PECB

PECB Change Log Form

GENERAL INFORMATION					
Owner / Department*	Training Development Department				
Approver / Department*	Quality Assurance Supervisor / Quality Assurance Department				
Date of Approval*	2019-06-13				
Course details*	**Course name:**		**Language:**	**New Version:**	**Previous Version:**
	ISO/IEC 20000 Lead Auditor		English	2.8	2.7

Summary of the Change:
- *The training material has been updated based on the new standard ISO/IEC 20000-1:2018 and ISO 19011:2018.*
- *There have been major changes in each of the training days, merges, deletions and additions of new information.*
- *The order of the slides has changed (some slides are deleted and some have been added).*

Day 1:

Slide Number		Slide Description:	Modifications:	Comments
Current version	Previous version			

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No.1	No.1	Day 1	*Notes section has been updated from:*	
			Summary of day 1	

Notes section has been updated from:

Summary of day 1
Section 1 : Course objectives and structure
Section 2 : ISO organization and introduction to ISO/IEC 20000
Section 3 : Certification Process
Section 4 : Service Management System (SMS)
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Version 2.7
Eric Lachapelle (Editor)
Document number: SMSLAD1V2.7
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To:
Schedule for Day 1
Section 1: Course objectives and structure
Section 2: Standards and regulatory frameworks
Section 3: Certification process
Section 4: Fundamental concepts and principles of Service Management
Section 5: Service Management System (SMS)
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No.2 and 3	*No.16*	*Schedule of the Training Course*	*Slide and notes have been updated.*	
No.4	*No. n/a*	***References***	*New slide has been added*	
No.5	*No. n/a*	***List of Acronyms and Abbreviations***	*New slide has been added*	
No.6	*No. n/a*	***Note on Terminology Used***	*New slide has been added*	

No.7	*No.2*	*Certified ISO/IEC 20000 Lead Auditor Training*	*Subsection has been updated from:*
			   c. Training objectives
			   f. PECB
			   g. Schedule for the training
			To:
			   c. Learning objectives
			   f. What is PECB?
			New information has been added in the note section.	

No.9	*No.4*	*General Information*	*New information has been added in the note section*	
No.10	*No.5 and 6*	*Learning Objectives*	*Slide and notes section has been updated.*	
No.11	*No.6*	*Training Objectives*	*Slide and notes section has been updated.*	
No.12	*No.7*	*Educational Approach*	*Slide and notes section has been updated*	
No.13	*No.8 and 9*	*Course References*	*Name of the slide has been updated from:* *Corse based on…* *To :* *Course references* *Slide and note section have been updated*	
No.14	*No.10*	*Examination*	*Note section has been updated*	

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No.15	*No.11*	*Certified ISO/IEC 20000 Lead Auditor*	*Minor changes have been made in the updated version.*	
No.16	*No.12*	*PECB Certificates*	*Note section has been updated.*	
No.17 and 18	*No.13*	*What is PECB?*	*New information has been added in the slide*	
No.19	*No.13*	*What is PECB?*	*New information has been added in the note section.*	
No.20	*No. n/a*	*What is PECB?*	*New slide has been added*	
No. n/a	*No.14*	*Customer Service*	*This slide has been deleted*	
No.21	*No. n/a*	*Certification Body for Persons*	*New slide has been added*	
No.22	*No.15*	*Why Become a Certified Auditor?*	*Slide and notes section have been updated*	
No.24	*No.18*	*Certified ISO/IEC 20000 Lead Auditor Training*	*Slide and note section have been updated*	
No.25	*No.19*	*ISO Structure*	*Slide and note section have been updated*	
No.26	*No.26*	*Management System Standards*	*Slide and note section have been updated*	
No.27	*No.28*	*Integrated Management System*	*Slide and note section have been updated*	
No.28	*No. n/a*	***Slide Notes Extension***	*New slide has been added*	
No.29	*No. 30*	*ISO/IEC 20000 Family*	*Slide and note section have been updated*	
No.30 and 31	*No. 29*	*History of the ISO/IEC 20000 Series*	*Notes section has been updated*	
No.32	*No.31*	*ISO/IEC 20000-1*	*Slide and note section have been updated*	
No.33	*No. n/a*	***Slide Notes Extension***	*New slide has been added*	
No.34	*No.32*	*ISO/IEC 20000-2*	*Slide and notes section have been updated*	
No.35	*No.33*	*ISO/IEC 20000-3*	*Slide and notes section have been updated*	

