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PECB Certified ISO/IEC 27035 Lead Incident Manager Sample Questions (Q78-Q83):

NEW QUESTION # 78

Scenario 4: ORingo is a company based in Krakow, Poland, specializing in developing and distributing electronic products for health monitoring and heart rate measurement applications. With a strong emphasis on innovation and technological advancement, ORingo has established itself as a trusted provider of high-quality, reliable devices that enhance the well being and healthcare capabilities of individuals and healthcare professionals alike.

As part of its commitment to maintaining the highest standards of information security, ORingo has established an information security incident management process. This process aims to ensure that any potential threats are swiftly identified, assessed, and addressed to protect systems and information. However, despite these measures, an incident response team member at ORingo recently detected a suspicious state in their systems operational data, leading to the decision to shut down the company-wide system until the anomaly could be thoroughly investigated. Upon detecting the threat, the company promptly established an incident response team to respond to the incident effectively. The team's responsibilities encompassed identifying root causes, uncovering hidden vulnerabilities, and implementing timely resolutions to mitigate the impact of the incident on ORingo's operations and customer trust.

In response to the threat detected across its cloud environments, ORingo employed a sophisticated security tool that broadened the scope of incident detection and mitigation. This tool covers network traffic, cloud environments, and potential attack vectors beyond traditional endpoints, enabling ORingo to proactively defend against evolving cybersecurity threats. During a routine check, the IT manager at ORingo discovered that multiple employees lacked awareness of proper procedures following the detection of a phishing email. In response, immediate training sessions on information security policies and incident response were scheduled for all employees, emphasizing the importance of vigilance and adherence to established protocols in safeguarding ORingo's sensitive data and assets.

As part of the training initiative, ORingo conducted a simulated phishing attack exercise to assess employee response and knowledge. However, an employee inadvertently informed an external partner about the 'attack' during the exercise, highlighting the importance of ongoing education and reinforcement of security awareness principles within the organization.

Through its proactive approach to incident management and commitment to fostering a culture of security awareness and readiness, ORingo reaffirms its dedication to safeguarding the integrity and confidentiality of its electronic products and ensuring the trust and confidence of its customers and stakeholders worldwide.

Based on scenario 4, are the responsibilities of the incident response team (IRT) established according to the ISO/IEC 27035-2 guidelines?

- A. Yes, IRT's responsibilities include identifying root causes, discovering hidden vulnerabilities, and resolving incidents quickly to minimize their impact
- B. No, the responsibilities of IRT do not include resolving incidents
- **C. No, the responsibilities of IRT also include assessing events and declaring incidents**

Answer: C

Explanation:

Comprehensive and Detailed Explanation:

ISO/IEC 27035-2:2016 outlines comprehensive responsibilities for an incident response team, which include not just response and mitigation but also:

Assessing and classifying reported events

Determining if they qualify as incidents

Coordinating containment, eradication, and recovery actions

Conducting root cause analysis and lessons learned

While the scenario highlights the team's strengths in root cause analysis and resolution, it omits one key responsibility: the proper assessment and classification of the anomaly before response. This makes option C the most accurate.

Reference:

ISO/IEC 27035-2:2016, Clause 5.2.2 - "The IRT should assess events, determine whether they are incidents, and take appropriate actions." Therefore, the correct answer is C.

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NEW QUESTION # 79

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.

Based on scenario 5, the responsibilities of which team in Alura Hospital were NOT defined correctly?

- A. The planning team
- B. The analysis team
- C. The monitoring team

Answer: A

Explanation:

Comprehensive and Detailed Explanation:

ISO/IEC 27035-2:2016 clearly outlines functional responsibilities for various roles in the incident management structure. The issue in the scenario lies in the description of the planning team.

The planning team, per ISO guidance, should focus on policy development, incident readiness planning, role assignments, and maintaining readiness through simulations and updates-not on communicating with external parties (which typically falls under the remit of the communications or coordination function within the incident response team).

Monitoring and analysis team responsibilities-such as applying patches, managing risk priorities, and analyzing vulnerabilities-are accurately described.

