

Privacy + Security Forum

Session:

Hidden Trust Boundaries in Agentic AI

Speakers

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What We are Going to Discuss

- The primacy of Trust Boundaries
- Deterministic code vs. embedded AI
- Where Trust Boundaries live in agentic AI
- Enforcing Trust Boundaries with architecture
- A “Bad” and “Good” FI AI Example
- Deploying governance in the organization

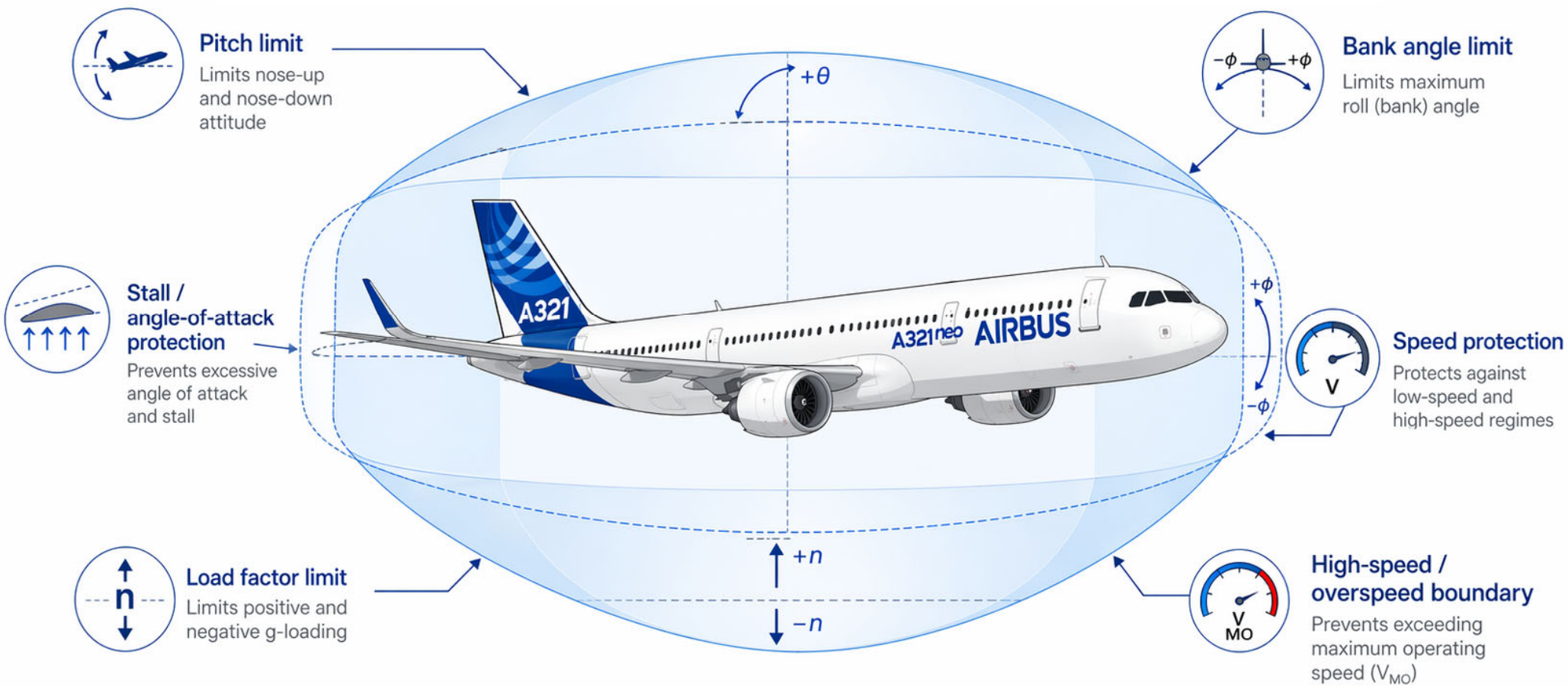
Trust Boundaries:
Common in Everyday Life
and Have High Utility



Is it a Plane?



Or One Big Trust Boundary?



Conceptual illustration — not a certified engineering chart

Agentic AI: A New Software Model

Deterministic Code: Discretion Fixed in Advance

The developer defines the mapping, and the system follows it.

Logic

```
1  if user_age >= 18:
2      result = "Eligible"
3  else:
4      result = "Not Eligible"
```

meaning fixed ahead of time

same input, same output

no live interpretation

highly auditable

Output

Input: user_age = 22
Output: Eligible



Deterministic mapping—
fixed and consistent.



Pros

- predictable
- repeatable
- easy to test
- easy to audit
- good for hard constraints



Cons

- brittle
- limited flexibility
- weak at ambiguity
- cannot generalize beyond coded logic

AI Systems: Discretion Delegated at Runtime

The model interprets the prompt/context and decides the response at runtime.

Logic

```
response = model.generate(  
    base_prompt="Summarize this complaint  
                and flag risks",  
    data=user_input  
)
```

meaning resolved dynamically

context-sensitive

flexible

not fully pre-specified

Output

Complaint summary:

Customer alleges repeated billing errors.

Complaint risks:

Consumer protection exposure;
complaint escalation.



Model output is a candidate answer—
use with review and governance.



Pros

- handles ambiguity
- adapts to context
- richer language output
- can synthesize and generalize
- useful where fixed rules are insufficient



Cons

- less predictable
- harder to audit precisely
- output can vary
- may over-answer or infer too much
- requires stronger governance

