

Understand your stakeholders

Communicate for impact

Visual communication using a dashboard

Review: Communicate effectively to influence stakeholders

📺 Video: Wrap-up

1 min

📖 Reading: Glossary terms from week 3

10 min

🟢 Quiz: Weekly challenge 3

10 questions

🎉 Congratulations! You passed!

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Quiz • 50 min

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Due Jun 25, 11:59 PM +08 Attempts 3 every 24 hours

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Review Learning Objectives

1. What term is used to define an individual or a group that has an interest in the decisions or activities of an organization?

☐ Decision-making manager

☒ Stakeholder

☐ Incident response manager

☐ Audit specialist

☐ Correct

1 / 1 point

2. Which individuals are considered security stakeholders? Select three answers.

☒ Risk managers

☒ Chief Information Security Officers (CISOs)

☒ Operations Managers

☐ Help desk analysts

1 / 1 point

3. Fill in the blank: Security operations managers are primarily responsible for helping to identify and safeguard an organization from ____.

☐ equipment failures

☒ security threats

☐ failed tax audits

☐ negative social media reviews

☐ Correct

1 / 1 point

4. An analyst sends an email to stakeholders about a recent security breach. While writing the email, the analyst is mindful about what they say and which stakeholders they communicate the information to. Why does the analyst take this approach?

☒ Information sent via email can be considered public knowledge.

☐ Information that is communicated to stakeholders is sensitive.

☐ Information can be sent to stakeholders instead of managers.

☐ Information about a security breach might improve the company's reputation.

☒ Incorrect

Please review [the video on clear and concise communication](#) ↗.

0 / 1 point

5. Fill in the blank: Communications with stakeholders should always be precise, avoid unnecessary technical terms, and ____.

☐ tell an elaborate story to ensure your point is made

☐ include numerous security questions

☐ have various purposes to maximize time

☒ have a clear purpose

☐ Correct

1 / 1 point

6. Which of the following options is the best way to handle the detection of malicious code in logs?

☐ Handle the incident using your Linux knowledge

☐ Wait until a more experienced team member notices it

☒ Communicate the incident to a security stakeholder

☐ Report the incident directly to the CISO

☐ Correct

1 / 1 point

7. Graphs and charts can be used to create which form of stakeholder report?

☒ Visual communications

☐ Text-filled documents

☐ Phone calls

☐ Text messages

☐ Correct

1 / 1 point

8. Why is it important for analysts to use visuals to tell a security story?

☐ Visuals can help an analyst determine which tool to use to solve a security challenge.

☒ Visuals can help an analyst communicate impactful metrics and data.

☐ Visuals can help an analyst identify which details are most important for different stakeholders.

☐ Visuals can help an analyst prioritize which incidents need to be escalated with more or less urgency.

☐ Correct

1 / 1 point

9. Fill in the blank: In the field of security, ____ should always be communicated with care.

☐ nonsensitive information

☐ leave requests

☒ sensitive information

☐ publicly available information

☐ Correct

1 / 1 point

10. What is the best way to follow-up with a stakeholder who has not immediately responded to your email? Select two answers.

☐ File a complaint with human resources

☒ Call them on the phone

☐ Report the issue to your supervisor

☒ Send them an instant message

☐ Correct

1 / 1 point