

ITIL AI Governance Training

2-day ITIL® AI governance training based on the ITIL framework version 5



B2B Learning's 2-day ITIL® AI Governance course will provide you with a **practical guidance for governing AI responsibly**, effectively and at scale, helping your organisation to capture AI's benefits while managing its risks. It will help you develop governance capabilities, enabling you to adopt, manage and scale AI responsibly while balancing innovation, accountability, compliance and human oversight.

- Official PeopleCert exam voucher included – take your online proctored exam when you're ready
- Delivered by an Accredited Training Organisation (ATO) and led by a certified expert trainer
 - Official PeopleCert eBook + Official Training Materials (OTM)
 - Highly interactive: concepts, exercises, real-life discussion and exam preparation
 - All-inclusive: lunches, coffee breaks and exam voucher



Master AI governance with ITIL to innovate confidently, manage risks, and scale AI responsibly across your organisation.

AI governance enables organisations to adopt and scale AI responsibly while maintaining clear accountability, ethical standards, regulatory compliance, and human oversight. It provides the structure needed to innovate confidently and turn AI initiatives into sustainable business value.

KEY LEARNING OBJECTIVES

- **Establish accountability** – Define clear ownership and oversight for AI systems and outcomes.
- **Govern AI effectively** – Ensure AI use remains visible, controlled, and answerable.
- **Balance innovation and compliance** – Accelerate AI adoption while meeting ethical and regulatory requirements.
- **Keep humans in control** – Maintain human judgment and accountability in AI-supported decisions.
- **Build an AI-native organization** – Maximize AI capabilities without losing a human-centric approach.
- **Scale AI responsibly** – Create the governance foundations for safe, sustainable growth and measurable value.

COURSE CONTENTS

Throughout our interactive course, we will provide an ideal balance between presentation, activities and group discussions.

Day 1 - Understanding AI Governance and Building the Foundations

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

- Understand the evolving AI landscape and its impact on organizations
- Explore the business opportunities and challenges created by AI
- Understand why AI governance is essential for responsible and sustainable adoption
- Identify key drivers including risk, trust, regulation, ethics, and value creation

Module 2 - What Is Governance?

- Understand the purpose and principles of governance
- Explore accountability, authority, oversight, and decision-making
- Understand the relationship between corporate, IT, and AI governance

- Explore different governance patterns and organizational approaches

Module 3 - What Is AI and What Can Be Governed?

- Understand different types of AI, including Narrow, Generative, and Agentic AI
- Explore AI characteristics such as autonomy, learning, and opacity
- Identify AI capabilities and their associated governance requirements
- Understand how increasing AI autonomy influences risk and oversight

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

- Identify common AI risks, including bias, privacy, misleading outputs, and unintended outcomes
- Explore ethical principles including fairness, transparency, accountability, and human agency
- Understand decision boundaries and the importance of human oversight
- Apply preventive, detective, corrective, oversight, and assurance controls
- Understand how controls should be proportionate to AI risk and autonomy

Module 5 - ITIL as a Governance Toolkit

- Explore how ITIL principles and practices support AI governance
- Understand how governance can be embedded across the AI lifecycle
- Connect AI governance with existing organizational processes and ways of working
- Introduce ITIL models for assessing and improving AI governance

Day 2 - Designing, Implementing and Improving AI Governance

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

- Assess the organization's current AI governance capabilities
- Identify governance gaps, risks, and improvement opportunities
- Stress-test existing governance arrangements
- Define appropriate governance requirements and controls
- Establish decision rights, accountability, oversight, and escalation mechanisms

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

- Translate governance requirements into practical policies, workflows, roles, and controls
- Embed governance into day-to-day AI operations
- Establish monitoring, assurance, evidence collection, and feedback mechanisms

- Manage vendor and third-party AI governance
- Continually review and improve governance as AI, risks, and regulations evolve

Module 8 - AI in Your World: Unlock AI in Your Role, Industry and Organizational Function

- Identify relevant AI use cases within different roles and business functions
- Assess AI opportunities according to value, risk, and organizational readiness
- Consider industry, regulatory, and sustainability requirements
- Explore how responsible AI governance supports innovation and measurable business value
- Apply governance principles to practical organizational scenarios

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

- Integrate AI governance with existing organizational frameworks and practices
- Connect AI governance with ITIL, project management, DevOps, and other management approaches
- Understand the role of AI standards and external assurance
- Explore the relationship with ISO/IEC 42001 and other relevant standards
- Understand how regulatory requirements can be translated into practical governance controls

Course Wrap-Up

- Consolidation of the ITIL AI Governance approach
- Review of key governance principles and models
- Applying AI to organisational initiatives in a practical way
- Key takeaways and next steps for implementing responsible AI governance
- How should you prepare for and take your exam?

WHO SHOULD ATTEND?

This course is designed for IT and business leaders, AI governance professionals, Risk and Compliance managers, ITIL practitioners, project and product managers and consultants who are responsible for adopting, governing or scaling AI within their organisation. The course is particularly relevant for professionals who need to balance AI innovation with accountability, risk management, regulatory compliance, and human oversight.

Prerequisites

There are **no formal prerequisites** for attending this course. A basic understanding of IT service management, AI, risk management, or organisational governance can be helpful but is not required.

ABOUT THE EXAM

Participants take their exam at a date and time of their choice with PeopleCert online proctoring.

On the first morning, we provide your PeopleCert online proctored exam voucher valid for 1 year, allowing you to schedule

your exam on the PeopleCert platform. If you prefer to take the exam at our offices, you can book an appointment.

Exam format:

- Duration: **90 minutes** (+15 minutes for non-native English speakers)
- Open book exam
- 40 multiple-choice questions
- 1 mark per question, no negative marking
- Pass mark: **70%**

No prior ITIL qualification or AI governance experience is needed. ITIL AI Governance can be taken as a standalone certification, making it easy to start your AI governance journey.

COURSE MATERIAL

Participants receive a complete set of documentation, including:

- The **official ITIL AI Governance** eBook (version 5)
- The PeopleCert Learning Resource Kit including the **Official Training Materials (OTM)** and **Quick Reference Guide**