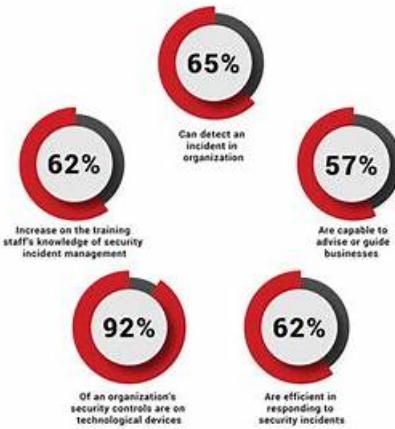


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ISO/IEC 27035 Security Incident Management



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PECB Certified ISO/IEC 27035 Lead Incident Manager Sample Questions (Q74-Q79):

NEW QUESTION # 74

What is a key activity in the response phase of information security incident management?

- A. Restoring systems to normal operation
- B. Ensuring the change control regime covers information security incident tracking
- **C. Logging all activities, results, and related decisions for later analysis**

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

During the response phase, one of the most critical activities—according to ISO/IEC 27035-1 and 27035-2—is the documentation of actions, decisions, and results. Clause 6.4.6 of ISO/IEC 27035-1 emphasizes that all activities must be logged to support post-incident analysis, audit trails, and lessons learned. This ensures that:

Accountability is maintained

Decisions can be reviewed

Investigations are legally sound (especially in regulated environments) While restoring systems (Option C) typically occurs in the recovery phase, logging activities and outcomes is essential during the actual response. Change control processes (Option B) are supporting functions but are not core to the immediate response phase.

Reference:

ISO/IEC 27035-1:2016, Clause 6.4.6: "All incident response actions and decisions should be recorded to enable traceability and facilitate future improvement." Correct answer: A

NEW QUESTION # 75

Scenario 7: Located in central London, Konzolo has become a standout innovator in the cryptocurrency field.

By introducing its unique cryptocurrency, Konzolo has contributed to the variety of digital currencies and prioritized enhancing the security and reliability of its offerings.

Konzolo aimed to enhance its systems but faced challenges in monitoring the security of its own and third-party systems. These issues became especially evident during an incident that caused several hours of server downtime. This downtime was primarily caused by a third-party service provider that failed to uphold strong security measures, allowing unauthorized access.

In response to this critical situation, Konzolo strengthened its information security infrastructure. The company initiated a comprehensive vulnerability scan of its cryptographic wallet software, a cornerstone of its digital currency offerings. The scan revealed a critical vulnerability due to the software using outdated encryption algorithms that are susceptible to decryption by modern methods that posed a significant risk of asset exposure. Noah, the IT manager, played a central role in this discovery. With careful attention to detail, he documented the vulnerability and communicated the findings to the incident response team and management.

Acknowledging the need for expertise in navigating the complexities of information security incident management, Konzolo welcomed Paulina to the team. After addressing the vulnerability and updating the cryptographic algorithms, they recognized the importance of conducting a thorough investigation to prevent future vulnerabilities. This marked the stage for Paulina's crucial involvement. She performed a detailed forensic analysis of the incident, employing automated and manual methods during the collection phase. Her analysis provided crucial insights into the security breach, enabling Konzolo to understand the depth of the vulnerability and the actions required to mitigate it.

Paulina also played a crucial role in the reporting phase, as her comprehensive approach extended beyond analysis. By defining clear and actionable steps for future prevention and response, she contributed significantly to developing a resilient information security incident management system based on ISO/IEC

27035-1 and 27035-2 guidelines. This strategic initiative marked a significant milestone in Konzolo's quest to strengthen its defenses against cyber threats. Based on scenario 7, a vulnerability scan at Konzolo revealed a critical vulnerability in the cryptographic wallet software that could lead to asset exposure. Noah, the IT manager, documented the event and communicated it to the incident response team and management. Is this acceptable?

- A. No, he should have waited for confirmation of an actual asset exposure before documenting and communicating the vulnerability
- B. No, he should have postponed the documentation process until a full investigation is completed
- **C. Yes, he should document the event and communicate it to the incident response team and management**

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

According to ISO/IEC 27035-1:2016, an information security event should be documented and communicated as soon as it is identified—particularly if it has the potential to escalate into an incident. Timely documentation and escalation enable the organization to take immediate and coordinated actions, which are essential to managing risk effectively.

