

Scenario 4: TradeB, a commercial bank that has just entered the market, accepts deposits from its clients and offers basic financial services and loans for investments.

TradeB has decided to implement an information security management system (ISMS) based on ISO/IEC 27001 having no experience of a management system implementation, TradeB's top management contracted two experts to direct and manage the ISMS implementation project.

First, the project team analyzed the 93 controls of ISO/IEC 27001 Annex A and listed only the security controls deemed applicable to the company and their objectives. Based on this analysis, they drafted the Statement of Applicability. Afterward, they conducted a risk assessment, during which they identified assets, such as hardware, software, and networks, as well as threats and vulnerabilities, assessed potential consequences and likelihood, and determined the level of risks based on three nonnumerical categories (low, medium, and high).

They evaluated the risks based on the risk evaluation criteria and decided to treat only the high risk category. They also decided to focus primarily on the unauthorized use of administrator rights and system interruptions due to several hardware failures by establishing a new version of the access control policy, implementing controls to manage and control user access, and implementing a control for ICT readiness for business continuity. Lastly, they drafted a risk assessment report, in which they wrote that if after the implementation of these security controls the level of risk is below the acceptable level, the risks will be accepted.

What should TradeB do in order to deal with residual risks? Refer to scenario 4.

- **A. TradeB should evaluate, calculate, and document the value of risk reduction following risk treatment**
- B. TradeB should immediately implement new controls to treat all residual risks
- C. TradeB should accept the residual risks only above the acceptance level

Which of the actions presented in scenario 4 is NOT compliant with the requirements of ISO/IEC 27001?

- A. TradeB selected only ISO/IEC 27001 controls deemed applicable to the company
- **B. The Statement of Applicability was drafted before conducting the risk assessment**
- C. The external experts selected security controls and drafted the Statement of Applicability

Based on the scenario above, answer the following question:

The decision to treat only risks that were classified as high indicates that Trade B has:

- A. Evaluated other risk categories based on risk treatment criteria
- **B. Accepted other risk categories based on risk acceptance criteria**
- C. Modified other risk categories based on risk evaluation criteria

Based on scenario 4, the fact that TradeB defined the level of risk based on three nonnumerical categories indicates that;

- **A. The level of risk will be evaluated against qualitative criteria**
- B. The level of risk will be defined using a formula
- C. The level of risk will be evaluated using quantitative analysis

QUESTION NO: 69

TradeB communicated the information security processes and procedures to employees. Which principle of efficient communication strategy did they use?

- A. Responsiveness
- B. Appropriateness
- **C. Transparency**

Based on scenario 4, what type of assets were identified during risk assessment?

- **A. Supporting assets**
- B. Primary assets
- C. Business assets

Scenario 7: InfoSec is a multinational corporation headquartered in Boston, MA, which provides professional electronics, gaming, and entertainment services. After facing numerous information security incidents, InfoSec has decided to establish teams and implement measures to prevent potential incidents in the future. Emma, Bob, and Anna were hired as the new members of InfoSec's information security team, which consists of a security architecture team, an incident response team (IRT) and a forensics team. Emma's job is to create information security plans, policies, protocols, and training to prepare InfoSec to respond to incidents effectively. Emma and Bob would be full-time employees of InfoSec, whereas Anna was contracted as an external consultant.

Bob, a network expert, will deploy a screened subnet network architecture. This architecture will isolate the demilitarized zone (DMZ) to which hosted public services are attached and InfoSec's publicly accessible resources from their private network. Thus, InfoSec will be able to block potential attackers from causing unwanted events inside the company's network. Bob is also responsible for ensuring that thorough evaluation of the nature of an unexpected event is conducted, including the details on how the event happened and what or whom it might affect. Anna will create records of the data, reviews, analysis, and reports in order to keep evidence for the purpose of disciplinary and legal action, and use them to prevent future incidents. To do the work accordingly, she should be aware of the company's information security incident management policy beforehand. Among others, this policy specifies the type of records to be created, the place where they should be kept, and the format and content that specific record types should have.

Based on scenario 7, InfoSec contracted Anna as an external consultant. Based on her tasks, is this action compliant with ISO/IEC 27001?

- A. No, the skills of incident response or forensic analysis shall be developed internally
- **B. Yes, forensic investigation may be conducted internally or by using external consultants**
- C. Yes, organizations must use external consultants for forensic investigation, as required by the standard

According to scenario 7, a demilitarized zone (DMZ) is deployed within InfoSec's network. What type of control has InfoSec implemented in this case?