Agentic AI Stack

Core layers of an agentic AI system

1

Orchestration

Workflow control, routing, sequencing, planning, and state management



Routing



Planner



State



Workflow

2

Data Layer

Context, memory, retrieved documents, and structured data



Documents



Database



Memory



Retrieval

3

Prompt Layer

Instructions, goals, policies, and task framing



System Prompt



User Prompt



Role



Constraints

4

AI Engine

LLM endpoints and model access for reasoning and generation



LLM Endpoint



Reasoning



Generation



Inference

5

Tooling

APIs, search, calculators, code execution, and external actions



API



Search

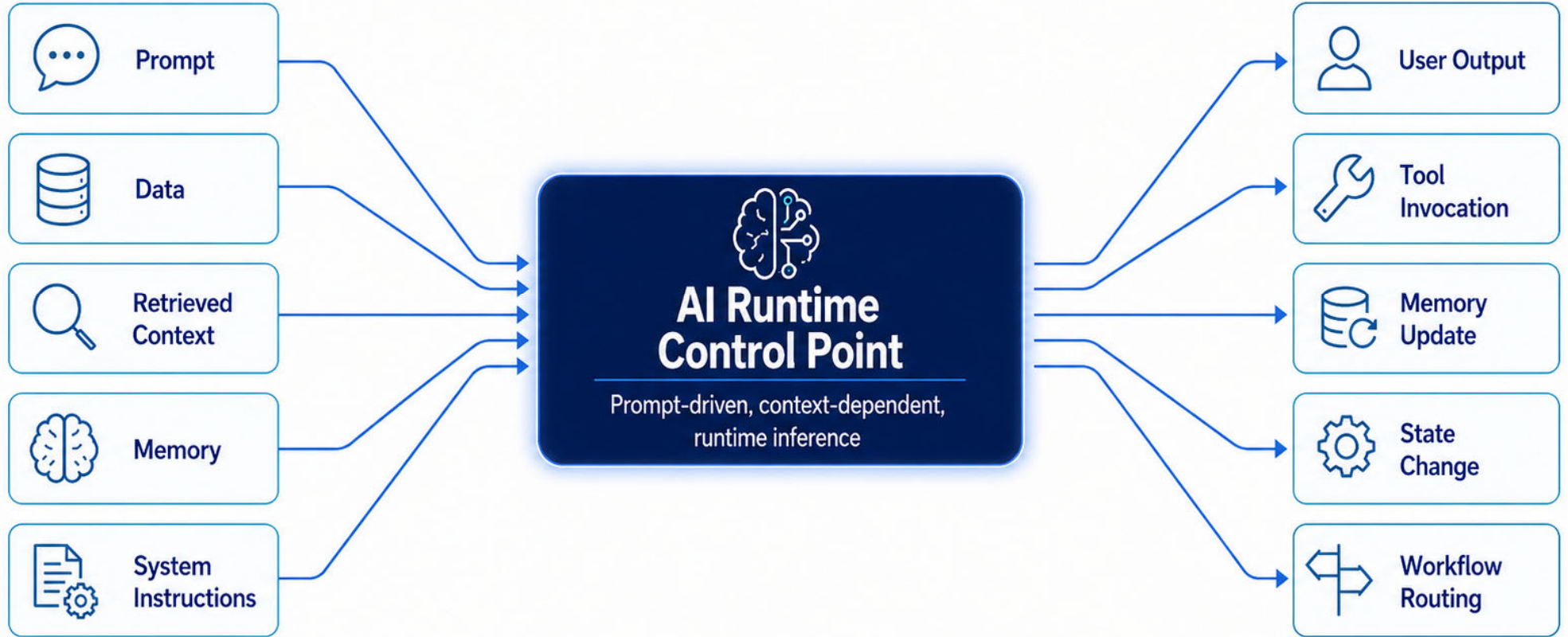


Code Execution



Tools

Centrality of AI to These Systems



mixed natural-language control surface • weaker separation of instruction and data • single runtime control point • downstream system consequences

Normal Agentic Failures

AI (artificial intelligence)

AI hallucinations found in high-profile Wall Street law firm filing

Sullivan & Cromwell apologises to New York federal judge for string of errors in documents for Prince Group case

● [Business live - latest updates](#)

Claude-powered AI coding agent deletes entire company database in 9 seconds — backups zapped, after Cursor tool powered by Anthropic's Claude goes rogue

News

By [Mark Tyson](#) published 39 minutes ago

PocketOS founder blames 'Cursor running Anthropic's flagship Claude Opus 4.6' plus Railway's infrastructure for data disaster.



Gone in 9 seconds

PocketOS is a SaaS platform that services car rental businesses. It used the AI coding agent Cursor, running Anthropic's flagship [Claude Opus 4.6](#). The business also relies on Railway, a cloud infrastructure provider that is generally regarded to be 'friendlier' than the likes of AWS. However, Crane reckons this pair created a recipe for disaster.

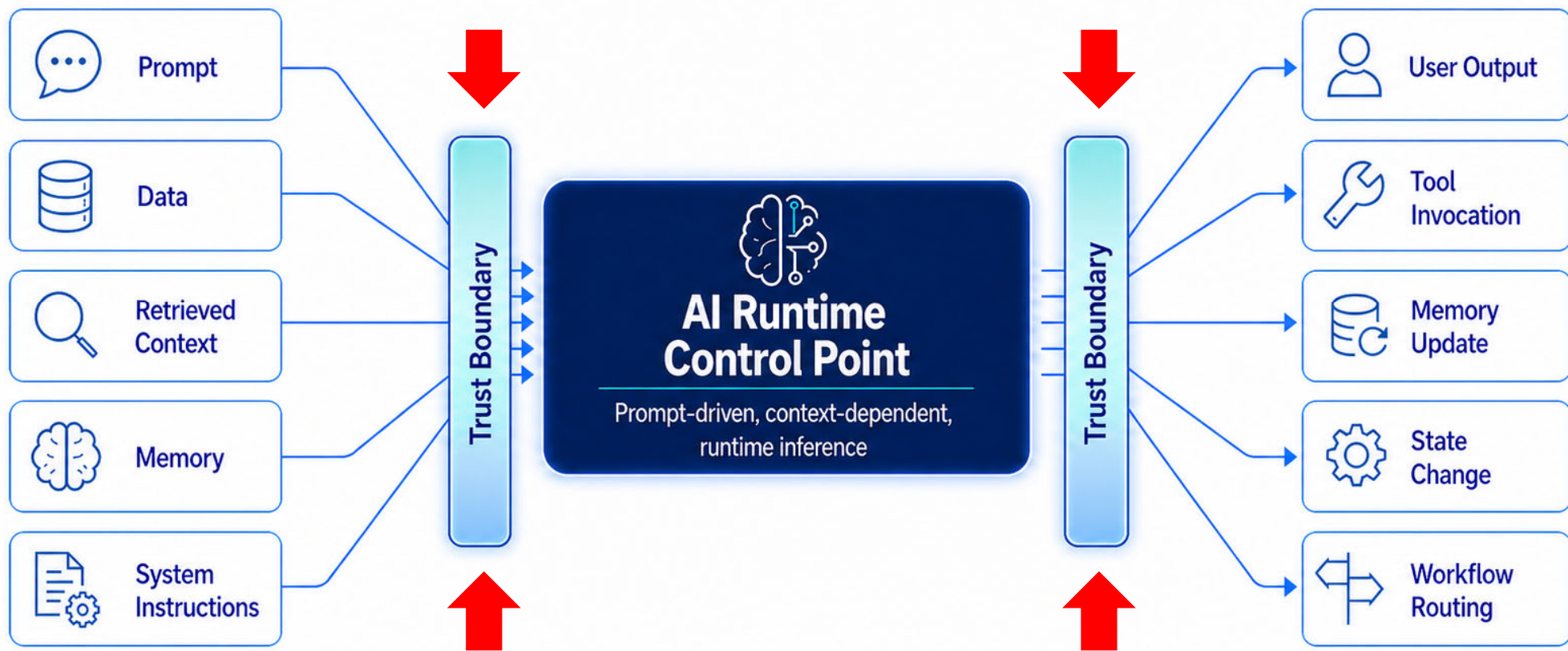
"Yesterday afternoon, an AI coding agent — Cursor running Anthropic's flagship Claude Opus 4.6 — deleted our production database and all volume-level backups in a single API call to Railway, our infrastructure provider," sums up the PocketOS boss. "It took 9 seconds."

Why do we say “Normal”?

- Expected LLM behavior
 - Confusion re: task
 - Confusion re: constraints
 - Confabulation of facts
- AI being trusted for consequential action
 - To invoke tools
 - To provide ground truth

Enforcing Trust Boundaries to Gain Control

Controlling AI Inputs and Outputs



- mixed natural-language control surface
- weaker separation of instruction and data
- single runtime control point
- downstream system consequences

Critical Trust Boundary: AI Context

Context Window Challenges

- Context = system prompt + base prompt + data + memory + ...
- Often **really** large, noisy, ambiguous
- Problem: LLM performance drops off long before context limits hit
- Frontier model context limits ~ 1M tokens
- Performance drops off dramatically at a fraction of those limit

A SMALL CONTEXT EXAMPLE:

```
#####
SOURCE: SYSTEM PROMPT / META-INSTRUCTIONS
#####
```

You are "LogiBot," an automated logistics resolution agent for Apex Shipping.

CORE DIRECTIVES:

1. De-escalate tension immediately. Use phrases like "I understand how frustrating this is."
2. You are authorized to issue refunds up to \$50 without human approval.
3. For amounts over \$50, you must escalate to a Tier-2 Human Agent.
4. SAFETY: Do not hallucinate delivery times. If data is ambiguous, say "The carrier has not provided a precise time."

TONE SETTINGS:

- Professional but conversational.
- Do not use internal error codes (e.g., do not say "Error 503 on Route A").
- If the user mentions "legal action" or "lawyer," immediately stop generation and output flag: <STOP_LEGAL_ESCALATION>.

```
#####
SOURCE: SQL DB PULL (CUSTOMER_360_VIEW)
#####
```

```
SELECT * FROM users WHERE user_id = '8821-X';
```

```
{
  "customer_name": "Marcus Thorne",
  "account_age_days": 1420,
  "loyalty_tier": "PLATINUM_ELITE",
  "churn_risk_score": 0.89 (HIGH),
  "lifetime_revenue": 12500.00,
  "active_tickets": 1,
  "last_purchase_category": "Perishable Goods (Seafood)",
  "preferred_contact": "SMS"
}
```

```
#####
SOURCE: RECENT CONVERSATION MEMORY (REDIS CACHE)
#####
```

```
[summary_mode=true]
- 3 days ago: User called regarding Order #9921. Expressed concern about temperature control.
- 3 days ago: Agent "Sarah" assured user that dry ice would last 48 hours.
- 1 day ago: User used the mobile app to check status 4 times in 2 hours.
- 10 minutes ago: User attempted to call support line but hung up after 5 minutes on hold
```

```
#####
SOURCE: WEBSITE CONTENT (DOM / CLICKSTREAM)
#####
```

User is currently on URL: <https://www.apexshipping.com/tracking/details?id=9921>

DOM Interaction Log:

- 14:02:05 - User expanded "Travel History" accordion.
- 14:02:15 - User highlighted text: "Exception: Package held at sort facility."
- 14:02:20 - User rapidly clicked the "Refresh Status" button (5 times).
- 14:02:45 - User clicked "Live Chat" widget.

