

ITIL® AI Governance (Version 5)





Course duration: 2 days

Overview

Responsible AI. Practical governance. Sustainable value.

As AI adoption accelerates, organisations face increasing pressure to realise value from AI while managing regulatory, ethical and operational risks. AI governance has become essential to ensuring AI is used safely, transparently and effectively, while maintaining stakeholder trust.

ITIL AI Governance (Version 5) equips professionals with the knowledge and practical guidance to help organisations govern AI responsibly. Built on the globally recognised ITIL framework, it helps organisations balance innovation with

accountability, manage risk and build trust in AI-enabled products, services and operations.

Designed for today's AI-enabled environment, the course provides practical skills to support responsible AI adoption, establish appropriate oversight and strengthen organisational accountability. Applicable across industries and roles, it enables organisations to scale AI with greater confidence, control and long-term value.

Outcomes

ITIL, AI Governance, and AI fundamentals

Build a foundation in ITIL, governance, and AI so you can apply AI governance in practical organisational contexts.

AI benefits and risks

Learn how to balance innovation, value creation, trust, accountability, and risk.

AI in organisational contexts

Understand how AI affects products, services, operations, decision-making, and organisational workflows.

Good AI Governance

Explore what good AI governance looks like and how governance maturity develops across different organisational contexts.

The ITIL AI Capability Model

Discover how the ITIL AI Capability Model supports responsible, scalable AI adoption.

The ITIL AI Governance Improvement Model

Understand how the ITIL AI Governance Model supports a practical and consistent approach to AI governance.

How regulation shapes AI Governance

Learn how global and national regulatory requirements shape AI governance and affect organisational policies, responsibilities, and decision-making.

AI Governance and other frameworks

Discover how the ITIL AI Governance Improvement Model can be integrated with other frameworks and methods to support a practical and consistent approach.



Skills you will acquire

Responsible AI Governance

Build practical capability to embed oversight, accountability, transparency, and ethical safeguards across AI use.

Applying the ITIL AI Capability Model

Apply the ITIL AI Capability Model to determine governance requirements and tailor risk profiles and controls to a range of AI capabilities.

AI Governance in Practice

Apply AI governance through real-world workplace scenarios across the AI governance lifecycle.

Applying the ITIL AI Governance Improvement Model

Learn how to move from principles to action, assess current AI governance, design appropriate adjustments, and ensure governance remains effective over time.

Who is this course for?

This course is designed for professionals involved in AI governance and adoption. There are no prerequisites for this course.

Exam & Certification

The course includes the ITIL AI Governance exam which consists of:

- 40 multiple choice questions
- 90 minutes duration
- 70% pass mark (28/40)
- Open book

One day before the course starts you will receive an email directly from PeopleCert. This includes a voucher code which provides access to course materials and the PeopleCert exam scheduling platform.

You have 6 months to schedule and sit your exam online. Please check the requirements here when making your booking.

Your certification will need to be renewed within three years of its original certification date. Please refer to PeopleCert for more information.

PeopleCert membership is available to everyone!

All you need is a PeopleCert account to join as an Essential member and gain access to a variety of resources – for free.

Upgrade to the annual Plus plan to unlock a full suite of expert resources, showcase your skills with Digital Badges and keep your certifications up to date by collecting Continuous Professional Development points.

Take2 Re-sit Exam Option

PeopleCert provide you with the opportunity to sit your exam knowing that if the outcome is not what you expected, you could have another attempt, at a fraction of the exam price.

PeopleCert administers the ITIL AI Governance examination scheme. PM-Partners is an accredited partner of PeopleCert (Partner ID: 3800).



PDUs & CPDs

Participants who have been awarded the Project Management Professional (PMP)[®] credential by the Project Management Institute (PMI)[®] are eligible to earn **14 PDUs** for their participation in this course (9 Ways of Working, 4 Business Acumen, 1 Power Skills).

Participants holding any of the Project Management accreditations (CPPP/ CPPM/ CPPD) are eligible to earn **20 CPDs** for this short course.

Course delivery

As part of PM-Partners' new integrated learning solution, this course offers students the option to attend our bespoke classroom in person or virtually by dialling in from a remote location. Trainers are skilled at both delivery methods and use the latest in virtual technology to simultaneously provide participants with the same interactive, multi-faceted and challenging learning experience. Whichever delivery mode learners choose, comprehension and recall techniques will be used to provide them with a solid understanding of ITIL AI Governance.

