

COURSE OUTLINE



Course Name: *ITIL®(Version 5) AI Governance*

DURATION	SKILL LEVEL	DELIVERY METHOD	TRAINING CREDITS	TECHNOLOGY
2 Days	AI Governance	In Class/VILT	N/A	IT Service Management

ITIL® (Version 5) AI Governance Course Overview

ITIL AI Governance Training explores principles for managing Artificial Intelligence responsibly within digital services and organisational environments. Candidates examine AI risk management, ethical considerations, governance frameworks, and regulatory compliance requirements.

The course helps delegates understand the AI world, the need for AI governance, what can be governed, AI-related risks and controls, and how ITIL can be used as a governance toolkit. It also introduces the ITIL AI Governance Improvement Model and supports delegates in applying AI governance thinking to their role, industry, and organisational function.

Prerequisites for ITIL® (version 5) AI Governance Course

An understanding of IT service management concepts / ITIL practices will be recommended.

Who Should Attend this ITIL® 5 AI Governance Course?

The ITIL® 5 AI Governance Course is designed for professionals responsible for managing, implementing, or overseeing Artificial Intelligence within organisational digital services and IT environments. It is particularly valuable for delegates who must ensure that AI technologies are implemented responsibly, ethically, and in accordance with established governance and regulatory frameworks.

This training may be beneficial for:

- IT Service Managers
- Business Leaders and Executives
- AI and Machine Learning Engineers
- Data Scientists and Data Professionals
- Business and Data Analysts
- Project Managers
- Ethics and Governance Specialists

Learning Objectives

- Understand the AI world and why AI governance is needed in digital services and organisational environments
- Explain key AI governance terms, concepts, risks, controls, and governance considerations
- Understand what governance means and what aspects of AI can be governed
- Describe how ITIL can support AI governance through lifecycle management, automation, and value chain activities
- Apply the ITIL AI Governance Improvement Model across assessment, design, implementation, maintenance, assurance, and continual improvement activities
- Connect AI governance with frameworks, regulations, standards, and organisational scenarios

Topics

The course explores the following content areas:

Module 1: The AI World and the Need for AI Governance

- Introduction to AI
- AI Governance Key Terms and Concepts

Module 2: What is Governance?

- Governance

Module 3: What is AI and what can be Governed?

- Understand when to use Different Types of AI
- Describe Key Characteristics of AI
- Describe AI Risks

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

- The ITIL AI Capability Model
- AI Risks and Challenges
- AI and Strategy
- AI Governance Key Terms and Concepts

Module 5: ITIL as a Governance Toolkit

- ITIL
- Describe how AI can assist in ITIL product and Service Lifecycle Management Activities
- How AI Enables Automation Across Value Chain Activities

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

- AI Governance Key Terms and Concepts
- The ITIL AI Governance Improvement Model and Governance Patterns
- Assessing and Stress-Testing AI Governance Readiness (Assess step)
- Defining Governance Requirements and Designing Adjustments (Design step)
- Holistic and End-to-End Scenario Application

Module 7: ITIL AI Governance Improvement Model: Implement and Maintain

- Implementing AI Governance Adjustments (Implement step)
- Maintaining, Assuring, and Improving AI Governance (Maintain step)
- Governance Orientation, Stewardship, and Continual Improvement
- Compliance, Regulation, and External Alignment
- Implementing AI Governance Improvements
- Maintaining the AI Governance System
- Holistic and End-to-End Scenario Application

Module 8: AI in your World: unlock AI in your Role, Industry, and Organisational Function

- AI Value in Industries and Organisational Functions
- Scenario Context and Governance Baseline

Module 9: Connecting AI Governance with Frameworks, Regulations, and Standards

- The ITIL AI Governance Improvement Model and Governance Patterns
- Holistic and End-to-End Scenario Application

Job Roles

- IT Service Manager
- Business Leader or Executive
- AI and Machine Learning Engineer
- Data Scientist or Data Professional

- Business Analyst or Data Analyst
- Project Manager
- Ethics and Governance Specialist
- Risk, Compliance, or Assurance Professional
- Digital Transformation Lead
- IT Consultant

Exams

The ITIL® 5 AI Governance exam is an open-book assessment with a maximum score of 40, requiring 26 points (65%) to pass, covering AI governance concepts within ITIL 5.

- Open Book
- Maximum score: 40
- Passing score: 26/40 points
- Pass mark: 65%
- Assessment focus: AI governance concepts within ITIL 5

Why this certification

After completing this course, students will learn how to:

- Understand AI governance concepts and terminology in the context of ITIL 5
- Recognise AI risks, challenges, capabilities, and governance controls
- Use ITIL as a practical governance toolkit for responsible AI adoption
- Apply the ITIL AI Governance Improvement Model to assess, design, implement, maintain, assure, and improve AI governance
- Connect AI governance with organisational scenarios, regulations, standards, and other frameworks

Notes and Annotations

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