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No.36 and 37	No. n/a	Benefits of ISO/IEC 20000	New slide has been added	
No.38	No.36	Legal Conformity	Slide has been updated, and note section information has been deleted	
No. 39	No. 38	Exercise 1	This exercise has been updated	
No.41	No.41	Certified ISO/IEC 20000 Lead Auditor Training	Slide has been updated and new information has been added in the note section	
No.42	No.42	Certification Process	Slide and notes section have been updated	
No.44	No.44	Accreditation Body	Slide and notes section have been updated	
No.48	No.48	Certification Body for Persons	Slide and notes section have been updated	
No.50-60	No. n/a	Certified ISO/IEC 20000 Lead Auditor Training	New section has been added	
No. 61	No. n/a	Exercise 2	New exercise has been added	
No.63 - 117	No. 50	Certified ISO/IEC 20000 Lead Auditor Training	New section has been added and the slides have been updated based on the updated standard.	
No. 78	No. n/a	Exercise 3	New exercise has been added	
No. 118	No.	Exercise 4	New exercise has been added	

Day 2:

Slide Number			Modifications:	Comments
Current version	Previous version	**Slide Description:**		
No.1	No.1	Day 2	Note section has been updated	
No.2	No.2	Certified ISO/IEC 20000 Lead Auditor Training	Slide has been updated and new information has been added in the note section	

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No.3	No.3	Audit Standards	*Slide and notes section have been updated*	
No.4	No.4	The ISO 19011 Standard	*Slide and notes section have been updated*	
No.5	No.5	ISO/IEC 17021-1	*Slide and notes section have been updated*	
No. 6	No.6	The Importance of Vocabulary	*Slide and notes section have been updated*	
No.7	No.7	What is an Audit?	*Slide and notes have been updated and new information have been added*	
No.8	No.10	Types of Audits	*Slide and notes section have been updated*	
No.9	No.11	Types of Audits	*Slide and notes section have been updated and the name of the section has been changed from :* *Audit objectives* *to : Types of audits*	
No.10	No. n/a	Involved Parties	*New information has been added in the slide and notes section*	
No.11	No.11	Audit Objectives	*New information has been added in the slide and note section*	
No.14	No. n/a	Combined Audit	*New slide has been added*	
No.15 and 16	No.12 and 13	Principles of Auditing	*Slide and notes section have been updated*	
No.17	No. 15	Integrity	*Slide and notes section have been updated*	
No.18	No.16	Fair Presentation	*Slide and notes section have been updated*	
No.21	No.19	Due Professional Care	*Slide and notes section have been updated*	
No.22	No.20	Professional Judgment	*Slide and notes section have been updated*	
No.23	No. n/a	**Slide Notes Extension****	*New slide has been added*	

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No. 25 and 26	*No. n/a*	Professional Skepticism	*New slide has been added*	
No.27	*No.23*	Confidentiality	*Slide and notes section have been updated*	
No.29	*No.25*	Exceptions to the Confidentiality Principle	*Slide and notes section have been updated*	
No.30	*No.26*	Independence	*Slide and notes section have been updated*	
No.31	*No.27*	Threats to Impartiality	*Notes have been updated*	
No.32	*No.29*	Threats to Independence	*Notes have been updated*	
No.33	*No.30*	Consultancy Services and Audit	*Slide and notes section have been updated*	
No.34	*No.36*	Evidence-based Approach	*Notes have been updated*	
No.35	*No. n/a*	**Slide Notes Extension**	*New slide has been added*	
No.36 and 37	*No.31*	Responsibility of Auditors	*Slides and notes section have been updated*	
No.38	*No.32*	Ways to Reinforce Ethics	*Slides and notes section have been updated*	
No.39 - 43	*No. n/a*	Risk-based Approach	*New slides has been added*	
No.45	*No.35*	Certified ISO/IEC 20000 Lead Auditor Training	*Slide has been updated and new information on the note section has been added*	
No.46	*No.37*	Audit Evidence	*Slides and notes section have been updated*	
No.47	*No. n/a*	Evidence Collection	*New slides has been added*	
No.48	*No.38*	Types of Audit Evidence	*Notes section has been updated*	
No.49	*No.39*	1. Physical Evidence	*Slide and notes have been updated and new information has been added in the note section*	
No.50	*No.40*	2. Mathematical Evidence	*Slide and notes have been updated and new information has been added in the note section*	

