

50 Questions for Chapter 1,2 - Overview of Security Principles and Introduction

Multiple-Choice Questions (70%)

1. **What are the three components of the CIA Triad in computer security?**
 - a) Confidentiality, Accountability, Availability
 - b) Confidentiality, Integrity, Availability
 - c) Control, Integrity, Accessibility
 - d) Confidentiality, Authentication, Availability

Answer: b
2. **What type of security involves safeguarding against human error and system failures?**
 - a) Cybersecurity
 - b) Physical security
 - c) Reliability and redundancy
 - d) Network security

Answer: c
3. **What is the primary focus of computer security?**
 - a) Preventing unintentional damage
 - b) Protecting systems from malicious activities
 - c) Enhancing usability of networks
 - d) Increasing system performance

Answer: b
4. **What does the NIST Computer Security Handbook define as a key objective of cybersecurity?**
 - a) Detecting and correcting errors
 - b) Ensuring availability and accessibility
 - c) Preserving integrity, availability, and confidentiality
 - d) Automating response systems

Answer: c
5. **What type of attack involves monitoring transmissions to obtain information?**
 - a) Active attacks
 - b) Eavesdropping
 - c) Spoofing
 - d) Denial of Service

Answer: b
6. **Which model is used to identify spoofing, tampering, and repudiation threats?**
 - a) STRIDE
 - b) DREAD
 - c) OSI
 - d) CIA

Answer: a
7. **Which type of risk assessment process ranks threats based on their risk levels?**
 - a) STRIDE

- b) Threat modeling
- c) Risk prioritization
- d) Mitigation strategy

Answer: c

8. What are assets in the context of threat modeling?

- a) User passwords
- b) Security vulnerabilities
- c) Valuable data or system components
- d) Encryption algorithms

Answer: c

9. Which threat modeling technique evaluates the damage caused by a threat?

- a) DREAD
- b) STRIDE
- c) OSI model
- d) Security risk analysis

Answer: a

10. Which of the following is a human vulnerability in security systems?

- a) Unpatched software
- b) Social engineering attacks
- c) Configuration vulnerabilities
- d) Buffer overflows

Answer: b

Fill-in-the-Blank Questions (30%)

11. The CIA Triad consists of Confidentiality, Integrity, and _____.

Answer: Availability

12. A _____ attack involves unauthorized modification of data.

Answer: Tampering

13. The STRIDE model stands for Spoofing, Tampering, Repudiation, Information Disclosure, _____, and Elevation of Privilege.

Answer: Denial of Service

14. The _____ model assigns risk levels based on damage, reproducibility, exploitability, affected users, and discoverability.

Answer: DREAD

15. Risk _____ involves calculating the likelihood and impact of threats.

Answer: Assessment

16. Social engineering attacks often exploit _____ vulnerabilities.

Answer: Human

17. The goal of threat modeling is to develop targeted _____ measures.

Answer: Security

18. Vulnerability _____ includes discovery, disclosure, patching, and testing.

Answer: Lifecycle

19. A _____ attack occurs when an adversary denies involvement in an action.

Answer: Repudiation

20. The NIST framework emphasizes _____ management as a key step in mitigating risks.

Answer: Proactive

50 Questions for Chapter 3 - Review of Cryptography

Multiple-Choice Questions (70%)

1. What is the primary goal of encryption?

- a) Increase system efficiency
- b) Encode messages to obscure their meaning
- c) Enhance file compression
- d) Secure physical access to systems

Answer: b

2. Which cipher shifts letters by a fixed number of places in the alphabet?

- a) Substitution cipher
- b) Atbash cipher
- c) Caesar cipher
- d) Vigenère cipher

Answer: c

3. Which encryption method uses the same key for encryption and decryption?

- a) Symmetric encryption
- b) Asymmetric encryption
- c) Hashing
- d) Digital signatures

Answer: a

4. What is the primary weakness of the Caesar cipher?

- a) Lack of scalability
- b) Short keys
- c) Predictable patterns
- d) High computational complexity

Answer: c

5. What is the key feature of one-time pad encryption?

- a) Reusable keys
- b) Perfect secrecy

- c) Symmetric key generation
- d) Complex implementation

Answer: b

6. Which cryptography technique involves reordering characters in plaintext?

- a) Substitution
- b) Transposition
- c) Hashing
- d) Encoding

Answer: b

7. What is the primary function of a cryptanalyst?

- a) Encrypting messages
- b) Deciphering ciphertext
- c) Managing keys
- d) Distributing certificates

