training code: ZP-ITIL5-AIGen / ENG DL 2d / EN

ITIL® AI Governance (Version 5) - accredited training with exam

This training provides guidance on responsible, effective, and scalable AI governance in the context of ITIL® AI Governance (Version 5). It supports a holistic understanding of AI governance by combining proven principles with practical, role-aligned guidance applicable across organizational functions. Participants will learn how to establish clear oversight and accountability, balance innovation, ethics, and compliance without compromising speed or agility, and maintain human control over AI outcomes. The training also demonstrates how to scale AI responsibly to translate ambitions into measurable, sustainable value and how to apply a common language across teams to enhance clarity, accountability, and trust in AI management.

Training recipients

- Governing body members
- Executives, leaders, and managers
- Sponsors and owners of transformation initiatives
- Consultants supporting organizations in their transformation efforts
- Professionals responsible for implementing and overseeing AI initiatives.

Benefits

- Understand AI governance: grasp principles of responsible, effective, and scalable AI management to maximize the value of AI investments

- Apply governance principles: balance innovation, ethics, and compliance without compromising organizational agility
- Recognize AI risks: analyze challenges associated with AI deployment and prepare effective control measures
- Design governance mechanisms: define requirements, implement adjustments, and ensure continuous improvement
- Apply human-centered governance: maintain accountability and meaningful control over AI outcomes
- Implement a common governance language: improve team alignment, build trust, and accelerate responsible AI adoption
- Prepare for ITIL® AI Governance (Version 5) examination: consolidate knowledge required for certification

Training program

1. Key terms and concepts
   - ITIL®
   - Governance
2. AI Fundamentals
   - Introduction to AI
   - AI in industries and organizational functions
   - The ITIL® AI Capability Model (6C model)
   - AI Risks and Challenges
   - AI and Strategy
3. AI Governance
   - AI governance key terms and concepts
   - The ITIL® AI Governance Model, Improvement Model, and Governance Patterns
   - Assessing and stress-testing AI governance readiness (Assess step)
   - Designing governance Requirements and designing adjustments (Design step)
   - Implementing AI governance adjustments (Implement step)
   - Maintaining, assuring, and improving AI Governance (Maintain step)
   - Governance orientation, stewardship, and continual improvement
   - Compliance, regulation, and external alignment
4. Practical Application of AI Governance
   - Scenario context and governance baseline
   - Assess and stress-test governance context
   - Determine AI Governance Requirements
   - Design and Implement AI governance adjustments
   - Ensuring Governance Effectiveness
   - Holistic and end-to-end scenario application

Expected preparation of the participant

No special preparation of the students is required.

Training Includes

- Accredited training materials ITIL® AI Governance (Version 5)
- Official ITIL® AI Governance (Version 5) handbook in electronic format
- Voucher for ITIL® AI Governance (Version 5) exam

Additional option:

- Take2 re-sit exam: PLN 200 (Note: available only before training via Altkom Akademia)

The prices presented on the website apply to sales on the Polish market. For customers outside Poland, or in cases where the PeopleCert exam requires settlement under a different region, the final price may be adjusted in accordance with PeopleCert's applicable regional pricing policy. Please contact us to confirm the price and receive an offer tailored to your country/region: trainings@altkom.pl

Language

- Training: English
- Materials: English
- Exam: English

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.
Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.
Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.
The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

Duration

2 days / 14 hours

Examination description

- Duration: 90 minutes
- Single-choice test: 40 questions
- Passing score: 70% (28/40)
- Open-book exam
- Use of official manual allowed
- Scenario-based questions