No.51	No.	3. Confirmative Evidence	*Slide and notes have been updated and new information has been added in the note section*	
No.52	No.42	4. Technical Evidence	*Slide and notes have been updated and new information has been added in the note section*	
No. 53	No.43	5. Analytical Evidence	*Slide and notes have been updated and new information has been added in the note section*	
No.54	No.44	6. Documentary Evidence	*Slide and notes have been updated and new information has been added in the note section*	
No.55	No.45	7. Verbal Evidence	*Slide and notes have been updated and new information has been added in the note section*	
No.56	No.46	Quality of Audit Evidence	*Slide and notes have been updated and new information has been added in the note section*	
No.57	No.47	Reliability of Audit Evidence	*Slide and notes have been updated and new information has been added in the note section*	
No.58	No.48	Reliability of Audit Evidence	*Slide and notes have been updated and new information has been added in the note section*	
No.59	No.50	Audit Approach Based on Risk	*Slide and notes have been updated and new information has been added in the note section*	
No.60 - 61	No. n/a	Audit Approach Based on Risk	*New slides have been added*	
No. 62	No.51	Materiality	*Slides and notes section have been updated*	
No.63	No. 52	Materiality	*Slide and notes have been updated and new information has been added in the note section*	

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No.64	*No.53*	Materiality and the Management System	*Slides and notes section have been updated*	
No.65	*No.54*	Materiality and Audit Planning	*Slides and notes section have been updated*	
No. 66	*No.55*	Reasonable Assurance	*Slides and notes section have been updated*	
No. 67	*No. 33*	Exercise 5	*This exercise has been updated*	
No.69	*No.57*	Certified ISO/IEC 20000 Lead Auditor Training	*Slide and notes have been updated and new information has been added in the note section*	
No.70 and 71	*No. n/a*	Audit Program Management	*New slides have been added*	
No.72	*No.64*	1.1. Application Review	*Slide and notes have been updated and new information has been added in the note section*	
No.73 and 74	*No. n/a*	1.2. Appointing the Audit Team Leader	*New slides have been added*	
No.75	*No.72*	1.3. Establishing Contact with Auditee	*Slide and notes have been updated and new information has been added in the note section*	
No.76	*No.60*	1.4. Defining Audit Objectives	*Slide and notes have been updated and new information has been added in the note section*	
No.77	*No.61*	1.5. Validating Audit Scope	*Slide and notes have been updated and new information has been added in the note section*	
No.78	*No.*	SMS Scope and Audit Scope	*Slide and notes have been updated and new information has been added in the note section*	
No.79	*No.63*	1.6. Defining Audit Criteria	*Slide and notes have been updated and new information has been added in the note section*	

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No.80	No.65	1.7. Determining Feasibility of Audit	*Slide and notes have been updated and new information has been added in the note section*	
No.81	No.66	Model: How Long Should the Audit Last?	*Slide has been updated and new information has been added*	
No.82 and 83	No.68 and 69	1.8. Certification Agreement	*Slide and notes have been updated and new information has been added in the note section*	
No.84	No.70	1.9. Audit Team	*Slide and notes have been updated and new information has been added in the note section*	
No.85	No. n/a	**Slide Notes Extension**	*New slides have been added*	
No.86	No.71	Rejection of an Auditor by the Audit Client or the Auditee	*Slide and note section have been updated*	
No.87	No.73	Auditing Small Organizations	*Slide and note section have been updated*	
No.89	No.75	Certified ISO/IEC 20000 Lead Auditor Training	*Slide and note section have been updated*	
No.90	No.76	Objectives of the Stage 1 Audit	*Slide and note section have been updated*	
No.91	No.77	Stage 1 Audit Steps	*Slide and note section have been updated*	
No.92	No.78	Audit Program Management	*Slide has been updated*	
No.93-95	No. n/a	2.1. Site Visit	*New slides have been added*	
No.96	No.79	Documented Information – Evaluation Criteria	*Slide and note section have been updated*	
No.97	No.80	Type of Documents to be Audited	*Slide and note section have been updated*	
No.98	No.81	Verbal Expressions	*Slide and notes have been updated and new information has been added in the note section*	

