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PECB Certified ISO/IEC 27035 Lead Incident Manager Sample Questions (Q79-Q84):

NEW QUESTION # 79

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.

In scenario 4, during a routine check, the IT manager discovered that multiple employees were unaware of the proper procedures following the detection of a phishing email and scheduled immediate training for all employees on information security policies and incident response. Is this recommended?

- A. No, the IT manager should handle the incident without involving other employees
- B. No, providing training is unnecessary; the employees' ignorance of proper procedures regarding phishing emails is a minor issue
- **C. Yes, it is recommended that immediate training on these topics be provided to ensure employees know how to respond correctly to phishing emails**

Answer: C

Explanation:

Comprehensive and Detailed Explanation:

Phishing is one of the most common entry points for cybersecurity incidents. ISO/IEC 27035 and ISO/IEC

27002 both recommend security awareness training as a key preventive control. When users do not understand proper response procedures, the risk of successful attacks increases significantly.

Providing immediate training, especially following the identification of a knowledge gap, is considered best practice. This aligns with ISO/IEC 27001:2022 Annex A.6.3 and A.5.36, which emphasize the need for education and continuous awareness on security topics, including how to handle phishing attempts.

Reference:

ISO/IEC 27035-1:2016, Clause 6.1 - "Preparation includes awareness training to reduce the likelihood and impact of incidents."

ISO/IEC 27002:2022, Control A.6.3 - "Personnel should receive appropriate awareness education and training to carry out their information security responsibilities." Therefore, the correct answer is A.

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. Based on scenario 8, Moneda Vivo has recently upgraded its digital banking platform. In line with the continual improvement process, Moneda Vivo has decided to review the information security incident management process for accuracy immediately after the software update. Is this recommended?

- A. No, the incident management process should be reviewed when the bank's annual audit is conducted
- **B. No, the incident management process should be evaluated after a significant technological overhaul to ensure the system is up-to-date**
- C. Yes, the incident management process should be reviewed after any minor software update

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

According to ISO/IEC 27035-1:2016, Clause 7.1 and ISO/IEC 27035-2:2016, Clause 7.3.3, it is advised to review and revise the information security incident management process following major organizational or technical changes. These changes include upgrades, system overhauls, and structural IT shifts. While minor updates may not necessitate a full review, significant technological updates, such as those affecting core digital banking platforms, should trigger immediate evaluation to ensure continued relevance and effectiveness of incident response strategies.

In the scenario, Moneda Vivo recognized the need for a review but delayed it, which could pose risks. Option C accurately reflects ISO guidance.

Reference:

ISO/IEC 27035-1:2016 Clause 7.1: "Reviews should be performed after major changes or after information security incidents."

ISO/IEC 27035-2:2016 Clause 7.3.3 Correct answer: C

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NEW QUESTION # 81

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. According to scenario 7, what type of incident has occurred at Konzolo?

- A. Medium severity incident
- **B. High severity incident**
- C. Critical severity incident

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Severity classification of an incident under ISO/IEC 27035-2:2016 is determined by factors such as potential data exposure, business disruption, and impact on critical services. In this scenario, the server downtime caused by a third-party breach and a vulnerability in cryptographic wallet software-capable of leading to asset exposure-signifies serious business and operational risks. Although the vulnerability was critical, no actual asset theft or breach was confirmed. Therefore, while serious, the incident does not reach the "critical" threshold (which would typically involve data exfiltration, irreversible loss, or public impact). The appropriate classification is "High Severity." Reference:

* ISO/IEC 27035-2:2016, Clause 6.3.1: "Severity is determined by the actual or potential impact on business operations, data, reputation, and legal obligations."

* Annex A (Example Severity Levels): "High-severity incidents involve confirmed vulnerabilities with significant potential for impact, such as financial loss or regulatory violations." Correct answer: B

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NEW QUESTION # 82

Why is it important to identify all impacted hosts during the eradication phase?

- A. To facilitate recovery efforts
- B. To optimize hardware performance
- C. To enhance overall security

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

During the eradication phase of the information security incident management process, identifying all impacted hosts is essential to ensure that every element affected by the incident is addressed before proceeding to recovery. According to ISO/IEC 27035-2:2016, Clause 6.4.5, the eradication phase involves removing malware, disabling unauthorized access, and remediating vulnerabilities that led to the incident.

Identifying all impacted hosts ensures:

Comprehensive removal of malicious artifacts

Prevention of reinfection or further propagation

A smooth and complete transition into the recovery phase

This directly supports recovery planning because it helps teams understand which systems need to be restored, rebuilt, or validated. Option B (optimizing hardware performance) is not a goal of incident management, and Option C (enhancing overall security) is a long-term objective but not the immediate goal of the eradication phase.

Reference:

ISO/IEC 27035-2:2016, Clause 6.4.5: "During eradication, it is important to identify all affected systems so that root causes and malicious components are removed prior to recovery." Correct answer: A

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NEW QUESTION # 83

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. 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
- B. Yes, escalating all incidents to crisis management regardless of severity and focusing solely on the crisis management process aligns with the objectives
- 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: A

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 # 84

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