

ITIL® AI Governance Training

Duration: 3 Days

Description

ITIL® AI Governance (Version 5) training is designed to provide participants with practical guidance for governing AI responsibly, effectively, and at scale.

As AI increasingly becomes an integral part of organizational operations, the training provides a holistic understanding of AI governance by combining proven principles with practical, role-aligned guidance. It enables organizations to use, manage, and govern AI with clarity, accountability, and trust.

Throughout the training, participants will learn how to:

- Establish clear oversight and accountability for AI across organizational functions
- Balance innovation, ethics, and compliance without compromising speed or agility
- Maintain a human-centric approach and ensure meaningful human control over AI outcomes
- Scale AI responsibly to transform AI ambitions into measurable and sustainable value
- Establish a common language across teams to align governance and strengthen trust
- Accelerate the responsible adoption of AI across AI-related roles and functions

The program aims to support responsible AI adoption across the organization and enable different roles and functions involved in AI to operate within a common governance framework

Outline

1. ITIL and Governance Fundamentals

ITIL Fundamentals

- Value co-creation through products and services
- ITIL Guiding Principles
- ITIL Product and Service Lifecycle Model
- ITIL Value System (ITIL VS) and its components
- ITIL Four Dimensions and their elements
- ITIL Maturity Model
- ITIL AI Maturity Model
- ITIL Continual Improvement Model

- ITIL Transformation Model

Governance Fundamentals

- Differences between corporate governance, regulation, IT governance, and AI governance
- Governance vs. management
- Purpose, responsibilities, and decision-making scope
- Interaction between governance and management
- Governance across organizational contexts and functions
- Digital product and service management
- Software development and DevOps
- Human Resources
- Marketing and Finance
- Operations
- The role of governance within the ITIL Value System
- Organizational direction and accountability
- Control, risk management, and compliance
- Opportunities and threats of governance
- Distinguishing governance and management activities through scenarios

1. AI Fundamentals

Introduction to AI

- Types of AI and their appropriate use
- Generative AI (GenAI)
- Agentic AI
- Narrow AI
- AI use cases across ITIL
- Product and service management
- Experience
- Strategy and transformation
- Key characteristics of AI
- Learning
- Autonomy
- Opacity
- Key AI risks
- Bias
- Privacy
- Hallucination

- AI in product and service lifecycle management
- AI-enabled automation across value chain activities
- Opportunities and threats of AI for organizations and professionals

1. AI Across Industries and Organizational Functions

- AI and value co-creation
- AI contribution to business outcomes
- AI use cases across industries
- Creating value with AI across organizational functions
- AI across the digital strategy lifecycle
- Strategy creation
- Strategy execution
- Monitoring
- Continual adjustment
- Strategic opportunities and threats of AI adoption
- AI and transformation readiness assessments
- Adaptive governance
- AI and sustainability considerations
- Alignment with relevant UN Sustainable Development Goals (SDGs)
- Energy and water usage
- Environmental impact and sustainability trade-offs

1. ITIL AI Capability Model - 6C Model

- Introduction to the ITIL AI Capability Model
- Differences between AI capabilities
- AI capability behaviours
- Typical use cases
- Associated risks
- How AI capabilities influence use cases and behaviour
- Impact of AI capabilities on governance requirements
- Governance control mechanisms
- AI risk profiling using the ITIL AI Capability Model
- Decision boundaries
- Human hand-offs
- Override mechanisms and experience signals
- Refusal patterns and hand-off time
- Combining multiple AI capabilities in real-world AI solutions
- Impact on system behaviour and risk exposure

- Identifying high-risk areas through scenario analysis
- Defining proportionate governance controls

1. AI Risks and Ethical Principles

AI Risk Categories

- Autonomy in decision-making
- Transparency and explainability
- Bias and fairness
- Hallucinations and mistakes
- Access-control misalignment
- Data availability and quality
- Legal, regulatory, and compliance risks
- Operational and lifecycle risks
- Third-party AI governance risks
- Organizational readiness and skills
- Unauthorized disclosure and data leakage
- Model drift
- Inappropriate autonomy