- A. Detective
- **B. Preventive**
- C. Corrective

Based on scenario 7, what should Anna be aware of when gathering data?

- A. The use of the buffer zone that blocks potential attacks coming from malicious websites where data can be collected
- B. The type of data that helps prevent future occurrences of information security incidents
- **C. The collection and preservation of records**

Based on this scenario, answer the following question:

Based on his tasks, which team is Bob part of?

- A. Security architecture team
- B. Forensics team
- **C. Incident response team**

QUESTION NO: 2

Scenario 6: Skyver offers worldwide shipping of electronic products, including gaming consoles, flat-screen TVs, computers, and printers. In order to ensure information security, the company has decided to implement an information security management system (ISMS) based on the requirements of ISO/IEC 27001.

Colin, the company's best information security expert, decided to hold a training and awareness session for the personnel of the company regarding the information security challenges and other

information security-related controls. The session included topics such as Skyver's information security approaches and techniques for mitigating phishing and malware.

One of the participants in the session is Lisa, who works in the HR Department. Although Colin explains the existing Skyver's information security policies and procedures in an honest and fair manner, she finds some of the issues being discussed too technical and does not fully understand the session. Therefore, in a lot of cases, she requests additional help from the trainer and her colleagues

Based on scenario 6. Lisa found some of the issues being discussed in the training and awareness session too technical, thus not fully understanding the session. What does this indicate?

- A. Lisa did not take actions to acquire the necessary competence
- B. The effectiveness of the training and awareness session was not evaluated
- **C. Skyver did not determine differing team needs in accordance to the activities they perform and the intended results**

Based on the last paragraph of scenario 6, which principles of an effective communication strategy did Colin NOT follow?

- A. Transparency and credibility
- B. Credibility and responsiveness
- **C. Appropriateness and clarity**

How should Colin have handled the situation with Lisa?

- A. Extend the duration of the training and awareness session in order to be able to achieve better results
- B. Promise Lisa that future training and awareness sessions will be easily understandable
- **C. Deliver training and awareness sessions for employees with the same level of competence needs based on the activities they perform within the company**

Based on scenario 6. when should Colin deliver the next training and awareness session?

- A. After he ensures that the group of employees targeted have satisfied the organization's needs
- **B. After he conducts a competence needs analysis and records the competence related issues**
- C. After he determines the employees' availability and motivation

QUESTION NO: 65

According to scenario 6. Alex used terminology and concepts that were not understood by participants. Which principle of effective communication strategy did Alex NOT follow?

- A. Credibility
- **B. Appropriateness**
- C. Transparency

QUESTION NO: 3

Scenario 2: Beauty is a cosmetics company that has recently switched to an e-commerce model, leaving the traditional retail. The top management has decided to build their own custom platform in-house and outsource the payment process to an external provider operating online payments systems that support online money transfers.

Due to this transformation of the business model, a number of security controls were implemented based on the identified threats and vulnerabilities associated to critical assets. To protect customers' information.

Beauty's employees had to sign a confidentiality agreement. In addition, the company reviewed all user access rights so that only authorized personnel can have access to sensitive files and drafted a new segregation of duties chart.

However, the transition was difficult for the IT team, who had to deal with a security incident not long after transitioning to the e-commerce model. After investigating the incident, the team concluded that due to the out-of-date anti-malware software, an attacker gained access to their files and exposed customers' information, including their names and home addresses.

The IT team decided to stop using the old anti-malware software and install a new one which would automatically remove malicious code in case of similar incidents. The new software was installed in every workstation within the company. After installing the new software, the team updated it with the latest malware definitions and enabled the automatic update feature to keep it up to date at all times. Additionally, they established an authentication process that requires a user identification and password when accessing sensitive information. In addition, Beauty conducted a number of information security awareness sessions for the IT team and other employees that have access to confidential information in order to raise awareness on the importance of system and network security.

Which statement below suggests that Beauty has implemented a managerial control that helps avoid the occurrence of incidents? Refer to scenario 2.

- A. Beauty's employees signed a confidentiality agreement
- **B. Beauty conducted a number of information security awareness sessions for the IT team and other employees that have access to confidential information**
- C. Beauty updated the segregation of duties chart

According to scenario 2, Solena decided to issue a press release in which its representatives denied the attack.