Clause 6.2.1 of ISO/IEC 27035-1 states that events, even before confirmation as incidents, must be logged and assessed to

determine appropriate response measures. Waiting until after a breach occurs or delaying documentation may violate both internal policies and regulatory requirements, especially in high-risk domains like cryptocurrency.

Therefore, Noah's actions align fully with the recommended practices outlined in ISO/IEC 27035.

Reference:

* ISO/IEC 27035-1:2016, Clause 6.2.1: "All identified information security events should be recorded and communicated to ensure appropriate assessment and response."

* Clause 6.2.2: "Early communication and documentation are crucial to managing potential incidents effectively." Correct answer: C

NEW QUESTION # 76

What is one of the requirements for an organization's technical means in supporting information security?

- A. Public disclosure of contact register details for transparency
- B. Immediate deletion of all incident reports for security purposes
- C. Quick acquisition of information security event/incident/vulnerability reports

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

According to ISO/IEC 27035-2:2016, one of the technical requirements to support effective incident management is the capability to rapidly detect, collect, and process information about security events, incidents, and vulnerabilities. Timely acquisition of this data allows the organization to assess threats, determine the scope of incidents, and execute response measures quickly.

Clause 7.4.1 emphasizes the need for adequate tools and infrastructure to support the detection and acquisition of information security events and vulnerability reports. The collected data becomes the foundation for risk assessment, root cause analysis, and corrective action planning.

Option A (public disclosure of contact details) might be relevant for CERT/CSIRT public coordination but is not a core requirement in technical incident response. Option B (immediate deletion of reports) is contrary to best practices, as incident reports are critical for audits, compliance, and continuous improvement.

Reference Extracts:

ISO/IEC 27035-2:2016, Clause 7.4.1: "Organizations should ensure that technical means are in place to allow quick acquisition and analysis of information related to events, incidents, and vulnerabilities." Correct answer: C

NEW QUESTION # 77

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, NoSpace used the ISO/IEC 27035-1 guidelines to meet the ISMS requirements specified in ISO/IEC 27001. Is this acceptable?

- A. Yes, another objective associated with ISO/IEC 27035-1 is to provide guidance on meeting the ISMS requirements specified in ISO/IEC 27001
- B. No, guidelines provided in ISO/IEC 27035-1 do not apply to ISMS requirements specified in ISO/IEC 27001
- C. No, ISO/IEC 27035-1 is designed for incident management and response and does not address the broader scope of ISMS requirements specified in ISO/IEC 27001

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Yes, the use of ISO/IEC 27035-1 to support compliance with ISO/IEC 27001 ISMS requirements is fully acceptable and encouraged. ISO/IEC 27035-1:2016 is explicitly designed to support organizations in establishing and maintaining effective information security incident management processes. These processes are a crucial component of a well-functioning Information Security Management System (ISMS), which is governed by ISO/IEC 27001.

Clause 6.1.3 and Clause A.16.1 of ISO/IEC 27001:2022 (formerly 2013) require that organizations establish and respond to information security incidents, including detection, response, and learning from such events.

ISO/IEC 27035-1 directly supports these controls by providing specific guidance on how to identify, manage, and learn from information security incidents in a structured and repeatable way.

Moreover, ISO/IEC 27035-1 is referenced by ISO/IEC 27001 Annex A (specifically A.5.24 to A.5.27 and A.5.31 in the 2022 version), supporting requirements related to incident management, monitoring, and improvement. The ISO 27035 series acts as a detailed implementation guide for these controls, helping organizations meet both the management and operational requirements of the ISMS.

Therefore, Mark's decision to use ISO/IEC 27035-1 guidelines to align and enhance the incident management aspects of the ISMS is both appropriate and aligned with international best practices.

Reference Extracts:

* ISO/IEC 27035-1:2016, Clause 0.2: "This document also supports the information security requirements defined in ISO/IEC 27001 and provides detailed guidance on incident management activities relevant to an ISMS."

