

AIGOVERNANCE - LEAD AI, NOT CHASE IT



Human Tech Architecture - Authoritative with a pulse

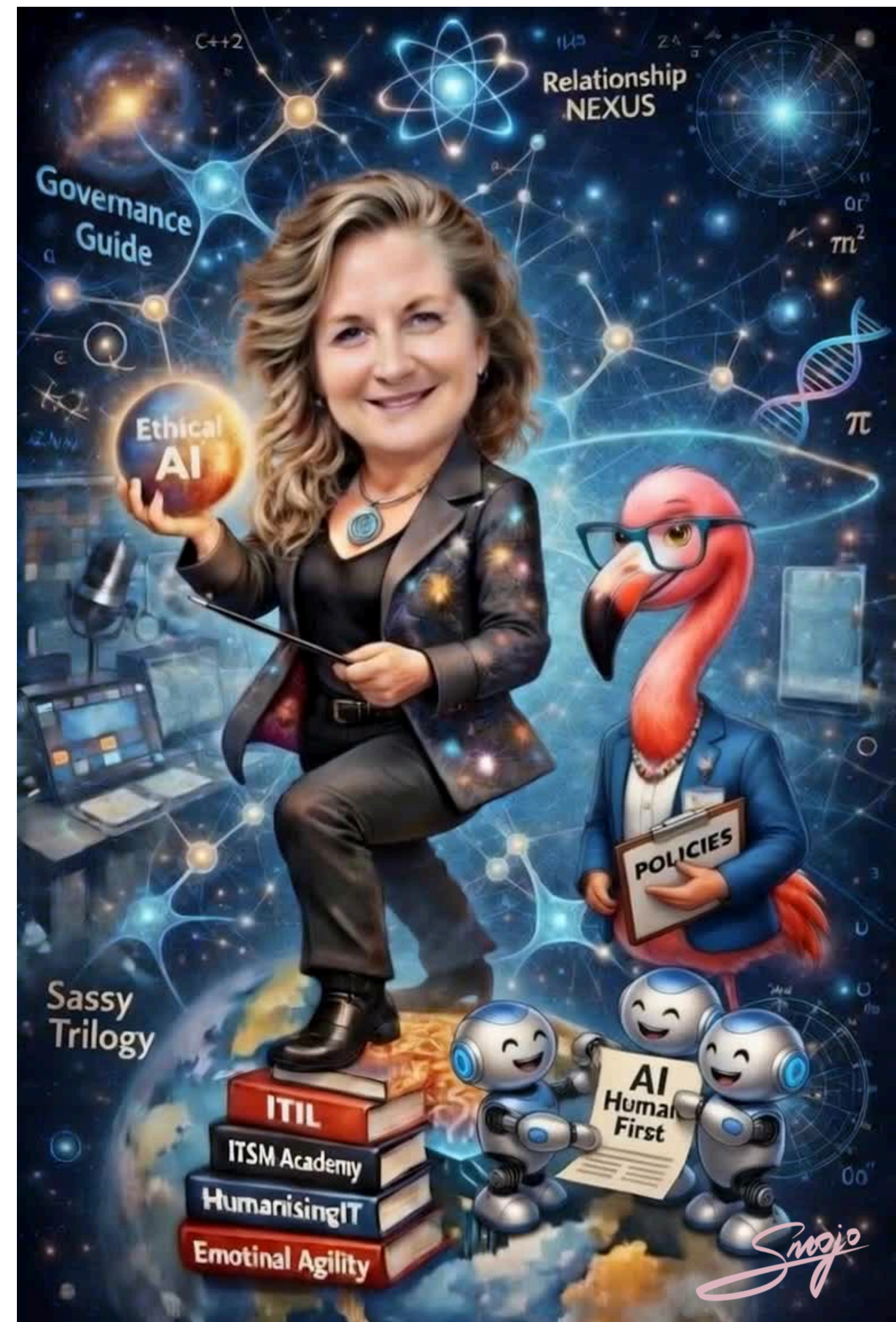


FROM CONTROL TO CARE

AI Governance in the Age of Acceleration

It's not about **what AI** can do...
but what **we choose** to do...
and the world **we are building** as a result.

“ *AI doesn't fix poor governance. It scales it.* ”



WE'RE ADOPTING AI

*faster than we
are learning to
govern it!*



DANGER SIGNS IN AI ADOPTION

- AI is a technical problem - we can fix it with technology
- AI governance can be added later
- We can neglect normal controls
- New ways of working and delivering benefits will emerge naturally
- Of course, it has improved productivity and efficiency
- Nobody has complained

Source: James Finisterl

“*AI fails by stealth*” 





THE TENSION

AI does not create new behaviours. It amplifies the ones already in motion.

- **Control everything** is paralysis.
- **Let everything run** is CHAOS.
- **Assume balance happens** is regret.

“ *Amplification is not the same as understanding, nor is speed the same as wisdom.* ”

