

2017 SERVICE ORGANIZATIONS OVERVIEW FOR KNOWLEDGE COACH USERS

PURPOSE

The *2017 Knowledge-Based Examination of Service Organizations* is the first version of this title. The Examination of Service Organizations was broken apart from the Non-Traditional Engagements Examination Title for 2017. This document is published for the purpose of communicating, to users of the toolset, updates and enhancements included in the current version. Since this is the first version of this title documented below will be the current literature, standards, and developments that is reflected within the *2017 Knowledge-Based Examination of Service Organizations*. This document is not, and should not be used as an audit program to update the audit documentation of an engagement started in a previous version of this product.

The *2017 Knowledge-Based Examination of Service Organizations* is designed to help the practitioner efficiently and effectively conduct examination engagements of service organizations in accordance with applicable standards issued by the American Institute of Certified Public Accountants (AICPA). The knowledge-based methodology for service organization engagements is a risk-based methodology for conducting examination engagements of service organizations. It emphasizes using knowledge of the entity, subject matter, and criteria to make the risk assessments and recommendations in connection with an engagement. The more accurately a practitioner assesses risks of material misstatement or deviation, the more assurance the practitioner has that the procedures performed in response to the risk assessments will detect material misstatements or deviations.

This document is published for the purpose of communicating, to users of the toolset, updates and enhancements included in the current version. This document is not, and should not be used as an audit program to update the audit documentation of an engagement started in a previous version of this product.

WORKPAPER UPDATES AND ROLL FORWARD NOTES

Knowledge-Based Audit Documents (KBAs)

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward and Update Content Considerations
KBA-101 Overall Audit Strategy					
Modify	All “Control Deficiency” finding types noted in the finding tables throughout the workpapers in this title will flow to KBA-101. KBA-103 was not included in this title since the evaluation of control deficiencies are not required by accounting standards in an Examination of Service Organizations engagement.	Table, other than procedures	N		
Modify	Instructional and header changes to include “or control deficiency” since these will now flow from other workpapers findings table.	Table, other than procedures	N		
KBA-200 Entity Information and Background					
Modify	Additional steps added for documentation purposes.	Procedures	N		

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward and Update Content Considerations
KBA-201 Client/Engagement Acceptance and Continuance Form: Complex Entities					
New	New TQ, "Is this engagement to perform an agreed-upon procedures engagement?" that will show/hide multiple steps regarding Agreed Upon Procedures engagements,	Procedures	N		
New	Many new procedures and practice alerts based on updated accounting standards	Procedures	Y	AT-C 105 ET 1.295	
KBA-902 Attestation Engagement Documentation Checklist					
New	New TQ, "Is this engagement to perform an agreed-upon procedures engagement?" that will show/hide multiple steps regarding Agreed Upon Procedures engagements,	Procedures	N		
New	New procedures	Procedures	Y	AT-C 105 AT-C 205 AT-C 320	

Attestation Programmes (ATTs)