No.99	No.82	Documented Information Requirements	*Slide and notes have been updated and new information has been added in the note section*	
No.100	No. n/a	Verification of Strategic Documents	*New slide has been added*	
No.101	No.85	Verification of Processes and Procedures	*Slide and notes have been updated and new information has been added in the note section*	
No. 102-106	No. n/a		*New slides have been added*	
No. 107	No. n/a	Exercise 6	*New exercise has been added*	
No.109	No.91	Certified ISO/IEC 20000 Lead Auditor Training	*Slide and notes have been updated and new information has been added in the note section*	
No.110	No.92	Stage 2 Audit Objectives	*Slide has been updated*	
No.111	No.93	Audit Program Management	*Slide has been updated*	
No.112	No.94	3.1. Audit Planning	*Slide and notes have been updated and new information has been added in the note section*	
No.113	No.95	Audit Planning Details	*Slide and notes have been updated and new information has been added in the note section*	
No.115	No.96	3.2. Assigning the Auditors	*Slide and notes have been updated and new information has been added in the note section*	
No.116	No.97	Using Technical Experts	*Slide and note section have been updated*	
No.117	No. n/a	Creating Audit Tests	*New slides have been added*	
No.118	No.98	Preparing Documented Information for Audit	*Slide and notes have been updated and new information has been added in the note section*	
No.119	No. n/a	Principles of Maintaining Audit Work Documents	*New slides have been added*	

No.120	No.100	Using a Checklist	*Slide and notes have been updated and new information has been added in the note section*	
No.121	No.101	Implementation of a Documentation Standard	*Slide and notes have been updated and new information has been added in the note section*	
No. 122	No. n/a	Exercise 8	*New exercise has been added*	

Day 3:

Slide Number				
Current Version	*Previous version*	***Slide Description:***	***Modifications:***	***Comments***
No.1	*No.1*	*Day 3*		
No.2	*No.4*	*Certified ISO/IEC 20000 Lead Auditor Training*	*Slide and notes have been updated and new information has been added in the note section*	*This section was covered in the Day 2 last version; in the new version this section is part of the Day 3.*
No.3	*No. n/a*	*Audit Program Management*	*New slide have been added*	
No. 4	*No. 102*	*4.1. Opening Meeting*	*Slide and note section have been updated*	
No. 6	*No. 103*	*Conducting the Opening Meeting*	*Slide and note section have been updated*	
No. 7	*No. n/a*	*4.2. Collecting Information*	*New slide has been added*	
No. 8	*No. n/a*	*4.3. Conducting Audit Tests*	*New slide has been added*	
No. 9	*No. n/a*	*4.4. Audit Findings and Nonconformity Reports*	*New slide has been added*	
No. 10	*No. n/a*	*4.5. Quality Review*	*New slide has been added*	
No. 11	*No. 104*	*Exercise 9*	*This exercise has been updated*	

