

ITIL® AI Governance (Version 5)

Duration: 3 Days | The exam voucher is included in the training's price.

COURSE DESCRIPTION

ITIL AI Governance (Version 5) equips professionals with practical knowledge, models and tools to help organizations govern AI responsibly. Built on the globally recognized ITIL framework, it enables organizations to balance innovation with governance, build trust, manage risk and realize lasting value from AI.

COURSE OBJECTIVES

Develop the capability to govern AI responsibly and learn how to:

- Understand AI Governance: Explore why AI governance matters and its role in responsible AI adoption.
- Balance Opportunity and Risk: Maximize AI's value while managing accountability, trust, and risk.
- Apply the ITIL AI Capability Model: Understand the capabilities that influence AI adoption and use.
- Apply the ITIL AI Governance Improvement Model: Determine AI governance approaches based on organizational context, needs, and risk.
- Applying AI Governance in Practice: Explore how AI governance supports AI-enabled products, services, operations and decision-making.
- Confidence to support responsible AI adoption
- Governance skills for AI-enabled environments
- The ability to balance innovation and accountability
- Ability to communicate AI governance decisions
- Expertise in a rapidly growing professional discipline

COURSE OUTLINE

- Introduction to ITIL, governance and AI (types of AI, characteristics of AI)
- AI governance key terms and concepts, good AI governance
- AI in industries and organizational functions
- The ITIL AI Capability Model (6C Model)
- Value of AI, AI opportunities, outcomes, risks and challenges, costs
- AI and strategy
- The ITIL AI Governance Improvement Model (Assess, Design, Implement, Maintain)
- Stewardship and continual improvement
- Compliance, regulation and external alignment
- Practical application of AI governance

ASSESSMENT

- Multiple Choice, Open Book
- 90 minutes, 40 questions (pass mark – 70% for candidates)
- No certification prerequisite

Learning Categories:

- Key terms and concepts on ITIL and AI governance
- AI Fundamentals: Introduction to AI, ITIL AI Capability Model, AI Opportunities, Risks and Threats, AI and Strategy
- ITIL AI Governance Improvement Model
- Compliance, Regulation and External Alignment
- Practical Application of AI Governance

WHO SHOULD ATTEND

- Professionals with AI (delivery) responsibility including product managers, service managers, service designers, project and programmed managers, transformation leads, implementation leaders, operations managers, SREs, and DevOps leaders
- Professionals responsible for introducing, embedding, or managing AI at scale across products, services, projects, programmed, and organizational workflows