What does this situation present?

- A. Lack of availability toward their users
- **B. Lack of transparency toward their users**
- C. Lack of communication strategies

QUESTION NO: 9

Based on scenario 2, which principle of information security was NOT compromised by the attack?

- A. Confidentiality
- B. Availability
- **C. integrity**

After investigating the incident, Beauty decided to install a new anti-malware software. What type of security control has been implemented in this case?

- A. Preventive
- B. Detective
- **C. Corrective**

According to scenario 2, Beauty has reviewed all user access rights. What type of control is this?

- **A. Detective and administrative**
- B. Corrective and managerial
- C. Legal and technical

QUESTION NO: 4

Scenario 3: Socket Inc is a telecommunications company offering mainly wireless products and services. It uses MongoDB, a document model database that offers high availability, scalability, and flexibility.

Last month, Socket Inc. reported an information security incident. A group of hackers compromised its MongoDB database, because the database administrators did not change its default settings, leaving it without a password and publicly accessible.

Fortunately, Socket Inc. performed regular information backups in their MongoDB database, so no information was lost during the incident. In addition, a syslog server allowed Socket Inc. to centralize all logs in one server.

The company found out that no persistent backdoor was placed and that the attack was not initiated from an employee inside the company by reviewing the event logs that record user faults and exceptions.

To prevent similar incidents in the future, Socket Inc. decided to use an access control system that grants access to authorized personnel only. The company also implemented a control in order to define and implement rules for the effective use of cryptography, including cryptographic key

management, to protect the database from unauthorized access. The implementation was based on all relevant agreements, legislation, and regulations, and the information classification scheme. To improve security and reduce the administrative efforts, network segregation using VPNs was proposed. Lastly, Socket Inc. implemented a new system to maintain, collect, and analyze information related to information security threats, and integrate information security into project management.

Socket Inc. has implemented a control for the effective use of cryptography and cryptographic key management.

Is this compliant with ISO/IEC 27001? Refer to scenario 3.

- A. No, the control should be implemented only for defining rules for cryptographic key management
- **B. Yes, the control for the effective use of the cryptography can include cryptographic key management**
- C. No, because the standard provides a separate control for cryptographic key management

QUESTION NO: 17

What is the most important asset to Socket Inc. associated with the use of cloud storage? Refer to scenario 5.

- A. Employees with access to cloud storage files
- B. IT provided network drives
- **C. Customers' personal data**

Can Socket Inc. find out that no persistent backdoor was placed and that the attack was initiated from an employee inside the company by reviewing event logs that record user faults and exceptions? Refer to scenario 3.

- A. Yes. Socket Inc. can find out that no persistent backdoor was placed by only reviewing user faults and exceptions logs
- **B. No, Socket Inc should also have reviewed event logs that record user activities**
- C. No, Socket Inc. should have reviewed all the logs on the syslog server

Based on scenario 3. which information security control of Annex A of ISO/IEC 27001 did Socket Inc. implement by establishing a new system to maintain, collect, and analyze information related to information security threats?

- A. Annex A 5.5 Contact with authorities
- **B. Annex A 5.7 Threat Intelligence**
- C. Annex A 5.13 Labeling of information

QUESTION NO: 10

Scenario 10: NetworkFuse develops, manufactures, and sells network hardware. The company has had an operational information security management system (ISMS) based on ISO/IEC 27001 requirements and a quality management system (QMS) based on ISO 9001 for approximately two years. Recently, it has applied for a combined certification audit in order to obtain certification against ISO/IEC 27001 and ISO 9001.

After selecting the certification body, NetworkFuse prepared the employees for the audit. The company decided to not conduct a self-evaluation before the audit since, according to the top management, it was not necessary. In addition, it ensured the availability of documented information, including internal audit reports and management reviews, technologies in place, and the general operations of the ISMS and the QMS. However, the company requested from the certification body that the documentation could not be carried off-site. However, the audit was not performed within the scheduled days because NetworkFuse rejected the audit team leader assigned and requested their replacement. The company asserted that the same audit team leader issued a recommendation for certification to its main competitor, which, for the company's top management, was a potential conflict of interest. The request was not accepted by the certification body.

The certification body rejected NetworkFuse's request to change the audit team leader. Is this acceptable? Refer to scenario 10.