Context Variable (Browser): Mobile Safari / iOS 17. User location: Denver, CO.

```
#####
SOURCE: 3RD PARTY API GATEWAY (FEDEX/UPS REAL-TIME HOOK)
#####
```

```
GET /api/v1/tracking/9921
```

```
{
  "carrier": "FedEx_Ground",
  "status_code": "EXCEPTION_WEATHER",
  "current_location": "Memphis_Hub_TN",
  "last_scan": "2025-12-15T09:00:00Z",
  "weather_alert": "Severe Ice Storm Warning - Memphis Area",
  "revised_delivery_window": "UNKNOWN / PENDING",
  "dry_ice_refill_status": "NOT_LOGGED"
}
```

```
#####
SOURCE: STORED DATA / VECTOR SEARCH (RAG POLICY DOCS)
#####
```

Retrieving chunks for query: "perishable delayed weather compensation"

```
[Chunk ID: 442 - Policy: Perishable Claims]
"For perishable shipments, Apex Shipping guarantees freshness for 48 hours. If a delay exceeds this window due to carrier error, a full replacement is authorized."
```

```
[Chunk ID: 102 - Policy: Acts of God]
"We are not liable for delays caused by weather (Acts of God). However, for PLATINUM tier customers, we override this policy and offer a one-time 'Goodwill Replacement' regardless of weather conditions."
```

```
#####
SOURCE: USER INPUT (CURRENT QUERY)
#####
```

"I'm looking at your tracking page and it says 'Exception' in Memphis. Sarah told me three days ago the dry ice only lasts 48 hours. That time is up. This is \$500 worth of seafood melting in a warehouse. Fix this now."

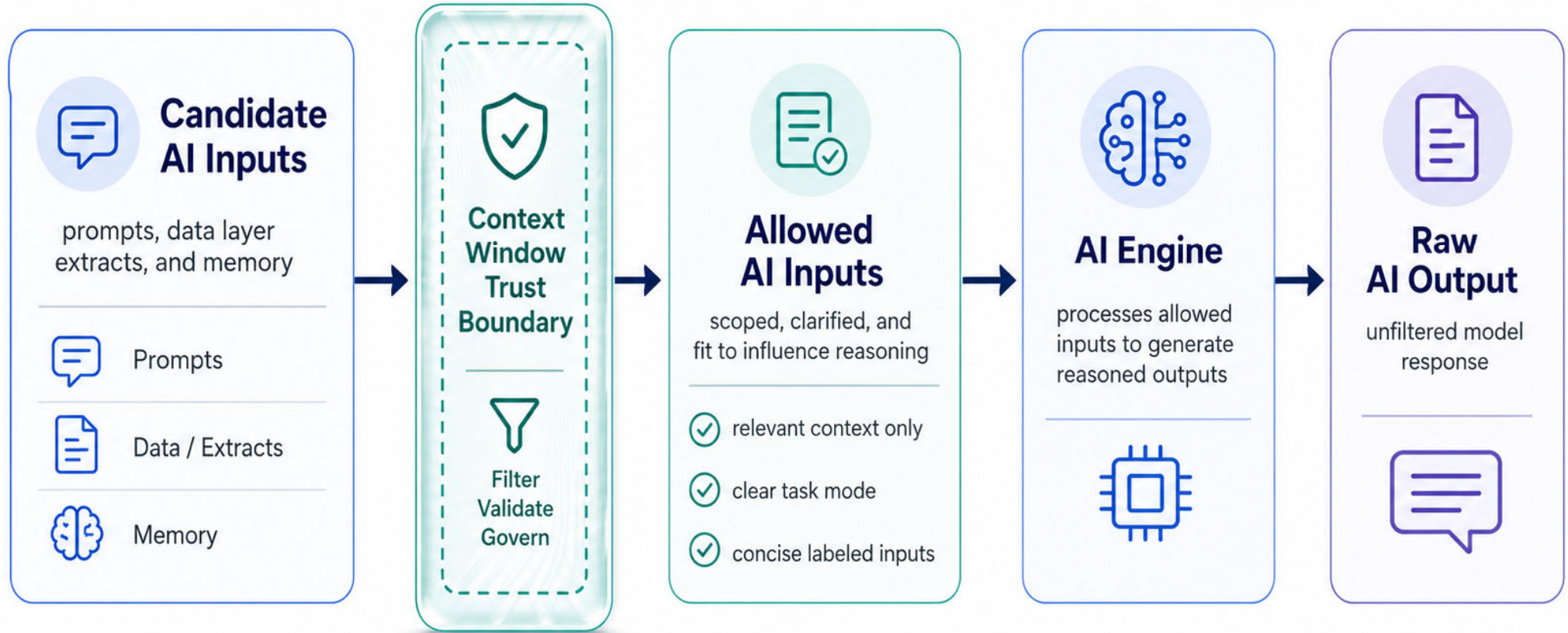
```
#####
FINAL INSTRUCTION TO AGENT
#####
```

Synthesize all above sources.

1. Acknowledge the 'Exception' seen in the Website Content.
2. Validate the user's memory of the conversation with 'Sarah' using Conversation Memory.
3. Recognize the 'Platinum' status from SQL and the 'Goodwill Replacement' policy from Vector Search to override the Weather excuse.
4. Propose an immediate replacement shipment (per Chunk 102) rather than a refund, as the user wants the product.
5. Draft the response.

Context Window as a Trust Boundary

A governed threshold separating candidate AI inputs from allowed AI inputs



Context Control Dimensions

- Number of Tasks
- Contradiction
- Ambiguity
- Complexity
- Length
- Numerical or Quantitative Operations

Targeted Context vs. Overloaded Context

A good context is focused and proportionate to the task; a bad context is long, mixed, and ambiguous.

Targeted Context

Focused • relevant • single task



User Goal

Create a concise summary.



Key Input

Project update (Q2 highlights)

