

ITIL® (Version 5) AI Governance - Including Exam

Duration: 2 Days Course Code: ITIL5AIG

Overview:

ITIL® AI Governance (Version 5) is for all organizations and people aiming to accelerate success with AI. It provides practical guidance for governing AI responsibly, effectively, and at scale - helping organizations and professionals capture AI's opportunities while managing its risks. In a world where AI is becoming the default, it helps you:

- Establish clear accountability and oversight for AI across the organization
- Balance innovation, ethics, and compliance without compromising speed or agility
- Stay AI-native while remaining human-centric, so people keep meaningful control of AI outcomes
- Scale the use of AI responsibly and turn ambition into measurable, sustainable value.

The courseware and exam are currently only available in English.

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Target Audience:

This course is aimed at:

Professionals with AI (delivery) responsibility including product managers, service managers, service designers, project and programme managers, transformation leads, implementation leaders, and operations managers

Objectives:

- **After you complete this course you will be able to:**
- Understand the fundamentals of AI, governance, AI governance and describe the relationship between governance, management, leadership, corporate governance, IT governance, and AI governance.
- Define key AI concepts and explain how AI types, characteristics, and the ITIL® AI Capability Model influence AI behaviour, use cases, risks, and governance needs and understand their uses across industries and organizational functions.
- Explain how AI creates value, supports outcomes, and introduces opportunities, threats, risks, and trade-offs across industries, organizational functions, strategy, transformation, and sustainability.
- Describe AI risks, ethical principles, countermeasures, and how these shape AI governance requirements and controls.
- Use the ITIL® AI Governance Model and ITIL® AI Governance Improvement Model to assess, stress-test, establish, adapt, implement, maintain, and assure AI governance.
- Apply AI governance across practical scenarios, complementary frameworks, regulation, suppliers, external standards, third-party AI governance, and end to-end delivery and operational environments.

Prerequisites:

- There are no required pre-requisites for this course, however some experience of ITIL® would be beneficial.

Testing and Certification

Recommended preparation for exam(s):

- ITIL® (Version 5) AI Governance
The exam is 90 minutes long, 40 multiple choice questions.

Exam vouchers are provided with this course. These will have a validity of 12 months. You will need to schedule your exams within this time frame.

Follow-on-Courses:

The following courses are recommended for further study:

- ITIL® (Version 5) Foundation
- ITIL® (Version 5) Service
- ITIL® (Version 5) Experience
- ITIL® (Version 5) Product
- ITIL® (Version 5) Transformation

Content:

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

Additional Information:

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Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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