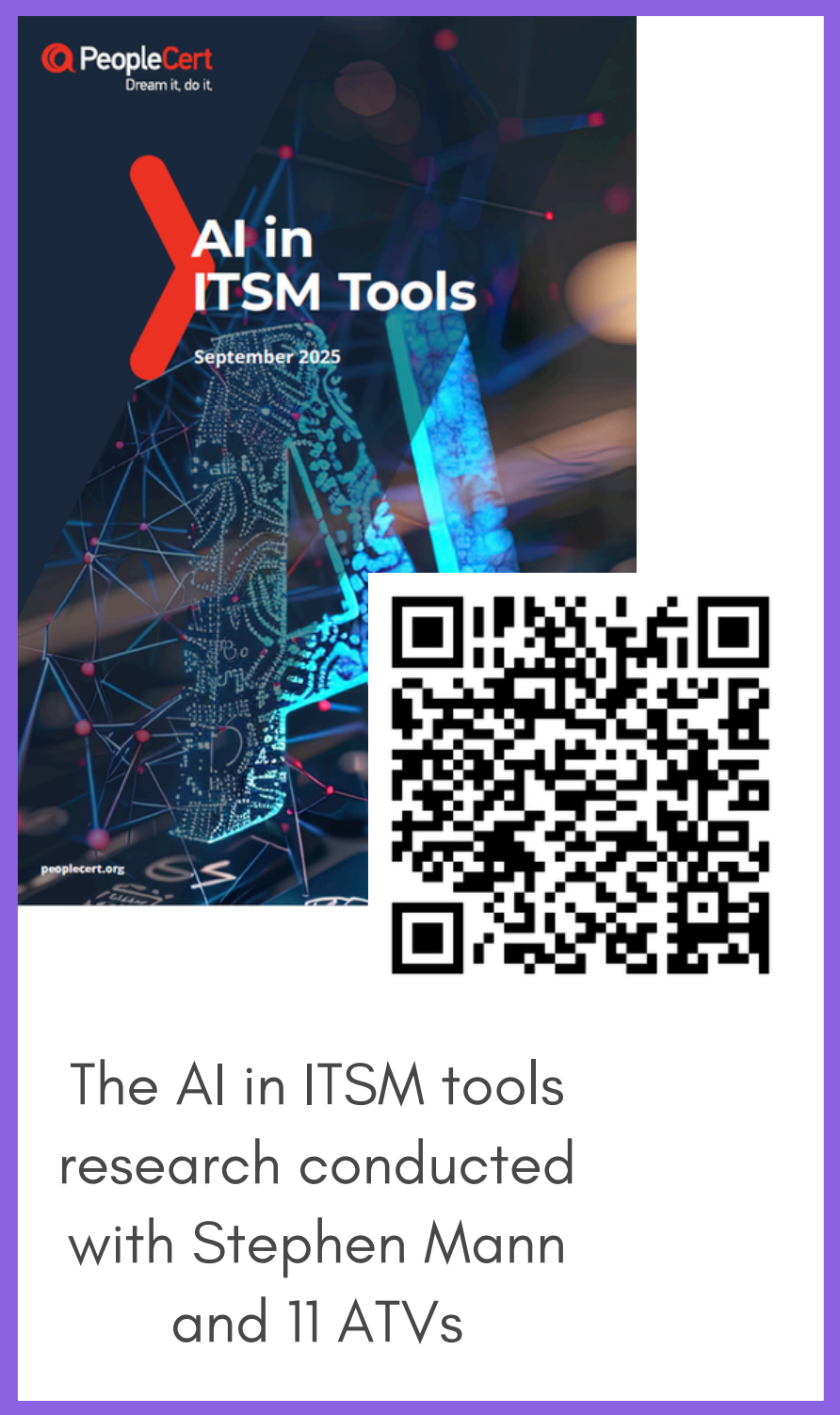


ITIL AND AI IN 2025



The poster features the ITIL logo at the top left and a smiling woman in a blue shirt on the right. The text reads: 'EXPLORE THE ITIL-ACCREDITED TOOL VENDORS PROGRAMME' with the URL 'atv.peoplecert.org' below it. A large QR code is positioned in the lower right. The PeopleCert logo is at the bottom left.

The only official ITIL accreditation for tool vendors incorporating AI-based criteria



The poster features the PeopleCert logo at the top left with the tagline 'Dream it, do it.'. The main title is 'AI in ITSM Tools' with a red 'X' graphic, and the date 'September 2025' below it. The background is a dark blue network diagram. A large QR code is in the lower right. The PeopleCert logo is at the bottom left.

The AI in ITSM tools research conducted with Stephen Mann and 11 ATVs

And also webinars, thought-leadership content, and other materials available for PC+ members



The cat is out of the bag!

I WROTE WHAT? WITH WHO?



Roman Zhuravlev



Dmitry Isaychenko



James Finister



Stephen Mann



Simone Jo Moore



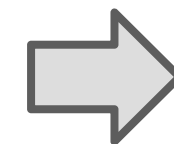
Kaimar Karu

ITIL AND AI IN 2026 AND BEYOND



James Finister
Lead Author

The cover of 'The Official Whitepaper' features the ITIL logo at the top left. Below it, the title 'ITIL® AI Governance' is prominently displayed, followed by 'Global Best Practice'. A small 'AI NATIVE' logo is present with the text 'For all organisations and people aiming to use AI confidently and responsibly!'. A circular badge on the right side says 'Unlock exclusive benefits with PeopleCert Plus Join Now!'. At the bottom left, there is a large QR code. A purple arrow with a red outline points to the right, labeled 'White Paper'.



The cover of 'The Official Book' features the ITIL logo at the top left. Below it, the title 'ITIL® AI Governance' is prominently displayed, followed by 'Global Best Practice'. A small 'AI NATIVE' logo is present with the text 'For all organizations and people aiming to accelerate growth through the use of ITIL!'. A circular badge on the right side says 'Unlock exclusive benefits with PeopleCert Plus Join Now!'. At the bottom left, there is a dark grey box with the 'PeopleCert' logo. A purple arrow with a red outline points to the right, labeled 'Official Book'.

Why it matters

- Organizations adopt AI faster than learn to control it
- Existing technology governance is not enough

What's inside

- New governance assessment and development model
- New AI Capability model
- Risk assessment guide
- Actionable governance development guidance

Availability

- Q2 - 2026



GOV WHAT?

Don't assume your IT governance is AI-ready unless you've tested where it breaks!

- Decision making clarity
- Behavioural alignment
- Ethical boundaries

Let's assume we have some IT governance system in place and need to adapt it to the challenges posed by AI. If we were about to build the IT governance system from scratch, we could use:

- ITIL Transformation Guide (available to PC+ members)
- ISO/IEC 38500: Information technology - Governance of IT for the organization
- ISO/IEC TS 38501: Information technology - Governance of IT for the organization - Implementation Guide



AI Governance is NOT an add-on

IT'S CAPABILITY



plus
**consciousness &
conscientiousness**

GOVERNANCE

*Establish the compass for expected behaviour and decision-making. Make sure your **integrity practices** are built into your ways of working.*

“*Integrity means adhering to a set of core values and ethical principles, even when no one is watching.*”





AIMPATHY

PHYSICALLY IMPOSSIBLE - FOR NOW...

Machines simply do not have the necessary biology or consciousness to experience them.