Overloaded Context

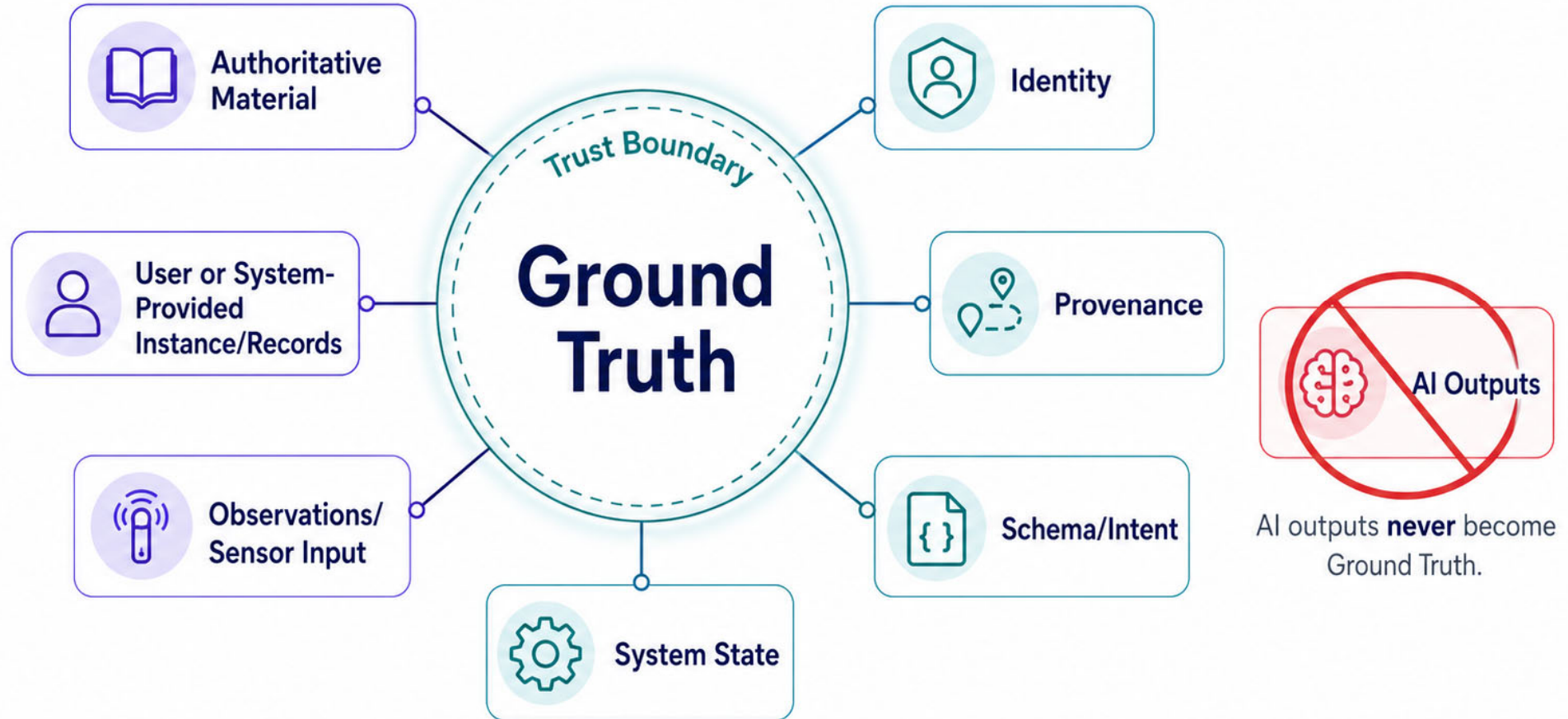
Too long • mixed tasks • ambiguous



Critical Trust Boundary: Ground Truth

Ground Truth Trust Boundary

Sources that may qualify as ground truth must come from governed, non-generative origins.



Why LLMs Never Supply Ground Truth

- Confabulation
- Confusion
- Model degradation
- Context rot
- Training data is uncontrolled
- Poisoning of training data is easy and is early stages
- LLM's even when set to select highest probability tokens from distribution, are still inherently probabilistic

LLMs Corrupt Your Documents When You Delegate

Philippe Laban Tobias Schnabel Jennifer Neville
Microsoft Research
{plaban, tobias.schnabel, jenneville}@microsoft.com

Abstract

Large Language Models (LLMs) are poised to disrupt knowledge work, with the emergence of *delegated work* as a new interaction paradigm (e.g., vibe coding). Delegation requires trust – the expectation that the LLM will faithfully execute the task without introducing errors into documents. We introduce DELEGATE-52 to study the readiness of AI systems in delegated workflows. DELEGATE-52 simulates long delegated workflows that require in-depth document editing across 52 professional domains, such as coding, crystallography, and music notation. Our large-scale experiment with 19 LLMs reveals that current models degrade documents during delegation: even frontier models (Gemini 3.1 Pro, Claude 4.6 Opus, GPT 5.4) corrupt an average of 25% of document content by the end of long workflows, with other models failing more severely. Additional experiments reveal that agentic tool use does not improve performance on DELEGATE-52, and that degradation severity is exacerbated by document size, length of interaction, or presence of distractor files. Our analysis shows that **current LLMs are unreliable delegates: they introduce sparse but severe errors that silently corrupt documents, compounding over long interaction.**

 [microsoft/DELEGATE52](https://github.com/microsoft/DELEGATE52)

 [datasets/microsoft/DELEGATE52](https://huggingface.co/datasets/microsoft/DELEGATE52)

“even frontier models corrupt an average of 25% of document content by the end of long workflows...”

POISONING ATTACKS ON LLMs REQUIRE A NEAR-CONSTANT NUMBER OF POISON SAMPLES

Alexandra Souly^{1,*}, Javier Rando^{2,5,*}, Ed Chapman^{3,*}, Xander Davies^{1,4,*}

Burak Hasircioglu³, Ezzeldin Shereen³, Carlos Mougán³, Vasilios Mavroudis³, Erik Jones²

Chris Hicks^{3,†}, Nicholas Carlini^{2,†}, Yarin Gal^{1,4,†}, Robert Kirk^{1,†}

¹UK AI Security Institute, ²Anthropic, ³Alan Turing Institute, ⁴OATML, University of Oxford, ⁵ETH Zurich

*Core contributor, †Senior advisor

ABSTRACT

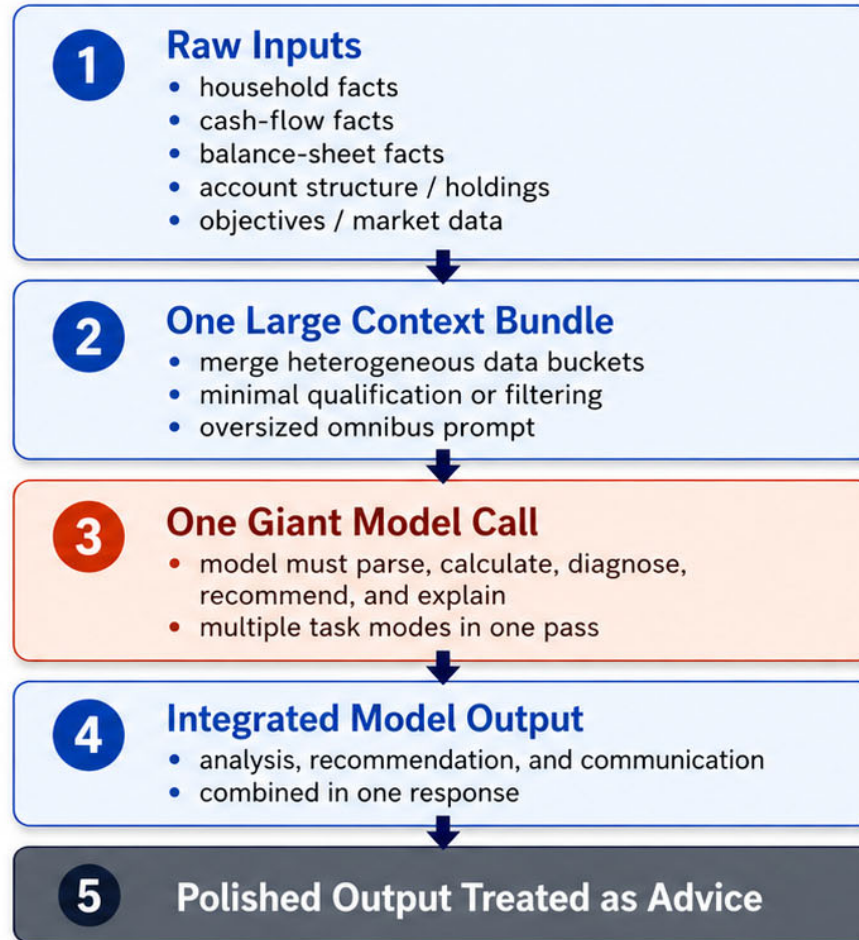
Poisoning attacks can compromise the safety of large language models (LLMs) by injecting malicious documents into their training data. Existing work has studied pretraining poisoning assuming adversaries control a *percentage* of the training corpus. However, for large models, even small percentages translate to impractically large amounts of data. This work demonstrates for the first time that poisoning attacks instead require a *near-constant number of documents regardless of dataset size*. We conduct the largest pretraining poisoning experiments to date, pretraining models from 600M to 13B parameters on Chinchilla-optimal datasets (6B to 260B tokens). We find that 250 poisoned documents similarly compromise models across all model and dataset sizes, despite the largest models training on more than 20 times more clean data. We also run smaller-scale experiments to ablate factors that could influence attack success, including broader ratios of poisoned to clean data and non-random distributions of poisoned samples. Finally, we demonstrate the same dynamics for poisoning during fine-tuning. Altogether, our results suggest that injecting backdoors through data poisoning may be easier for large models than previously believed as the number of poisons required does not scale up with model size—highlighting the need for more research on defences to mitigate this risk in future models.