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
ATT-101 Overall Audit Programme					
Modify	Deleted outdated Practice Alert on proposed SSAE.	Purpose	N		
Modify	Updated references to sample correspondence documents (below step 6), as follows: Establish and document an understanding with the responsible party and/or client regarding the scope and nature of services to be performed, including the following: <ul style="list-style-type: none"> a. The objectives of the engagement; b. The responsible party's and/or client's responsibilities; c. The practitioner's responsibilities; and d. Limitations of the engagement. 	Procedures steps	Y	AT-C 105 and AT-C 205	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	<p><i>COR-210 Engagement Letter: Engagement to Report on Controls at a Service Organization (SOC 1)</i></p> <p><i>COR-211 Engagement Letter: Engagement to Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, or Privacy (SOC 2)</i></p>				
Modify	<p>Updated references to sample correspondence documents (below step 7), as follows:</p> <p>Communicate to management and outside parties the terms of access to engagement documentation granted to outside parties (e.g., regulators and government entities), if any.</p> <p><i>COR-210</i></p> <p><i>COR-211</i></p>	Procedures steps	Y	AT-C 105 and AT-C 205	
Delete	<p>Deleted former step 14:</p> <p>Determine materiality for the engagement.</p> <p><i>KBA-301 Worksheet for Determination of Materiality, Performance Materiality, and Thresholds for Trivial Amounts</i></p> <p>Renumbered subsequent steps accordingly.</p>				
Modify	<p>Updated references to sample correspondence documents (below step 31), as follows:</p> <p>Obtain appropriate written representations, and if applicable, a written assertion.</p> <p><i>COR-911 Representation Letter: Type 1 Engagement to Report on Controls at a Service Organization (SOC 1)</i></p> <p><i>COR-912 Representation Letter: Type 2 Engagement to Report on Controls at a Service Organization (SOC 1)</i></p> <p><i>COR-913 Representation Letter: Type 2 Engagement to Report on Controls at a Service Organization</i></p>	Procedures steps	Y	AT-C 105 and AT-C 205	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	<p><i>(SOC 1) (Inclusive Method Is Used to Present the Subservice Organization)</i></p> <p><i>COR-914 Representation Letter: Subservice Organization in Type 2 Engagement to Report on Controls at a Service Organization (SOC 1)</i></p> <p><i>COR-915 Representation Letter: Type 2 Engagement to Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, and Privacy (SOC 2)</i></p> <p><i>COR-916 Representation Letter: Type 1 Engagement to Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, and Privacy (SOC 2)</i></p>				
Modify	<p>Updated references to sample correspondence documents (below step 32), as follows:</p> <p>Draft an appropriate attestation engagement report.</p> <p><i>RPT-1010 Service Auditor’s Engagement (SOC 1): Unmodified Opinion on a Description of a Service Organization’s System and the Suitability of the Design of Controls (Type 1) through RPT-1070 Service Auditor’s Engagement (SOC 3): Unmodified Opinion on Management’s Assertion Related to a Service Organization’s System and the Suitability of the Design and Operating Effectiveness of Controls Relevant to Security, Availability, Processing Integrity, Confidentiality, and Privacy</i></p>	Procedures steps	Y	AT-C 105 and AT-C 205	
Modify	<p>Added reference to KBA-901 below last step:</p> <p>Release and document the release date of the final attestation report.</p> <p><i>KBA-901</i></p>	Procedures steps	N		
ATT-114 Overall Attestation Program: Examination-Level Engagement to Report on Controls at a Service Organization (SOC1)					
Delete	Deleted outdated Practice Alerts on proposed SSAE.	Purpose	N	N/A	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
Modify	<p>In the “Preliminary Conditions for Performing an Examination to Report on Controls at a Service Organization” section:</p> <p>Modified substep 3.d., which now reads as follows:</p> <p>Preparing and presenting its description and documentation of the service organization’s system, including the completeness, accuracy, and method of presentation of the description and assertion;</p> <p><i>RES-011 Service Auditor’s Engagement (SOC 1): Illustrative Management Assertions for a Type 1 Report</i></p> <p><i>RES-012 Service Auditor’s Engagement (SOC 1): Illustrative Management Assertions for a Type 2 Report</i></p> <p><i>RES-013 Service Auditor’s Engagement (SOC 1): Illustrative Management Assertions for a Type 2 Report (Subservice Organization and Carve-Out Method Is Used)</i></p>	Procedure Steps	Y	AT-C 105, AT-C 205, and AT-C 320	
Modify	<p>Modified the second Practice Point below step 3 to read as follows:</p> <p>Practice Point: Although AT-C Section 205, <i>Examination Engagements</i>, indicates that a practitioner may report on either management’s written assertion or directly on the subject matter to which it relates, AT-C Section 320 requires the service auditor to report directly on the subject matter.</p>	Procedure steps	Y	AT-C 205 and AT-C 320	
Add	<p>In the “Other Preliminary Engagement Activities” section:</p> <p>Added new Practice Point; step 5 is as follows:</p> <p>Determine that our firm is independent of the service organization, and when the inclusive method is used, any subservice organization, is unbiased about the subject matter, and can maintain independence in mental attitude and meet other ethics and firm policies.</p> <p>Practice Point: The service auditor does not need to be independent of each user entity.</p> <p><i>AID-201 Nonattest Services Independence Checklist</i></p> <p><i>KBA-201</i></p>	Procedure steps	N	AT-C 105, AT-C 205, and AT-C 320	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
Modify	<p>Moved up as step 8: Determine the necessary level of staffing and supervision to perform the engagement, including the determination of the need for the services of a specialist.</p> <p>Practice Point: Consider preparing a detailed list of information that is needed to perform the engagement, for the client to prepare.</p> <p>Practice Point: Consider preparing a budget for completion of the attestation engagement.</p> <p><i>KBA-201</i></p>	Procedure steps	Y	AT-C 105, AT-C 205, and AT-C 320	
Modify	<p>Modified step 10, which now reads as follows: Communicate to management, those charged with governance, and outside parties as needed, including the terms of access to engagement documentation granted to outside parties (e.g., regulators and government entities), if any.</p> <p><i>COR-210</i></p>	Procedure steps	Y	AT-C 105 and AT-C 205,	
Modify	<p>In the “Engagement Planning and Risk Assessment Procedures” section: Modified and reorganized all the steps below the first step (step 14). The second step in this section (step 15) now reads: Request from management its written assertion and assess whether management used suitable criteria and addressed all of the criteria in:</p> <ol style="list-style-type: none"> a. Preparing its description of the service organization’s system, b. Evaluating whether controls were suitably designed to achieve the control objectives stated in the description, and c. Evaluating whether controls operated effectively throughout the specified period to achieve the control objectives stated in the description of the 	Procedure steps	Y	AT-C 105, AT-C 205, and AT-C 320	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	service organization's system, in the case of a Type 2 report				
Deleted	The following former step from this section was moved up as step 8, as indicated above: (Determine the necessary level of staffing and supervision to perform the engagement, including the determination of the need for the services of a specialist.”)	Procedure steps			
Modify	<p>Step 16 now reads:</p> <p>Determine whether the engagement will involve the use of any work by internal auditors or other responsible party personnel. If the service organization has an internal audit function, part of the service auditor's understanding of the service organization's system should include the following:</p> <ul style="list-style-type: none"> d. The nature of the internal audit function's responsibilities and how the internal audit function fits in the service organization's organizational structure e. The activities performed, or to be performed, by the internal audit function as it relates to the service organization. <p><i>KBA-201</i> <i>AID-601 Considering the Use of the Work of Internal Auditors or Other Responsible Party Personnel</i> <i>AID-602 Testing and Evaluating the Work of Internal Auditors or Other Responsible Party Personnel</i> <i>AID-603 Understanding and Preliminary Assessment of the Entity's Internal Audit Function</i></p>	Procedure steps	Y	AT-C 105, AT-C 205, and AT-C 320	
Modify	<p>Step 17 now reads:</p> <p>Read the reports of the internal audit function, as well as any regulatory examinations, that relate to the services provided to user entities and the scope of the engagement, if any, to obtain an understanding of the nature and extent of the procedures performed and the related findings.</p>	Procedure steps	Y	AT-C 105, AT-C 205, and AT-C 320	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	<p>Practice Point: The findings should be taken into consideration as part of the risk assessment and in determining the nature, timing, and extent of the tests.</p>				
Modify	<p>Step 18 now reads: Determine and evaluate materiality with respect to:</p> <ul style="list-style-type: none"> f. The fair presentation of management’s description of the service organization’s system; g. The suitability of the design of the controls; and h. In the case of a Type2 report, the operating effectiveness of the controls to achieve the related control objectives stated in the description. 	Procedure steps	Y	AT-C 105, AT-C 205, and AT-C 320	
Modify	<p>Step 19 now reads: Obtain an understanding of management’s process for identifying and evaluating the risks that threaten the achievement of the control objectives and assessing the completeness and accuracy of management’s identification of those risks.</p> <p><i>ATT-403 Evaluation of Management’s Description of the Service Organization’s System</i></p>	Procedure steps	Y	AT-C 105, AT-C 205, and AT-C 320	
Modify	<p>Step 20 now reads: Obtain an understanding of the service organization’s system, including controls that are included in the scope of the engagement, including:</p> <ul style="list-style-type: none"> i. Identifying the boundaries of the system and how it interfaces with other systems j. Assessing whether management’s description of the service organization’s system fairly presents the service organization’s system that has been designed and implemented k. Understanding which controls are necessary to achieve the control objectives stated in management’s description of the service organization’s system, whether controls were suitably designed to achieve those control objectives, and, in the case of a Type 2 report, 	Procedure steps	Y	AT-C 320	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	<p>whether controls were operating effectively throughout the specified period to achieve those control objectives.</p> <p>1. When a separate Type 1 or Type 2 report exists for a subservice organization, whether management has identified controls that are necessary, either at the service organization or at user entities, to address relevant complementary user entity controls identified in the carved-out subservice organization’s description of its system.</p>				
Modify	<p>Step 21 now reads:</p> <p>Identify the risks of material misstatement and design and perform procedures to respond to the overall assessed risk of material misstatement.</p> <p><i>KBA-501</i></p>	Procedure steps	Y	AT-C 105, AT-C 205, and AT-C 320	
Modify	<p>Step 22 and substeps now read:</p> <p>Obtain and read management’s description of the service organization’s system and evaluate whether those aspects of the description that are included in the scope of the engagement are presented fairly, in all material respects, based on the criteria in management’s assertion, including whether:</p> <p>m. The control objectives stated in management’s description of the service organization’s system are reasonable in the circumstances;</p> <p>(1) Have the control objectives stated in the description been specified by management of the service organization or by outside parties, such as regulatory authorities, a user group, a professional body, or others?</p> <p>(2) Are the control objectives stated in the description and specified by management complete?</p> <p>(3) Are the control objectives stated in the description and specified by management likely to relate to the types of assertions</p>	Procedure steps	Y	AT-C 320 2	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	<p>commonly embodied in the broad range of user entities' financial statements to which controls at the service organization could reasonably be expected to relate based on our understanding?</p> <ul style="list-style-type: none"> n. Controls identified in management's description of the service organization's system were implemented; o. Complementary user entity controls and complementary subservice organization controls, if any, are adequately described; p. Services performed by a subservice organization, if any, are adequately described, including whether the carve-out method or the inclusive method has been used in relation to them; and q. The description of each control includes: <ul style="list-style-type: none"> (1) Who: The party responsible for performing the control; (2) How: The nature of the activity performed, including sources of information used in performing the control; and (3) When: The frequency with which the control is performed or the timing of its occurrence. r. The description includes other aspects of the service organization's control environment, risk assessment process, information and communication systems, control activities, and monitoring controls that are relevant to meeting the applicable trust services criteria stated in the description; s. The major aspects of the service provided and included in the scope of the engagement could reasonably be expected to be relevant to the common needs of a broad range of user entities; and t. The description is presented at a level of detail that could reasonably be expected to provide a broad range of user entities with sufficient 				

