

### Annual Internal Audit Program

This annual program is written for the period from [date] to [date].

Internal audits according to the ISO/IEC 20000 standard will be conducted in the following way:

<i>Audit period</i>	<i>Audit scope</i>	<i>Audit objectives</i>	<i>Audit criteria</i>	<i>Auditing method</i>	<i>Auditors</i>	<i>Audit implementation record</i>

**Comment [BV1]:** Provide details of which the audit was conducted, reports that were written, etc.

[job title]

[first and last name]

[signature]

[signature]

**Comment [BV2]:** Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.