MIMIC OR FRIEND

Emotion AI, as it stands, is more about interpretation and response, rather than genuine emotional experience. Simulated empathy is based on algorithms and data, not genuine emotional understanding. **Aimpathy though, looks to enhance and extend our own empathetic capabilities.**

ETHICAL CONCERNS

How much information do we provide about our emotional self and what kind of decisions will AI make on our behalf or even provide us with in order for us to **make our own decisions about our self path and actions?**

HOW DO WE GET THERE?

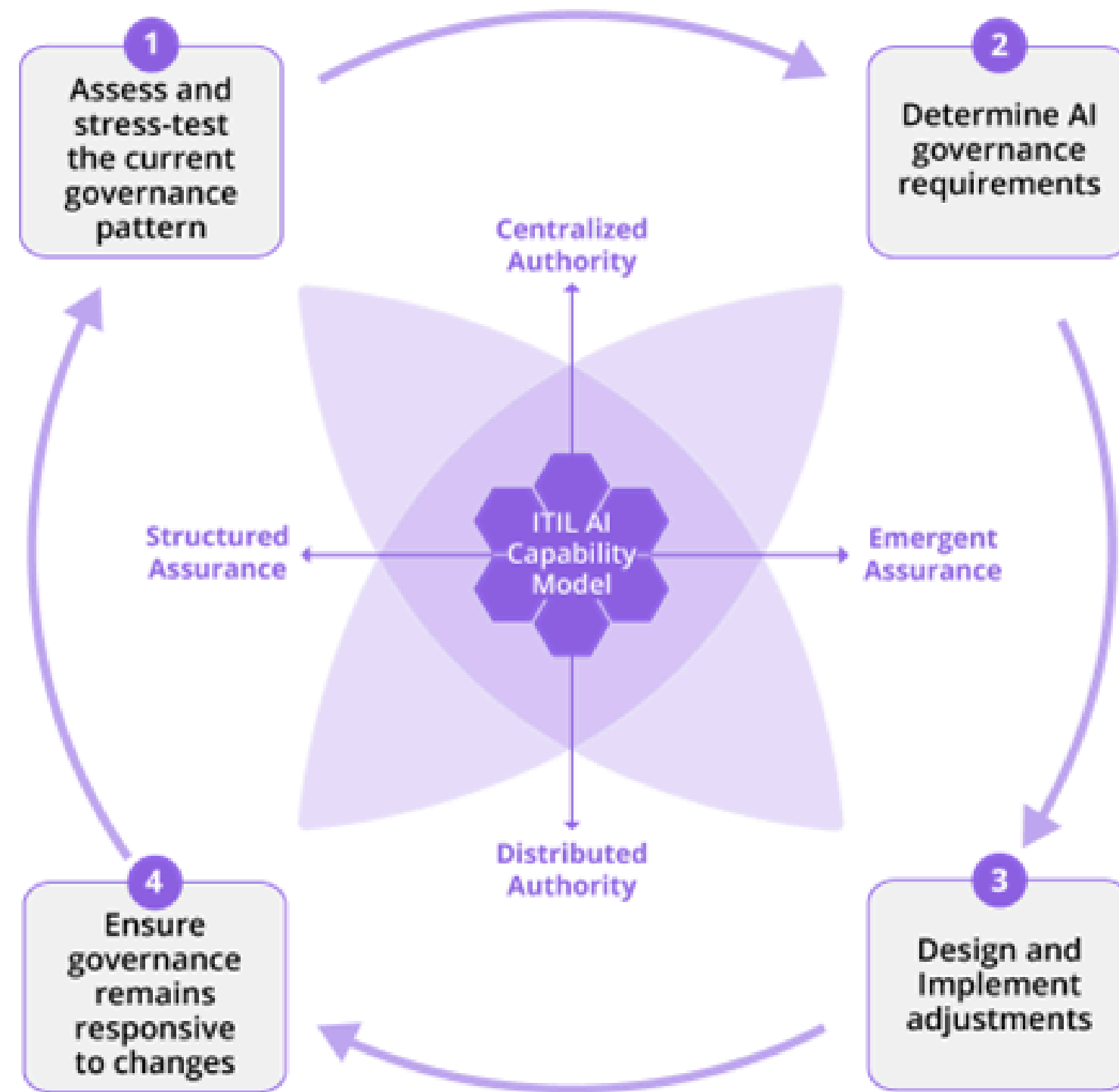
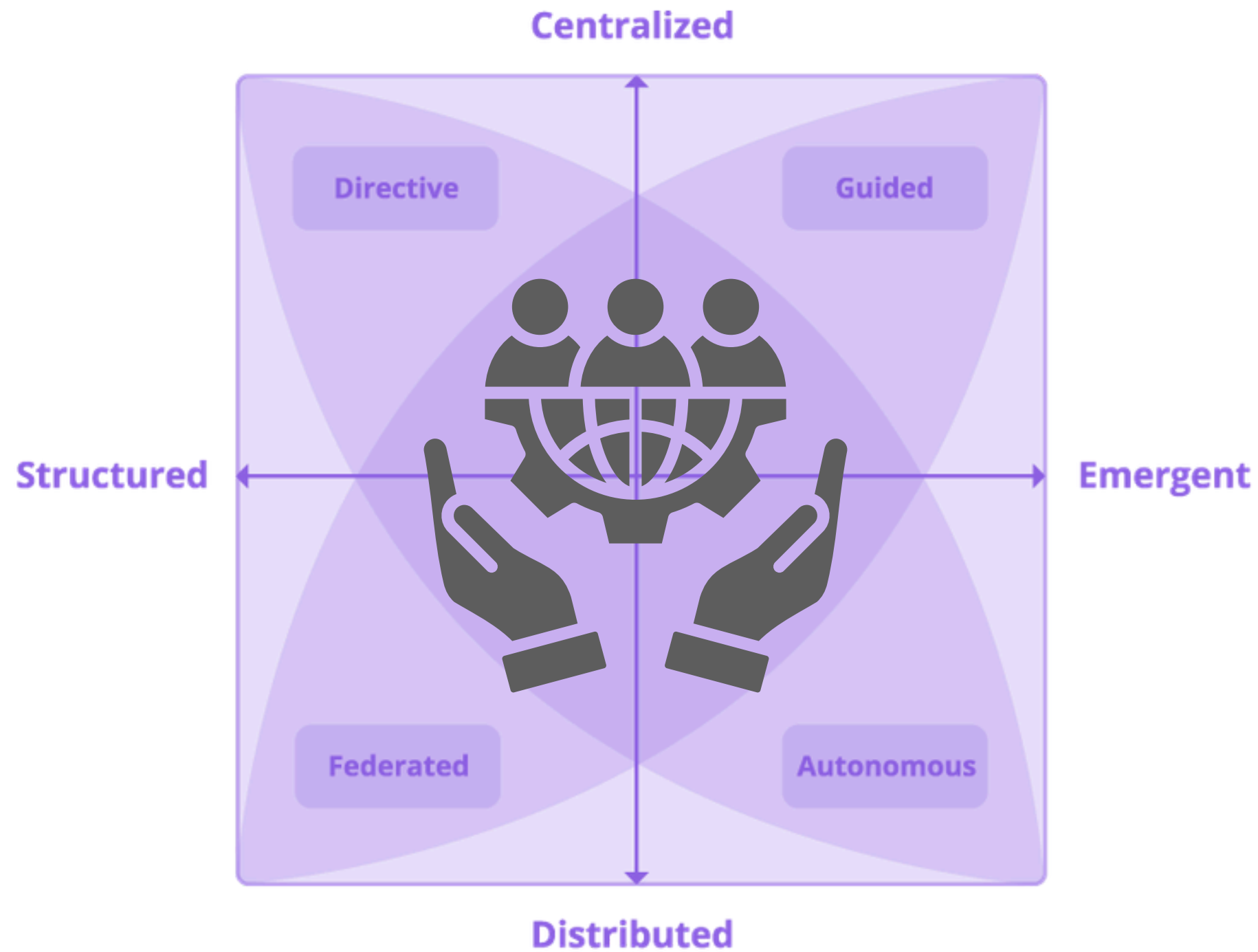