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	information to obtain a sufficient understanding of the service organization’s internal control.				
Modify	Step 23 now reads: Determine through inquiry in combination with other procedures, whether the system has been implemented, including the following: Substeps a. through h. are unchanged.	Procedure steps	Y	AT-C 320	
Modify	Substep 23 j now reads: Other aspects of the service organization’s control environment, risk assessment process, information and communication systems (including the related business processes), control activities, and monitoring controls that are relevant to achieving the control objectives stated in the description of the service organization’s system and to the services provided.	Procedure steps	Y	AT-C 320	
Modify	Step 24 remains unchanged. Step 25 now reads: Determine whether the description is presented at a level of detail that could reasonably be expected to provide a broad range of user auditors with sufficient information to obtain a sufficient understanding of internal control. Steps 26 and 27 are unchanged.	Procedure steps	Y	AT-C 320	
Deleted	Deleted the step indicated below (the remaining steps in this section are unchanged): Deleted: : Determine that the risks that threaten the achievement of the control objectives stated in management’s description have been identified by management.	Procedure steps			
Modify	In the “Performing Further Attest Procedures” section, reorganized steps as follows. The second step (“Evaluate the linkage...”) was moved down as the third step (step 36), which now reads as follows:	Procedure steps	Y	AT-C 105, AT-C 205, and AT-C 320	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	<p>Evaluate the linkage of the controls identified in the description with the identified risks that threaten the achievement of the control objectives.</p> <p>Practice Point: If a control objective is composed of several elements (for example, the authorization, accuracy, completeness, and timeliness of transaction processing), the service auditor would need to link the applicable controls to each of the elements listed in the control objective.</p> <p>ATT-403</p>				
Modify	<p>Step 37 now reads:</p> <p>Evaluate the reliability of the information produced by the service organization, including obtaining evidence about whether the information is:</p> <ul style="list-style-type: none"> u. Accurate v. Complete w. Sufficiently precise and detailed. 	Procedure steps	Y	AT-C 105, AT-C 205, and AT-C 320	
Deleted	<p>Deleted the following step and substeps:</p> <p>Obtain and read management’s description of the service organization’s system and evaluate whether those aspects of the description that are included in the scope of the engagement are presented fairly, including whether:</p> <ul style="list-style-type: none"> a. The description includes only controls that have been implemented; b. The description includes other aspects of the service organization’s control environment, risk assessment process, information and communication systems, control activities, and monitoring controls that are relevant to achieving the control objectives stated in the description; c. Complementary user entity controls, if any, are adequately described; d. Services performed by a subservice organization, if any, are adequately described in sufficient detail to enable user entities and their auditors to assess whether the services provided by a subservice organization are relevant and 	Procedure steps			

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	significant to their internal control over financial reporting;				
Deleted	<p>Deleted the following step and substeps: Evaluate whether the control objectives stated in management’s description are reasonable in the circumstances by considering these questions:</p> <ul style="list-style-type: none"> a. Have the control objectives stated in the description been designated by management of the service organization or by outside parties, such as regulatory authorities, a user group, a professional body, or others? b. Are the control objectives stated in the description and designated by management complete? c. Are the control objectives stated in the description and designated by management likely to relate to the types of assertions commonly embodied in the broad range of user entities’ financial statements to which controls at the service organization could reasonably be expected to relate based on our understanding? 	Procedure steps			
Deleted	Deleted the following step: Read reports of the internal audit function relevant to the control objectives being reported on.	Procedure steps			
Deleted	<p>Deleted the following step and substeps: Determine that the description does not:</p> <ul style="list-style-type: none"> a. State or imply that elements exist when they do not exist. b. State or imply that controls are being performed when they are not being performed. c. Omit or distort relevant system information, (inadvertently or intentionally). d. Contain statements that cannot be objectively evaluated. 	Procedure steps			
Deleted	Deleted the following step and substeps:	Procedure steps			

