

Shadow AI and Copilot Readiness

Before AI tools touch customer data

LM-22 | Consult | FC-07 / FC-19

Operational checklist only - not legal advice.

Shadow AI

Staff pasting customer PII into public chat tools

No written policy on what data can enter AI tools

No approval path for AI-generated customer content

Copilot rollout

SharePoint sites with open external sharing before Copilot

Over-privileged M365 admins on daily driver accounts

Licence rollout before security baseline review

Book FC-07 at northark.ai/book?sku=FC-07