Figure 6.1 The ITIL AI Governance Model

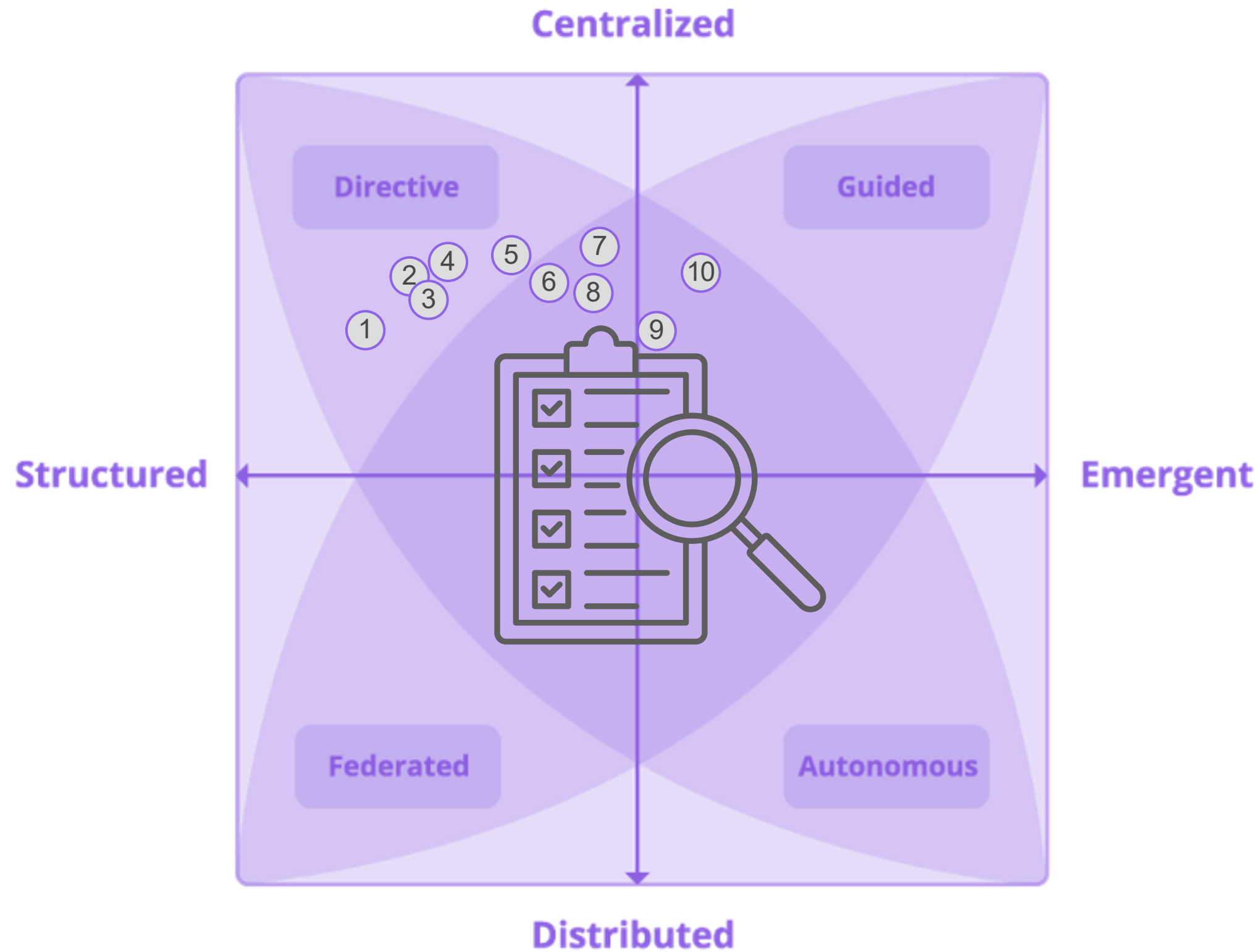
Source: ITIL5 Strategy Book Diagram 6.1

COMMON GOVERNANCE PATTERNS



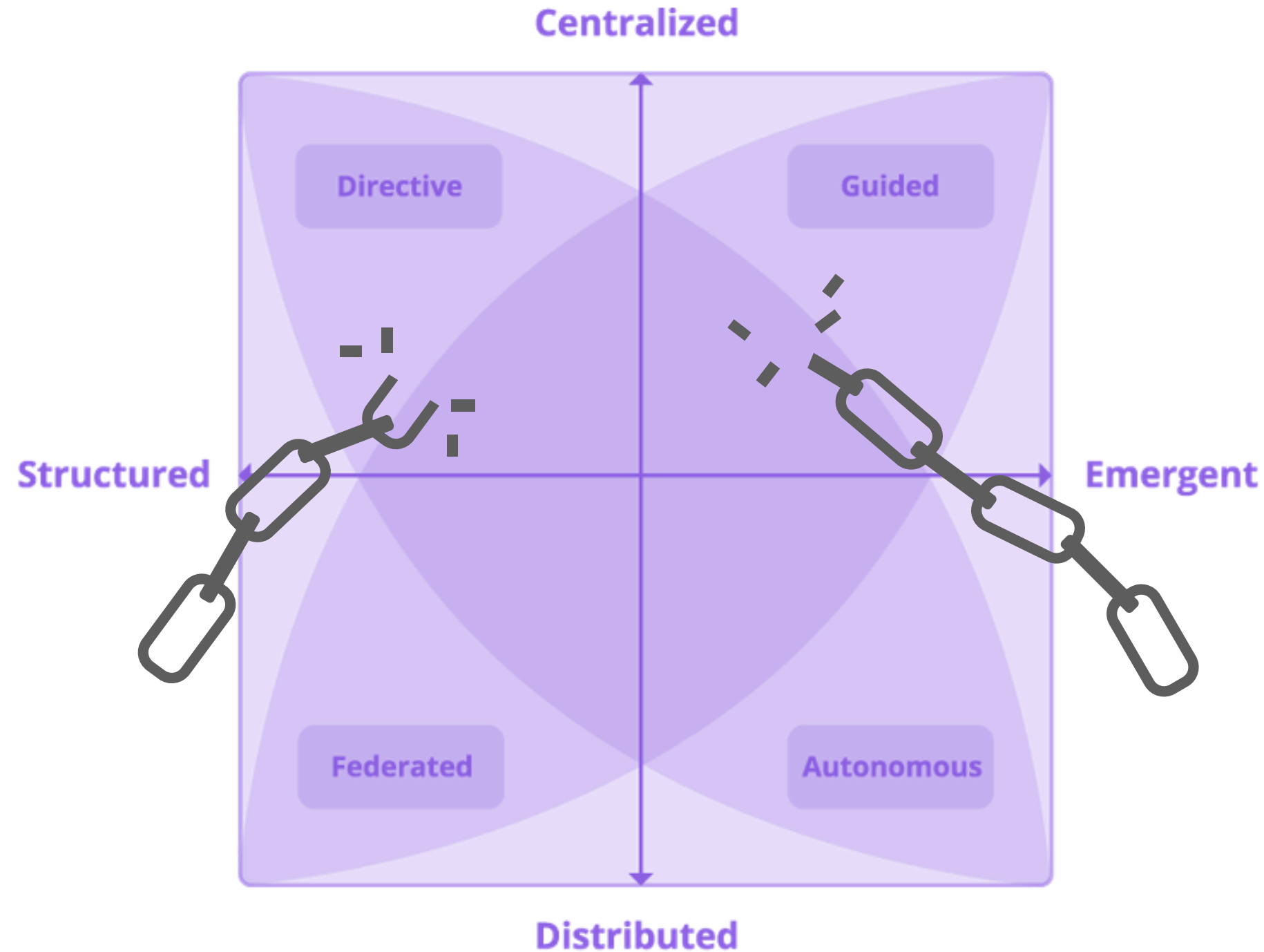
- **Directive:** top-down control through formal hierarchies, strict procedures, and standardized processes
- **Guided:** central vision and strategic direction with local freedom in execution and implementation
- **Federated:** multiple distributed units with delegated authority coordinated through formal structures