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	<p>Inquire about changes in the service organization’s controls that were implemented during the period covered by the service auditor’s report to determine:</p> <ul style="list-style-type: none"> a. Whether significant changes are included in the description of the service organization’s system at an appropriate level of detail, including the date the change occurred and how the system differed before and after the change. b. Whether superseded controls that are relevant to the achievement of the control objectives stated in the description can be tested before and after the change c. The effect on the service auditor’s report of any superseded controls that are relevant to the achievement of the control objectives stated in the description that cannot be tested before and after the change. 				
Modify	<p>Under the “Additional Procedures for Type 2 Engagements Only, reorganized the steps, adding new steps 46 and 47 as follows:</p> <p>46. Design tests of the operating effectiveness of controls based on the planned assessed level of control risk, including determining circumstances under which a test result will be considered a deviation.</p> <p><i>KBA-501</i> <i>AID-701 Sampling Worksheet for Tests of Controls</i> <i>AID-702 Designing Tests of Controls</i></p> <p>47. Perform other procedures such as inspection, observation, or reperformance in combination with inquiry to obtain evidence about the following:</p> <ul style="list-style-type: none"> x. How the control was applied; y. The consistency with which the control was applied; and 	Procedure steps	Y	AT-C 320	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	z. By whom or by what means the control was applied.				
Modify	Modified step 48, which now reads: Determine an effective method for selecting the items to be tested to meet the objectives of the procedure and determine the tolerable rate of deviation. <i>AID-701</i> <i>AID-702</i>	Procedure steps	Y	AT-C 320	
Modify	Modified step 51, which now reads: Investigate the nature and cause of any deviations identified, including considering whether the deviations may be the result of intentional acts by service organization personnel and should determine whether: aa. Identified deviations are within the expected rate of deviation and are acceptable. If so, the testing that has been performed provides an appropriate basis for concluding that the control operated effectively throughout the specified period. bb. Additional testing of the control or other controls is necessary to reach a conclusion about whether the controls related to the control objectives stated in management’s description of the service organization’s system operated effectively throughout the specified period. cc. The testing that has been performed provides an appropriate basis for concluding that the control did not operate effectively throughout the specified period.	Procedure steps	Y	AT-C 320	
Modify	Deleted the following steps: Determine whether identified deviations are within the expected rate of deviation and are acceptable. Determine whether additional testing of the control or of compensating controls is necessary to reach a conclusion about whether the controls related to the control objectives stated in the description of the service organization’s	Procedure steps		AT-C 105, AT-C 205, and AT-C 320	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	system operated effectively throughout the specified period.				
Modify	<p>Added new step (56) and Practice Point:</p> <p>Obtain an understanding of changes in the service organization’s system that were implemented during the period covered by the service auditor’s report.</p> <p>Practice Point: If the service auditor believes the changes would be considered significant by user entities and their auditors, the service auditor should determine whether those changes are included in management’s description of the service organization’s system. If such changes are not included in the description, the service auditor should describe the changes in the report and determine the effect on the report. If superseded controls are relevant to the achievement of the control objectives stated in the description, the service auditor should, if possible, test the superseded controls before the change. If the service auditor cannot test superseded controls relevant to the achievement of the control objectives stated in the description, the service auditor should determine the effect on the report.</p>	Procedure steps	Y	AT-C 320	
Modify	<p>Under “For Both Type 1 and Type 2 Engagements, added new step (58) as follows:</p> <p>Inquiry of management whether there has been changes to the service organization’s system, including new or changed controls, system changes, significant changes in processing volume, new personnel or significant changes in key management or personnel, new types of transactions, new products or technologies, or modifications to the service auditor’s opinion in the service auditor’s report for the prior year.</p>	Procedure steps	Y	AT-C 320	
Delete	<p>Deleted the following step:</p> <p>Determine whether any other attest procedures are considered necessary to comply with requirements of other applicable attestation standards, such as those contained in <i>Government Auditing Standards</i>.</p>	Procedure steps			
Modify	<p>Under “Evaluating, Concluding, and Reporting Procedures,” added new step (63) as follows:</p> <p>Inquire as to whether management is aware of any events subsequent to the period covered by management’s</p>	Procedure steps	Y	AT-C 105 and AT-C 205	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	description of the service organization's system up to the date of the service auditor's report that could have a significant effect on the controls at the service organization or on the service auditor's report.				
Modify	<p>Moved up the following step (now step 64) and modified to read as follows:</p> <p>Obtain appropriate written representations from the responsible party.</p> <p><i>COR-911 Representation Letter: Type 1 Engagement to Report on Controls at a Service Organization (SOC 1)</i></p> <p><i>COR-912 Representation Letter: Type 2 Engagement to Report on Controls at a Service Organization (SOC 1)</i></p> <p><i>COR-913 Representation Letter: Type 2 Engagement to Report on Controls at a Service Organization (SOC 1) (Inclusive Method Is Used to Present the Subservice Organization)</i></p>	Procedure steps	Y	AT-C 320	
Modify	<p>Step 67 now reads:</p> <p>If applicable, determine whether management has appropriately communicated matters identified, and if the information has not been so communicated, and management of the service organization refuses to do so, the service auditor should take appropriate action.</p>	Procedure steps	Y	AT-C 105, AT-C 205, and AT-C 320	
Modify	<p>Step 69 now reads:</p> <p>Obtain legal advice about the consequences of different courses of action, when applicable.</p>	Procedure steps	Y	AT-C 105, AT-C 205, and AT-C 320	
Modify	<p>Step 73 now reads:</p> <p>Obtain approval from the practitioner with final responsibility for the engagement (e.g., the engagement partner) for the practitioner's planned response to risks of material misstatement or deviation, including the tailoring of attest programs used to address those risks.</p>	Procedure steps	Y	AT-C 105, AT-C 205, and AT-C 320	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	<i>KBA-901 Engagement Review and Approval Checklist</i>				
ATT-115 Overall Attestation Program: Engagement to Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, or Privacy (SOC2)					
Delete	Deleted outdated Practice Alert.	Purpose			
Modify	<p>In the Preliminary Engagement Activities Section, under the heading “Prerequisite Conditions for Performing an Examination to Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, or Privacy,”, modified substeps in step 3 as follows:</p> <p>3.d. Preparing and presenting its description and documentation of the service organization’s system including the completeness, accuracy, and method of presentation of the description and assertion;</p> <p>3.g. Identifying the risks that threaten meeting the applicable trust services criteria and linking them to the related control;</p>	Procedure steps	Y	AT-C 105 and AT-C 205	
Delete	<p>Deleted former substeps 3.j. and 3.k.: Selecting the criteria to be used and stating them in the assertion. Identifying the risks that threaten the achievement of the criteria and linking them to the related control</p> <p>Deleted Practice Point: Practice Point: Although AT 101 does not require the service auditor to obtain written representations from management in a SOC 2 engagement, if the service auditor requests such representations and management refuses to furnish all written representations that the service auditor deems necessary, the practitioner should consider the effects of such a refusal on the service auditor’s ability to express an opinion on the subject matter. If the service auditor believes that the representation letter is necessary to obtain sufficient evidence to issue a report, management’s refusal to furnish such evidence in the form of written representations constitutes a limitation on the scope of an examination sufficient to modify the opinion and in some cases to withdraw from the engagement.</p>	Procedure steps		AT-C 105 and AT-C 205	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
Add	<p>Added Practice Points:</p> <p>Practice Point: There are some instances where the service auditor is required by law or regulation to accept an engagement to report on controls at a service organization. The requirements here are applicable absent that requirement.</p> <p>Practice Point: Although AT-C Section 205, <i>Examination Engagements</i>, indicates that a practitioner may report on either management’s written assertion or directly on the subject matter to which it relates, AT-C Section 320 requires the service auditor to report directly on the subject matter.</p>	Procedure steps	Y	AT-C 105 and AT-C 205	
Add	<p>Added Practice Point in step 4 under “Other Preliminary Engagement Activities” as follows:</p> <p>Determine that our firm and the engagement team collectively have the appropriate competence and capabilities to perform the engagement and relevant resources to plan and perform the engagement to reduce attestation risk to an appropriately low level.</p> <p>Practice Point: The service auditor does not need to be independent of each user entity.</p> <p><i>KBA-201</i></p>	Procedure steps	Y	AT-C 105 and AT-C 205	
Add	<p>Added step 8 and Practice Points as follows:</p> <p>Determine the necessary level of staffing and supervision to perform the engagement, including the determination of the need for the services of a specialist.</p> <p>Practice Point: Consider preparing a detailed list of information that is needed to perform the engagement, for the client to prepare.</p> <p>Practice Point: Consider preparing a budget for completion of the attestation engagement.</p> <p><i>KBA-201</i></p>	Procedure steps	Y	AT-C 105 and AT-C 205	
Modify	<p>Modified step 10, which now reads as follows:</p> <p>Communicate to management, those charged with governance, and outside parties as needed, including the terms of access to engagement documentation granted to</p>	Procedure steps	Y	AT-C 105 and AT-C 205	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	<p>outside parties (e.g., regulators and government entities), if any.</p> <p><i>COR-211</i></p>				
Modify	<p>Under the Engagement Planning and Risk Assessment Procedures section:</p> <p>Added step (17) and substeps as follows:</p> <p>Request from management its written assertion and assess whether management properly applied the trust services criteria and addressed all of the criteria in:</p> <ul style="list-style-type: none"> dd. Preparing its description of the service organization’s system, ee. Evaluating whether controls were suitably designed to achieve the control objectives stated in the description, and ff. Evaluating whether controls operated effectively throughout the specified period to achieve the control objectives stated in the description of the service organization’s system, in the case of a Type 2 report. 	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	
Modify	<p>Under the Engagement Planning and Risk Assessment Procedures section:</p> <p>Added step (18) and substeps as follows:</p> <ol style="list-style-type: none"> 2. Determine whether the engagement will involve the use of any work by internal auditors or other responsible party personnel. If the service organization has an internal audit function, part of the service auditor’s understanding of the service organization’s system should include the following: <ul style="list-style-type: none"> a. The nature of the internal audit function’s responsibilities and how the internal audit function fits in the service organization’s organizational structure. b. The activities performed, or to be performed, by the internal audit function as it relates to the service organization. 	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	<p><i>KBA-201</i></p> <p><i>AID-601 Considering the Use of the Work of Internal Auditors or Other Responsible Party Personnel</i></p> <p><i>AID-602 Testing and Evaluating the Work of Internal Auditors or Other Responsible Party Personnel</i></p> <p><i>AID-603 Understanding and Preliminary Assessment of the Entity's Internal Audit Function</i></p>				
Modify	<p>Under the Engagement Planning and Risk Assessment Procedures section:</p> <p>Added step (19) and Practice Point as follows:</p> <p>Read the reports of the internal audit function, as well as any regulatory examinations, that relate to the services provided to user entities and the scope of the engagement, if any, to obtain an understanding of the nature and extent of the procedures performed and the related findings.</p> <p>Practice Point: The findings should be taken into consideration as part of the risk assessment and in determining the nature, timing, and extent of the tests.</p>	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	
Deleted	Deleted; Determine tolerable deviation rate for the engagement.	Procedure steps	N		
Modify	<p>Added step (21) as follows:</p> <p>Obtain an understanding of management's process for identifying and evaluating the risks that threaten the achievement of the control objectives and assessing the completeness and accuracy of management's identification of those risks.</p> <p><i>ATT-403 Evaluation of Management's Description of the Service Organization's System</i></p>	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	
Modify	<p>Step 22 and substeps modified; now reads as follows:</p> <p>Obtain an understanding of the service organization's system, including:</p> <p style="padding-left: 20px;">c. Controls that are included in the scope of the engagement;</p>	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	<p>d. Significant vendors whose services affect the service organization’s system including whether management has made an appropriate determination about whether these vendors are subservice organizations.</p> <p>e. Identifying the boundaries of the system and how it interfaces with other systems.</p> <p>f. Assessing whether management’s description of the service organization’s system fairly presents the service organization’s system that has been designed and implemented.</p> <p>g. Understanding which controls are necessary to achieve the control objectives stated in management’s description of the service organization’s system, whether controls were suitably designed to achieve those control objectives, and, in the case of a Type 2 report, whether controls were operating effectively throughout the specified period to achieve those control objectives.</p> <p>h. When a separate Type 1 or Type 2 report exists for a subservice organization, whether management has identified controls that are necessary, either at the service organization or at user entities, to address relevant complementary user entity controls identified in the carved-out subservice organization’s description of its system.</p> <p>Practice Point: For cloud computing service organizations (CCSOs), this understanding should include both how the virtual server was originally provisioned and how the CCSO maintains the virtual server throughout its existence.</p>				
Modify	<p>Step 24 and substeps modified; now reads as follows: Identify the risks of material misstatement and design and perform procedures to respond to the overall assessed risk of material misstatement.</p> <p><i>KBA-501</i></p>	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
Modify	<p>Step 25 and substeps modified; now reads as follows:</p> <p>Obtain and read management’s description of the service organization’s system and evaluate whether those aspects of the description that are included in the scope of the engagement are presented fairly, in all material respects, based on the trust service criteria in management’s assertion, including whether:</p> <ul style="list-style-type: none"> i. The control objectives stated in management’s description of the service organization’s system are reasonable in the circumstances; <ul style="list-style-type: none"> (1) Have the control objectives stated in the description been specified by management of the service organization or by outside parties, such as regulatory authorities, a user group, a professional body, or others? (2) Are the control objectives stated in the description and specified by management complete? (3) Are the control objectives stated in the description and specified by management likely to relate to the types of assertions commonly embodied in the broad range of user entities’ financial statements to which controls at the service organization could reasonably be expected to relate based on our understanding? j. Controls identified in management’s description of the service organization’s system were implemented; k. Complementary user entity controls and complementary subservice organization controls, if any, are adequately described including their importance in meeting the applicable trust services criteria to which they relate; l. Services performed by a subservice organization, if any, are adequately described in sufficient detail to enable user entities and their auditors to assess whether the services provided by a 	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	<p>subservice organization are relevant and significant to the applicable trust services criteria;</p> <p>m. The description of each control includes:</p> <ol style="list-style-type: none"> (1) Who: The party responsible for performing the control; (2) How: The nature of the activity performed, including sources of information used in performing the control; and (3) When: The frequency with which the control is performed or the timing of its occurrence. <p>n. The description includes other aspects of the service organization’s control environment, risk assessment process, information and communication systems, control activities, and monitoring controls that are relevant to meeting the applicable trust services criteria stated in the description;</p> <p>o. The major aspects of the service provided and included in the scope of the engagement could reasonably be expected to be relevant to the common needs of a broad range of user entities; and</p> <p>p. The description is presented at a level of detail that could reasonably be expected to provide a broad range of user entities with sufficient information to obtain a sufficient understanding of the service organization’s internal control.</p> <p>Practice Point: Management’s description should include all of the criteria above even though not all criteria will be applicable in every SOC 2 engagement (for example, the subservice organization criteria would not be applicable to an engagement where the service organization does not use a subservice organization). When there are criteria that are not applicable, management should still include all of the criteria in the description and indicate, either in the description or a note to the description, which criteria, if any, are not applicable and why.</p> <p>Practice Point: If the practitioner determines that certain controls identified in management’s description have not been</p>				

