

ITIL AI Governance (Version 5)

Duration: 2 Days

Language: English/Cantonese/Putonghua

About ITIL AI Governance (Version 5)

ITIL® (Version 5) AI Governance Training introduces structured approaches for managing Artificial Intelligence within IT service management environments. The training explores governance models, regulatory considerations, and ethical frameworks that help organisations implement AI technologies responsibly.

Delegates learn how AI governance supports risk management, strengthens transparency in AI-enabled systems, and ensures that AI technologies align with organisational strategies and service management objectives.

Workshop Description

With ITIL® (Version 5) AI Governance Training Course, professionals learn how to govern Artificial Intelligence (AI) responsibly in modern IT service environments. The course explains how to manage AI risks, ensure ethical adoption, and align AI-enabled services with ITIL Service Management practices for transparency and compliance.

Learning Outcomes

- How Artificial Intelligence can be governed within IT service management environments
- Approaches to managing AI-related risks and ethical considerations
- The role of governance frameworks in responsible AI adoption
- How regulatory and compliance requirements influence AI-enabled services
- Ways to align AI technologies with ITIL® service management practices and organisational objectives

What will you learn?

- **ITIL, AI Governance, and AI Fundamentals** - Build a foundation in ITIL, governance, and AI so you can apply AI governance in practical organizational contexts.
- **AI Opportunities and Threats** - Learn how to balance innovation, value creation, trust, accountability, and risk.
- **AI in Organizational Contexts** - Understand how AI affects products, services, operations, decision-making, and organizational workflows.
- **Good AI Governance** - Explore what good AI governance looks like and how governance maturity develops across different organizational contexts.
- **The ITIL AI Capability Model** - Discover how the ITIL AI Capability Model supports responsible, scalable AI adoption.
- **The ITIL AI Governance Improvement Model** - Understand how the ITIL AI Governance Model supports a practical and consistent approach to AI governance.



- **How Regulation Shapes AI Governance** - Learn how global and national regulatory requirements shape AI governance and affect organizational policies, responsibilities, and decision-making.
- **AI Governance and Other Frameworks** - Discover how the ITIL AI Governance Improvement Model can be integrated with other frameworks and methods to support a practical and consistent approach.

Prerequisite

There are no formal prerequisites for this ITIL® (Version 5) AI Governance Training Course. However, participants may benefit from having a basic understanding of IT service management concepts or familiarity with ITIL® practices.



We are PeopleCert Accredited Training Organization

All our workshops are rigorously reviewed by an accreditation body prior to publication. You can rest assured that you are receiving the highest quality training at an affordable price.

<https://www.peoplecert.org/ways-to-get-certified/ato/agilizing-608964>