- **Autonomous:** self-organizing teams making decisions through peer collaboration and influence

ASSESSING GOVERNANCE PATTERNS



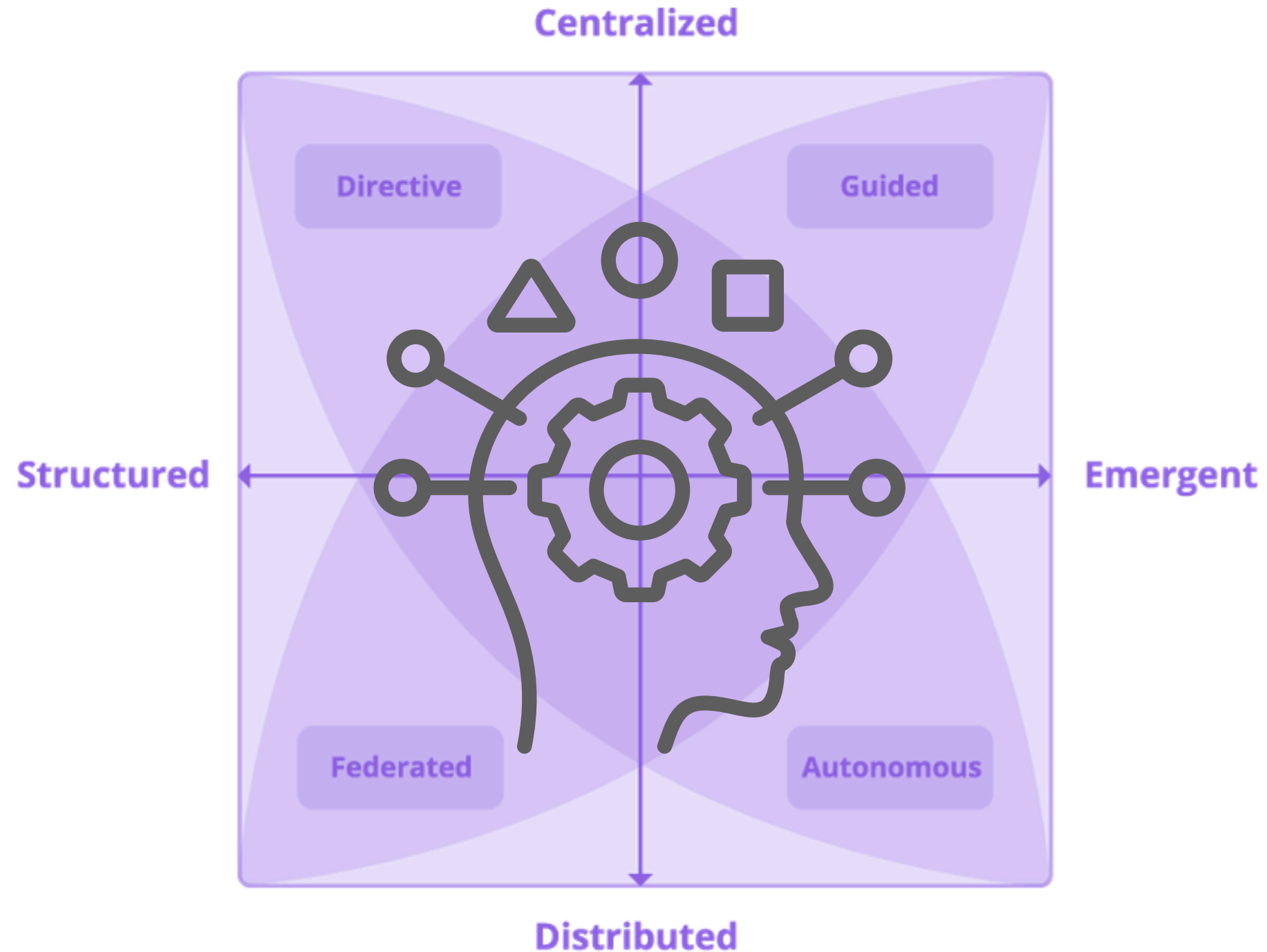
1. Approach to change
2. Success metrics
3. Integration requirements
4. Risk tolerance
5. Environmental stability
6. Decision velocity
7. Compliance requirements
8. Stakeholder diversity
9. Governance scope
10. Governance capabilities

