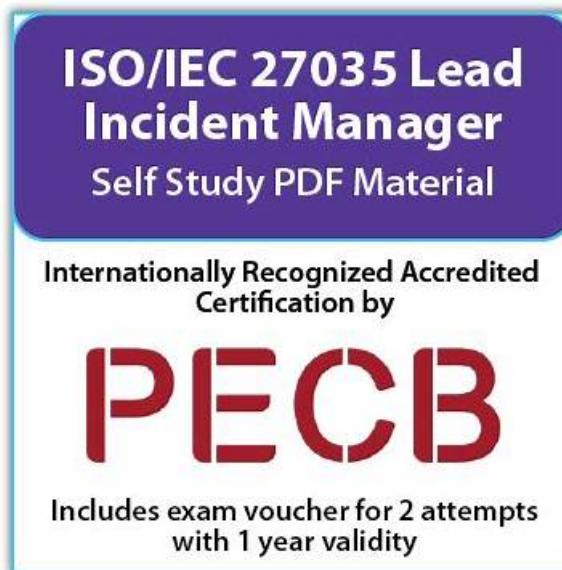


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## PECB ISO-IEC-27035-Lead-Incident-Manager Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Designing and developing an organizational incident management process based on ISO</li><li>IEC 27035: This section of the exam measures skills of Information Security Analysts and covers how to tailor the ISO</li><li>IEC 27035 framework to the unique needs of an organization, including policy development, role definition, and establishing workflows for handling incidents.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 4	<ul style="list-style-type: none"> <li>• Fundamental principles and concepts of information security incident management: This section of the exam measures skills of Information Security Analysts and covers the core ideas behind incident management, including understanding what constitutes a security incident, why timely responses matter, and how to identify the early signs of potential threats.</li> </ul>
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### **PECB Certified ISO/IEC 27035 Lead Incident Manager Sample Questions (Q17-Q22):**

#### **NEW QUESTION # 17**

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. Confidentiality
- B. Availability
- C. Integrity

**Answer: B**

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 # 18

What can documenting recovery options and associated data loss/recovery timeframes assist with during incident response?

- A. Minimizing the impact on system performance
- B. **Making informed decisions about containment and recovery**
- C. Accelerating the incident response process

### Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Documenting recovery options and estimating recovery time objectives (RTOs) and data loss tolerances (Recovery Point Objectives - RPOs) is a crucial planning activity that supports decision-making during the containment and recovery phases. ISO/IEC 27035-2:2016, Clause 6.4.6 emphasizes that such documentation allows teams to:

Evaluate trade-offs between containment scope and data loss

Determine acceptable downtime for critical services

Select the most appropriate recovery strategy based on business impact

This documentation supports strategic thinking rather than rushed action, reducing the likelihood of costly decisions. It does not necessarily accelerate the process (Option C), nor is it designed to optimize performance (Option A).

Reference:

ISO/IEC 27035-2:2016, Clause 6.4.6: "Recovery planning should consider documented recovery procedures, acceptable data loss, and system downtime to support business continuity." Correct answer: B

## NEW QUESTION # 19

Which action is NOT involved in the process of improving controls in incident management?

- A. **Documenting risk assessment results**
- B. Implementing new or updated controls
- C. Updating the incident management policy

### Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Improving controls in incident management is a proactive activity focused on directly adjusting and strengthening existing defenses. As per ISO/IEC 27035-2:2016, Clause 7.4, this process typically involves identifying deficiencies, updating or implementing new technical or procedural controls, and revising policies.

While risk assessments inform control decisions, simply documenting their results does not constitute direct improvement of controls. Hence, Option A is not part of the control improvement process itself.

Reference:

ISO/IEC 27035-2:2016 Clause 7.4: "Actions to improve controls include analyzing causes of incidents and updating procedures and policies accordingly." Correct answer: A

## NEW QUESTION # 20

What is a key responsibility of the incident response team?

- A. Investigating and managing cybersecurity incidents
- B. Maintaining physical security infrastructure
- C. Performing vulnerability scans and penetration testing

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The primary role of an incident response team, according to ISO/IEC 27035-2:2016, is to manage and respond to information security incidents effectively. This includes tasks such as identifying, analyzing, containing, mitigating, and recovering from incidents. The goal is to minimize the impact on the organization and restore normal operations as quickly as possible.

Key responsibilities include:

Incident detection and validation

Impact assessment

Coordination of containment and eradication efforts

Communication with stakeholders

Post-incident analysis and lessons learned

While vulnerability scanning and penetration testing (option C) are important security functions, they are typically assigned to the security operations team or dedicated assessment teams - not the incident response team per se. Likewise, maintaining physical infrastructure (option A) is the responsibility of facilities management or physical security teams, not the incident response team.

Reference Extracts:

ISO/IEC 27035-2:2016, Clause 5.2 - "The incident response team is responsible for analyzing, responding to, and resolving incidents." NIST SP 800-61r2 (Computer Security Incident Handling Guide) - "An incident response team handles the investigation and resolution of security incidents." Therefore, the correct answer is B: Investigating and managing cybersecurity incidents. Question Certainly!

## NEW QUESTION # 21

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.

Based on scenario 8, Moneda Vivo ignored the trend and continued regular operations when the mean time between the same types of incidents decreased after a few occurrences. Is this acceptable?

- A. When the mean time between the same types of incidents decreases after a few occurrences, it shows that the incidents are becoming less significant
- B. No, when the mean time between the same types of incidents decreases, a study should be conducted to discover why
- C. No, when the mean time between the same types of incidents decreases, a study should be necessary to confirm that the incidents are unrelated

## Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

ISO/IEC 27035-1 encourages organizations to monitor metrics, such as the frequency of incident types, as part of continual improvement (Clause 7.3). A decreasing mean time between incidents (MTBI) may indicate increased threat frequency, weakened controls, or emerging vulnerabilities. Ignoring such trends can prevent timely corrective actions and weaken overall resilience. Instead of assuming the incidents are less significant, ISO guidance suggests conducting root cause analysis and trend evaluations when patterns like this emerge.

Reference:

ISO/IEC 27035-1:2016, Clause 7.3: "Monitoring and measurement of the incident management process should include trend analysis to identify recurring issues or new patterns." Correct answer: C

## NEW QUESTION # 22

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