No.13	No.4	Certified ISO/IEC 20000 Lead Auditor Training	*Slide and notes have been updated and new information has been added in the note section*	
No.14	No.5	Behavior During On-Site Visits	*Slide and notes have been updated and new information has been added in the note section*	
No.15	No.n/a	Communication During the Audit	*New slide has been added*	
No.16	No.6	Communication During the Audit	*Slide and notes have been updated and new information has been added in the note section*	
No.17	No.7	Verbal Communication	*Slide and notes have been updated and new information has been added in the note section*	
No.18	No.8	Verbal Communication	*Slide and notes have been updated and new information has been added in the note section*	
No.19	No.9	Audit Team Meetings	*Slide and notes have been updated and new information has been added in the note section*	
No.20	No.10	Guides and Observers	*Slide and notes have been updated and new information has been added in the note section*	
No.21	No.11	Guide's Responsibilities	*Slide and notes have been updated and new information has been added in the note section*	
No.22	No.12	Conflict Management	*Slide and notes have been updated and new information has been added in the note section*	
No.23	No.13	Conflict Management	*Slide and notes have been updated and new information has been added in the note section*	
No.24	No.14	Cultural Aspects	*Slide and notes have been updated and new information has been added in the note section*	
No.25	No.15	Cultural Aspects	*Slide and notes have been updated and new information has been added in the note section*	

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No.26	No.16	Communication with the Management	Slide and notes have been updated and new information has been added in the note section	
No.27	No.17	Communication with the Management	Slide and notes have been updated and new information has been added in the note section	
No.28 and 29	No. n/a	Communication with the Management	New slides have been added	
No. 30	No.	Exercise 10	New exercise has been added.	
No.32	No.20	Certified ISO/IEC 20000 Lead Auditor Training	Slide and notes have been updated and new information has been added in the note section	
No.33 and 34	No.21 and 22	Overview of the Audit Process	Slide and notes have been updated and new information has been added in the note section	
No.35	No. n/a	Applying Audit Methods	New slides have been added	
No.36	No.24	Evidence Collection and Analysis Procedures	Slide and notes have been updated and new information has been added in the note section	
No.37	No.25	A. Audit Procedure: Observation	Slide and notes have been updated and new information has been added in the note section	
No.38	No.26	Observation Types	Slide and notes have been updated and new information has been added in the note section	
No.39	No.27	Documenting the Observations	Slide and notes have been updated and new information has been added in the note section	
No.40	No.28	B. Audit Procedure: Documented Information Review	Slide and notes have been updated and new information has been added in the note section	
No.41	No.29	C. Audit Procedure: Interviewing	Slide and note section have been updated	
No.42	No.30	Interview Types	Slide and note section have been updated	

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No.43	No.31	Individual Interviews	Slide and notes have been updated and new information has been added in the note section	
No.44	No. n/a	Group Interviews	New slide have been added	
No.45	No.32	Preparing the Interview	Slide and notes have been updated and new information has been added in the note section	
No.46	No. n/a	Preparing the Interview	New slide has been added	
No.47	No.33	Opening the Interview	Slide and note section have been updated	
No.49	No. n/a	**Slide Notes Extension**	New slide have been added	
No.50	No.35	Interview Questions	Note section has been updated	
No.51	No.36	Closing the Interview	Slide and notes have been updated and new information has been added in the note section	
No.53	No.38	Potential Problems During Interviews	Slide and note section have been updated	
No.54	No.40	D. Audit Procedure: Analysis	Slide and note section have been updated	
No.55	No.41	Statistical Analysis	Note section has been updated	
No.56	No.42	Normal Distribution	Slide and note section have been updated	
No.57	No.43	Examples of Frequent Analysis	Slide and notes have been updated and new information has been added in the note section	
No.58	No.44	Sampling	Slide and notes have been updated and new information has been added in the note section	
No.59	No. n/a	**Slide Notes Extension**	New slide have been added	
No.62,63 and 64	No. n/a		New slides have been added	
No.65	No.47	Sampling Process	Slide and note section have been updated	

