# 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**.