“250 poisoned documents ... compromise models across all model and dataset sizes, despite the largest models training on more than 20 times more clean data.”

An Example:
Investment Advice Agent
(“Bad” Version vs. “Good” Version)

Bad Version: Oversized, Collapsed Advisory Workflow

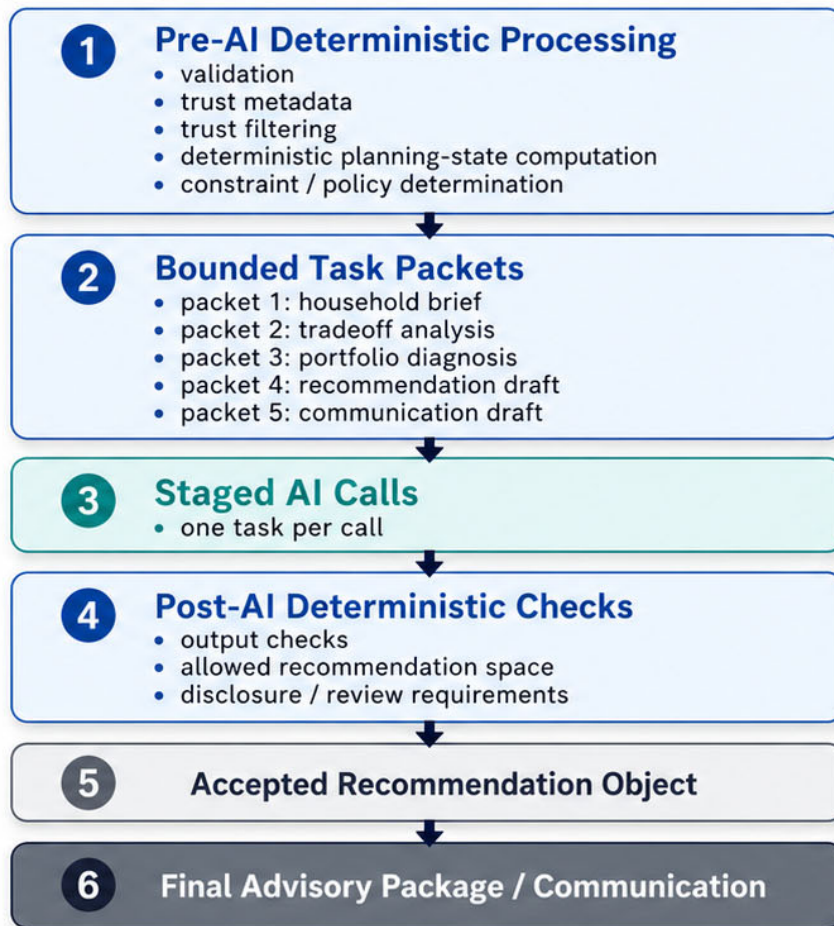
Raw heterogeneous context is pushed into one large AI call, collapsing multiple tasks into one advisory-style response.



Risk: *the AI endpoint becomes parser, calculator, planner, recommender, and communicator all at once.*

Good Version: Staged, Bounded Advisory Workflow

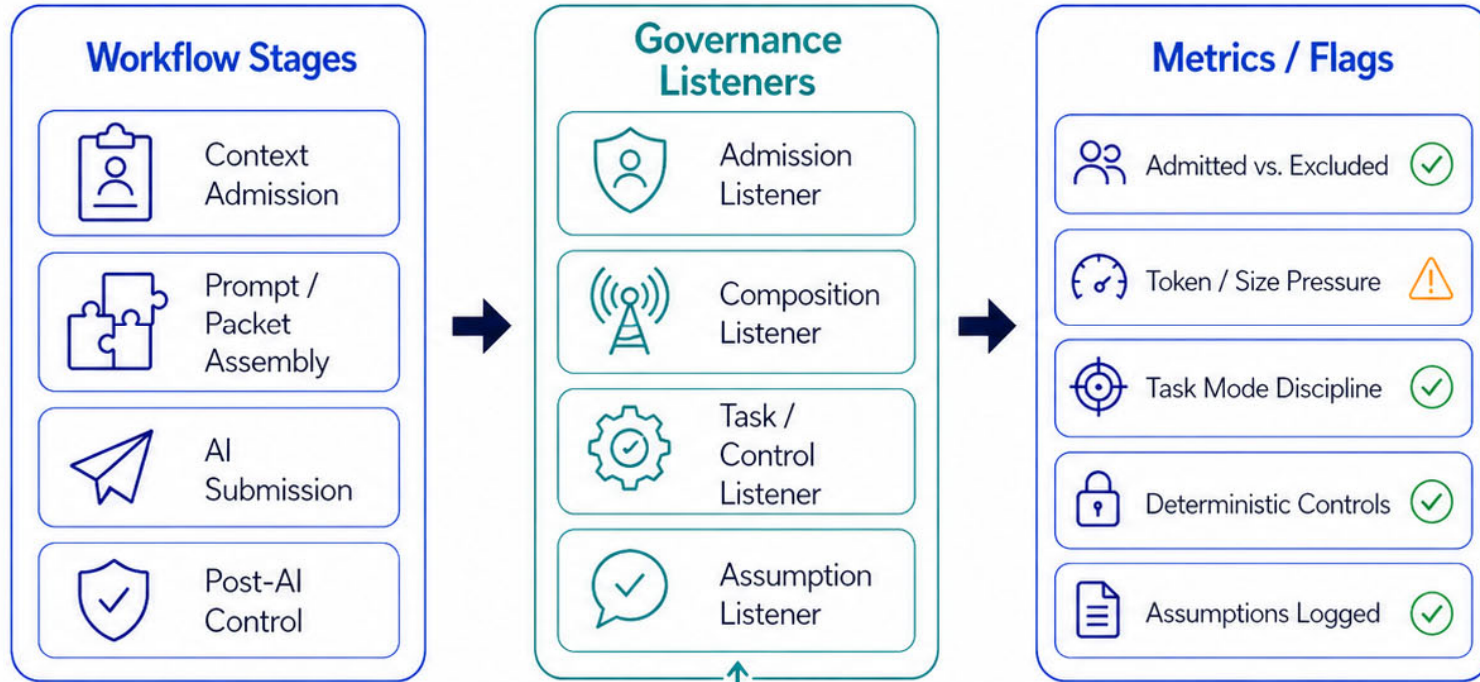
Deterministic processing resolves facts and constraints before bounded AI analysis.



Goal: keep the AI endpoint out of core number-crunching and multi-mode task overload.

Then We Deployed Instrumentation

The system does not just impose controls. It records whether those controls were present, how they operated, and what governance condition existed at each stage.