Ethical Principles for AI

- Fairness
- Transparency
- Accountability
- Beneficence
- Non-maleficence
- Autonomy and human agency
- Ethical principles in AI design
- Ethical principles in AI operations and decision-making

AI Risk Countermeasures

- Human oversight
- Explainability measures
- Bias audits
- Output validation
- Access controls
- Data-quality management
- Audit trails
- Lifecycle monitoring

- Third-party controls
- AI literacy activities
- Linking risks to appropriate governance controls
- Scenario-based AI risk-control reasoning

1. **AI and Strategy**

- AI and strategic decision-making
- AI-supported prioritization
- Resource allocation
- Alignment between strategy, value streams, and business outcomes
- Shadow AI
- Impact of Shadow AI on strategic alignment
- Shadow AI risk exposure
- Impact on organizational decision-making

1. **AI Governance Key Concepts**

Four AI Governance Perspectives

- Decision Authority & Risk Management
- Ethical Principles
- Data Governance
- Regulatory Compliance
- Interdependencies between governance perspectives
- Impact of AI capabilities on governance requirements
- The growing need for effective AI governance
- AI Governance Lifecycle
- Governance and ethical principles for trustworthy AI-enabled products, services, and experiences
- IT Governance vs. AI Governance
- AI Governance and digital ethics
- Shadow AI governance risks
- Visibility gaps
- Data leakage
- Compliance exposure
- Inconsistent decision-making
- Unclear accountability
- Characteristics of good AI governance
- Fit-for-purpose governance
- Adaptive and evolving governance

- Integrated and holistic governance
- Ethical and sustainable governance

1. **ITIL AI Governance Model, Improvement Model and Governance Patterns**

ITIL AI Governance Models

- ITIL AI Governance Model
- ITIL AI Governance Improvement Model
- Assessment
- Design
- Implementation
- Maintenance
- Assurance
- Using the ITIL AI Capability Model to assess AI suitability, risks, and controls
- Integration with other frameworks and methods

AI Governance Patterns

- Directive
- Guided
- Federated
- Autonomous
- Decision authority
- Assurance and oversight
- Impact of governance patterns on AI adoption

1. **Assessing and Stress-Testing AI Governance Readiness**

- Assessing current AI governance
- Ethical principles and governance decision areas
- Authority and oversight
- Control mechanisms
- Escalation and accountability
- Governance pattern analysis
- Governance components and characteristics
- Governance maturity indicators
- Stress-testing governance against AI scenarios
- Identifying governance breaking points
- Decision velocity
- Scale
- Integration

- Risk tolerance
- Stakeholder engagement
- Accountability
- Data governance
- Supplier exposure
- Compliance
- Selecting appropriate governance patterns for AI use cases

1. Designing AI Governance Requirements

- Determining governance requirements for AI use cases
- Using the ITIL AI Capability Model
- AI risks and ethical considerations
- Governance requirements based on autonomy levels
- Decision criticality
- Regulatory exposure
- Organizational readiness
- Stakeholder impact
- Decision authority
- Human oversight
- Control mechanisms
- Shadow AI governance controls
- Current and planned AI use cases
- Supplier-provided AI solutions
- Predictable future AI use cases
- Categorizing AI-enabled systems according to governance needs
- Sustainability considerations
- Environmental impact
- Energy and water usage
- Supplier commitments
- Monitoring evidence
- Lifecycle impacts

1. Implementing AI Governance Adjustments

- Implementing decision boundaries
- Human oversight and governance controls
- Preventive controls
- Detective controls
- Corrective controls