COMMON BREAKING POINTS



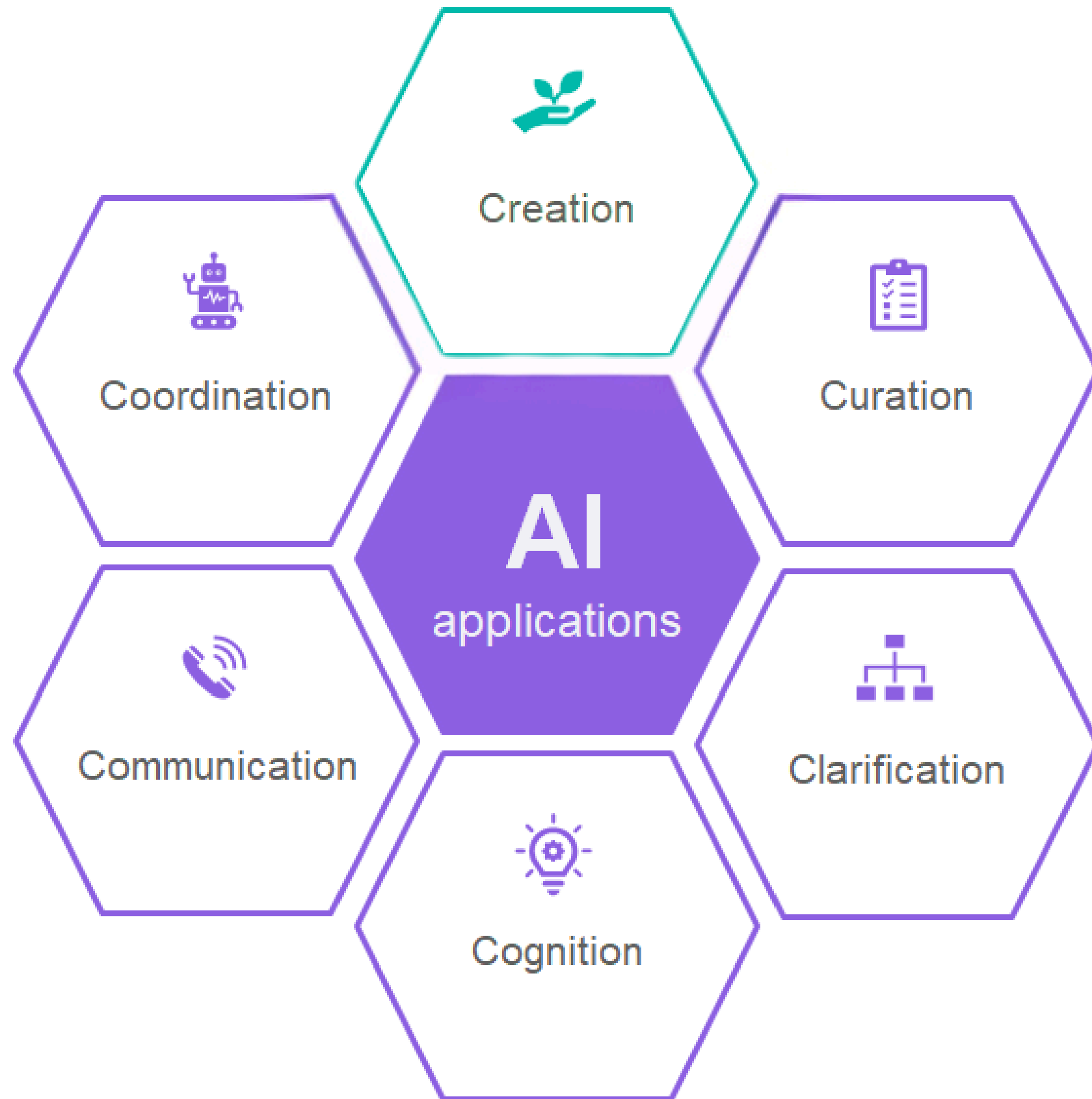
- **Decision velocity:** becomes a breaking point when approval cycles built for humans can't match AI's machine-speed decision-making.
- **Compliance Requirements:** strain under AI's cross-border data flows and algorithmic opacity, making traditional audit and assurance processes ineffective.
- **Governance Capabilities:** prove insufficient when boards and IT leaders lack AI literacy.

ADAPTING EXISTING GOVERNANCE PATTERNS



- **Directive:** introduce pre-approved AI decision parameters and clear escalation triggers.
- **Guided:** define high-level AI principles that allow flexible implementation
- **Federated:** establish cross-unit AI councils and shared governance mechanisms.
- **Autonomous:** create peer-review and transparency frameworks for self-governing.

