

ITIL® (Version 5) AI Governance Certification Training Course

Course Information

Certification: ITIL® (Version 5) AI Governance

Duration: 3 Days

Domain: IT Service Management

Delivery Method: Classroom / Virtual Classroom

Accreditor: PeopleCert on behalf of AXELOS

Available Languages: English

Course Description

ITIL® AI Governance (Version 5) provides a structured and practical approach to understanding the governance, responsible adoption, and effective use of artificial intelligence within organizations. As AI becomes increasingly integrated across roles, functions, products, services, and decision-making processes, organizations require clear governance principles and practices to ensure AI is used responsibly while supporting business and stakeholder value.

The course explores how ITIL principles and governance concepts can be applied to AI-enabled environments, establishing a common language and consistent approach for managing AI across the organization. Participants will examine the considerations associated with AI adoption, governance, accountability, risk, trust, and value creation, as well as the role individuals and teams play in supporting responsible AI-enabled decision-making.

Through the ITIL AI Governance framework, participants gain an understanding of how organizations can balance innovation and opportunity with appropriate oversight, enabling AI capabilities to be adopted and governed with greater consistency, transparency, confidence, and trust.

This also fits well with the direction already established in the ITIL Foundation document around being “AI-native while remaining human-centric” and integrating AI capabilities responsibly and effectively.

The new ITIL AI Governance includes guidance on how to:

- **ITIL, AI Governance, and AI Fundamentals** – Establish a foundation in ITIL governance, artificial intelligence and understand how these concepts come together to support effective AI governance within an organizational context
- **AI Benefits and Risks** – Examine the opportunities and risks associated with AI and how organizations can balance innovation and value creation with trust, accountability, and appropriate risk management
- **AI in Organizational Contexts** – Understand how AI influences products, services, operations, decision-making, organizational workflows, and the ways in which value is created and delivered
- **Good AI Governance** – Explore the characteristics of effective AI governance and understand how governance capabilities and maturity can evolve across different organizational environments

- **The ITIL AI Capability Model** – Understand how the ITIL AI Capability Model provides a structured approach for developing the organizational capabilities needed to support responsible and scalable AI adoption
- **The ITIL AI Governance Improvement Model** – Explore how the ITIL AI Governance Improvement Model provides a practical and consistent approach for assessing, establishing, and continually improving AI governance
- **How Regulation Shapes AI Governance** – Understand how global and national regulatory requirements influence AI governance and shape organizational policies, responsibilities, accountability, and decision-making
- **AI Governance and Other Frameworks** – Examine how the ITIL AI Governance Improvement Model can work alongside other frameworks, standards, and methods to provide an integrated and consistent approach to AI governance

Audience

ITIL AI Governance training is intended for professionals responsible for establishing, applying, or supporting governance related to the organizational use of AI. The course is relevant to executives, product and service management professionals, and others involved in determining how AI is adopted, governed, monitored, and continually improved to enable value creation while appropriately managing risk and potential harm. It is also beneficial for professionals affected by AI-enabled transformation who require an understanding of AI governance principles and responsibilities. Relevant roles include:

- IT Leaders and Managers
- Digital Transformation Managers
- Risk and Compliance Officers
- Digital Product Owners
- Service Managers
- Practice Owners
- Solution Designers
- Business Relationship Managers (BRM) and IT Consultants

 Learning Objectives

Upon completion of this course, participants will be able to:

- **Apply Responsible AI Governance** – Understand and apply governance principles that promote appropriate oversight, accountability, transparency, ethical considerations, and safeguards throughout the use of AI
- **Apply AI Governance in Practice** – Apply AI governance concepts and practices to realistic organizational scenarios throughout the AI governance lifecycle, connecting governance principles to practical workplace decisions and activities
- **Apply the ITIL AI Capability Model** – Use the ITIL AI Capability Model to identify appropriate governance requirements and tailor risk profiles, controls, and oversight based on the characteristics and capabilities of different AI applications
- **Evaluate AI Governance Requirements** – Assess how organizational context, AI capabilities, intended use, potential benefits, and associated risks influence the level and type of governance required
- **Establish Appropriate AI Oversight and Accountability** – Recognize the importance of clearly defined roles, responsibilities, decision authority, human oversight, and accountability when governing AI
- **Support Continual Improvement of AI Governance** – Evaluate the effectiveness of AI governance arrangements and identify opportunities to adapt governance as AI capabilities, organizational requirements, risks, and operating environments evolve

 Prerequisites

- None, although a familiarity with IT service delivery and governance will be beneficial

 Course Materials

The new ITIL® AI Governance course includes the following course components:

- Course Book (eBook or printed)
- AI Governance Publication PDF
- Sample Questions
- Proctored Exam

 Course Agenda

Day 1	Day 2	Day 3
Module 1: The AI World and the need for AI Governance	Module 5: ITIL as a Governance Toolkit	Module 9: Connecting AI with Complementary Frameworks
Module 2: What is Governance	Module 6: ITIL AI Governance Improvement Model: Assess and Design	Exam Preparation Mock Exam Final Exam
Module 3: What is AI and why we need AI Governance	Module 7: ITIL AI Governance Improvement Model: Implement and Maintain	
Module 4: Risk, Strategy and the Consequences of Getting it Wrong	Module 8: AI in Your World - Unlock AI in Your Role Industry and Organizational Function	

 Exam Information

- **Delivery:** Web / Paper (Onsite Only) Based
- **Format:** Open Book
- **Proctoring:** Web / Live Proctored
- **Duration:** 90 minutes (Candidates taking the exam in a language that is not their native language may be awarded 25% extra time)
- **Number of Questions:** 40 multiple-choice
- **Pass Grade:** 70%

Exam Prerequisites

- There are no formal prerequisites. It is recommended that the participant has obtained training through an accredited course

Exam Location

- Exam will be conducted onsite with a paper exam or online with a virtual proctor, using an exam voucher, which is included with the purchase of the course.