

Updated on 08/28/2026

[Sign Up](#)

ITIL AI Governance V5 Certification Training

2 days (14 hours)

Overview

ITIL AI Governance V5 provides a framework that enables organizations to implement and develop their use of artificial intelligence by integrating oversight, accountability, risk management, and trust. Our ITIL AI Governance certification training will help you understand how to apply AI governance to products, services, operations, and organizational processes. You will learn to identify the benefits and risks associated with AI, allocate responsibilities and accountability, and integrate transparency, oversight, and ethical safeguards into business practices. The course will also enable you to apply the ITIL AI Capability Model to determine governance requirements tailored to different AI capabilities, risk profiles, and necessary controls. You will also use the ITIL AI Governance Improvement Model to assess an existing situation, identify necessary adjustments, and maintain the effectiveness of governance over time. Finally, you will examine the impact of regulatory requirements on AI governance and how ITIL AI Governance interfaces with other frameworks and methods. Upon completion of the training, participants will be able to deploy AI responsibly by integrating pragmatic governance into the functioning of products, services, and operations.

Objectives

- Define a clear division of responsibilities and accountability related to AI within the organization.
- Implement a safe and controlled adoption of AI that fosters trust and engagement among stakeholders.
- Prevent compliance, regulatory, and ethical risks from the very outset of AI projects.
- Integrate oversight, transparency, and accountability into professional practices to fully leverage the potential of AI while ensuring organizational resilience.
- Effectively prepare for the ITIL AI Governance (Version 5) certification to ensure success.

Target Audience

- Professionals with AI-related responsibilities (implementation and operations), including product managers, service managers, service designers, project and program managers, transformation leaders, implementation leads, and operations managers.
- Professionals responsible for introducing, integrating, deploying at scale, or managing AI within products, services, and organizational processes.

Prerequisites

- Be familiar with governance or AI issues

Curriculum for our ITIL AI Governance V5 Certification Training

[Day 1 - Morning]

ITIL Fundamentals, AI, and AI Governance

- Understand the fundamentals of artificial intelligence necessary for its governance
- Position ITIL AI Governance within the context of products, services, operations, and organizational processes
- Understand the principles of AI governance, oversight, and accountability
- Identify the benefits of AI in terms of innovation, efficiency, and value creation
- Identify the risks associated with AI: trust, responsibility, compliance, and ethics
- Hands-on workshop: Analyze a case study of AI adoption and identify the benefits, risks, and governance needs

[Day 1 – Afternoon]

AI in the Organization and Principles of Good Governance

- Analyze the impact of AI on products, services, and operations
- Understanding the effects of AI on decision-making and organizational workflows
- Defining a clear division of responsibilities and accountability related to AI
- Integrating oversight, transparency, and accountability into professional practices
- Understand the characteristics of effective AI governance and how it evolves as the organization matures
- Foster stakeholder trust and engagement in the adoption of AI

The ITIL AI Capability Model and Governance Tailored to Specific Use Cases

- Understand the role of the ITIL AI Capability Model in the responsible adoption of AI
- Identify the various AI capabilities and their implications for governance
- Determine governance requirements tailored to AI capabilities and use cases
- Assess the risk profiles associated with different usage contexts
- Adapt controls, responsibilities, and oversight mechanisms to the identified risks
- Hands-on workshop: Apply the ITIL AI Capability Model to several use cases and determine the appropriate controls

[Day 2 - Morning]

ITIL AI Governance Improvement Model

- Understand the role of the ITIL AI Governance Improvement Model
- Transition from governance principles to their operational implementation
- Assessing the current state and maturity of AI governance
- Identifying gaps between existing practices and expected governance
- Define and prioritize the adjustments needed for responsible AI adoption
- Hands-on Workshop: Evaluating an Existing Governance Framework and Developing an Improvement Plan

[Day 2 – Afternoon]

Regulation, compliance, and integration with other frameworks

- Understand how national and international regulatory requirements influence AI governance
- Prevent regulatory, compliance, and ethical risks from the very outset of AI initiatives
- Translate external requirements into policies, responsibilities, controls, and organizational decisions
- Understand how ITIL AI Governance interfaces with other frameworks and methods
- Maintain governance that adapts to evolving uses, risks, and the organizational context
- Hands-on workshop: Analyze an AI deployment scenario and identify compliance requirements and the necessary governance measures

Preparation for ITIL AI Governance Certification

- Review the ITIL, AI, and governance fundamentals assessed during certification
- Review the benefits and risks of AI, as well as its impact in organizational contexts
- Master the principles of good governance and the ITIL AI Capability Model
- Review the ITIL AI Governance Improvement Model, regulations, and how it relates to other frameworks
- Understand the exam format and adopt an effective method for managing questions and time

- Hands-on workshop: taking the practice exam + review

Target Audience

This training is intended for both individuals and companies—large or small—seeking to train their teams in new, advanced IT technologies or to acquire specific business knowledge or modern methodologies.

Entry-Level Assessment

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency in various types of technologies, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth running of the training session.

Teaching Methods

Hands-On Training: 60% Practical, 40% Theoretical. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the instructor—supported by examples and reflection sessions—and group work.

Assessment

At the end of the session, a multiple-choice quiz is administered to verify that participants have successfully acquired the skills.

Certification

A certificate will be issued to each trainee who has completed the entire training program.