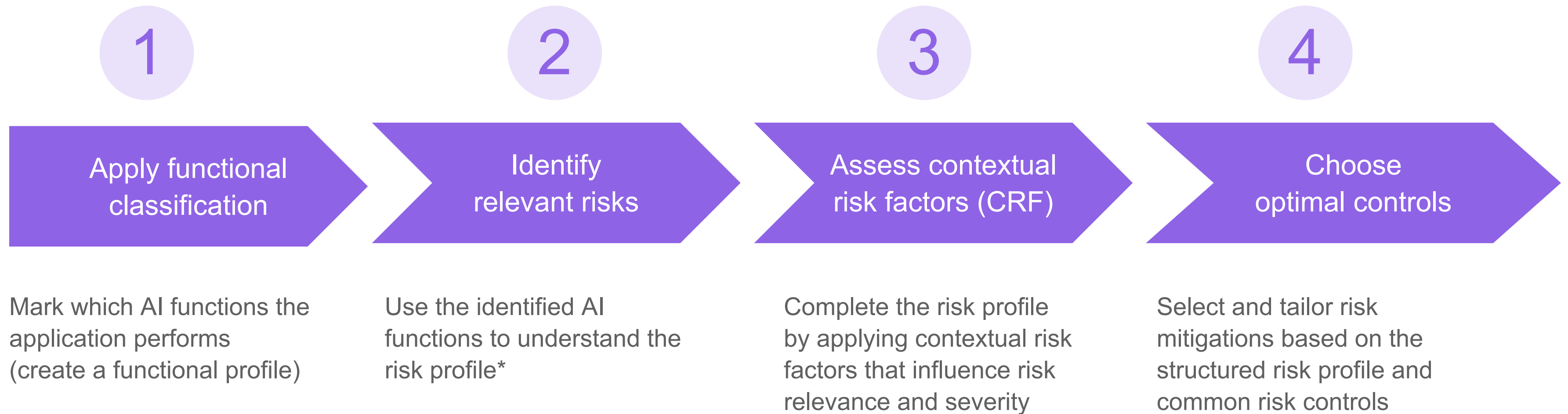
6C MODEL FOR AI



- The model provides a functional classification of AI solutions.
- It helps understand and communicate the range of possible applications of AI.
- It can also enhance AI governance by helping organisations tailor risk profiles, controls, and countermeasures to the specific functions of AI solutions.

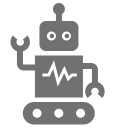
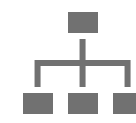
AI RISK MANAGEMENT APPROACH

Below is a **structured approach to creating AI risk profiles** by layering a functional AI model with typical AI risks and contextual risk factors. This will help enterprises identify, prioritise, and mitigate risks tailored to specific AI functionality, especially beyond its intended use.



(*) Non-AI-specific risks should also be identified and added to the risk profile at this stage.

AI RISK HEATMAP



Risk category	Creation	Curation	Clarification	Cognition	Communication	Coordination
1. Autonomy in decision-making	Low	Low	Low	Medium	Medium	High
2. Transparency and explainability	Medium	Medium	Medium	High	Medium	High
3. Access control misalignment between source data and AI outputs	High	Medium	Medium	Medium	High	Low
4. Hallucination and mistakes in generated outputs	High	Low	Medium	Medium	High	Medium
5. Bias and fairness risks	High	Medium	High	High	High	Medium
6. Data availability and quality for AI training	High	High	Medium	High	Medium	High
7. Operational and lifecycle risks	Medium	Medium	Medium	High	Medium	High
8. Extended supply chain and third-party AI governance risks	Medium	Medium	Medium	Medium	Medium	Medium
9. Legal, regulatory, and compliance risks	High	Medium	Medium	High	High	High
10. Organizational readiness and skills	Medium	Low	Low	Medium	Medium	Medium

SassyCRIMES[©] Lens

Collective Accountability - From ethical tension to conscious stewardship. Turn exposure into insight and change how we choose.



C

*Contextualise,
Clarify & Confess*

**Set the Scene with
Courage**



R

*Reveal, Redesign &
Reclaim*

**Rewrite the Rules
in the Light**



I

*Interrogate, Include
& Illuminate*

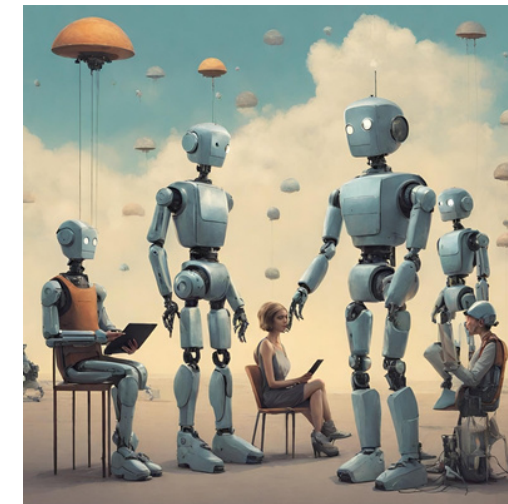
**Ask the
Uncomfortable
Questions**



M

*Mobilise, Measure &
Magnify*

**Move with
Conscious Intent**



E

*Empower, educate &
enact*

**Elevate the Human
Equation**



S

*Safeguard, Swarm &
Sanctify*

**Protect What
Matters Most**

EMBED EMPATHY IN EVERY DECISION LOOP



A

*Empathy Isn't Optional—
It's Operational*

Build your services with hearts and smarts. Make empathy a KPI, not an afterthought—because feelings drive function.



B

*Put AI at the Ethics Table
(But Don't Let It Order
for Everyone)*

Design governance like a good dinner party: everyone's invited, humans lead, and algorithms bring the dip (i.e., insight, not decision-making)..



