



Course Title: ITIL® AI Governance (Version 5) Certification Training	Course Duration: 2.0 Days
Exam: Included	Exam Type: Proctored Exam
Qualification: ITIL® AI Governance (Version 5)	

Course Syllabus

You will develop a sound understanding of how AI-supported decisions are made, what impact they have on customers, employees, and organizations, and how responsibility, traceability, and control can be ensured. ITIL Version 5 provides a clear framework for this, combining governance, value creation, and experience.

A central component of the training is the integration of AI into the digital product and service lifecycle. You will learn how AI solutions are planned, introduced, operated, and further developed without ignoring risks, dependencies, or ethical issues. This will highlight how AI provides meaningful support rather than replacing decisions in an uncontrolled manner.

In addition, the training teaches how organizations deal with risks, compliance requirements, and trust issues in the context of AI. You will learn how to create transparency, how to document decision-making logic, and how governance structures enable the responsible use of AI.

After completing the training, you will be able to use ITIL Version 5 AI Governance in a targeted manner to effectively manage AI-based solutions, build trust, and achieve sustainable added value from AI initiatives.

Course Overview

In ITIL Version 5 AI Governance Training, you will learn how to manage the use of artificial intelligence responsibly, transparently, and effectively. The focus is on viewing AI not as a purely technical issue, but as an integral part of digital products, services, and organizational value creation.

Course Learning Outcomes

- Govern AI adoption across digital products and services with clarity and confidence
- Identify and mitigate regulatory, ethical, security, and reputational AI risks
- Apply decision authority frameworks, data governance principles, and fairness criteria
- Establish AI transparency, explain ability, and accountability mechanism
- Assess your organization's current governance landscape and AI readiness
- Design and implement AI governance structures tailored to organizational needs
- Support sustainable, continuous AI governance without deep technical expertise

Audience

- Our ITIL® AI Governance (Version 5) training course is suitable for:
 - IT Operations Managers



- Service Desk Managers
- Development Managers
- Developers
- Infrastructure Operations Engineers
- Change & Release Managers
- Incident Managers
- Problem Managers
- Service Transition Managers
- Application Operations Engineers
- Availability Managers
- IT Coordinators
- Network Systems Administrators
- IT Support Managers
- Technical Support Engineers
- Information Security
- Data Center Support Specialists

Entry-Level Requirements

ITIL AI Governance (Version 5) Training Prerequisites

Participants must hold ITIL 4 Foundation or ITIL (Version 5) Foundation certification.

ITIL AI Governance (Version 5) Certification Information

To earn the ITIL AI Governance (Version 5) certification, you must:

- Sit for the ITIL AI Governance (Version 5) exam via PeopleCert's online proctoring service

Recommended Reading

It might be useful to revise your ITIL® Foundation level materials again to reinforce your existing level of knowledge of ITIL®

What's Included

- 2 days live instructor led training.
- Official course content and curriculum ITIL® AI Governance (Version 5)
- Quizzes
- Exercises
- ITIL® AI Governance (Version 5) Exam Voucher

Exam Information

ITIL®AI Governance (Version 5) Examination:

The **ITIL® AI Governance (Version 5)** examination will comprise of:

- Duration: 90 minutes, closed book
- Number Of Questions: 40



- Marks: Each question is worth 1 mark. There are 40 marks available. There is no negative marking.
- Pass Mark: is 70% or higher – 28/40 marks or above

Read the PeopleCert Official Guidance for [Windows Devices](#) and [MacOS Devices](#) for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

What's Next

ITIL® Experience (Version 5) Certification Training

Learn to design and improve digital experiences with ITIL Experience V5. Build skills in experience governance, signals, trust, and lifecycle alignment.

ITIL® Product (Version 5) Certification Training

Master ITIL Product (Version 5) practices to manage digital products end to end, including discovery, design, governance, and lifecycle improvement.

ITIL® Transformation (Version 5) Certification Training

Prepare for ITIL Transformation certification and learn how to govern and execute enterprise transformation initiatives.

ITIL® Service (Version 5) Certification Training

Develop ITIL Service (Version 5) skills to design, deliver, operate, and improve digital services with governance, value streams, and resilience.

ITIL® Strategy (Version 5) Certification Training

Learn how to define, govern, and execute digital strategy with ITIL Strategy certification training.

ITIL® Managing Professional Transition (Version 5) Certification Training

Fast-track your transition to ITIL Version 5 with certification training in product, service, experience, and transformation.



Additional Information

Learn to design and improve digital experiences with ITIL AI Governance. Build skills in experience governance, signals, trust, and lifecycle alignment.