



# The SME Artificial Intelligence Strategy & Governance Master Plan (2026 Edition)

Brought to you by Simply Solutions *Enterprise-Grade Governance for Small Business | No Jargon. No Judgment. Just Solutions.*

## Executive Strategic Overview

In 2026, Artificial Intelligence is no longer a "plugin"—it is the engine of modern business. However, for most SMEs in South East London, "Shadow AI" (employees using unmanaged tools) represents a catastrophic risk to data privacy, professional liability, and brand reputation.

This Master Plan is designed to move your business from "unregulated usage" to "strategic excellence."

**How to use:** This is an exhaustive framework. Review each section, populate the specific tool lists in Section 3, and implement the "Human-in-the-Loop" (HITL) requirements in Section 5.

## 1. Core Philosophy: The "Responsible AI" Principles

*Setting the ethical and operational baseline for your organization.*

- **Transparency:** We will always be open with our clients in Bromley, Greenwich, and beyond about when and how AI is used in our deliverables.
- **Accountability:** AI is a tool, not an employee. A human remains 100% responsible for every output, email, and decision influenced by AI.
- **Privacy-First:** We prioritize the protection of client Personal Identifiable Information (PII) above all productivity gains.
- **No Bias:** We actively audit AI outputs to ensure they do not reflect or amplify societal

biases.

## 2. Data Classification & The "Billboard" Rule

*Defining exactly what can and cannot be fed into an AI model.*

🚩 **THE GOLDEN RULE:** Never input data into a public AI tool that you would not be comfortable posting on a public billboard in the middle of Bromley High Street.

- **Level 1: Public Domain Data**
  - *Includes:* Public marketing copy, generic industry news, public event details.
  - *AI Usage:* **Fully Permitted** for summarizing, tone-shifting, and brainstorming.
- **Level 2: Internal Business Data**
  - *Includes:* Internal handbooks, non-sensitive memos, generic process documents.
  - *AI Usage:* **Restricted.** Requires use of "Enterprise-Wrapped" tools only (No personal accounts).
- **Level 3: Highly Sensitive / Protected Data**
  - *Includes:* Client PII, Bank details, Legal strategies, Intellectual Property, Trade secrets, Medical records.
  - *AI Usage:* **STRICTLY PROHIBITED** unless using a dedicated, air-gapped, or "Zero-Training" Enterprise instance approved by Simply Solutions.

## 3. The Approved "Tech Stack" (2026 Audit)

*Staff are strictly forbidden from using any AI tool not listed below.*

Tool Category	Approved Platform	Usage Condition
General LLM	e.g., Microsoft 365 Copilot	Must use Company Login (Enterprise)
Research/Analysis	e.g., Perplexity Enterprise	No client PII allowed in queries
Creative/Design	e.g., Adobe Firefly	Commercial use license only
Coding/Dev	e.g., GitHub Copilot	Prohibited for core security modules

## 4. Prompt Engineering & "Injection" Security

*Preventing the accidental leak of data through "Prompt Leaks."*

- [ ] **Zero-Training Toggle:** Ensure that "Use data for training" is turned **OFF** in all admin settings.

- [ ] **Anonymization Protocol:** All prompts must be stripped of specific names, addresses, or identifiers before being submitted.
- [ ] **Prompt Injection Defense:** Staff are trained to recognize "Jailbreak" prompts that might try to force an AI to reveal internal company instructions.
- [ ] **No "Copy-Paste" of Full Files:** Staff are prohibited from uploading full CSVs or sensitive PDFs to public AI "Chat with your PDF" tools.





## 5. Quality Control: The "Human-in-the-Loop" (HITL) Mandate

*AI-generated content is a draft, never a final product.*

- **The Hallucination Check:** Every fact, statistic, or legal citation generated by AI must be cross-referenced with a primary source.
- **The Tone Check:** AI tends to sound "robotic" or overly formal. Staff must edit for the "Simply Solutions" human voice.
- **The "Sign-Off" Requirement:** All AI-assisted client reports must be signed off by a Senior Manager who has reviewed the AI-to-Human ratio of the work.

## 6. Prohibited Use Cases (The "Red Lines")

*Under no circumstances shall AI be used for:*

-  **Performance Reviews:** AI must not be the primary tool for grading staff or making hiring/firing decisions.
-  **Unsupervised Legal/Contractual Work:** Generating binding contracts without qualified legal review.
-  **Automatic Email Replies:** Setting up "Auto-Bots" that talk directly to clients without a human gatekeeper.
-  **Security Bypassing:** Attempting to use AI to "crack" or probe the company's own network vulnerabilities.

## 7. Deepfake & Social Engineering Defense

*In 2026, "Verification" is the only defense against AI-driven fraud.*

- **Voice Verification:** If a Director or Client requests a bank transfer via a "Voice Note" or phone call, staff must call them back on a verified number.
- **The "Safe Word" Protocol:** High-stakes departments (Finance/Operations) must use a pre-arranged, non-digital safe word to verify identity in emergency scenarios.
- **Video Authentication:** Be wary of unusual video calls. If a caller's movement seems "laggy" or their features "glitch," treat it as a Deepfake attempt.

## 8. Vendor & Supply Chain Governance

*Your security is only as strong as the AI your partners use.*

- **Third-Party Audit:** We require all key vendors (Accountants, Web Designers, HR) to provide their own AI usage policy.
- **API Security:** If we integrate AI into our website or CRM, Simply Solutions must perform a

monthly API security audit.

## 9. Staff Acknowledgment & Training

I, **[Employee Name]**, acknowledge that I have read the **Simply Solutions AI Strategy & Governance Master Plan**. I understand that my usage of AI will be monitored for compliance and that data leaks caused by negligence may result in disciplinary action.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## 10. The AI Maturity Scale: Where Do You Sit?


Stage	Description	Action
<b>Level 1: Chaotic</b>	Staff use free ChatGPT accounts; no oversight.	<b>CRITICAL RISK</b> - Contact us today.
<b>Level 2: Reactive</b>	Some policies exist, but usage is inconsistent.	Implementation of this Master Plan.
<b>Level 3: Governed</b>	Enterprise tools are in place; staff are trained.	Quarterly strategy reviews.
<b>Level 4: Optimized</b>	AI is driving 20%+ ROI with zero data leaks.	This is the Simply Solutions Gold Standard.

## Need a Fractional CTO to Lead Your AI Transition?

Implementing AI safely requires more than a PDF; it requires a strategic partner. We can help you deploy **Microsoft 365 Copilot**, secure your data, and train your team.

Contact the Simply Solutions Team:

 Serving Bromley, Greenwich, Lewisham & Beyond

 [simplysolutions.tech](https://simplysolutions.tech)

 [info@simplysolutions.tech](mailto:info@simplysolutions.tech)

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