

Ownership came back from an industry conference convinced the company needed a formal AI usage policy, and urgently enough to start from zero. **Leadership had one thing to add: the policy already existed.**

The Challenge

When MSI's managed services relationship began, leadership assumed AI use inside the business was minimal. MSI didn't wait for that assumption to be tested. It raised the AI policy question early, before the company asked.

The stakes were real. This producer works through contract partners across two Midwest states, under food-safety and traceability recordkeeping requirements: exactly the data an employee might paste into a public AI tool to save time.

A 2025 global study found **44% of U.S. employees** have used AI in ways that violate company policy, even where leadership believes usage is low.¹

What the Policy Covers

MSI's approach starts with a framework, not a template: governance first, through a cross-functional group with a stake in AI use instead of leaving it to IT alone, then risk tiers from no-sign-off tasks up to categories that are prohibited outright.

The policy sets the rule that matters most for food-safety and partner data: nothing confidential, restricted, or personally identifiable goes into an AI prompt. Tools are vetted, AI output gets a human accuracy check, and a review cadence keeps it current.

The client's own team drafted from MSI's guidelines, and MSI reviewed the draft with them before calling it final. From framework to finished policy: about two weeks.

Engagement Snapshot

CLIENT	Regional Food Producer
LOCATION	Upper Midwest
RELATIONSHIP	Full Managed Services
DELIVERED IN	About 2 Weeks

By the Numbers

44% of U.S. employees have used AI against company policy, even where leadership believes usage is low.¹

38% of organizations now have a formal AI policy, up from 28% a year ago. 25% still have none at all.²

The Results

Ownership's conference-driven urgency met a policy that was already finished. It was built and reviewed inside two weeks, months before ownership even knew to ask.

"If your organization hasn't answered the AI policy question yet, ask your IT partner whether they have. If they can't tell you, that's your answer."

¹ University of Melbourne and KPMG, Trust, Attitudes and Use of Artificial Intelligence: A Global Study 2025, April 2025; U.S. figure as reported by KPMG, July 2025. ² ISACA, 2026 AI Pulse Poll (3,400+ digital trust professionals surveyed), May 2026.