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	implemented, the practitioner should ask management of the service organization to delete those controls from the description.				
Modify	<p>Step 26: the following substeps (formerly a. through c.) deleted:</p> <p>How the system was designed and implemented;</p> <p>The types of services provided;</p> <p>The boundaries or aspects of the system covered by the description;</p> <p>Step 26 through substep b. now reads as follows (rest unmodified):</p> <p>Determine through inquiry in combination with other procedures, whether the system has been implemented, including the following:</p> <ul style="list-style-type: none"> q. The types of services provided; r. The components of the system used to provide the services, which are the following: <ul style="list-style-type: none"> (1) <i>Infrastructure</i>. The physical structures, IT, and other hardware (for example, facilities, computers, equipment, mobile devices, and telecommunications networks) (2) <i>Software</i>. The application programs and IT system software that supports application programs (operating systems, middleware, and utilities). (3) <i>People</i>. The personnel involved in the governance, operation, and use of a system (developers, operators, entity users, vendor personnel, and managers). (4) <i>Processes</i>. The automated and manual procedures, by which services are provided, including, as appropriate, the procedures by which transactions are initiated, authorized, recorded, processed, corrected as necessary, and reported to user entities. 	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	(5) <i>Data</i> . Transaction streams, files, databases, tables, and output used or processed by a system.				
Modify	<p>Under the Performing Further Attest Procedures section, modified step 43 now reads as follows:</p> <p>Evaluate the linkage of the controls identified in the description with the risks management identified that threaten meeting the applicable trust services criteria.</p> <p>Practice Point: If a control objective is composed of several elements (for example, the authorization, accuracy, completeness, and timeliness of transaction processing), the service auditor would need to link the applicable controls to each of the elements listed in the control objective.</p> <p>ATT-403</p>	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	
Modify	<p>Step 44 now reads as follows:</p> <p>Evaluate the reliability of the information produced by the service organization, including obtaining evidence about whether the information is:</p> <ul style="list-style-type: none"> s. Accurate; t. Complete; and u. Sufficiently precise and detailed. 	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	
Delete	<p>Deleted step:</p> <p>Read reports of the internal audit function relevant to the applicable trust services criteria and principle being reported on.</p>	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	
Delete	<p>Deleted step:</p> <p>Determine that the description does not:</p> <ul style="list-style-type: none"> a. State or imply that elements exist when they do not exist. b. State or imply that controls are being performed when they are not being performed. c. Omit or distort relevant system information, (inadvertently or intentionally). 				