No.66	No.48	*Sampling Risks or Errors*	*Slide and notes have been updated and new information has been added in the note section*	
No. 67	No.49	*Using a Sampling Table*	*Slide and note section have been updated*	
No.69	No.51	*E. Audit Procedure: Technical Verification*	*Slide has been updated and the note section has been deleted.*	
No.70	No.52 and 53	*Technical Verification – Scanning*	*Slide and notes have been updated and new information has been added in the note section*	
No.71	No.54	*F. Audit Procedure: Corroboration*	*Slide and notes have been updated and new information has been added in the note section*	
No.72	No.55	*G. Audit Procedure: Evaluation*	*Slide and notes have been updated and new information has been added in the note section*	
No.73 and 74	No. n/a	*Auditing Virtual Activities and Locations*	*New slides have been added*	
No. 75	No.39	*Exercise 11*	*This exercise has been updated*	
No. 77	No.57	*Certified ISO/IEC 20000 Lead Auditor Training*	*Slide and notes have been updated and new information has been added in the note section*	
No.78	No.58	*Audit Test Plans*	*Slide and note section have been updated*	
No.79	No. 59	*Audit Test Plans*	*Slide has been updated*	
No.80	No. 60	*Example 1: Control of Documented Information*	*Slide has been updated and some of the information has been deleted*	
No.81	No.61	*Example 2: Organizational Roles, Responsibilities and Authorities*	*Slide has been updated and some of the information has been deleted*	
No.82	No.62	*Example 3: Establish Objectives*	*Slide has been updated and some of the information has been deleted*	
No.83	No.63	*Example 4: Resources*	*Slide has been updated and some of the information has been deleted*	
No.84 and 85	No. n/a		*New slides have been added*	

No. 87	*No. 66*	*Certified ISO/IEC 20000 Lead Auditor Training*	*Slide and notes have been updated and new information has been added in the note section*	
No.88, 89, 90 and 91	*No. n/a*	*Audit Findings*	*New slides have been added*	
No.92	*No.72*	*Types of Possible Audit Findings*	*Slide has been updated*	
No.93	*No.73*	*Types of Possible Audit Findings*	*Slide and notes have been updated and new information has been added in the note section*	
No. 94	*No.72*	*Types of Possible Audit Findings*	*Slide and notes have been updated and new information has been added in the note section*	
No. 95	*No. 71*	*Types of Possible Audit Findings*	*Slide and notes have been updated and new information has been added in the note section*	
No.96	*No. 75*	*Types of Possible Audit Findings*	*Slide and notes have been updated and new information has been added in the note section*	
No. 97	*No. 74*	*Types of Possible Audit Findings*	*Slide and notes have been updated and new information has been added in the note section*	
No. 98	*No. 68*	*Documenting the Audit Findings*	*Slide and notes have been updated and new information has been added in the note section*	
No. 99	*No. n/a*	*Drafting a Nonconformity Report*	*New slide has been added*	
No. 100	*No. 77*	*Drafting a Nonconformity Report*	*Slide and notes have been updated and new information has been added in the note section*	
No. 102 and 103	*No. n/a*		*New slides have been added*	
No. 104	*No.*	*Exercise 12*	*New exercise has been added*	
Day 4:				

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Slide Number		Slide Description:	Modifications:	Comments
Current Version	Previous version			
No. 1	No.1	Day 4	Note section have been added from: Summary for Day 4 Section 15: Documentation of audit and quality review Section 16: Closing of an audit Section 17: Follow-up audit Section 18: Follow-ups to initial audits Section 19: Managing an audit program Section 20: Competence and evaluation of auditors Section 21: Closing the training To: Schedule for Day 4 Section 16: Audit documentation and quality review Section 17: Closing the audit Section 18: Evaluation of action plans by the auditor Section 19: Beyond the initial audit Section 20: Managing an internal audit program Section 21: Competence, evaluation and closing the training course	
No.3	No.4	Certified ISO/IEC 20000 Lead Auditor Training	Slide and notes have been updated and new information has been added in the note section	
No.4	No.5	Work Documents	Slide and notes have been updated and new information has been added in the note section	
No. 5	No. 6	Work Document Example	Slide has been updated	
No.6	No.7	Archive the Audit Records	Note section has been updated and new information has been added	