Answer: b

8. Which algorithm is widely used for public-key encryption?

- a) DES
- b) AES
- c) RSA
- d) Caesar

Answer: c

9. What is the process of converting ciphertext back to plaintext?

- a) Encryption
- b) Hashing
- c) Decryption
- d) Encoding

Answer: c

10. What does DES primarily rely on for encryption?

- a) Key expansion
- b) Substitution and transposition
- c) Hash functions
- d) Random number generators

Answer: b

Fill-in-the-Blank Questions (30%)

11. The two main types of encryption are symmetric and _____.

Answer: Asymmetric

12. A cryptosystem must ensure that plaintext is equal to _____ of the ciphertext.

Answer: Decryption

13. The Caesar cipher achieves encryption by _____ the alphabet.

Answer: Shifting

14. Transposition techniques achieve encryption through character _____.

Answer: Reordering

15. Perfect secrecy is achieved with a _____ cipher.

Answer: One-time pad

16. The RSA algorithm is an example of _____ encryption.

Answer: Public-key

17. Shannon's theory of good ciphers emphasizes _____ and diffusion.

Answer: Confusion

18. Cryptanalysis involves analyzing _____ to decipher encoded messages.

Answer: Ciphertext

19. The primary goal of _____ is to spread plaintext information across ciphertext.

Answer: Diffusion

20. A secure cipher must resist brute-force attacks and statistical _____.

Answer: Analysis

50 Questions for Chapter 4 - Security in the Software Development Life Cycle

Multiple-Choice Questions (70%)

1. What is the primary goal of secure software development?

- a) To enhance system efficiency
- b) To prevent vulnerabilities and resist attacks
- c) To reduce development time
- d) To simplify the coding process

Answer: b

2. Which phase of the SDLC focuses on defining security needs and sensitivity assessments?

- a) Disposal
- b) Development/Acquisition
- c) Initiation
- d) Implementation

Answer: c

3. Which NIST publication provides guidelines for integrating security into the SDLC?

- a) 800-128
- b) 800-14
- c) 800-53
- d) 800-37

Answer: b

4. What is the purpose of a Configuration Management Plan (CMP)?

- a) To manage system disposal
- b) To track and control changes to the system
- c) To prevent security breaches during maintenance
- d) To reduce software development costs

Answer: b

5. What does "containerization" in storage segmentation aim to achieve?

- a) Faster system processing
- b) Separating business and personal data
- c) Encrypting sensitive information
- d) Automating backup processes

Answer: b

6. Which SDLC phase involves implementing security testing and accreditation?

- a) Initiation
- b) Development/Acquisition
- c) Implementation
- d) Operation/Maintenance

Answer: c

7. What is the role of the Configuration Control Board (CCB)?

- a) To enforce encryption policies
- b) To approve and monitor changes
- c) To archive outdated configurations
- d) To manage licensing agreements

Answer: b

8. Which model of software development allows overlapping phases?

- a) Waterfall
- b) Spiral
- c) Modified Waterfall
- d) Sashimi

Answer: d

9. Which is a common software vulnerability?

- a) Encryption
- b) Buffer overflow
- c) Two-factor authentication
- d) Regular expressions

Answer: b

10. What is the main benefit of using automated tools in secure software development?

- a) Reduced costs
- b) Faster bug resolution
- c) Early identification of vulnerabilities

d) Enhanced user experience

Answer: c

Fill-in-the-Blank Questions (30%)

11. The _____ phase is responsible for sensitivity assessments in the SDLC.

Answer: Initiation

12. Storage _____ separates corporate data from personal data in mobile devices.

Answer: Segmentation

13. The purpose of a Configuration Management Plan is to manage system _____ and updates.

Answer: Changes

14. NIST Special Publication _____ guides secure system configuration management.

Answer: 800-128

15. Software vulnerabilities such as _____ injection can be mitigated with prepared statements.

Answer: SQL

16. The _____ model is a one-way software development framework.

Answer: Waterfall

17. Regular backups and secure storage help protect against data _____.

Answer: Loss

18. A security _____ outlines actions to mitigate risks during system operations.

Answer: Plan

19. The _____ phase of SDLC involves archiving and media sanitization.

Answer: Disposal

20. NIST recommends integrating security into every phase of the _____.

Answer: SDLC

50 Questions for Chapter 5 - Access Control and Management

Multiple-Choice Questions (70%)

