

# ITIL® 5 - AI Governance

Duration: 2 days

## Who is this training for?

- Managers  
and executives involved in AI initiatives;
- IT,  
governance, risk, compliance and security professionals;
- Digital  
product and service owners;
- Architects,  
transformation leads and professionals involved in AI-supported  
decision-making;
- Professionals  
seeking to develop a structured and responsible approach to AI governance.

## Training objectives

By the end

of this course, participants will be able to:

- Understand  
the fundamental principles of ITIL®, AI and AI governance;
- Assess  
AI-related benefits, opportunities, risks and impacts;
- Understand  
how AI influences products, services, operations, decisions and organizational  
processes;
- Recognize  
the characteristics of effective and responsible AI governance;
-

Use

the ITIL® AI Capability Model to support responsible and scalable AI adoption;

- Use

the ITIL® AI Governance Improvement Model to structure AI governance improvement;

- Understand

how regulatory requirements influence AI-related policies,

- Responsibilities and

decisions;

- Integrate

AI governance with other frameworks and methods;

- Prepare for the ITIL® AI

Governance (Version 5) exam.

## Summary

This course

presents a practical approach to artificial intelligence governance based on ITIL® Version 5. It helps organizations adopt and deploy AI responsibly while maintaining clear accountability, ethical standards, regulatory compliance, trust and appropriate human oversight. Participants explore the ITIL® models dedicated to AI governance and capabilities, assess AI-related opportunities and risks, and learn how to integrate AI governance into products, services, operations and decision-making processes. The course prepares participants for the PeopleCert ITIL® AI Governance (Version 5) certification.

## Course outline

## **1. ITIL®,**

### **AI Governance and AI Fundamentals**

- Foundations  
of ITIL® and governance
- Essential  
artificial intelligence concepts
- Applying  
AI governance in an organizational context

### **2. AI Benefits and Risks**

- Innovation  
and value creation
- Trust  
and accountability AI-related risks and controls
- Ethics, transparency and human oversight

### **3. AI in Organizational Contexts**

- AI-supported  
products and services
- Operations  
and workflows
- AI-assisted  
decision-making
- Organizational  
impacts

### **4. Principles of Good AI Governance**

- Characteristics  
of effective governance
-

Roles,

responsibilities and oversight

- Advancing  
governance maturity

## **5. ITIL® AI Capability Model**

- Model  
overview
- Capabilities  
supporting AI adoption
- Using  
the model for responsible and scalable adoption

## **6. ITIL® AI Governance Improvement Model**

- Assessing  
the current state
- Designing  
and implementing governance  
Improvement  
and ongoing maintenance

## **7. Regulation and Compliance**

- Influence  
of global and national regulatory requirements
- Organizational policies and  
responsibilities
- Data protection and compliance

## **8. Integration with Other Frameworks and Methods**

-

Complementarity

with other governance and management frameworks

- Integration into existing practices
- Application to organizational scenarios

## **9. Certification Preparation**

- Review  
of key concepts
- Knowledge  
check questions
- Preparation  
for the official exam

## **Approach and methodology**

- Interactive  
presentations of ITIL® concepts and models related to AI governance;
- Real-world  
examples and organizational scenarios;
- Analysis  
of risks, responsibilities and governance mechanisms;
- Exercises  
and knowledge check activities;
- Discussions  
with the instructor on applying the concepts in different contexts;
- Guided  
review and exam preparation questions.

## **Prerequisites**

This course

is part of the ITIL® Version 5 learning pathway. Check the applicable PeopleCert eligibility requirements when registering for the exam.

## **Recommendations**

A general

understanding of service management, governance, risk, compliance or organizational uses of AI is an asset.

## **Certifications**

This course

prepares participants for the official PeopleCert ITIL® AI Governance (Version 5) exam. The official exam voucher is included when the course is sold as a certification package that includes the exam.