

Course : ITIL® AI Governance (Version 5), PeopleCert Certification

Practical course - 2d - 14h00 - Ref. I5A

Price : 1590 CHF E.T.

NEW

The ITIL® AI Governance (Version 5) training course provides a framework for governing artificial intelligence responsibly, effectively, and at scale. It shows how to establish clear accountability and oversight of AI within the organization, balance innovation, ethics, and compliance without compromising speed or agility, and remain AI-native while keeping people at the center of decision-making. The course prepares participants for the ITIL® AI Governance (Version 5) certification, an Extension Module of the ITIL® qualification scheme.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Understand the fundamentals of AI and governance, and contextualize AI governance within the broader frameworks of corporate governance and IT governance
- ✓ Describe the types of AI, their risks, the associated ethical principles, and the ITIL® AI Capability Model
- ✓ Explain how AI creates value and what opportunities, threats, and trade-offs it introduces
- ✓ Use the ITIL® AI Governance Model and the ITIL® AI Governance Improvement Model to assess, design, implement, and maintain AI governance
- ✓ Apply AI governance to real-world scenarios, regulations, vendors, and complementary frameworks
- ✓ Prepare for the ITIL® AI Governance (Version 5) Exam

Intended audience

Executives and leaders responsible for AI adoption: CIOs/DSIs, CDOs, Chief AI Officers, IT directors, and transformation leaders; governance, risk, and compliance (GRC) leaders, CISOs, DPOs, internal audit, and quality professionals; managers and professionals in digital products and services: Service and Practice Owners, Product Managers/Owners, architects, delivery teams, DevOps, data, and AI; anyone involved in defining, implementing, or overseeing AI governance.

PARTICIPANTS

Executives and leaders responsible for AI adoption: CIOs/DSIs, CDOs, Chief AI Officers, IT directors, and transformation leaders; governance, risk, and compliance (GRC) leaders, CISOs, DPOs, internal audit, and quality professionals; managers and professionals in digital products and services: Service and Practice Owners, Product Managers/Owners, architects, delivery teams, DevOps, data, and AI; anyone involved in defining, implementing, or overseeing AI governance.

PREREQUISITES

There are no formal prerequisites for taking the course or sitting the exam. A general understanding of ITIL® or experience in governance, risk, compliance, or product and service management is an asset.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

Prerequisites

There are no formal prerequisites for taking the course or sitting the exam. A general understanding of ITIL® or experience in governance, risk, compliance, or product and service management is an asset.

Certification

The exam is taken remotely with individual webcam proctoring by the certification body. It is an open-book multiple-choice exam consisting of 40 questions in English and lasting 90 minutes. Candidates taking the exam in a language other than their native or working language are granted 25% extra time, for a total of 113 minutes. The only permitted reference materials are the Official ITIL® AI Governance Book (Version 5) and the Scenario Booklet. The minimum passing score is 26 out of 40 (65%). The exam voucher is included in the course fee.

Course schedule

1 Introduction

- Positioning of ITIL® AI Governance within the ITIL® certification framework and the module's objectives.
- Overview of the overarching storyline used throughout the training.

2 The World of AI and the Need for AI Governance

- Opportunities and Threats Posed by AI for Organizations and Professionals.
- AI Policy and Effective AI Governance: Maturity, Shortcomings, and the Cost of Ungoverned AI.
- Characteristics of Good AI Governance.

3 What is governance?

- Governance, management, and leadership; levels of governance and regulation.
- Components of the governance system and the role of governance in the ITIL® Value System.
- Governance patterns, opportunities presented by good governance, and threats posed by poor governance.

4 What Is AI, and Why Do We Need to Regulate It?

- Types of AI (Narrow, Generative, Agentic), AI Maturity, and Key Characteristics.
- Risks of AI: Bias, Data Protection, and Hallucinations.
- Use Cases and Automation Throughout the Product/Service Lifecycle and Value Chain.

5 Risks, Strategy, and Consequences of Failed Governance

- The ITIL® AI Capability Model (6C) and Its Impact on Decision Boundaries and Risk Profiling.
- Risk Categories, Ethical Principles, and Countermeasures.
- AI, Strategy, Alignment, and the Challenges of Shadow AI.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

6 ITIL® as a Governance Toolkit

- Value Co-creation, Guiding Principles, and Four Dimensions.
- ITIL® Product and Service Lifecycle Model and ITIL® Value System.
- ITIL® Maturity Model (including the AI Maturity Model), continuous improvement, and transformation.

7 ITIL® AI Governance Improvement Model: Assess, Design,

- The AI Governance Lifecycle, Governance Patterns, and Perspectives.
- Step 1: Assess and stress-test the governance framework.
- Step 2: Design the adjustments and determine the governance requirements.
- Step 3: Preventive, detective, and corrective controls; decision limits; and human oversight.
- Step 4: Assurance, observability, monitoring, and continuous improvement.
- Compliance, regulation, third-party governance, and end-to-end governance.

8 AI in Your Environment: Role, Industry, and Function

- AI Use Cases by Industry and Organizational Function.
- AI, digital strategy, transformation, and sustainability.
- Assessment of the AI context for a given scenario.

9 Connecting AI to Complementary Frameworks

- Integration of ITIL® with DevOps and PRINCE2®.
- Application of Governance in Continuous Delivery Pipelines and Project Workflows.
- A holistic, end-to-end approach to an integrated scenario.

10 Course Review, Exam Preparation

- Review of key concepts.
- Practice exam.

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Dates and locations

REMOTE CLASS

2026 : 30 Nov.

2027 : 22 Mar., 10 June, 30 Sep., 2 Dec.