

Harbor IT Services

Oct 16, 2026

Your preparation snapshot

Shadow AI Risk Kit - IT Services edition • Prepared by Service operations lead

0 of 7 sections reviewed by the preparer. Review marks describe the entries, not whether controls are operating.

3 AI uses recorded

2 Coverage records

3 Risks to review

3 Open actions

Purpose and scope

24 employees and 4 contractors across service desk, engineering and operations

Your team is introducing AI into customer support and needs clear rules.

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...
- AI uses: 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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Top five AI risks and what we are doing about them

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The five reviewer priorities recorded so far, with the next action already in the register. This page is a briefing for leadership. Respondent names are omitted; review free-text notes and action owners before sharing.

Risk	Priority	What we are doing
Ticket-field redaction and customer permission remain unverified	Priority	Ticket-field redaction and customer permission remain unverified. Customer owner and security lead confirm permitted fields and processing terms • Service delivery man...
A sample troubleshooting instruction has not been tested	Investigate	A sample troubleshooting instruction has not been tested. Service delivery manager checks technical steps and removes customer identifiers • Service delivery manager
Two contractors have not confirmed tools or connector permissions	Investigate	Two contractors have not confirmed tools or connector permissions. Engineer tests changes in an isolated environment; customer execution needs separate approval • Serv...

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Reviewer priorities

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Urgent and Priority records appear first; reviewer judgments are not automated. Showing 1-3 of 3 records. Long cells are excerpts; full wording is in the internal working record.

Use / scenario	Priority	Owner
U-2 • Ticket-field redaction and customer permission remain unverified	Priority	Service delivery manager
U-1 • A sample troubleshooting instruction has not been tested	Investigate	Service delivery manager
U-3 • Two contractors have not confirmed tools or connector permissions	Investigate	Service delivery manager

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Coverage and open gaps

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3 recorded uses; 0 record-supported. Groups with missing information appear first. Counts do not establish complete discovery. Showing 1-2 of 2 records. Long cells are excerpts; full wording is in the internal working record.

Team / source	Responses / coverage	Open gap
Staff	24 of 24 / Reviewed	Responses are disclosures, not technical verification.
Contractors and associates	2 of 4 / Partial	Two contractors have not confirmed tools or connector permissions

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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