Your company is renegotiating its contract with its Internet Service Provider (ISP). You want to ensure that the ISP provides an adequate guarantee for their uptime and performance. Which document should you review to find this information?

SLA

MOU

DRP

BCP

Answer: A

Explanation: A service level agreement (SLA) would contain the metrics and measures to be used to determine the uptime and performance standards. SLA is an agreement between a service provider and a customer/organization.

-=-=-=-

Your organization’s SIEM has begun alerting on a possible malware intrusion into your network. You want to begin conducting remediation actions. What is the first thing you should do?

Recover from the malware infection

Monitor the malware infection

Contain the malware infection

Remove the malware infection

Answer: C

Explanation: You should attempt to first contain the infection prior to attempting to remove the infection. After you have contained it, you should remove it, and then recover from it.

-=-=-=-

Your organization has developed a policy that all users must review and sign prior to being granted access to the network. This document states that users may not browse pornography or gambling-related websites while on a work computer. It also states that all activity on the corporate workstations may be monitored and failure to follow the rules may be grounds for dismissal. What is this policy usually called?

Need to Know

Acceptable Use

Separation of Duties

Job Rotation

Answer: B

Explanation: An Acceptable Use Policy (AUP) defines the rules that restrict how a computer, network, or other system may be used by an employee. This often lists categories of websites that are prohibited, and outlines whether the organization may or may not conduct monitoring of employees’ activities on the network.