For group bookings, courses can be customised to suit your requirements and conducted onsite at your premises, at our training centre, or virtually.

- **Virtual training:** You can learn more about our hybrid training visiting www.pm-partners.com.au/hybrid-classroom
- **Materials:** A comprehensive participant handbook is provided.

Why learn with PM-Partners?

For over 25 years, PM-Partners has helped organisations uplift capability across Australia, New Zealand and South-East Asia. Our facilitators are experienced practitioners who combine real-world expertise with best-practice delivery methods. **We don't just teach AI. We show you how to apply it to create real learning impact.**

Because we turn your career goals into reality.

Poor project skills are consistently cited as a key reason for project failure. To be successful in project delivery, it's critical to invest in yourself and the capabilities of your team.

Certification and training are a critical part of that journey. But you need to know which steps to take, and when, to ensure you're heading in the right direction. That's where our expert guidance and support comes in.

Tell us where you want to go

At PM-Partners, we start every conversation with the question, 'Where are you trying to go?' We then apply our expertise to show you exactly 'how' to get there.

We believe that having the relevant skills and methodologies is critical to delivery success, and ultimately career success. Depending on your aims, our team of professional development consultants will work closely with you to create a development pathway, or team training program, that aligns with your goals.

Helping to build capability for over 25 years

Our accredited programs provide certification and development across a range of globally recognised project management and delivery streams.

Each year, our expert facilitators train and certify more than 15,000 people throughout Australia, New Zealand and South-East Asia to best practice standards. All are highly qualified practitioners in their field, and they draw from real-life scenarios and their own experience to add real value for individuals, teams and organisations.

Our promise to you

PM-Partners is committed to providing industry leading education that is relevant, up-to-date and designed to meet your specific needs.

We offer qualifications across multiple disciplines, including key products in PeopleCert's best practice portfolio, such as ITIL®, PRINCE2® Project Management, PRINCE2® Agile Project Management, PRINCE2® Programme Management, Prince2® Portfolio Management, and P3O®; APMG's AgilePM®, AgileBA®, AgilePgM™, Lean Six Sigma, Managing Benefits and Change Management; as well as the Scaled Agile Framework® (SAFe®); and Business Analysis programs from The Australian Chapter of the International Institute of Business Analysis™ (IIBA®), to name a few.

To learn more about how we can support you or your organisation, contact our team on 1300 70 13 14.

Let's shape your success!

Ready to invest in your growth and capability? Connect with one of our professional development consultants today. Together, we can craft the perfect learning pathway to meet your goals and equip you and your organisation for long-term success.



Jourdan Clark
Sales Manager



Holly Barber
Corporate Training
Sales Consultant



Bethany McMullen
Corporate Training
Sales Consultant



Faye Hughes
Public Training Sales
Consultant



Hannah McGuire
Public Training Sales
Consultant



Excellent training delivery, kept everyone engaged and active. Great background knowledge and industry insight.

- Jessica Miriklis



This is an amazing course, and I like that the trainer gives us tips beyond the textbook and shares modern knowledge.

- Haixia Ren



Fantastic course, led by an extremely knowledgeable facilitator.

- Mikaela O'Brien



Overall great experience and very well organised with excellent facilities.

- Sudhanshu Gulati



The trainer was excellent, well prepared and brought in his own experience to really value add to a great course.

- Adrian de Bear

Contact us:

SYDNEY OFFICE

Level 5
45 Clarence Street
Sydney NSW 2000
Phone: 1300 70 13 14

MELBOURNE OFFICE

Level 8
34 Queen Street
Melbourne VIC 3000
Phone: 1300 70 13 14

BRISBANE OFFICE

Level 23
12 Creek St
Brisbane QLD 4000
Phone: 1300 70 13 14

CANBERRA OFFICE

Level 4 & 5
15 Moore Street
Canberra ACT 2601
Phone: 1300 70 13 14

PERTH OFFICE

Level 1
111 St Georges Terrace
Perth WA 6000
Phone: 1300 70 13 14

SINGAPORE OFFICE

20 Bendemeer
Road #03-12
Singapore 339914
Phone: +65 6818 5771

info@pm-partners.com.au | www.pm-partners.com.au