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	d. Contain statements that cannot be objectively evaluated.				
Delete	<p>Deleted step:</p> <p>Inquire about changes in the service organization’s controls that were implemented during the period covered by the service auditor’s report to determine:</p> <ul style="list-style-type: none"> a. Whether significant changes are included in the description of the service organization’s system at an appropriate level of detail, including the date the change occurred and how the system differed before and after the change. b. Whether superseded controls that are relevant to meeting the applicable trust services criteria stated in the description can be tested before and after the change. c. The effect on the service auditor’s report of any superseded controls that are relevant to meeting the applicable trust services criteria stated in the description that cannot be tested. <p>Practice Point: The service auditor’s description of the tests of controls and results section of the practitioner’s report should include any superseded controls that the service auditor could not test and the service auditor’s determination of the resulting effect on the service auditor’s report.</p> <ul style="list-style-type: none"> d. Whether changes related to privacy practices are included in the description of the service organization’s system or the service organization’s statement of privacy practices. 				
Modify	<p>Under “Additional Procedures for Type 2 Engagements Only,” added steps (66 and 67) as follows:</p> <p>Design tests of the operating effectiveness of controls based on the planned assessed level of control risk, including determining circumstances under which a test result will be considered a deviation.</p> <p><i>KBA-501</i> <i>AID-701</i> <i>AID-702</i></p>	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	<p>Perform other procedures such as inspection, observation, or reperformance in combination with inquiry to obtain evidence about the following:</p> <ul style="list-style-type: none"> v. How the control was applied; w. The consistency with which the control was applied; and x. By whom or by what means the control was applied. 				
Modify	<p>Modified step 68, which now reads as follows: Determine an effective method for selecting the items to be tested to meet the objectives of the procedure and determine the tolerable rate of deviation.</p> <p><i>AID-701</i> <i>AID-702</i></p>	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	
Modify	<p>Modified step 71 and substeps, which now reads as follows:</p> <p>Investigate the nature and cause of any deviations identified, including considering whether the deviations may be the result of intentional acts by service organization personnel and should determine whether:</p> <ul style="list-style-type: none"> y. Identified deviations are within the expected rate of deviation and are acceptable. If so, the testing that has been performed provides an appropriate basis for concluding that the control operated effectively throughout the specified period. z. Additional testing of the control or other controls is necessary to reach a conclusion about whether the controls related to the control objectives stated in management’s description of the service organization’s system operated effectively throughout the specified period. aa. The testing that has been performed provides an appropriate basis for concluding that the control 	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	did not operate effectively throughout the specified period.				
Delete	Deleted former step 73 (Determine whether identified deviations are within the expected rate of deviation and are acceptable.)	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	
Modify	<p>New step 77 now reads:</p> <p>Obtain an understanding of changes in the service organization’s system that were implemented during the period covered by the service auditor’s report.</p> <p>Practice Point: If the service auditor believes the changes would be considered significant by user entities and their auditors, the service auditor should determine whether those changes are included in management’s description of the service organization’s system. If such changes are not included in the description, the service auditor should describe the changes in the report and determine the effect on the report. If superseded controls are relevant to the achievement of the control objectives stated in the description, the service auditor should, if possible, test the superseded controls before the change. If the service auditor cannot test superseded controls relevant to the achievement of the control objectives stated in the description, the service auditor should determine the effect on the report.</p>	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	
Delete	Deleted former step 77 (Inquire whether management is aware of any events subsequent to the period covered by management’s description of the service organization’s system up to the date of the service auditor’s report that could have a significant effect on the controls at the service organization or on the service auditor’s report.)				
Modify	<p>Under “For Both Type 1 and Type 2 Engagements, new step 79 now reads as follows:</p> <p>Inquiry of management whether there has been changes to the service organization’s system, including new or changed controls, system changes, significant changes in processing volume, new personnel or significant changes in key management or personnel, new types of transactions, new products or technologies, or modifications to the service auditor’s opinion in the service auditor’s report for the prior year.</p>	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
Delete	Deleted former step 81 (Determine whether any other attest procedures are considered necessary to comply with requirements of other applicable attestation standards, such as those contained in <i>Government Auditing Standards</i> .)				
Modify	<p>Under the Evaluating, Concluding, and Reporting section, added new step 85 as follows:</p> <p>Inquire as to whether management is aware of any events subsequent to the period covered by management’s description of the service organization’s system up to the date of the service auditor’s report that could have a significant effect on the controls at the service organization or on the service auditor’s report.</p> <p>Moved up former step 90 as new step 86 as follows: Obtain appropriate written representations from the responsible party.</p> <p><i>COR-915 Representation Letter: Type 2 Engagement to Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, and Privacy (SOC 2)</i></p>	Procedure Steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	
Modify	<p>New step 90 now reads as follows: If applicable, determine whether management has appropriately communicated matters identified, and if the information has not been so communicated, and management of the service organization refuses to do so, the service auditor should take appropriate action.</p>	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	
Modify	<p>New step 95 now reads as follows: Obtain approval from the practitioner with final responsibility for the engagement (e.g., the engagement partner) for the practitioner’s planned response to risks of material misstatement or deviation, including the tailoring of attest programs used to address those risks.</p>	Procedure steps	Y	AT-C 105, AT-C 205, and AAG SOC 2	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	KBA-901 Engagement Review and Approval Checklist				
ATT-401 Understanding Entity-Level Controls					
Delete	Deleted (N/A in this toolset): This form should only be used for attest engagements of complex entities. For noncomplex engagements, the practitioner should complete the <i>ATT-401N Understanding Entity-Level Controls: Noncomplex Entities</i> practice aid.	Purpose	N		
Modify	Added, after the first two paragraphs of the instructions: Obtaining an understanding of entity-level controls is a continuous, dynamic process of gathering, updating, and analyzing information throughout the audit. Identifying significant changes in entity-level controls from previous periods is particularly important in gaining a sufficient understanding of the entity and to identify and assess risks of material misstatement. To highlight significant changes in the current year, the auditor should designate the degree of change from the previous year. A significant change from the previous year may be an indication of a necessary modification to the assessment of risk and design of further audit procedures related to that item. While performing each audit, the auditor should continually update this form to update the knowledge gained in previous years. Entity-level controls vary in nature and level of precision and the extent to which the auditor may rely on them; therefore, the auditor should consider that: <ul style="list-style-type: none"> Some entity-level controls, such as certain control environment controls, have an important, but indirect, effect on the likelihood that a misstatement will be detected or prevented on a timely basis. These controls might affect the other controls the auditor selects for testing and the nature, timing, and extent of procedures the auditor performs on other controls. 	Instructions	N		