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No.7	*No.8*	Quality Review	*Name of the slide has been updated from:* *Peer quality review* *To:* *Quality review* *Slide has been updated*	
No. 9 and 10	*No.10 and 11*	Quality Review	*Slide and note section have been updated*	
No. 11	*No.12*	Document the Quality Review	*Slide and notes section have been updated*	
No.13	*No.15*	Certified ISO/IEC 20000 Lead Auditor Training	*Slide and notes have been updated and new information has been added in the note section*	
No.14	*No. n/a*	Audit Program Management	*New slide has been added*	
No.16	*No. n/a*	5.1. Determining Audit Conclusions	*New slide has been added*	
No.17	*No.17*	Certification Recommendation	*Slide and note section have been updated*	
No.18	*No.18*	5.2. Discussing Audit Conclusions	*Slide and note section have been updated*	
No.20	*No.19*	Exercise 14	*Exercise has been updated*	
No.21	*No. 21*	5.3. Closing Meeting	*Slide and note section has been updated*	
No. 22 and 23	*No. 23*	Closing Meeting Agenda	*The slides have been updated and in the note section new information has been added.*	
No.24	*No.25*	5.4. Preparing Audit Report	*Slide and notes have been updated and new information has been added in the note section*	
No. 25	*No. n/a*	**Slide Notes Extension**	*New slide has been added*	
No.26	*No. 26*	Contents of the Audit Report	*Slide and note section have been updated*	
No. 27	*No. 27*	Recommendations for Improvement	*Slide and notes have been updated and new information has been added in the note section*	
No.28	*No. 29*	5.5. Distributing Audit Report	*Slide and note section have been updated*	

No.29 and 30	No. n/a	5.6. Audit Follow-up	New slides have been added	
No.31	No. n/a	Alternatives to Audit Follow-Ups	New slide has been added	
No. 32	No. 30	5.7. Certification Decision	Slide and note section have been updated	
No. 33	No. 31	5.8. Closing the Audit	Slide and note section have been updated	
No.34	No. n/a	Closing the Audit	New slide has been added	
No. 35	No. 32	Closing the Audit	Slide and note section have been updated	
No. 36	No. 33	Certificate Example	Slide and note section have been updated	
No. 37	No. n/a	Exercise 15	New exercise have been added	
No. 39	No. 36	Certified ISO/IEC 20000 Lead Auditor Training	Slide and notes have been updated and new information has been added in the note section	
No. 40	No. 38	Submission of Action Plans by the Auditee	Slide has been updated	
No. 41	No. 39	Content of Action Plan	Slide and note section have been updated	
No. 42	No. 40	Action Plans	Slide have been updated	
No. 43	No. 41	Evaluation of Action Plans	Slide and note section have been updated	
No. 44	No. 43	Exercise 16	This exercise has been updated	
No.46	No.46	Certified ISO/IEC 20000 Lead Auditor Training	Slide and notes have been updated and new information has been added in the note section	
No. 47	No. n/a	Audit Program Management	New slide has been added	
No. 48	No. 47	6.1. Surveillance Activities	Slide and notes has been updated	
No.49	No. 48	Surveillance Activities	Slide and notes has been updated	
No. 50	No. n/a	6.2. Surveillance Audits	New slide has been added	
No. 51	No. 49	Main Elements to Audit During a Surveillance Audit	Slide and notes has been updated	
No. 52	No. 50	Surveillance Audit Plan	Slide has been updated, information in the note section has been deleted	