1. What is the primary purpose of access control?

- a) To speed up system processes
- b) To restrict unauthorized access
- c) To enhance encryption capabilities
- d) To automate backups

Answer: b

2. **What does "authentication" verify in access control?**

- a) The resource type
- b) User permissions
- c) User identity
- d) Resource location

Answer: c

3. **Which access control model allows resource owners to manage permissions?**

- a) MAC
- b) RBAC
- c) DAC
- d) ABAC

Answer: c

4. **What is a common weakness of Discretionary Access Control (DAC)?**

- a) Requires complex algorithms
- b) Heavily reliant on user discretion
- c) Cannot be used in operating systems
- d) Incompatible with role-based access control

Answer: b

5. **Which role is responsible for overseeing compliance with data privacy policies?**

- a) Owner
- b) Custodian
- c) Privacy Officer
- d) End User

Answer: c

6. **In Mandatory Access Control (MAC), what dictates access permissions?**

- a) User discretion
- b) Organizational policies and classification labels
- c) Network administrators
- d) Encryption algorithms

Answer: b

7. **What does the Attribute-Based Access Control (ABAC) model consider?**

- a) User permissions only
- b) Environmental and object attributes
- c) Hardware configurations
- d) Role hierarchies

Answer: b

8. **What is the least restrictive access control model?**

- a) MAC
- b) ABAC
- c) DAC

d) RBAC

Answer: C

9. **What is the purpose of geofencing in access control?**

- a) Tracking mobile devices
- b) Encrypting user data
- c) Restricting access based on location
- d) Managing resource ownership

Answer: C

10. **Which access control phase involves maintaining logs of user actions?**

- a) Authentication
- b) Authorization
- c) Accounting
- d) Identification

Answer: C

Fill-in-the-Blank Questions (30%)

11. The access control model that assigns permissions based on roles is _____.

Answer: RBAC

12. In the MAC model, access is determined by _____ labels.

Answer: Classification

13. Geofencing uses _____ data to define physical boundaries for device operation.

Answer: Location

14. The _____ is responsible for implementing access control policies.

Answer: Custodian

15. The Attribute-Based Access Control (ABAC) model uses _____ rules for decision-making.

Answer: Conditional

16. A _____ identifies a resource that a subject interacts with in access control.

Answer: Object

17. The _____ phase involves verifying user credentials during access control.

Answer: Authentication

18. Discretionary Access Control (DAC) is commonly implemented in _____ systems.

Answer: Operating

19. An organization's _____ policies help enforce consistent access control measures.

Answer: Security

20. User Access Control (UAC) is a feature used in _____ to manage privileges.

Answer: Windows

50 Questions for Chapter 6 - Security in the Network and Internet

Multiple-Choice Questions (70%)

1. **What distinguishes a network from a stand-alone device?**
 - a) Physical portability
 - b) Complexity of operations
 - c) Exposure to external environments
 - d) Speed of processing

Answer: c
2. **What layer in the OSI model manages end-to-end communication and error correction?**
 - a) Network Layer
 - b) Session Layer
 - c) Transport Layer
 - d) Data Link Layer

Answer: c
3. **Which protocol is widely used for web traffic?**
 - a) SMTP
 - b) Telnet
 - c) HTTP
 - d) SNMP

Answer: c
4. **What is a major vulnerability of networks?**
 - a) Unknown routing paths
 - b) Standardized encryption protocols
 - c) Enclosed communication boundaries
 - d) Predictable node behavior

Answer: a
5. **What is the primary purpose of a firewall in network security?**
 - a) Encrypt data
 - b) Block unauthorized access
 - c) Analyze network packets
 - d) Automate routing decisions

Answer: b
6. **Which type of attack involves intercepting and modifying communications between two parties?**
 - a) Spoofing
 - b) Denial of Service
 - c) Man-in-the-Middle
 - d) Buffer Overflow

Answer: c

7. **What is the primary function of a port scan in a network attack?**

- a) To encrypt communications
- b) To gather information about open services
- c) To establish secure connections
- d) To block unauthorized access