- A. No, because an auditee cannot request the rejection of an audit team member
- **B. Yes, because NetworkFuse did not give a valid reason to support their claims**
- C. No, auditee's requests for the replacement of auditors must be accepted

NetworkFuse did not conduct a self-evaluation of the ISMS before the audit. Is this compliant to ISO/EC 27001?

- A. No, the auditee must review the requirements of clauses 4 to 10 before the conduct of a certification audit
- B. Yes, the standard indicates that the auditee shall rely only on internal audit and management review reports to prepare for the certification audit
- **C. Yes, the standard does not require to conduct a self-evaluation before the audit but it is a good practice to follow**

QUESTION NO: 13

Scenario 1: HealthGenic is a pediatric clinic that monitors the health and growth of individuals from infancy to early adulthood using a web-based medical software. The software is also used to schedule appointments, create customized medical reports, store patients' data and medical history, and communicate with all the [involved parties, including parents, other physicians, and the medical laboratory staff.

Last month, HealthGenic experienced a number of service interruptions due to the increased number of users accessing the software. Another issue the company faced while using the software was the complicated user interface, which the untrained personnel found challenging to use.

The top management of HealthGenic immediately informed the company that had developed the software about the issue. The software company fixed the issue; however, in the process of doing so, it modified some files that comprised sensitive information related to HealthGenic's patients. The modifications that were made resulted in incomplete and incorrect medical reports and, more importantly, invaded the patients' privacy.

Based on the scenario above, answer the following question:

Which of the following indicates that the confidentiality of information was compromised?

- A. Service interruptions due to the increased number of users
- **B. Invasion of patients' privacy**
- C. Modification of patients' medical reports

Based on scenario 1, what is a potential impact of the loss of integrity of information in HealthGenic?

- A. Disruption of operations and performance degradation
- **B. Incomplete and incorrect medical reports**
- C. Service interruptions and complicated user interface

Intrinsic vulnerabilities, such as the _____ are related to the characteristics of the asset. Refer to scenario 1.

- A. Software malfunction
- B. Service interruptions
- **C. Complicated user interface**

In scenario 1, HealthGenic experienced a number of service interruptions due to the loss of functionality of the software. Which principle of information security has been affected in this case?

- **A. Availability**
- B. Confidentiality
- C. Integrity

QUESTION NO: 44

Scenario 8: SunDee is an American biopharmaceutical company, headquartered in California, the US. It specializes in developing novel human therapeutics, with a focus on cardiovascular diseases, oncology, bone health, and inflammation. The company has had an information security management system (ISMS) based on ISO/IEC 27001 in place for the past two years. However, it has not monitored or measured the performance and effectiveness of its ISMS and conducted management reviews regularly. Just before the recertification audit, the company decided to conduct an internal audit. It also asked most of their staff to compile the written individual reports of the past two years for their departments. This left the Production Department with less than the optimum workforce, which decreased the company's stock.

Tessa was SunDee's internal auditor. With multiple reports written by 50 different employees, the internal audit process took much longer than planned, was very inconsistent, and had no qualitative measures whatsoever. Tessa concluded that SunDee must evaluate the performance of the ISMS adequately. She defined SunDee's negligence of ISMS performance evaluation as a major nonconformity, so she wrote a nonconformity report including the description of the nonconformity, the audit findings, and recommendations. Additionally, Tessa created a new plan which would enable SunDee to resolve these issues and presented it to the top management.

Based on scenario 8, does SunDee comply with ISO/IEC 27001 requirements regarding the monitoring and measurement process?

- A. Yes, because the standard does not indicate when the monitoring and measurement phase should be performed
- B. Yes, because the standard requires that the monitoring and measurement phase be conducted every two years
- **C. No, because even though the standard does not imply when such a process should be performed, the company must have a monitoring and measurement process in place**

How does SunDee's negligence affect the ISMS certificate? Refer to scenario 8.

- A. SunDee will renew the ISMS certificate, because it has conducted an internal audit to evaluate the ISMS effectiveness
- **B. SunDee might not be able to renew the ISMS certificate, because it has not conducted management reviews at planned intervals**
- C. SunDee might not be able to renew the ISMS certificate, because the internal audit lasted longer than planned

According to scenario 8, Tessa created a plan for ISMS monitoring and measurement and presented it to the top management. Is this acceptable?