C

*Test with Humans.
Learn with Machines.
Repeat with Grace.*

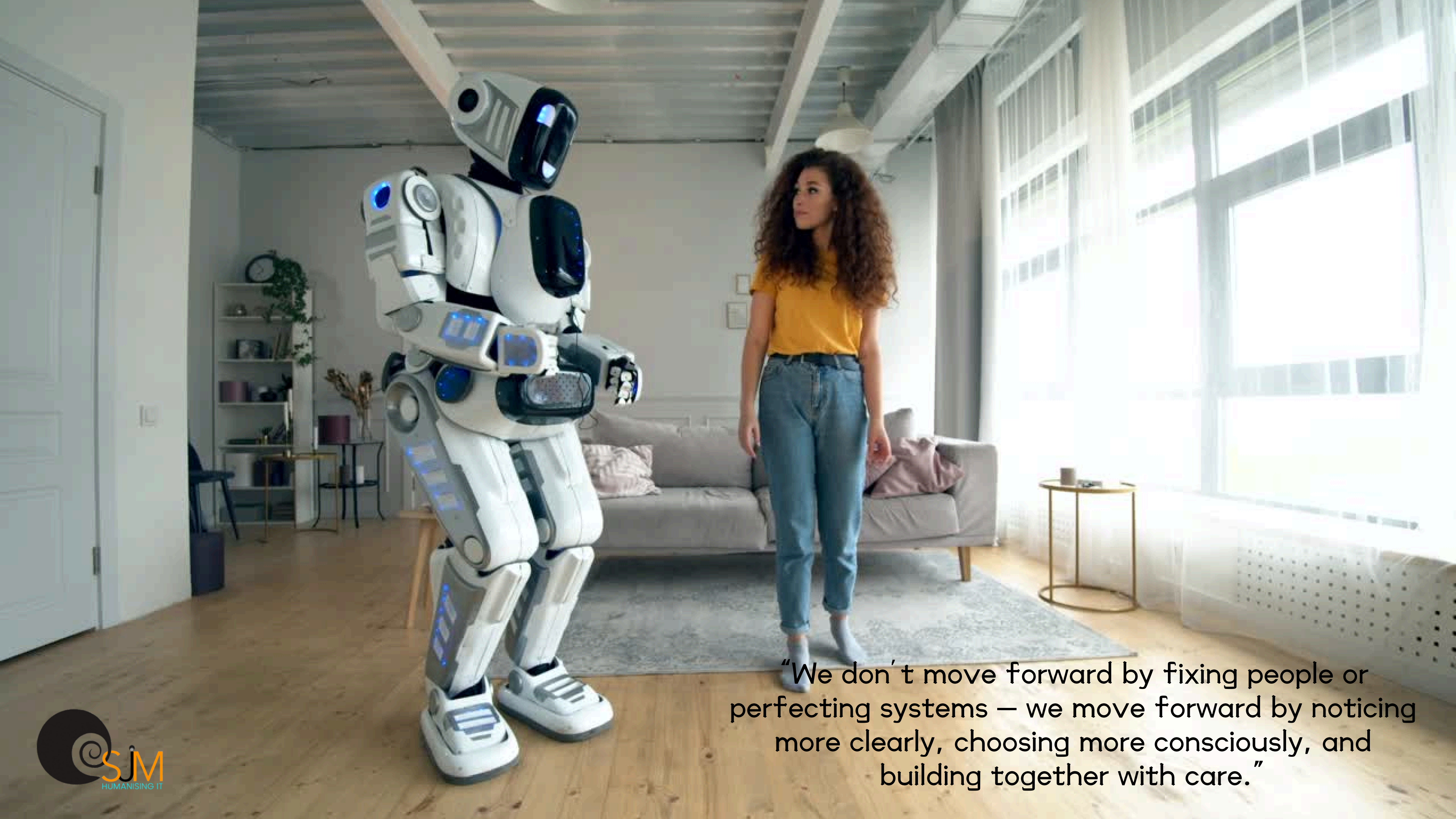
Real-world pilots need real-world people. Co-create with compassion, tweak with transparency, and let curiosity drive the upgrade cycle.



D

*CX + EX = CEXy:
Rediscovering the
Human Side*

Because the 'y' is the X factor. Boring experiences are so last season. Help make both customers and employees feel like the main character.



“We don't move forward by fixing people or perfecting systems – we move forward by noticing more clearly, choosing more consciously, and building together with care.”

Lead AI don't chase it

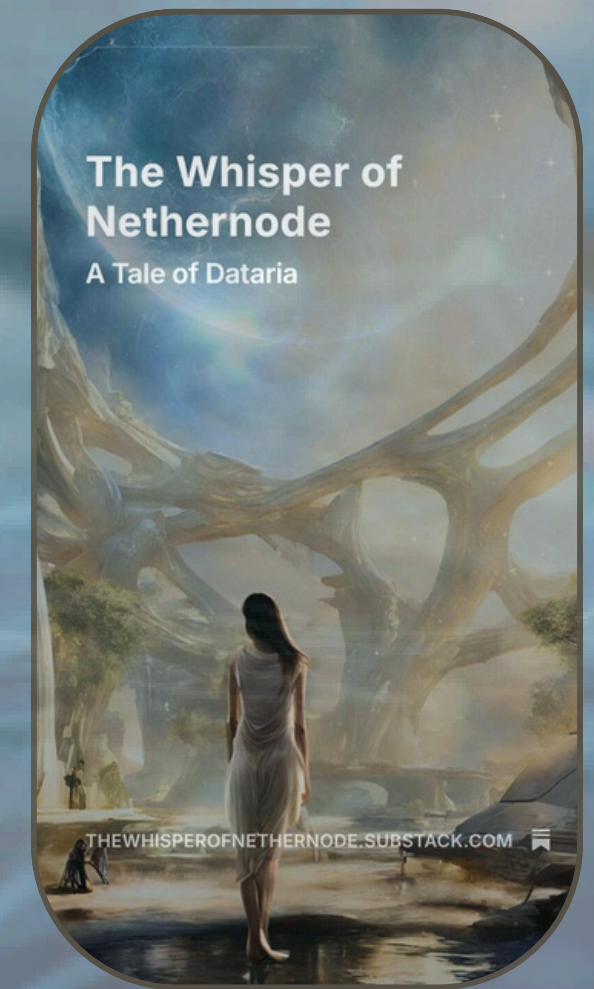
ITIL (Version 5) AI Governance



Instructor-led Training
Virtual Classroom
Week of August 3rd, 2026



Thank you for listening



EXPLORE
It's Natural to Change



Book a free 30 minute discovery session
www.simonejomoore.com