Answer: b

8. **Which type of network covers a large geographic area?**

- a) LAN
- b) WAN
- c) PAN
- d) MAN

Answer: b

9. **What does TCP/IP ensure in a network communication?**

- a) User authentication
- b) Correct packet sequencing
- c) Encrypted payload delivery
- d) Hardware compatibility

Answer: b

10. **Which is a characteristic of internetworks?**

- a) Single-point ownership
- b) Heterogeneous structure
- c) Centralized access control
- d) Minimal user connectivity

Answer: b

Fill-in-the-Blank Questions (30%)

11. The _____ layer of the OSI model is responsible for routing packets.

Answer: Network

12. TCP/IP uses _____ numbers to designate specific applications.

Answer: Port

13. A _____ attack floods a target with SYN requests without completing the handshake.

Answer: SYN flood

14. _____ is a technique used to define geographical boundaries for device operation.

Answer: Geofencing

15. The primary goal of a _____ is to inspect and control incoming and outgoing traffic.

Answer: Firewall

16. A _____ attack exploits a vulnerability to gain control of a remote system.

Answer: Remote code execution

17. A _____ is a network of networks, often managed by different entities.

Answer: Internetwork

18. The process of breaking data into smaller units for transmission is called _____.

Answer: Fragmentation

19. Network _____ refers to the lack of control over unknown paths.

Answer: Vulnerability

20. A _____ is a tool that monitors and alerts administrators about network threats.

Answer: Intrusion Detection System

50 Questions for Chapter 7 - Cloud Security

Multiple-Choice Questions (70%)

1. What is the top reported cloud security challenge?

- a) Insecure APIs
- b) Data loss and leakage
- c) Lack of scalability
- d) Compliance issues

Answer: b

2. Which is a common cause of cloud security breaches?

- a) Insufficient server backups
- b) Misconfiguration of cloud platforms
- c) Excessive encryption
- d) Weak hardware infrastructure

Answer: b

3. What is a significant benefit of cloud-based security solutions?

- a) Increased local storage
- b) Better scalability and flexibility
- c) Limited automation options
- d) Reduced encryption overhead

Answer: b

4. What percentage of organizations report a lack of confidence in their cloud security posture?

- a) 50%
- b) 72%
- c) 85%
- d) 96%

Answer: b

5. Which attack is on the rise in cloud environments?

- a) Man-in-the-Middle
- b) Cryptojacking

c) SQL Injection

d) Phishing

Answer: b

6. What does DLP in cloud security stand for?

a) Data Loss Prevention

b) Distributed Log Processing

c) Dynamic Layer Protection

d) Data Link Protocol

Answer: a

7. Which tool helps detect and prevent cloud misconfigurations?

a) API Gateway

b) SIEM solutions

c) Cloud automation scripts

d) DLP tools

Answer: b

8. What is a barrier to cloud-based security adoption?

a) Increased speed of deployment

b) Lack of expertise/training

c) Enhanced cost efficiency

d) Integration with existing systems

Answer: b

9. What method protects sensitive data in cloud environments?

a) Default settings

b) Strong encryption

c) Public cloud interfaces

d) Simplified authentication

Answer: b

10. What is the primary concern with insecure APIs?

a) Slower communication

b) Vulnerability to attacks

c) Lack of user management

d) Reduced scalability

Answer: b

Fill-in-the-Blank Questions (30%)

11. The _____ report highlights the latest cloud security challenges.

Answer: Cloud Security

12. Misconfigurations in cloud platforms often expose _____ data.

Answer: Sensitive

13. Cloud cryptojacking involves attackers using resources to mine _____.

Answer: Cryptocurrency

14. _____ tools help prevent unauthorized data transfers in cloud environments.

Answer: DLP

15. Cloud-based security solutions offer better _____ than on-premises tools.

Answer: Scalability

16. The process of managing multiple cloud environments is called _____ cloud management.

Answer: Multi

17. A _____ response tool helps mitigate cloud threats faster.

Answer: Automated

18. Regular _____ can help prevent ransomware risks in the cloud.

Answer: Backups

19. Cloud providers offer _____ encryption solutions to secure data.

Answer: Built-in

20. Organizations face challenges securing _____ in cloud environments.

Answer: APIs

50 Questions for Chapter 8 - Mobile and Embedded Device Security

Multiple-Choice Questions (70%)