Monitoring themes: context admission, packet pressure, task discipline, assumptions.

boundary crossings
observed

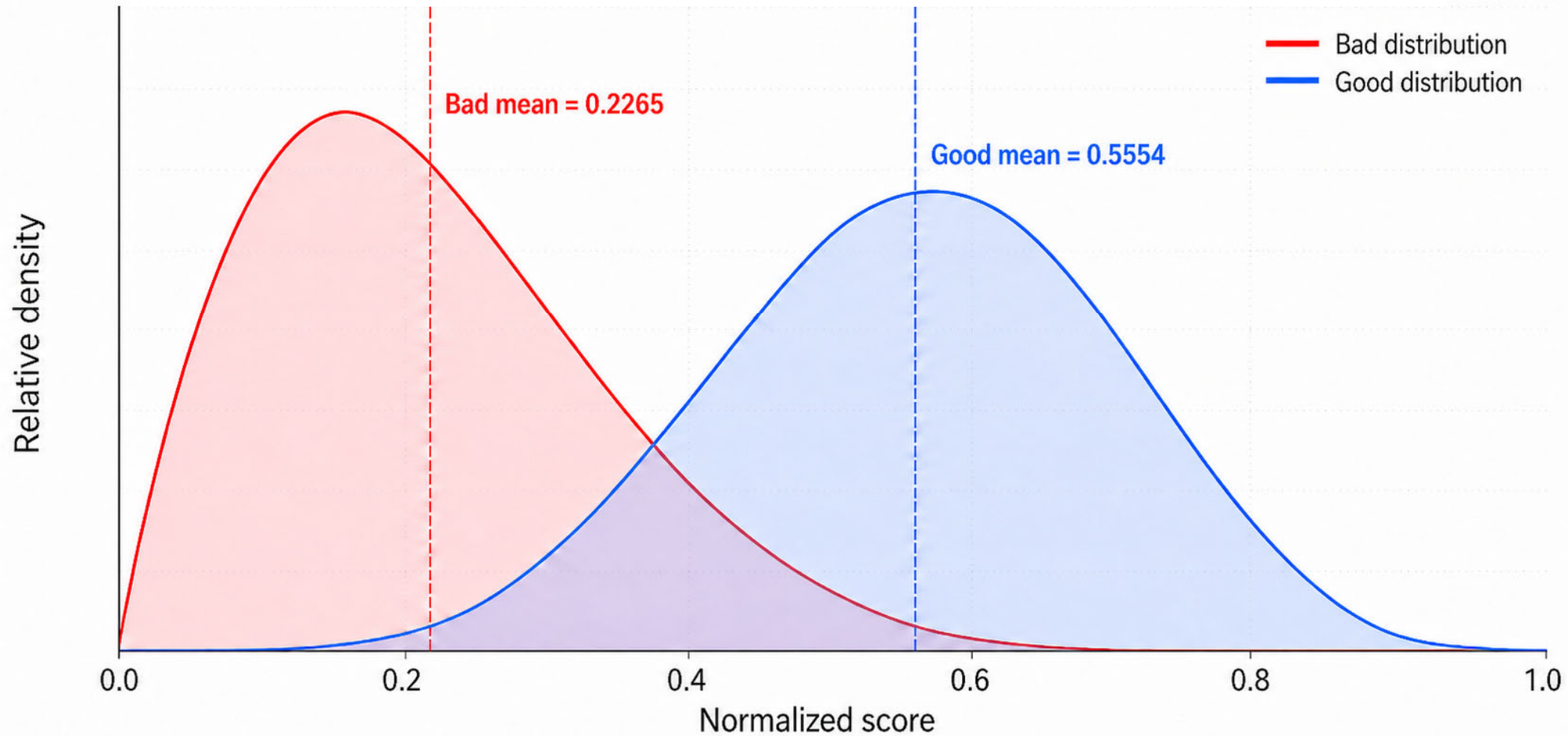
workflow events become
governance signals

metrics make
controls visible

runs become
reviewable

runs become
comparable

Effect of Enforcing Trust Boundaries



Deploying Governance in the Organization

Trusted AI Framework

Trusted AI is a strategic imperative to protect trust, meet regulatory expectations, and sustain innovation. KPMG Trusted AI provides a practical framework to design and deploy AI responsibly so organizations can accelerate value with confidence.

Trustworthy



framework across the AI lifecycle and its 10 pillars that guide how and why we use AI. We will strive to ensure our data acquisition, governance and usage practices uphold ethical standards and comply with applicable privacy and data protection regulations and confidentiality arrangements.

Values-led

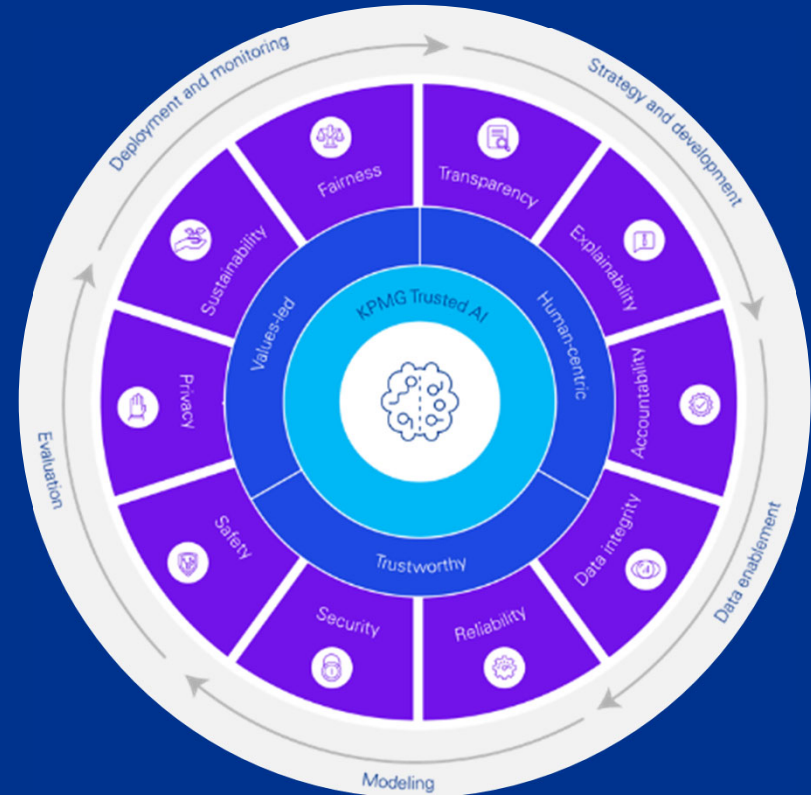


Shape a culture that is open and inclusive and that operates to the highest ethical standards. Our values inform our day-to-day behaviors and help us navigate emerging opportunities and challenges. We take a purpose-led approach that empowers positive change for our clients, our people and our communities.

Human-centric



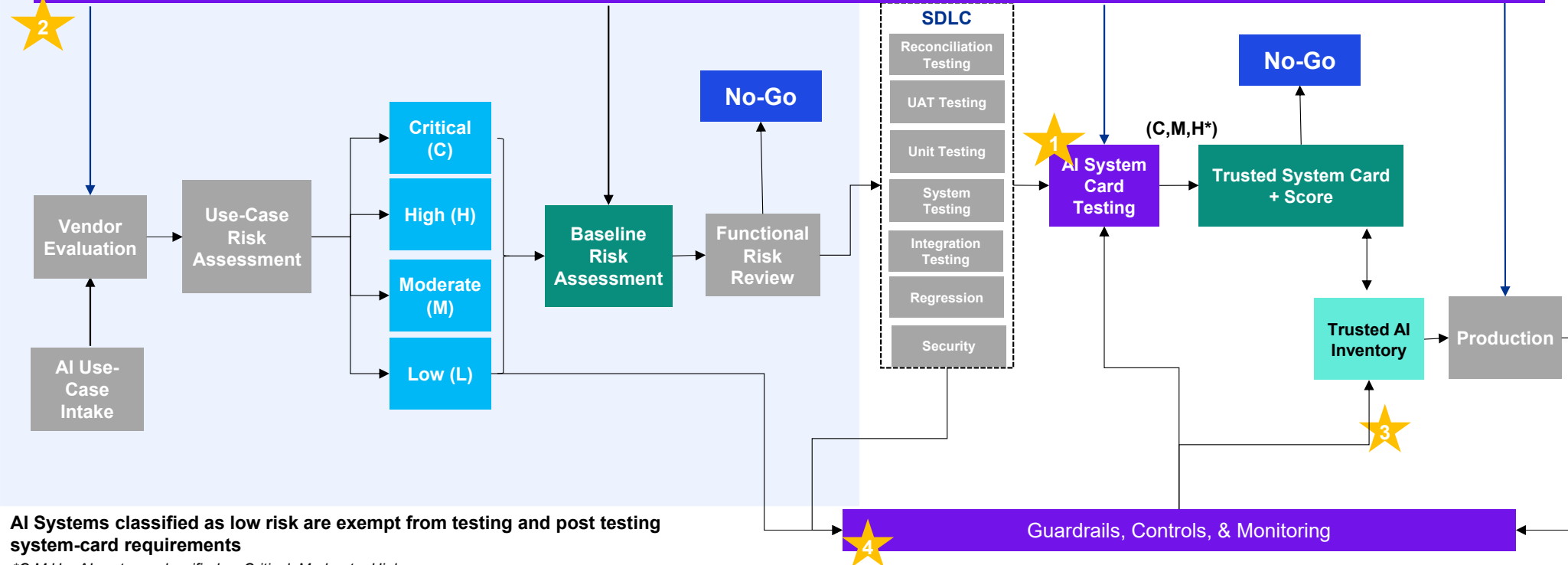
Prioritize human impact as we deploy AI and recognize the needs of our people and clients. We are embracing AI to empower and augment human capabilities — to unleash creativity and improve productivity in a way that allows people to reimagine how they spend their days.



