ITIL AI Governance (Version 5) Training

Duration: **2 Day**

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Overview

ITIL AI Governance (Version 5) Training provides practical guidance on the principles and practices organisations need to govern artificial intelligence responsibly, effectively, and at scale.

Through this training, participants will:

- Develop an understanding of **AI governance principles** and how they support responsible organisational AI adoption.
- Learn to assess the **business opportunities, benefits, and risks** associated with artificial intelligence.
- Use the **ITIL AI Governance Improvement Model** to assess, design, implement, and improve governance practices.
- Explore **ethical principles, risk management, regulatory requirements, accountability, and human oversight** in AI governance.
- Build the knowledge required to prepare for the **ITIL AI Governance (Version 5) qualification exam**.

ITIL AI Governance (Version 5) Training is a **two-day extension module** offering practical guidance for governing artificial intelligence **responsibly, effectively, and at scale**.

The course helps organisations and professionals realise the benefits of AI while identifying, assessing, and managing the **risks associated with its adoption and use**.

Participants will explore the **fundamentals of AI governance, the relationship between governance and management, essential AI concepts, value creation, risk management, and the application of governance models**.

The programme examines how organisations can align AI adoption with business objectives, establish appropriate governance mechanisms, and improve existing practices through the **ITIL approach to continual improvement**.

Important areas such as **ethical responsibility, accountability, human oversight, regulatory compliance, and AI risk controls** are also addressed.

The training also prepares participants for the **ITIL AI Governance (Version 5) qualification examination**.

Exams and Assessments

The **ITIL AI Governance (Version 5) qualification exam** is delivered online through PeopleCert.

- **Number of questions:** 40 multiple-choice questions

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- **Exam duration:** 90 minutes
- **Exam format:** Open book
- **Pass mark:** 28 correct answers out of 40 (**70%**)
- **Exam provider:** PeopleCert
- **Exam delivery:** Online, at a time convenient for the learner

Open-Book Examination Rules:

Candidates may use only the official **ITIL AI Governance (Version 5)** book during the examination. Notes written within the book's text are permitted.

No other reference materials are allowed.

Prerequisites

There are no prerequisites for attending this course.

Who Should Attend

This course is designed for **organisations and professionals seeking to accelerate success through the effective use of AI**.

It is particularly suitable for:

- **Professionals involved in AI governance and management**
- **Individuals responsible for using or overseeing AI solutions**
- **Existing and new ITIL audiences**
- **Professionals from PRINCE2 and DevOps Institute backgrounds**
- Anyone interested in supporting **responsible and effective AI adoption** within organisational processes

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What You Will Learn

By the end of this course, participants will be able to:

- Explain the fundamentals of **artificial intelligence, governance, and AI governance**, including the relationships between these concepts.
- Define essential **AI concepts, types, characteristics, and models**, and explain how they influence AI behaviour, use cases, risks, and governance requirements.
- Describe how AI supports **value creation and organisational outcomes**.
- Evaluate the **benefits, risks, and trade-offs** associated with AI adoption and use.
- Explain **AI risks, ethical principles, and countermeasures**, and how they shape governance requirements and controls.
- Apply the **ITIL AI Governance Improvement Model** to assess, design, implement, and maintain AI governance practices.
- Apply **AI governance principles** across practical business scenarios, organisational environments, and supplier relationships.
- Connect AI governance practices with relevant **frameworks, regulations, and industry standards**.
- Recognise the importance of **accountability, oversight, and human-centric approaches** in responsible AI governance.
- Develop the knowledge required to prepare for the **ITIL AI Governance (Version 5) qualification exam**.

Outline

1. The AI World and the Need for AI Governance

Explore why **AI governance** is becoming increasingly important as artificial intelligence transforms workplaces, business activities, and organisational operations.

This section examines the growing need for **governance arrangements** as AI adoption expands and organisations adapt to new opportunities and challenges.

2. What Is Governance?

Understand the **fundamental principles of governance** and their role in organisational decision-making.

Explore how governance mechanisms support the **responsible, controlled, and effective use of artificial intelligence**.

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3. What Is AI and What Can Be Governed?

Examine the **fundamentals of artificial intelligence**, its applications, associated risks, and the areas that require governance.

Learn how different AI types and characteristics influence the need for **appropriate controls, accountability, and oversight**.

4. When AI Governance Fails: Capabilities, Risks, and Controls

Explore common **AI-related risks and governance failures** that organisations may encounter.

Examine how **effective controls, risk management practices, and governance mechanisms** can help reduce these risks and support more reliable AI use.

5. ITIL as a Governance Toolkit

Discover how **ITIL frameworks, models, and principles** can be applied to support AI governance.

Understand the role of ITIL in **structuring governance practices, improving processes, and enabling continual improvement**.

6. ITIL AI Governance Improvement Model: Assess and Stress-Test, Define and Design

Explore how the **ITIL AI Governance Improvement Model** supports the evaluation and development of AI governance arrangements.

This section focuses on the **Assess and Stress-Test** and **Define and Design** stages, examining how organisations can review existing governance practices and develop an effective governance approach.

7. ITIL AI Governance Improvement Model: Implement and Maintain

Examine the **Implement and Maintain** stages of the ITIL AI Governance Improvement Model.

Learn how AI governance practices can be **embedded into organisational processes, operated effectively, maintained, and continually improved**.

8. AI in Your World: Unlock AI in Your Role, Industry, and Organisational Function

Explore how artificial intelligence can create value across different **professional roles, industries, and organisational functions**.

Develop an understanding of the **benefits, opportunities, and business outcomes** that AI can support within specific working environments.

9. Connecting AI Governance with Frameworks, Regulations, and Standards

Examine how **AI governance** can be aligned with established governance frameworks, regulatory requirements, and industry standards.

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Explore approaches to ensuring that organisational AI governance practices remain consistent with **relevant regulations and recognised standards**.