1. What is a feature phone?

- a) A phone with only SMS capabilities
- b) A traditional phone with limited features
- c) A smartphone with advanced encryption
- d) A device primarily for gaming

Answer: b

2. What risk does GPS tagging pose to mobile devices?

- a) Loss of performance
- b) Increased exposure to targeted attacks
- c) Reduced battery life
- d) Inconsistent connectivity

Answer: b

3. Which technique separates corporate and personal data on mobile devices?

- a) Encryption
- b) Containerization
- c) Geo-fencing

d) Sideloaded

Answer: b

4. **What is the primary goal of mobile device management (MDM)?**

- a) Managing updates and encryption
- b) Reducing device size
- c) Enhancing app performance
- d) Preventing malware

Answer: a

5. **What is a sideloading risk in mobile devices?**

- a) Improved app performance
- b) Access to malicious applications
- c) Enhanced app compatibility
- d) Reduced encryption needs

Answer: b

6. **Which embedded system is often part of IoT devices?**

- a) Mainframes
- b) Smart thermostats
- c) Supercomputers
- d) Gaming consoles

Answer: b

7. **What is the main risk of using QR codes?**

- a) Shortened URLs
- b) Malware injection
- c) Reduced performance
- d) Lack of encryption

Answer: b

8. **What percentage of laptop thefts occur in unattended cars?**

- a) 20%
- b) 25%
- c) 15%
- d) 30%

Answer: b

9. **Which of the following helps reduce mobile device theft risks?**

- a) Using white headphone cords
- b) Keeping devices out of sight in high-risk areas
- c) Disabling encryption settings
- d) Using feature phones instead of smartphones

Answer: b

10. **What is a common feature of wearable technology?**

- a) Replaceable batteries

- b) Connectivity to smartphones
- c) Built-in GPS tagging
- d) Ability to run desktop applications

Answer: b

Fill-in-the-Blank Questions (30%)

11. A _____ is a type of portable computing device without a keyboard.
Answer: Tablet
12. GPS tagging adds _____ data to media files.
Answer: Geographical
13. The risk of _____ increases when mobile devices access untrusted content.
Answer: Malware
14. Mobile device theft often occurs in _____ locations.
Answer: Public
15. The process of bypassing built-in mobile security limitations is called _____.
Answer: Jailbreaking
16. Smartphones are considered _____ personal computers.
Answer: Handheld
17. Mobile management tools enforce _____ settings on devices.
Answer: Encryption
18. _____ codes are vulnerable to redirection to malicious sites.
Answer: QR
19. Storage segmentation creates separate _____ for corporate and personal data.
Answer: Containers
20. Mobile device management uses _____ updates for remote configuration.
Answer: Over-the-air

50 Questions for Chapter 9 - Operating System Security

Multiple-Choice Questions (70%)

1. What is the primary function of an operating system?
 - a) Encrypting data
 - b) Managing hardware and software resources
 - c) Monitoring network activity
 - d) Detecting malware**Answer:** b

2. **What are the three components of an operating system security environment?**
 - a) Processes, Kernels, and Memory
 - b) Memory, Services, and Files
 - c) Authentication, Authorization, and Auditing
 - d) Processes, Services, and Encryption

Answer: b
3. **What is the purpose of a BIOS password?**
 - a) Prevent access to the hard drive
 - b) Block unauthorized changes during booting
 - c) Encrypt the boot sequence
 - d) Log all boot events

Answer: b
4. **Which of the following helps prevent dictionary attacks on passwords?**
 - a) Using encryption algorithms
 - b) Implementing salt with passwords
 - c) Storing passwords in plain text
 - d) Using multiple user accounts

Answer: b
5. **What is the primary concern with FTP in file transfers?**
 - a) Speed of transfer
 - b) Lack of encryption for credentials
 - c) Compatibility issues
 - d) Difficult configuration

Answer: b
6. **Which component is used for storing and retrieving sensitive data in an OS?**
 - a) Services
 - b) Memory
 - c) Files
 - d) Networking protocols

Answer: c
7. **What is a chroot jail used for?**
 - a) Encrypting files on the server
 - b) Restricting server's view of the file system
 - c) Logging unauthorized access
 - d) Improving application performance