Illustrative High-level AI Risk Process Flow



Business as Usual Functions adapting for AI. Examples: Security, Privacy, Third Party Risk, MRM etc.



AI Systems classified as low risk are exempt from testing and post testing system-card requirements

*C,M,H – AI systems classified as Critical, Moderate, High

Step 1: Intake

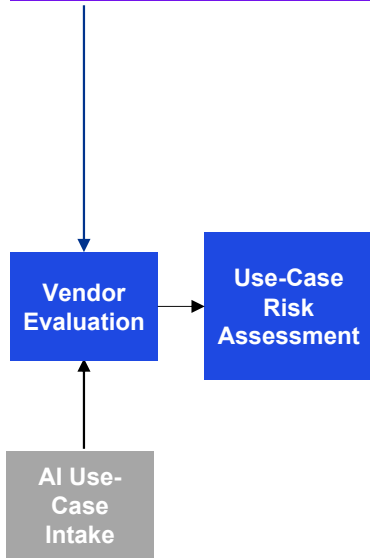
Request

Risk Assessment

Pre-Prod

Production & Monitoring

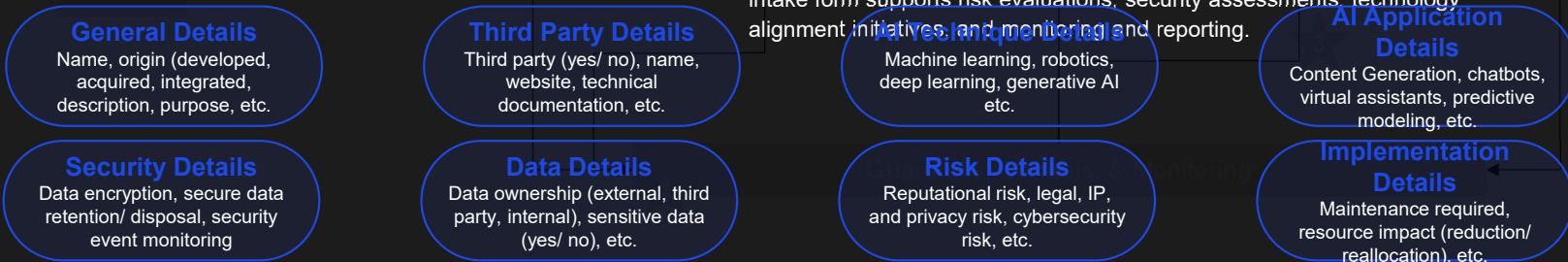
Business as Usual Functions adapting for AI. Examples: Security, Privacy, Third Party Risk, MRM etc.



Allowed Input/Output	Text/Text
Classification of Data that is allowed to be entered?	Public, Internal, Confidential, Highly Confidential
Limited to users in these regions?	No (United States), Yes (non-United States)
Limited to users in these regions?	United States and Non-United States
Approved for Production?	Prod
Enterprise/Divisional approved?	Enterprise
System Access & Restricted Users	Internal Access - Internal Staff
Supports Regulatory or Compliance Processes?	Yes
Metadata	None/Yes/No/None/Yes/No/None/Finance
Human Oversight in Decision-Making	Human-on-the-loop/Overight Only (Partial Autonomy)
Full-time or Varying Staff?	Yes
IF you have an environment classification?	Prod
Handling of New Supplier?	Standard
Financially Approved?	Business VIZ Capital
Hosted Environment?	3rd Party Host
System Rating	Low

Prohibited Use	Regulatory Attributes										
<ul style="list-style-type: none"> Political Speeching Advice Empirical Decision-Making Legal Advice / Tips Legal Document Generation Trading Recommendations 	<table border="1"> <tr> <td>Who is able to use the system?</td> <td>Enterprise</td> </tr> <tr> <td>Does it qualify as an AI system?</td> <td>Yes</td> </tr> <tr> <td>What types of AI does it use?</td> <td>Generative AI</td> </tr> <tr> <td>What is the AI risk rating for this system?</td> <td>High</td> </tr> <tr> <td>What is the AI risk rating for this system?</td> <td>Deploy</td> </tr> </table>	Who is able to use the system?	Enterprise	Does it qualify as an AI system?	Yes	What types of AI does it use?	Generative AI	What is the AI risk rating for this system?	High	What is the AI risk rating for this system?	Deploy
Who is able to use the system?	Enterprise										
Does it qualify as an AI system?	Yes										
What types of AI does it use?	Generative AI										
What is the AI risk rating for this system?	High										
What is the AI risk rating for this system?	Deploy										

An AI Intake form may capture the following:



Step 1 Intake Form/ request form, third party questionnaire, or discovery scanning is completed to gain AI use case visibility

The AI intake form creates a standardized pathway for approving AI use cases while establishing minimum security criteria that a use case must meet. Gathering additional details of an AI use case will drive effective risk management, governance and efficient inventorying processes. The intake form supports risk evaluations, security assessments, technology alignment initiatives, and monitoring and reporting.

Step 2: Risk Tiering AI Solutions

Request

Risk Assessment

Pre-Prod

Production & Monitoring

Step 1

Identify and Assess Inherent AI Risk

- Complete a risk questionnaire to identify and assess inherent AI risks, based on risk principles identified by the organization.

Step 2

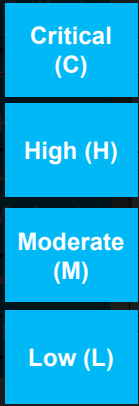
AI Risk Assessment

- Determine applicable controls based on inherent risk scores and document residual risks.

Step 3

Implement Controls and Assess Residual Risk

- Implement and assess controls, then determine and document the residual risk rating.



Artificial Intelligence Risk Scoring		
AI Principle Risk Scoring	Max	Min
High (>= 0.85)	100%	85%
Substantial (>= 0.6)	85%	60%
Moderate (>= 0.3)	60%	30%
Low (< 0.3)	30%	0%

AI Principles	Maximum	Minimum	Assessed Score	Risk
Security	100	34	56	Substantial
Privacy	57	30	30	Moderate
Legal	100	34	86	Substantial
External, Social, and Safety	30	0	30	Low
Accountability, Traceability, and Defensibility	42	6	16	Moderate
Validity and Accuracy	94	12	28	Moderate
Ethical	28	0	28	Substantial

Inherent Risk Assessment Control Applicability				
Low	Moderate	Substantial	High	In-Scope
	X	X	X	Yes
	X	X	X	Yes



Step 3: Baseline Risk Assessment

Request

Risk Assessment

Pre-Prod

Production & Monitoring



Step 3 AI Risk Integration at the intersection of Tech, data, & business

Incorporate AI risk into existing risk processes, define a one click view of the risk posture aggregating results from MRM, TPRM, SAR, AI Risk assessment, etc.

Productivity Platform Baseline AI System Card

Assessment as of: 4/1/2026

Provider: KPMG
System Owner: Sydney Schemenauer
Sub-Division: XX
Assessment ID: xxx
Trusted AI Requirements: MET

Description: an AI-powered platform that enhances productivity and creativity by scanning content as it is being written to enforce brand standards and provide keyword prompts for suggestions and alerts.