No. 53	*No. 51*	6.3. Recertification Audit	*Slide has been updated, information in the note section has been deleted*	
No.54	*No. 52*	**Slide Notes Extension**	*Note section has been updated*	
No.55	*No. n/a*	Certification	*New slide has been added*	
No. 56	*No. n/a*	**Slide Notes Extension**	*New slide has been added*	
No. 57	*No. 57*	Use of ISO Trademarks	*Slide and note section has been updated*	
No. 59	*No. 59*	Certified ISO/IEC 20000 Lead Auditor Training	*Slide has been updated and the note section new information has been added*	
No. 60	*No.60*	Managing an Audit Program	*Slide and note section has been updated.*	
No. 61	*No. n/a*	**Slide Notes Extension**	*New slide has been added*	
No. 62	*No. n/a*	Differences Between Internal and External Audits	*New slide has been added*	
No. 63	*No. n/a*	Independence, Objectivity and Impartiality of the Internal Audit Function	*New slide has been added*	
No.64	*No. n/a*	Role of the Internal Audit Function	*New slide has been added*	
No. 65	*No. n/a*	Extent of the Audit Program	*Slide and notes have been updated and new information has been added in the note section*	
No. 66	*No. n/a*	Main Internal Services and Activities	*New slide has been added*	
No. 67	*No. n/a*	**Slide Notes Extension**	*New slide has been added*	
No. 68	*No. n/a*	Access and Independence	*New slide has been added*	
No. 69	*No. n/a*	Plan the Activities	*New slide has been added*	
No. 70	*No. n/a*	Continual Internal Audit Program	*New slide has been added*	
No. 71	*No. 65*	Audit Program Resources	*Slide and note section has been updated*	
No. 72 and 73	*No. n/a*	Audit Program Resources	*New slide has been added*	
No. 74	*No. n/a*	Follow-up of Nonconformities	*New slide has been added*	
No. 75 and 76	*No. n/a*	Monitoring, Evaluating, Reviewing and Improving an Audit Program	*New slide has been added*	

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No. 78	*No. 78*	Certified ISO/IEC 20000 Lead Auditor Training	*Slide has been updated and the note section new information has been added*	
No. 79 and 80	*No. n/a*	Competence and Evaluation of Auditors	*New slides have been added*	
No. 81	*No. 82*	Competence and Evaluation of Auditors	*New information has been added in the note section.*	
No.82	*No. 83*	Personal Behaviors	*Slide and notes have been updated*	
No. 83 and 84	*No. 84 and 85*	Generic Knowledge and Skills of Auditors	*Slide and notes have been updated*	
No. 85	*No. 86*	Qualification of Auditors by Industry Sectors	*Slide and notes have been updated*	
No. 86	*No. n/a*	**Slide Notes Extension**	*New slide has been added*	
No. 87	*No. 87*	Competence of Audit Team Leaders	*Slide and note section have been updated*	
No. 88	*No. 88*	Discipline and Sector-specific Competence of Auditors	*Slide and note section have been updated*	
No. 89	*No. 92*	PECB ISO/IEC 20000 Certification Scheme	*Slide and note section have been updated*	
No.90	*No. 93*	PECB Certification Process	*Slide and note section have been updated*	
No. 91	*No. 95*	1. Attendance Record	*Slide and note section have been updated*	
No. 92	*No. 94*	2. PECB Exam	*Slide and note section have been updated*	
No. 93	*No. 96*	3. Exam Results	*Slide and note section have been updated*	
No. 94	*No. 97*	4. Certification Application	*Slide and note section have been updated*	
No. 95	*No. 98*	Certification Application	*Slide and note section have been updated*	
No. 96	*No. 99*	5. Evaluation of Your Application	*Slide and note section have been updated*	
No. 97	*No. 100*	6. Certification	*Slide and note section have been updated*	
No. 98	*No. 102*	7. Maintaining Certification	*Slide and note section have been updated*	
No. 99	*No. 102*	Maintaining Certification	*Slide and note section have been updated*	

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No. 100	No. 105	Evaluation of the Training	Note section has been updated	
No. 101	No. 106	Other PECB Trainings and Certifications	Slide and notes have been updated and new information has been added in the note section	

Other Materials	Task	Description	Comments	Completed
Case Study	Update the case study	Case study is aligned with the new version of the course		☒
Exercises	Update the exercises	Exercises are aligned with the new version of the course		☒
Correction Keys	Update the correction keys	Correction keys are aligned with the new version of the course		☒
Exam 01	Update the exam	The exam is aligned with the new version of the course		☒
Exam 02	Update the exam	The exam is aligned with the new version of the course		☒
Exam Preparation Guide (EPG)	Update the EPG	The EPG is aligned with the new version of the course		☒
Candidate Handbook (CH)	Update CH	The CH is aligned with the new version of the course		☒
Course Description	Update Course Description on the web	The CD is aligned with the new version of the course		☒
Other Supporting Materials (Ex. Videos, Samples)	Update other supporting materials of the course	Other supporting materials are aligned with the new version of the course	N/A	☐

Comments:

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