Reference:

ISO/IEC 27035-2:2016, Clause 5.2.3 - "The planning function should be responsible for developing and maintaining the plan, identifying resource needs, and ensuring team training." Correct answer: A

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NEW QUESTION # 80

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 document the incident for legal compliance purposes
- C. To learn from the incident and improve future security measures

Answer: C

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

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NEW QUESTION # 81

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 the scenario above, answer the following question:

Do the actions taken by the IRT of NoSpace upon detecting the anomaly align with the objectives of a structured approach to incident management?

- A. Yes, escalating all incidents to crisis management regardless of severity and focusing solely on the crisis management process aligns with the objectives
- B. No, escalating a minor anomaly directly to crisis management without further assessment deviates from the objectives of a structured incident management approach, which typically reserves crisis management for more severe, crisis-level situations
- C. No, the actions taken by the IRT do not align with structured incident management objectives because they failed to utilize external resources immediately

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

According to ISO/IEC 27035-1:2016, a structured approach to incident management involves a phased and deliberate process: detect and report, assess and decide, respond, and learn lessons. Each phase has specific objectives, especially the "Assess and Decide" phase, which is critical in determining whether an event is a real security incident and what level of response it necessitates. The decision by NoSpace's IRT to escalate a minor anomaly directly to crisis management without performing a structured assessment contradicts this methodology. Crisis management is typically reserved for severe incidents that have already been assessed and confirmed to be of high impact.

Escalating prematurely not only bypasses the formal classification and analysis phase but also risks wasting resources and causing unnecessary alarm. ISO/IEC 27035-1, Clause 6.2.3, specifically outlines that incidents must first be categorized and assessed to determine their significance before involving higher-level response mechanisms such as crisis management.

Reference Extracts:

ISO/IEC 27035-1:2016, Clause 6.2.2: "Assess and decide involves analyzing reported events to determine whether they are to be classified as incidents, and how they should be handled." ISO/IEC 27035-2:2016, Clause 6.4: "Crisis management should be triggered only in cases of major incidents where organizational impact is high." Therefore, the correct answer is A: No, escalating a minor anomaly directly to crisis management without further assessment deviates from the objectives of a structured incident management approach.

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NEW QUESTION # 82

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.

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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 cyberattacks 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.

Based on scenario 5, the hospital decided to deploy an external firewall to detect threats that have already breached the perimeter defenses in response to frequent network performance issues affecting critical hospital systems. Is this recommended?

- A. No, they should have implemented a cloud-based antivirus solution instead of deploying an external firewall
- **B. Deploying an external firewall to detect threats that have already breached the perimeter defenses**
- C. No, they should have deployed an intrusion detection system to identify and alert the incident response team of the breach

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

ISO/IEC 27035-2:2016 (Information Security Incident Management - Part 2: Guidelines to Plan and Prepare for Incident Response) provides specific guidance on implementing protective technologies that enhance detection, prevention, and response to information security incidents. Among the recommendations, deploying firewalls, intrusion detection systems (IDS), intrusion prevention systems (IPS), and other layered security mechanisms are considered essential practices in ensuring network and system resilience.

In this case, Alura Hospital experienced repeated network performance issues and targeted cyberattacks. Their decision to deploy an external firewall is appropriate and aligns with best practices outlined in ISO/IEC 27035-2, especially for a healthcare institution handling sensitive patient data. External firewalls act as a network barrier that not only prevents unauthorized access but also helps monitor and detect anomalies or threats that may have already breached traditional perimeter defenses. This is particularly important in environments where traditional safeguards are being bypassed by sophisticated attackers.

While intrusion detection systems (option C) are also important, the scenario mentions that the firewall is being used as part of a broader layered defense system and is meant to detect already-breached threats. Cloud-based antivirus solutions (option B) are not a substitute for firewalls in terms of network protection and would not adequately address the complex, targeted threats that Alura is facing.

Reference Extracts from ISO/IEC 27035-2:2016:

Clause 7.3.2: "Organizations should implement network and system security controls such as firewalls, IDS /IPS, and anti-malware tools to monitor and restrict unauthorized access." Annex B (Example Preparatory Activities): "Firewalls are vital components in detecting and preventing unauthorized traffic, especially when placed at external network perimeters." Thus, deploying an external firewall in this context is a recommended and justified security measure. The correct answer is: A.

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NEW QUESTION # 83

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