

# "ITIL AI Governance (Version 5)"

## Course Introduction

This two-day course provides participants with an understanding of the principles, concepts, and models required to govern AI effectively and responsibly. The course explores AI opportunities and risks, governance principles, organizational considerations, and the application of the ITIL AI Capability Model and ITIL AI Governance Improvement Model. It also prepares participants for the ITIL AI Governance (Version 5) certification examination.

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## Day 1: AI Fundamentals, Risks and Governance

### 1. Introduction to AI Governance

- Course introduction and learning objectives
- Understanding AI and its organizational impact
- The need for AI governance
- AI-enabled products, services and decision-making
- The role of ITIL in AI governance

### 2. Understanding AI Opportunities and Risks

- Business value and opportunities created by AI
- AI-related risks and challenges
- Bias and fairness
- Transparency and explainability
- Privacy and data considerations
- Security and reliability
- Unintended outcomes and potential impacts
- Human oversight and accountability

### 3. AI Governance Principles

- Understanding governance in an AI context
- Governance versus management
- Establishing accountability and decision rights
- Roles and responsibilities
- Policies, principles and governance guardrails
- Monitoring and oversight

- Building trust in AI-enabled systems

#### 4. AI and the Organizational Context

- Aligning AI initiatives with organizational objectives
- Organizational readiness for AI adoption
- Culture and AI governance
- Stakeholders and their interests
- Integrating AI governance into existing governance structures
- Balancing innovation, value and risk
- Governance considerations throughout the AI lifecycle

#### 5. Day 1 Review

- Review of key concepts and terminology
  - Connecting AI risks with governance requirements
  - Knowledge review and exam-oriented discussion
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### Day 2: ITIL AI Governance Models and Application

#### 6. Introduction to the ITIL AI Capability Model

- Purpose and value of the AI Capability Model
- Understanding AI governance capabilities
- Assessing organizational AI capabilities
- Identifying strengths and capability gaps
- Using capability assessments to support AI governance

#### 7. Applying the ITIL AI Capability Model

- Understanding the relationship between capabilities and governance
- Identifying areas for capability development
- Prioritizing capability improvements
- Supporting effective and responsible AI adoption
- Using the model to guide organizational progress

#### 8. The ITIL AI Governance Improvement Model

- Introduction to AI governance improvement
- Understanding the improvement approach

- Assessing the current state
- Defining the desired state
- Identifying improvement opportunities
- Prioritizing governance improvements
- Implementing and monitoring improvements
- Continual adaptation of AI governance

## 9. AI Governance Across the AI Lifecycle

- Governance before AI adoption
- Governance during AI design and development
- Data and model governance considerations
- Deployment and operational governance
- Monitoring AI performance and outcomes
- Managing changes to AI systems
- Managing risks, issues and unintended outcomes
- Continual evaluation and improvement

## 10. Establishing an Effective AI Governance Approach

- Defining AI governance objectives
- Establishing principles and policies
- Assigning accountability
- Establishing appropriate controls and oversight
- Monitoring governance effectiveness
- Measuring outcomes and performance
- Responding to emerging risks and changes
- Embedding continual improvement

## 11. Certification Exam Preparation

- Review of key concepts
- Review of the ITIL AI Capability Model
- Review of the ITIL AI Governance Improvement Model
- Connecting governance principles, risks and organizational context
- Exam-oriented review
- Practice questions and final knowledge check