

Harbor IT Services
Oct 16, 2026

AI decisions

Leadership report • Decisions, conditions and current uses

Decisions and conditions

Tool / request	Recorded decision	Reviewer
CodeDraft	Approved with conditions Reason: vendor assessment attached and inputs limited to synthetic configuration examples with no secrets. Condition: Engineer tests changes in an isolated environment; customer...	Service delivery manager
TicketNote	Declined Real-data pilot declined until permission and vendor review are complete.	Service delivery manager
SupportDraft	Approved with conditions Service delivery manager checks technical steps and removes customer identifiers; restricted to public or... Example of a gap the kit flags. No vendor assessment or reason recorded Next action: attach the vendor assessment, or record why the use is approved without one, before relying on this approval.	Service delivery manager

Showing up to three most recently entered decisions of 3. 2 of 4 uses marked approved in the inventory have no decision record yet. Next action: record the reviewer, decision and conditions for each in Approvals. Entry order is not approval date. Read full conditions in the working record before acting.

AI uses in scope

Tool / information boundary	Owner	Approval
SupportDraft Public documentation and synthetic support tickets	Service delivery manager	Approved with conditions
TicketNote Customer contacts, infrastructure details and possible credentials	Service delivery manager	Declined
CodeDraft Synthetic configuration examples with no secrets	Service delivery manager	Approved with conditions
WriteAssist Internal operational notes only; no client records or personal data	Service operations lead	Approved
ResearchBrief Published sources only; summaries are checked against the source before reuse	Service operations lead	Approved with conditions

5 uses recorded. Full inventory and decision history remain in the dashboard and full-record export.

Working scope

24 employees and 4 contractors across service desk, engineering and operations • Your team is introducing AI into customer support and needs clear rules.

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Follow-up and ownership

Leadership report • Open work and accountable owners

Priorities for leadership

Action / risk	Owner	Due
Ticket-field redaction and customer permission remain unverified Pause the use and obtain the missing evidence.	Service delivery manager	Oct 22, 2026
A sample troubleshooting instruction has not been tested Complete the review and record the outcome.	Service delivery manager	Oct 22, 2026
Two contractors have not confirmed tools or connector permissions Complete the review and record the outcome.	Service delivery manager	Oct 22, 2026

Showing 3 of 3 open risks, ordered by recorded impact and due date. Full details remain in the working record.

Accountability and next review

Policy owner: Service operations lead. Next review: Oct 22, 2026.

Policy adoption recorded Oct 8, 2026.

Supporting program

0 of 12 readiness items have a recorded owner, evidence reference and In place status. This optional program view is separate from the decisions above.

Prepared by Service operations lead. Recorded decisions and excerpted notes, not independent assurance or certification. Use the full record for complete wording, supporting reviews and evidence references.