Answer: b
8. **Which of the following is an operating system vulnerability?**
 - a) Frequent patching
 - b) Internet Information Services (IIS)
 - c) Mandatory access control

d) Layered encryption

Answer: b

9. Which technique ensures virtual machines are isolated from each other?

- a) File permissions
- b) Hypervisor monitoring
- c) BIOS configuration
- d) Memory segregation

Answer: b

10. What does a security hardening guide recommend for operating systems?

- a) Installing default software configurations
- b) Enabling all services by default
- c) Disabling unnecessary applications
- d) Using local rather than remote administration

Answer: c

Fill-in-the-Blank Questions (30%)

11. The primary role of _____ is to manage system resources and provide services to users.

Answer: Operating systems

12. A _____ attack guesses passwords by hashing dictionary words and comparing them with stored hashes.

Answer: Dictionary

13. FTP transmits usernames and passwords in _____.

Answer: Plaintext

14. Virtual machines are managed by software known as the _____.

Answer: Hypervisor

15. The use of _____ with passwords makes brute-force attacks more difficult.

Answer: Salt

16. _____ tools help monitor and analyze logging information for suspicious behavior.

Answer: Intrusion Detection

17. The process of loading an OS into memory from a powered-off state is called _____.

Answer: Booting

18. Operating system security is improved by removing _____ services and applications.

Answer: Unnecessary

19. A _____ provides multi-layer security by restricting access to specific parts of a file system.

Answer: Chroot jail

20. To ensure system security, organizations should enforce _____ for sensitive operations.

Answer: Password policies

50 Questions for Chapter 10 - Computer Security Incident Handling

Multiple-Choice Questions (70%)

1. **What is the purpose of incident response?**

- a) To ensure systems are patched
- b) To minimize the impact of security incidents
- c) To automate data backups
- d) To improve system performance

Answer: b

2. **What is the first phase of the Incident Response Life Cycle?**

- a) Detection and Analysis
- b) Preparation
- c) Containment, Eradication, and Recovery
- d) Post-Incident Activity

Answer: b

3. **Which team model is ideal for small organizations with centralized IT operations?**

- a) Coordinating Team Model
- b) Distributed Model
- c) Centralized Model
- d) Ad hoc Model

Answer: c

4. **What is the goal of the containment phase in incident handling?**

- a) Recover deleted data
- b) Stop the spread of the incident
- c) Identify all vulnerabilities
- d) Document the root cause

Answer: b

5. **Which type of detection involves tools like SIEM and IDS?**

- a) User reporting
- b) Threat hunting
- c) Automated monitoring
- d) Manual analysis

Answer: c

6. **What is the purpose of a Lessons Learned Meeting?**

- a) Coordinate with external agencies
- b) Share security tools
- c) Improve future incident responses

d) Notify employees about threats

Answer: c

7. **What does IOC stand for in incident analysis?**

- a) Indicators of Containment
- b) Indicators of Compromise
- c) Incident Operational Criteria
- d) Incident Of Concern

Answer: b

8. **What activity is part of the Post-Incident phase?**

- a) Isolating affected systems
- b) Erasing malicious data
- c) Conducting a metrics review
- d) Analyzing threats in real-time

Answer: c

9. **Which strategy ensures evidence integrity during incident handling?**

- a) Manual tracking
- b) Digital signatures
- c) Automated backups
- d) Root cause analysis

Answer: b

10. **What is the main challenge in sharing incident-related data?**

- a) Lack of storage capacity
- b) Privacy concerns
- c) Manual tracking
- d) Slow system speeds

Answer: b

Fill-in-the-Blank Questions (30%)

11. The _____ phase involves developing policies and acquiring tools for incident handling.

Answer: Preparation

12. During the _____ phase, organizations isolate threats and restore systems.

Answer: Containment

13. The process of identifying abnormal behavior in systems is called _____.

Answer: Detection

14. Indicators of Compromise (IOCs) include IP addresses and _____ hashes.

Answer: File

15. A Lessons Learned Meeting focuses on documenting insights to improve _____ strategies.

Answer: Response

16. Incident response plans must include protocols for notifying _____.

Answer: Stakeholders

17. Threat intelligence feeds help identify _____ threats.

Answer: Emerging

18. Restoring data from backups is part of the _____ phase.

Answer: Recovery

19. Incident response teams use _____ tools to track and manage incidents.

Answer: Monitoring

20. Analyzing metrics such as response time is part of the _____ phase.

Answer: Post-Incident