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	<ul style="list-style-type: none"> Some entity-level controls monitor the effectiveness of other controls. Such controls might be designed to identify possible breakdowns in lower-level controls, but not at a level of precision that would, by themselves, sufficiently address the assessed risk that misstatements to a relevant assertion will be prevented or detected on a timely basis. These controls, when operating effectively, might allow the auditor to reduce the testing of other controls. Some entity-level controls might be designed to operate at a level of precision that would adequately prevent or detect on a timely basis misstatements to one or more relevant assertions. If an entity-level control sufficiently addresses the assessed risk of misstatement, the auditor need not test additional controls relating to that risk. 				
Delete	<p>Deleted (N/A for this toolset):</p> <p>The activity-level controls associated with the internal control component <i>Control Activities</i> are addressed in the following tools: ATT-403 Understanding Activity-Level Controls: Revenue, Accounts Receivable, and Cash Receipts through ATT-411 Understanding Activity-Level Controls: Financial Reporting and Closing Process. These tools address certain matters relating to the subject matter, including the procedures by which transactions are initiated, authorized, recorded, processed, and reported.</p>	Instructions	N		
Delete	<p>Deleted (N/A for this toolset):</p> <p>This column should be used to describe the practitioner’s understanding of the control policies and procedures that the entity has implemented to address the relevant principles and points of focus. The example controls listed in RES-008 Entity-Level Controls: Examples of Control Principles, Points of Focus, and Related Control Activities are illustrative and generic examples of the controls that an entity may have and are not intended to represent a complete set of all possible control activities. The entity may also have other controls that meet the same</p>	Instructions	N		

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	control principle. The policies, procedures, or activities described in this column should address the associated principles and points of focus in a manner suitable for the size, complexity, and nature of the entity.				
Delete	Deleted (N/A for this toolset): This column should be used to describe the practitioner’s understanding of the control policies and procedures that the entity has implemented to address the relevant principles and points of focus. The example controls listed in RES-008 Entity-Level Controls: Examples of Control Principles, Points of Focus, and Related Control Activities are illustrative and generic examples of the controls that an entity may have and are not intended to represent a complete set of all possible control activities. The entity may also have other controls that meet the same control principle. The policies, procedures, or activities described in this column should address the associated principles and points of focus in a manner suitable for the size, complexity, and nature of the entity.	Instructions	N		
Modify	Under the section of the instructions “If No, Identify the Type of Deficiency,” modified the bullet point instructions for Material Weaknesses to read as follows: <ul style="list-style-type: none"> • <i>Material weakness.</i> A deficiency or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity’s financial statements will not be prevented, or detected and corrected, on a timely basis. A reasonable possibility exists when the likelihood of an event occurring is either reasonably possible or probable as defined as follows: <ul style="list-style-type: none"> — <i>Reasonably possible.</i> The chance of the future event or events occurring is more than remote but less than likely. — <i>Probable.</i> The future event or events are likely to occur. 	Instructions	N		
Delete	Deleted references to RES-008 and KBA-103 (not part of this toolset)	Instructions; table	N		

