



## Internal Audit Schedule for ISO/IEC 20000-1:2018

**Organization Name:**

**Document ID:** [Unique Identifier]

**Date of Issue:** [Date]

**Audit Period:** [Specify the Time Period Covered by the Schedule, e.g., Quarterly, Bi-Annually, Annually]

### Internal Audit Schedule:

Audit Date	Department/Process/Area	Auditors	Focus Areas/Process
[Date]	[Department/Process/Area]	[Auditor(s)]	[Focus Areas/Processes]
[Date]	[Department/Process/Area]	[Auditor(s)]	[Focus Areas/Processes]
[Date]	[Department/Process/Area]	[Auditor(s)]	[Focus Areas/Processes]
[Date]	[Department/Process/Area]	[Auditor(s)]	[Focus Areas/Processes]
[Date]	[Department/Process/Area]	[Auditor(s)]	[Focus Areas/Processes]

### Notes:

- Audit Date:** Specify the date(s) on which the internal audits will be conducted.
- Department/Process/Area:** Identify the department, process, or area of the organization to be audited.
- Auditor(s):** Specify the name(s) of the auditor(s) responsible for conducting the audit.
- Focus Areas/Processes:** Outline the specific focus areas or processes to be audited during each audit, including relevant ISO/IEC 20000-1:2018 clauses or requirements.

### Audit Planning and Preparation:

- Develop Audit Plans:** Ensure that audit plans are developed for each audit, outlining objectives, scope, criteria, and methods in alignment with ISO/IEC 20000-1:2018.
- Schedule Audit Activities:** Schedule audit activities in advance, including interviews, document reviews, and process observations.
- Communication:** Communicate audit schedules to relevant stakeholders, including auditees and management, in advance to ensure their availability and cooperation.



### **Audit Execution:**

- **Conduct Audits:** Conduct audits according to the schedule, following established audit plans and procedures.
- **Competent Auditors:** Ensure that auditors are adequately trained and competent to perform their roles effectively.
- **Document Findings:** Document audit findings, observations, and nonconformities accurately and objectively.

### **Audit Reporting and Follow-Up:**

- **Prepare Reports:** Prepare audit reports promptly following the completion of each audit, detailing findings, observations, and recommendations.
- **Communicate Reports:** Communicate audit reports to relevant stakeholders, including management and auditees, for review and action.
- **Implement Corrective Actions:** Ensure that corrective actions are implemented to address identified nonconformities and improve processes.

### **Review and Improvement:**

- **Review Schedules:** Review audit schedules regularly to ensure coverage of all relevant areas and processes within the organization.
- **Seek Feedback:** Seek feedback from stakeholders on the effectiveness of the internal audit process and make improvements as necessary.
- **Monitor and Evaluate:** Continuously monitor and evaluate the internal audit program to ensure its alignment with organizational objectives and ISO/IEC 20000-1:2018 requirements.

This revised content aligns with ISO/IEC 20000-1:2018 standards, focusing on the management and delivery of services. It provides a comprehensive framework for internal audits, ensuring that they are conducted effectively and contribute to continual improvement in line with ISO/IEC 20000-1:2018.