- A. No, Tessa should only communicate the issues found to the top management
- **B. Yes, Tessa can advise the top management on improving the company's functions**
- C. No, Tessa must implement all the improvements needed for issues found during the audit

QUESTION NO: 47

Scenario 5: Operaze is a small software development company that develops applications for various companies around the world. Recently, the company conducted a risk assessment to assess the information security risks that could arise from operating in a digital landscape. Using different testing methods, including penetration testing and code review, the company identified some issues in its ICT systems, including improper user permissions, misconfigured security settings, and insecure network configurations. To resolve these issues and enhance information security, Operaze decided to implement an information security management system (ISMS) based on ISO/IEC 27001.

Considering that Operaze is a small company, the entire IT team was involved in the ISMS implementation project.

Initially, the company analyzed the business requirements and the internal and external environment, identified its key processes and activities, and identified and analyzed the interested parties. In addition, the top management of Operaze decided to include most of the company's departments within the ISMS scope. The defined scope included the organizational and physical boundaries. The IT team drafted an information security policy and communicated it to all relevant interested parties. In addition, other specific policies were developed to elaborate on security issues.

and the roles and responsibilities were assigned to all interested parties. Following that, the HR manager claimed that the paperwork created by ISMS does not justify its value and the implementation of the ISMS should be canceled. However, the top management determined that this claim was invalid and organized an awareness session to explain the benefits of the ISMS to all interested parties.

Operaze decided to migrate its physical servers to their virtual servers on third-party infrastructure. The new cloud computing solution brought additional changes to the company. Operaze's top management, on the other hand, aimed to not only implement an effective ISMS but also ensure the smooth running of the ISMS operations.

In this situation, Operaze's top management concluded that the services of external experts were required to implement their information security strategies. The IT team, on the other hand, decided to initiate a change in the ISMS scope and implemented the required modifications to the processes of the company.

What is the next step that Operaze's ISMS implementation team should take after drafting the information security policy? Refer to scenario 5.

- A. Implement the information security policy
- **B. Obtain top management's approval for the information security policy**
- C. Communicate the information security policy to all employees

Based on scenario 5. after migrating to cloud. Operaze's IT team changed the ISMS scope and implemented all the required modifications. Is this acceptable?

- A. Yes, because the ISMS scope should be changed when there are changes to the external environment
- B. No, because the company has already defined the ISMS scope
- **C. No, because any change in ISMS scope should be accepted by the management**

Based on the scenario above, answer the following question:

What led Operaze to implement the ISMS?

- **A. Identification of vulnerabilities**
- Identification of threats
- Identification of assets

Scenario 9: OpenTech provides IT and communications services. It helps data communication enterprises and network operators become multi-service providers. During an internal audit, its internal auditor, Tim, has identified nonconformities related to the monitoring procedures. He identified and evaluated several systems in vulnerabilities.

Tim found out that user IDs for systems and services that process sensitive information have been reused and the access control policy has not been followed. After analyzing the root causes of this nonconformity, the ISMS project manager developed a list of possible actions to resolve the nonconformity. Then, the ISMS project manager analyzed the list and selected the activities that would allow the elimination of the root cause and the prevention of a similar situation in the future. These activities were included in an action plan. The action plan, approved by the top management, was written as follows:

A new version of the access control policy will be established and new restrictions will be created to ensure that network access is effectively managed and monitored by the Information and Communication Technology (ICT) Department. The approved action plan was implemented, and all actions described in the plan were documented.

Based on scenario 9. is the action plan for the identified nonconformities sufficient to eliminate the detected nonconformities?

- A. Yes, because a separate action plan has been created for the identified nonconformity
- **B. No, because the action plan does not include a timeframe for implementation**
- C. No, because the action plan does not address the root cause of the identified nonconformity

Based on scenario 9. did the ISMS project manager complete the corrective action process appropriately?

- A. No, the corrective action did not address the root cause of the nonconformity

- B. Yes, the corrective action process should include the identification of the nonconformity, situation analysis, and implementation of corrective actions
- **C. No, the corrective action process should also include the review of the implementation of the selected actions**

Based on this scenario, answer the following question:

OpenTech has decided to establish a new version of its access control policy. What should the company do when such changes occur?

- **A. Identify the change factors to be monitored**
- B. Update the information security objectives
- C. Include the changes in the scope

QUESTION NO: 32

What risk treatment option has Company A implemented if it has required from its employees the change of email passwords at least once every 60 days?