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
ATT-402 Understanding General Controls for Information Technology					
Modify	Under the section of the instructions “If No, Identify the Type of Deficiency,” modified the bullet point instructions for Material Weaknesses to read as follows: <ul style="list-style-type: none"> • <i>Material weakness.</i> A deficiency or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity’s financial statements will not be prevented, or detected and corrected, on a timely basis. A reasonable possibility exists when the likelihood of an event occurring is either reasonably possible or probable as defined as follows: <ul style="list-style-type: none"> – <i>Reasonably possible.</i> The chance of the future event or events occurring is more than remote but less than likely. – <i>Probable.</i> The future event or events are likely to occur. 	Instructions	N		
Modify	Under “If ‘No,’ Describe the Risks of Material Misstatement,” modified 2d sentence to read: Risks of material misstatement or deviation should be documented and evaluated at <i>KBA-501 Risk Assessment and Attest Program: Examination-Level Engagement.</i>	Instructions	N		
ATT-403 Evaluation of Management’s Description of the Service Organization’s System					
Delete	Deleted references to KBA-103 (not included)	Text	N		
AUD-901 Attestation Program: Subsequent Events					
Modify	Modified instructions; Section I instructions now read as follows: In accordance with AT-C Section 205, <i>Examination Engagement</i> , the practitioner should inquire whether the responsible party and, if different, the engaging party, is aware of any events subsequent to the period (or point in time) covered by the engagement up to the date of the practitioner’s report that could have a significant effect on the subject matter or assertion and if needed, should apply other appropriate procedures to obtain evidence regarding	Instructions	Y	AT-C Section 205	

Type of Change	Description of Change	Location	Based on Standard Y/N	Standard Reference	Roll Forward Considerations
	<p>such events. The practitioner should respond appropriately to facts that become known to the practitioner after the date of the report that, had they been known to the practitioner at that date, may have caused the practitioner to revise the report.</p> <p>If subsequent to the date of the practitioner’s report, facts are discovered that had they been known to the practitioner at the date of the practitioner’s report, may have caused the practitioner to revise the practitioner’s report, the practitioner should refer to guidance at <i>ATT-902 Attestation Program: Evaluating Subsequently Discovered Facts Existing at the Date of the Practitioner’s Report.</i></p>				
Modify	<p>Step 4 modified; now reads: We obtained written representations from management about whether any events have occurred subsequent to the date of the practitioner’s report. See <i>COR-911 Representation Letter: Type 1 Engagement to Report on Controls at a Service Organization (SOC 1)</i> through <i>COR-916 Representation Letter: Type 1 Engagement to Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, and Privacy (SOC 2)</i> for sample representations related to subsequent events.</p>	Procedure steps			

Auditor’s Reports (RPTs) new practitioner reports as follows:

- **RPT-1010A** Service Auditor’s Engagement (SOC 1): Unmodified Opinion on a Description of a Service Organization’s System and the Suitability of the Design of Controls (Type 1)
- **RPT-1010B** Service Auditor’s Engagement (SOC 1): Unmodified Opinion on a Description of a Service Organization’s System and the Suitability of the Design of Controls (Type 1)

Correspondence Documents (CORs)

- **NEW COR-916** Representation Letter: Type 1 Engagement to Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, and Privacy (SOC 2)

Resource Documents (RESs)

- **NEW RES-018** Determination of the Relevancy of Controls to Internal Control Over Financial Reporting

RELATED, FOUNDATIONS AND ASSOCIATION WORKPAPERS FOR THIS TITLE

Related workpapers are Knowledge Coach Word workpapers where information flows in or out of tables within the workpaper. Some of these related workpapers are Foundation workpapers or associated workpapers.

Foundation Workpapers include most of the Communication Hub workpapers, which are central to the Knowledge-Based Audit Methodology used by the Knowledge Coach titles. Associated workpapers require you to associate them with custom values, such as audit areas, specialists, service organizations, and other items. Workpapers require an association when you need to have more than one instance of a particular Knowledge Coach workpaper in your binder for each type of item to which the workpaper is related. Making this association allows Knowledge Coach information to flow properly between workpapers.

<i>Form No.</i>	<i>Form Name</i>	<i>Foundation Workpaper</i>
KBA s	KNOWLEDGE-BASED AUDIT DOCUMENTS	
KBA-101	Findings Summary and Report Conclusions Worksheet	X
KBA-200	Entity Information and Background	X
KBA-201	Attestation Client/Engagement Acceptance Form	
KBA-501	Risk Assessment and Attest Program: Examination-Level Engagement	X
KBA-901	Engagement Review and Approval Checklist	
KBA-902	Attestation Engagement Documentation Checklist	
ATT s	ATTESTATION PROGRAMMES	
ATT-100	Overall Tailoring Questions	X
ATT-101	Overall Attestation Program: Examination-Level Engagement	
ATT-114	Overall Attestation Program: Examination-Level Engagement to Report on Controls at a Service Organization (SOC 1)	

<i>Form No.</i>	<i>Form Name</i>	<i>Foundation Workpaper</i>
ATT-115	Overall Attestation Program: Engagement to Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, or Privacy (SOC 2)	
ATT-401	Understanding Entity-Level Controls	
ATT-402	Understanding General Controls for Information Technology	
ATT-403	Evaluation of Management's Description of the Service Organization's System	
AIDs	PRACTICE AIDs	
AID-201	Nonattest Services Independence Checklist	
AID-302	Inquiries of Management and Others within the Entity about the Risks of Fraud	
AID-601	Considering the Use of the Work of Internal Auditors or Other Responsible Party Personnel	
AID-602	Testing and Evaluating the Work of Internal Auditors or Other Responsible Party Personnel	
AID-603	Understanding and Preliminary Assessment of the Entity's Internal Audit Function	
AID-604	Using the Work of a Practitioner's Specialist	
AID-605	Using the Work of a Management's Specialist	
AID-701	Sampling Worksheet for Tests of Controls	
AID-702	Designing Tests of Controls	
AID-801	Sampling Worksheet for Substantive Tests of Details	

<i>Form No.</i>	<i>Form Name</i>	<i>Foundation Workpaper</i>
AID-901	Differences of Professional Opinion	
AID-902	Changes to Attestation Documentation after the Date of the Practitioner's Report	
AID-914	Report Preparation Checklist: Engagement to Report on a Service Organization's Controls (SOC 1)	
AID-915	Report Preparation Checklist: Engagement to Report on a Service Organization's Controls (SOC 2)	