* ISO/IEC 27001:2022, Annex A (A.5.24-A.5.27): "Information security incident management should be based on established processes for detection, response, and learning."

* ISO/IEC 27001:2022, Clause 6.1.3: "Information security risks must be identified and treated as part of the ISMS." Therefore, the correct answer is A: Yes, another objective associated with ISO/IEC 27035-1 is to provide guidance on meeting the ISMS requirements specified in ISO/IEC 27001.

NEW QUESTION # 78

Scenario 5: Located in Istanbul, Turkey. Alura Hospital is a leading medical institution specializing in advanced eye surgery and vision care. Renowned for its modern facilities, cutting edge technology, and highly skilled staff, Alura Hospital is committed to delivering exceptional patient care. Additionally, Alura Hospital has implemented the ISO/IEC 27035 standards to enhance its information security incident management practices.

At Alura Hospital, the information security incident management plan is a critical component of safeguarding patient data and maintaining the integrity of its medical services. This comprehensive plan includes instructions for handling vulnerabilities discovered during incident management. According to this plan, when new vulnerabilities are discovered, Mehmet is appointed as the incident handler and is authorized to patch the vulnerabilities without assessing their potential impact on the current incident, prioritizing patient data security above all else. Recognizing the importance of a structured approach to incident management, Alura Hospital has established four teams dedicated to various aspects of incident response. The planning team focuses on implementing security processes and communicating with external organizations. The monitoring team is responsible for security patches, upgrades, and security policy implementation. The analysis team adjusts risk priorities and manages vulnerability reports, while the test and evaluation team organizes and performs incident response tests to ensure preparedness. During an incident management training session, staff members at Alura Hospital were provided with clear roles and responsibilities. However, a technician expressed uncertainty about their role during a data integrity incident as the manager assigned them a role unrelated to their expertise. This decision was made to ensure that all staff members possess versatile skills and are prepared to handle various scenarios effectively. Additionally, Alura Hospital realized it needed to communicate better with stakeholders during security incidents. The hospital discovered it was not adequately informing stakeholders and that relevant information must be provided using formats, language, and media that meet their needs. This would enable them to participate fully in the incident response process and stay informed about potential risks and mitigation strategies.

Also, the hospital has experienced frequent network performance issues affecting critical hospital systems and increased sophisticated cyber attacks designed to bypass traditional security measures. So, it has deployed an external firewall. This action is intended to strengthen the hospital's network security by helping detect threats that have already breached the perimeter defenses. The firewall's implementation is a part of the hospital's broader strategy to maintain a robust and secure IT infrastructure, which is

crucial for protecting sensitive patient data and ensuring the reliability of critical hospital systems. Alura Hospital remains committed to integrating state-of-the-art technology solutions to uphold the highest patient care and data security standards. During a training session on incident management at Alura Hospital, staff members are presented with various roles and responsibilities. One staff member, a technician, was unsure about their role during a data integrity incident. According to the training objectives, did the manager take the correct action to ensure the technician was prepared?

- A. Yes, roles and responsibilities should include rotational training to ensure all staff are versatile
- B. No, roles and responsibilities should be assigned based on seniority to ensure that more experienced staff handle complex scenarios
- C. No, they should have provided the technician with specific role-playing exercises related to data integrity incidents

Answer: A

Explanation:

Comprehensive and Detailed Explanation:

According to ISO/IEC 27035-2 and ISO/IEC 27002:2022 (A.6.3 - Information Security Awareness and Training), incident response training should aim to build both competence and adaptability. Cross-training and rotational exposure to different incident types prepare staff for a wide range of potential scenarios, enhancing organizational resilience.

Assigning roles not strictly based on current expertise fosters flexibility and supports development, particularly in incident response, where versatile response capabilities are critical.

Reference:

ISO/IEC 27035-2:2016, Clause 5.2.3: "Training should cover various incident scenarios and enable staff to take on different responsibilities as required." ISO/IEC 27002:2022, Control A.6.3: "Training should be ongoing and adaptive to emerging threats and varied incident types." Correct answer: A

NEW QUESTION # 79

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