

Harbor IT Services

Oct 16, 2026

Your policy and rollout snapshot

AI Policy & Rollout Kit - IT Services edition • Prepared by Service operations lead

0.3 Policy version

Draft Recorded policy status

2 Rollout records

3 Open actions

Approval and release

Owner: Service operations lead • Approver: Service delivery manager

Approved: Not recorded • Effective: Not recorded • Next review: 2026-10-22

Approval evidence: Not recorded

4 staff-release checks still need attention. Topics drafted: 11 of 11. Acknowledged: 0. Approval and rollout are tracked separately.

Purpose and scope

Policy scope: Draft for Harbor IT Services: applies to 24 employees and 4 contractors across service desk, engineering and operations. Examples cover organizational decisions and records. The kit does not inspect tenants, scan endpoints or implement technical controls. Each client company needs its own license.

Next steps and open work

- A-1 • A sample troubleshooting instruction has not been tested. Service delivery... • Service delivery manager • Due Oct 22, 2026 • In progress
- A-2 • Ticket-field redaction and customer permission remain unverified. Customer... • Service delivery manager • Due Oct 22, 2026 • Blocked
- A-3 • Two contractors have not confirmed tools or connector permissions. Engineer... • Service delivery manager • Due Oct 22, 2026 • In progress

Section notes

- Actions: Service delivery manager: resolve ticket-field redaction and customer permission remain unverified before extending the workflow. Review by...
- Policy decisions: Service operations lead: confirm the scope and supporting evidence for the recorded uses. Keep permission gaps visible and save the reviewed work...

This report summarizes your records. The Full record export preserves complete notes, entries and review coverage.

Before this leaves your team

Confirm the scope and supporting evidence with the owners. Resolve or clearly disclose open conditions. Choose the full record when the recipient needs detailed answers or evidence locations.

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Policy and rollout status

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Version 0.3 • Draft • Owner Service operations lead

4 staff-release checks need attention. Exporting a draft never approves the policy.

0 participant records; 0 acknowledged; 0 understanding checks recorded as passed. Counts describe the participant register only; check it against the full intended audience.

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Rollout activity and evidence

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Approval, distribution, acknowledgment and understanding are separate events. Showing 1-2 of 2 records. Long cells are excerpts; full wording is in the internal working record.

Activity / audience	Planned	Recorded completion
Briefing / 24 employees and 4 contractors across service desk, engineering and operations	2026-10-22	Not recorded
Understanding check / Staff and contractors after policy approval	2026-10-22	Not recorded

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AI uses and recorded boundaries

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Each record is one reported AI use. File imports and source approval claims do not grant approval. Review permissions and conditions in the full record. Showing 1-3 of 3 records. Long cells are excerpts; full wording is in the internal working record.

Tool / use	Purpose / information	Owner / status
U-1 • SupportDraft	Draft internal support articles from public vendor documentation • Public documentation and synthetic support tickets	Service delivery manager / Restricted
U-2 • TicketNote	Summarize customer support tickets • None pending permission review	Service delivery manager / Unapproved
U-3 • CodeDraft	Suggest internal scripts using synthetic test cases • Synthetic configuration examples with no secrets	Service delivery manager / Restricted

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Action handover

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3 open actions. Open actions first, then earliest recorded due date. Completed entries remain visible. Showing 1-3 of 3 records. Long cells are excerpts; full wording is in the internal working record.

Next action	Owner	Due / status
A sample troubleshooting instruction has not been tested. Service delivery manager checks technical steps and removes customer identifiers	Service delivery manager	2026-10-22 / In progress
Ticket-field redaction and customer permission remain unverified. Customer owner and security lead confirm permitted fields and processing terms	Service delivery manager	2026-10-22 / Blocked
Two contractors have not confirmed tools or connector permissions. Engineer tests changes in an isolated environment; customer execution needs separate approval	Service delivery manager	2026-10-22 / In progress