- Designing human oversight according to autonomy levels
- AI risk categories and countermeasures
- Shadow AI governance controls
- Acceptable-use policies
- Approved AI tool catalogues
- AI use registers
- Access controls
- Monitoring
- Staff guidance
- Escalation routes
- Policy updates
- Governance bodies and roles
- Workflows
- Tooling
- Training
- Supplier arrangements
- Delivery integration
- Applying ethical and governance principles to AI-enabled products and services
- Applying a risk matrix: likelihood × impact

1. **Maintaining, Assuring and Improving AI Governance**

- ITIL AI Governance Maturity Model
- Maturity indicators from Emerging to Stewardship
- Auditability
- Traceability
- Documentation
- AI governance assurance
- Observability signals
- Metrics
- Logs
- Traces
- Experience signals
- Monitoring AI governance performance
- Measuring governance effectiveness
- Continual improvement of governance controls
- Responding to changes in AI use
- Regulatory changes
- Supplier changes

- Stakeholder expectations
- Changing operating conditions
- Using monitoring and evaluation results to improve AI governance

1. **Governance Orientation, Stewardship and Continual Improvement**

- Stewardship vs. control
- Ethical responsibility
- Performance management
- ITIL Continual Improvement Model
- Control-oriented AI governance
- Stewardship-oriented AI governance
- Stakeholder feedback loops
- Continual improvement of AI governance
- Impact of governance orientation on long-term AI outcomes
- Building and maintaining stakeholder trust

1. **Compliance, Regulation and External Alignment**

- Current global AI regulations and acts
- National AI regulations and acts
- Impact of AI regulations on organizations
- Regulatory requirements and AI governance
- Impact of regulations on governance design and controls
- Governance assurance and decision-making
- Third-party AI services
- AI vendors and governance requirements
- Third-party risk management
- Applying ethical AI principles and external governance requirements
- Compliance controls
- Assurance evidence

1. **Practical Application of AI Governance**

Scenario Context and Governance Baseline

- Understanding organizational and industry context
- Organizational function context
- Digital maturity
- AI adoption level
- Stakeholders
- Constraints and drivers

- Identifying uncertain or missing information

AI Use Case Assessment

- Purpose and scope
- Expected outcomes
- Affected stakeholders
- Value
- Risks
- Sustainability considerations

Assess and Stress-Test Governance

- Determining the current governance pattern
- Assessing governance maturity
- Governance gap analysis
- Identifying weaknesses and risk exposure
- Stress-testing and identifying breaking points

Determining AI Governance Requirements

- AI capability and risk level
- Context of use
- Autonomy
- Decision criticality
- Regulatory exposure
- Organizational readiness
- Supplier involvement
- Sustainability
- Decision authority
- Human oversight
- Escalation and accountability
- Assurance evidence and monitoring needs

Designing and Implementing AI Governance Adjustments

- Designing appropriate governance controls
- Decision boundaries
- Human oversight
- Escalation routes
- Implementation pathways
- AI risk countermeasures
- Shadow AI governance

- Third-party AI governance
- Sustainability requirements
- AI governance in DevOps and continuous delivery environments

Ensuring Governance Effectiveness

- Monitoring and observability
- Tracking governance control performance
- Identifying issues and risks
- Governance performance data
- Stakeholder feedback
- Assurance evidence
- Maturity indicators
- Continual improvement recommendations

Holistic and End-to-End Application

- Applying the ITIL AI Governance Model end-to-end
- Assessment and stress-testing
- Governance requirements
- Design
- Implementation
- Monitoring
- Improvement
- Structures and organizational culture
- Skills and technology
- Data
- Partners and suppliers
- Workflows and value streams
- Stakeholder trust
- Evaluating trade-offs between ethical principles, business objectives, delivery flow, operational performance, sustainability, governance effectiveness, and stakeholder trust

Prerequisites

Participants are recommended to have a basic understanding of ITIL concepts, corporate governance principles, and general AI technologies and use cases.

There are no mandatory technical prerequisites for attending the training.