- **A. Risk modification**
- B. Risk avoidance
- C. Risk retention

QUESTION NO: 33

The IT Department of a financial institution decided to implement preventive controls to avoid potential security breaches. Therefore, they separated the development, testing, and operating equipment, secured their offices, and used cryptographic keys. However, they are seeking further measures to enhance their security and minimize the risk of security breaches. Which of the following controls would help the IT Department achieve this objective?

- A. Alarms to detect risks related to heat, smoke, fire, or water
- B. Change all passwords of all systems
- **C. An access control software to restrict access to sensitive files**

QUESTION NO: 34

Which approach should organizations use to implement an ISMS based on ISO/IEC 27001?

- **A. An approach that is suitable for organization's scope**
- B. Any approach that enables the ISMS implementation within the 12month period
- C. Only the approach provided by the standard

QUESTION NO: 35

An organization has established a policy that provides the personnel with the information required to effectively deploy encryption solutions in order to protect organizational confidential data. What type of policy is this?

- A. High-level topic-specific policy
- B. High-level general policy
- **C. Topic-specific policy**

QUESTION NO: 36

Once they made sure that the attackers do not have access in their system, the security administrators decided to proceed with the forensic analysis. They concluded that their access security system was not designed for threat detection, including the detection of malicious files which could be the cause of possible future attacks.

Based on these findings. Texas HSH inc, decided to modify its access security system to avoid future incidents and integrate an incident management policy in their Information security policy that could serve as guidance for employees on how to respond to similar incidents.

Based on the scenario above, answer the following question:

Texas M&H Inc. decided to integrate the incident management policy to the existent information security policy. How do you define this situation?

- A. Acceptable, but only if the incident management policy addresses environmental, or health and safety issues

- **B. Acceptable, the incident management policy may be integrated into the overall information security policy of the organization**
- C. Unacceptable, the incident management policy should be drafted as a separate document in order to be clear and effective

QUESTION NO: 43

Based on scenario 7. what else should Texas H&H Inc. do when responding to the incident?

- **A. Record and document the incident which serves as input for future corrective actions**
- B. Communicate the updated Information security policy only to the top management of the company
- C. Decide to stop using cloud services in order to eliminate the risk of similar incidents happening in the future

QUESTION NO: 46

Texas H&H Inc. decided to assign an internal expert for their forensic analysis. Is this acceptable?

Refer to scenario 7.

- **A. Yes. forensic analysis can be done by either an internal or external expert**
- B. No. the company's forensic analysis should be based on the conclusion of its cloud storage provider investigation
- C. Yes. hiring an external expert for forensic analysis is a requirement of the standard

QUESTION NO: 39

"The ISMS covers all departments within Company XYZ that have access to customers' data. The purpose of the ISMS is to ensure the confidentiality, integrity, and availability of customers' data, and ensure compliance with the applicable regulatory requirements regarding information security." What does this statement describe?

- A. The information systems boundary of the ISMS scope
- **B. The organizational boundaries of the ISMS scope**
- C. The physical boundary of the ISMS scope

QUESTION NO: 42

An organization wants to enable the correlation and analysis of security-related events and other recorded data and to support investigations into information security incidents. Which control should it implement:

- A. Use of privileged utility programs
- **B. Clock synchronization**
- C. Installation of software on operational systems

QUESTION NO: 49

Company X restricted the access of the internal auditor of some of its documentation taking into account its confidentiality. Is this acceptable?

- A. Yes. confidential information should not be increased by internal auditors
- **B. No. restricting the internal auditor's access to offices and documentation can negatively affect the internal audit process**
- C. Yes. it is up to the company to determine what an internal auditor can access

QUESTION NO: 51

Following a reported event, an Information security event ticket has been completed and its priority has been assigned. Then, the event has been evaluated to determine if it is an information security incident, which phase of the incident management has been completed?

- A. Detection and reporting
- B. Initial assessment and decision
- **C. Evaluation and confirmation**

QUESTION NO: 54

Kyte, a company that has an online shopping website, has added a Q&A section to its website; however, its Customer Service Department almost never provides answers to users' questions. Which principle of an effective communication strategy has Kyte not followed?

- A. Clarity
- B. Appropriateness
- **C. Responsiveness**

QUESTION NO: 55

Which of the following is NOT part of the steps required by ISO/IEC 27001 that an organization must take when a nonconformity is detected?

