

1. Which of the following is an essential part of incident escalation?

1 / 1 point

- ☒ Communicate a potential security incident to a more experienced team member
- ☐ Make reactive decisions
- ☐ Maintain data logs that detail previous security events
- ☐ Create a visual dashboard that details a solution to the security problem

✓ Correct

2. What does attention to detail and following an organization’s security event notification process help you with?

1 / 1 point

- ☐ Security data forensics
- ☐ Log monitoring
- ☐ Vulnerability scanning
- ☒ Incident escalation

✓ Correct

3. Fill in the blank: Entry-level analysts might need to escalate various incident types, including ____.

1 / 1 point

- ☐ noncompliance of tax laws
- ☒ improper usage
- ☐ missing software
- ☐ mismanagement of funds

✓ Correct

4. Which incident type involves an employee violating an organization’s acceptable use policy?

1 / 1 point

- ☒ Improper usage
- ☐ Unauthorized access
- ☐ Malware infection
- ☐ Phishing

✓ Correct

5. Which of the following security incidents can have the most damaging impact to an organization?

1 / 1 point

- ☐ The guest Wi-Fi network for a company is hacked
- ☐ A company’s social media account is compromised
- ☒ A system containing customer PII is compromised
- ☐ An employee forgets their password and logs too many failed login attempts

✓ Correct

6. What is a potential negative consequence of *not* properly escalating a small security incident? Select two answers. 1 / 1 point

☒ The company can suffer a loss in reputation.

☒ Correct

☐ The company's antivirus software can be uninstalled.

☒ The company can suffer a financial loss.

☒ Correct

☐ The company's employee retention percentage can decrease drastically.

7. Fill in the blank: An escalation policy is a set of actions that outlines _____. 1 / 1 point

- ☐ how to escalate customer service complaints
- ☐ how to manage the security stakeholders of an organization
- ☒ how to handle a security incident alert
- ☐ how to defend an organization's data and assets

☒ Correct

8. Fill in the blank: _____ is important when following a company's escalation policy to ensure you follow the policy correctly. 1 / 1 point

- ☐ Delegating tasks
- ☐ Working remotely
- ☒ Attention to detail
- ☐ Reading quickly

☒ Correct

9. Fill in the blank: An entry-level analyst helps the security team make sure the _____ person on the team is alerted when incidents occur. 1 / 1 point

- ☐ technical
- ☐ available
- ☒ correct
- ☐ most senior-level

☒ Correct

10. Which of the following security incidents is likely to have the most negative impact on an organization? 1 / 1 point

- ☒ Unauthorized access to a manufacturing application
- ☐ An employee sends an email to the wrong colleague
- ☐ An employee's account flagged for multiple login attempts
- ☐ An employee having a phone conversation about a work project in the breakroom

☒ Correct