- A. React to the nonconformity, take action to control and correct it, and deal with its consequences
- B. Evaluate the need for action to eliminate the causes of the nonconformity so that it does not recur or occur elsewhere
- **C. Communicate the details of the nonconformity to every employee of the organization and suspend the employee that caused the nonconformity**

QUESTION NO: 56

An organization documented each security control that it implemented by describing their functions in detail. Is this compliant with ISO/IEC 27001?

- A. No, the standard requires to document only the operation of processes and controls, so no description of each security control is needed
- B. No, because the documented information should have a strict format, including the date, version number and author identification
- **C. Yes, but documenting each security control and not the process in general will make it difficult to review the documented information**

QUESTION NO: 58

Based on scenario 10, did invalid Electric provide a valid reason for requesting the replacement of the audit team leader?

- **A. Yes, because the auditee can request to replace an auditor that has worked for one of its major competitors**
- B. No, because Issuing a recommendation for certification to a main competitor is not a conflict of interest situation
- C. No, because the auditee can request the replacement of an auditor only if the auditor has worked for the auditee

QUESTION NO: 60

Financex, a well-known financial institution, uses an online banking platform that enables clients to easily and securely access their bank accounts. To log in, clients are required to enter the one-time authorization code sent to their smartphone. What can be concluded from this scenario?

- **A. Financex has implemented a security control that ensures the confidentiality of information**
- B. FinanceX has implemented an integrity control that avoids the involuntary corruption of data
- C. FinanceX has incorrectly implemented a security control that could become a vulnerability

QUESTION NO: 62

An organization has justified the exclusion of control 5.18

Access rights of ISO/IEC 27001 in the Statement of Applicability (SoA) as follows: "An access control reader is already installed at the main entrance of the building." Which statement is correct?

- A. The justification for the exclusion of a control is not required to be included in the SoA
- **B. The justification is not acceptable, because it does not reflect the purpose of control 5.18**
- C. The justification is not acceptable because it does not indicate that it has been selected based on the risk assessment results

QUESTION NO: 64

A company decided to use an algorithm that analyzes various attributes of customer behavior, such as browsing patterns and demographics, and groups customers based on their similar characteristics. This way, the company will be able to identify frequent buyers and trend-followers, among others. What type of machine learning is the company using?

- A. Decision tree machine learning
- B. Supervised machine learning
- **C. Unsupervised machine learning**

QUESTION NO: 70

Org Y, a well-known bank, uses an online banking platform that enables clients to easily and securely access their bank accounts. To log in, clients are required to enter the one-time authorization code sent to their smartphone. What can be concluded from this scenario?

- **A. Org Y has implemented a security control that ensures the confidentiality of information**
- B. Org Y has implemented an integrity control that avoids the involuntary corruption of data
- C. Org Y has incorrectly implemented a security control that could become a vulnerability

QUESTION NO: 71

The purpose of control 5.9 inventory of Information and other associated assets of ISO/IEC 27001 is to identify organization's information and other associated assets in order to preserve their information security and assign ownership. Which of the following actions does NOT fulfill this purpose?

- A. Conducting regular reviews of identified information and other associated assets
- B. Assigning the responsibility for appropriately classifying and protecting information and other associated assets to the asset owners
- **C. Establishing rules to control physical and logical access to Information and other associated assets**

QUESTION NO: 72

Diana works as a customer service representative for a large e-commerce company. One day, she accidentally modified the order details of a customer without their permission. Due to this error, the customer received an incorrect product. Which information security principle was breached in this case?

- A. Availability
- B. Confidentiality
- **C. Integrity**

QUESTION NO: 73

Which security controls must be implemented to comply with ISO/IEC 27001?

- A. Those designed by the organization only
- **B. Those included in the risk treatment plan**
- C. Those listed in Annex A of ISO/IEC 27001, without any exception

QUESTION NO: 74

Which tool is used to identify, analyze, and manage interested parties?

- A. The probability/impact matrix
- **B. The power/interest matrix**
- C. The likelihood/severity matrix

QUESTION NO: 75

If an organization wants to monitor operations in real time and notify users about deviations, which type of dashboard should be used?

- **A. Operational dashboard**
- B. Tactical dashboard
- C. Strategic dashboard

QUESTION NO: 8

According to scenario 9, TroNicon SPEC aimed to eliminate the causes of adverse events By focusing on:

- A. Detecting information security incidents rather than correcting them
- B. Correcting information security Incidents rather than preventing them
- **C. Preventing information security incidents rather than correcting them**

QUESTION NO: 20

Based on scenario 9. the top management decided to accept the risk related to a nonconformity to control 5.17 Authentication information is this acceptable?

- A. Acceptable, as the company properly informed the internal audit that they decided to accept the risk
- **B. Unacceptable, the company should have provided justification for accepting the risks and documented it**
- C. Acceptable, the company analyzed the implementation costs and accepted the risk

QUESTION NO: 38

Employees of the Finance Department did not fully understand the awareness sessions. What should Trade B do to avoid similar situations in the future? Refer to scenario 6.

- **A. Adjust awareness sessions to the target audience based on the activities they perform within the company**
- B. Consider self-studies as the type of activities needed to address the competence gaps
- C. Extend the duration of the training and awareness session

QUESTION NO: 23

What action should UX Software take to mitigate residual risks? Refer to scenario 4.

- A. UX Software should accept the residual risks only above the acceptance level
- B. UX Software should immediately implement new controls to treat all residual risks
- **C. UX Software should evaluate, calculate, and document the value of risk reduction following risk treatment**

QUESTION NO: 12

Which option below should be addressed in an information security policy?

- A. Actions to be performed after an information security incident
- **B. Legal and regulatory obligations imposed upon the organization**
- C. The complexity of information security processes and their interactions

QUESTION NO: 15

Who should be involved, among others, in the draft, review, and validation of information security procedures?

- A. An external expert
- **B. The information security committee**
- C. The employees in charge of ISMS operation

QUESTION NO: 16

What risk treatment option has Company A Implemented If it has decided not to collect information from users so that It is not necessary to implement information security controls?

- A. Risk modification
- **B. Risk avoidance**
- C. Risk retention

QUESTION NO: 18

The incident management process of an organization enables them to prepare for and respond to information security incidents. In addition, the organization has procedures in place for assessing information security events. According to ISO/IEC 27001, what else must an incident management process include?

- **A. Processes for using knowledge gained from information security incidents**
- B. Establishment of two information security incident response teams
- C. Processes for handling information security incidents of suppliers as defined in their agreements

QUESTION NO: 21

An organization documented each security control that it implemented by describing their functions in detail. Is this compliant with ISO/IEC 27001?

- A. No, because the documented information should have a strict format, including the date, version number and author identification
- B. No, the standard requires to document only the operation of processes and controls, so no description of each security control is needed
- **C. Yes, but documenting each security control and not the process in general will make it difficult to review the documented information**

QUESTION NO: 24

Which statement is an example of risk retention?

- **A. An organization has decided to release the software even though some minor bugs have not been fixed yet**
- B. An organization has implemented a data loss protection software
- C. An organization terminates work in the construction site during a severe storm

QUESTION NO: 26

Why is the power/interest matrix used for?

- **A. Determine and manage interested parties**
- B. identify business requirements
- C. Define the information security and physical boundaries

QUESTION NO: 27

What is the main purpose of Annex A 7.1 Physical security perimeters of ISO/IEC 27001?

- **A. To prevent unauthorized physical access, damage, and interference to the organization's information and other associated assets**
- B. To maintain the confidentiality of information that is accessible by personnel or external parties
- C. To ensure access to information and other associated assets is defined and authorized

QUESTION NO: 28

Which of the following statements regarding information security risk is NOT correct?

- A. Information security risk is associated with the potential that the vulnerabilities of an information asset may be exploited by threats
- **B. Information security risk cannot be accepted without being treated or during the process of risk treatment**

C. Information security risk can be expressed as the effect of uncertainty on information security objectives

An employee of the organization accidentally deleted customers' data stored in the database. What is the impact of this action?

- A. Information is modified in transit
- **B. Information is not accessible when required**
- C. Information is not available to only authorized users

Responsibilities for information security in projects should be defined and allocated to:

- **A. specified roles defined in the used project management method of the organization**
- B. the owner of the involved asset
- C. the project manager
- D. the InfoSec officer

Companies use 27002 for compliance for which of the following reasons:

- A. Explicit requirements for all regulations
- **B. A structured program that helps with security and compliance**
- C. Compliance with ISO 27002 is sufficient to comply with all regulations

Internal Audit Program: arrangements for a set of one or more audits planned at a specific time frame and direct toward specific purpose,