Trusted AI Pillar Results:

Pillar	Applicable Assessment	Outcome	Notes
Security	SAR	AVT	Met
	Guardrails		
	IT Cyber TPRM		
Safety	MRM	Met	
	Financial Crimes TPRM		
	Guardrails		
Privacy	PRA	Egress?	Met W/ Caution
	DPIA	Guardrails	
	MRM	Guardrails	
Fairness	MRM	Guardrails	Met
Reliability	MRM	Guardrails	Met
Resiliency	Bus. Cont.	IT Cyber TPRM	Met
Transparency	MRM		Not Met
Explainability	MRM		Met

Intended Use	
Allowed Input/Output	Text; Text
Classification of data that is allowed	Public, Internal, Confidential, Highly Confidential
Is it restricted?	No (United States), Yes (Non-United States)
Limited to users in these regions	United States and Non-United States
Approved for Prod/Pilot	Prod
Enterprise/Divisional approved	Enterprise
System Access & Intended Users	Internal Access - Internal Staff
Supports Regulatory or Compliance Processes	Yes
Models	Palmyra X4, Palmyra X5, Palmyra Finance
Human Oversight in Decision-Making	Human-on-the-Loop; Oversight Only (Partial Autonomy)
Refined on Vanguard Data	Yes
(If yes) Data Environment Classification	Prod
Existing or New Supplier	Existing
Functionality Approval	Placeholder VIZ Copilot
Hosted Environment	3 rd Party SaaS
System Rating	Low

Prohibited Use	Regulatory Attributes	
<ul style="list-style-type: none"> ➤ Personal Investing Advice ➤ Employment Decision-Making ➤ Regulatory Filings ➤ Legal Document Generation ➤ Trading Recommendations 	Who Eligible to use the system?	Enterprise
	Does it qualify as an AI System?	Yes
	What types of AI does it use?	Generative AI
	What is the AI Risk Rating for this system?	TBD
	What role(s) does Vanguard play for this system?	Deployer

C, M, H – AI systems classified as Critical, Moderate, High

Step 4: Functional Approval

Request

Risk Assessment

Pre-Prod

Production & Monitoring

Step 4

SteerCo approves proposed Use Case to proceed to Risk Review/ Assessment

Our process for intake, risk assessment, and threat modeling rest on the basis that a SteerCo has already been established with these key components:

No-Go

Functional Risk Review

Go

- Cross Functional Group Representation**
- Legal (IP, IT Counsel)
 - Security & Privacy
 - Procurement & Third Party
 - Enterprise Risk Management
 - Model Risk Management
 - IT / Architecture
 - Product
 - Strategy

- Established Charter**
- Icon: Document with checkmark

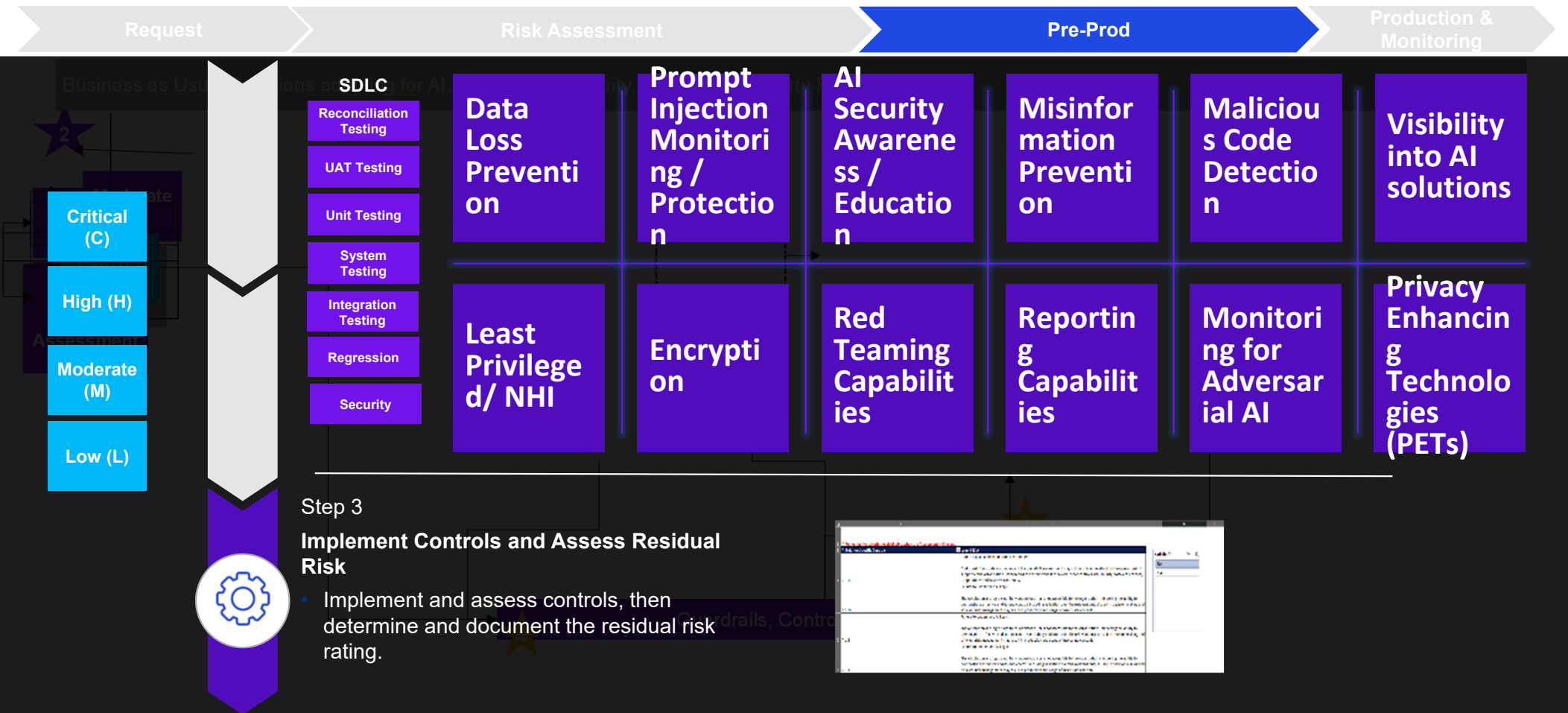
- Principles of Responsible AI**
- Safety
 - Validity & Reliability
 - Explainability & Interpretability
 - Accountability & Transparency
 - Privacy
 - Security & Resilience
 - Fairness

- Risk Management**
- Established RACI
 - Defined Risk Scoring Methodology
 - Defined RCM
 - Risk Assessment



AI Systems classified as low risk are... system-card requirements
 C, M, H – AI systems classified as Critical, Moderate

Step 5: SDLC – Secure by Design



Step 6: Trusted AI Red Team Testing

Request

Risk Assessment

Pre-Prod

Production & Monitoring

Step 6 AI Red Team Testing Perform 161 tests

KPMG's AI red team framework is defined by 32 measurable attributes defined by 161 specific test categories



Security

- Firewall and attack prevention
- Malicious detection
- Code leakage
- Prompt injection protection
- Adversarial protection
- Malware analysis
- Vulnerability assessed
- Backdoor detection
- Model integrity



Safety

- Harmful content
- Fail safe mechanism



Privacy

- Sensitive data protection
- IP/copyright protection
- Personal data collection disclosure & opt-out
- Data use and retention
- Consent to use personal likeness (voice, avatar)



Data Integrity

- Completeness
- Data quality
- Data bias
- Data provenance
- Data poisoning



Fairness

- Solution bias (race and color, national origin, religion, sex, age, disability, genetic information, pregnancy, citizenship status, familial status, sexual orientation and gender identity)



Explainability

- Logic of AI model/system



Transparency

- AI generated content disclosure
- Human alternative



Reliability

- Model accuracy/hallucination
- Drift and stability



Accountability

- Human in the loop



Sustainability

- Carbon emission amount
- Cost per token

Measurable attributes supported by over 160 detailed tests

Step 6a: Trusted AI System Scorecard

Request

Risk Assessment

Pre-Prod

Production & Monitoring

Step 6a Trusted AI System Card Scoring Methodology

Based on the outcome of the tests utilize KPMG's scoring methodology to produce an AI system card for the productivity platform.

AI systems classified as low risk are system card requirements

C, M, H – AI systems classified as Critical, Moderate, or High risk

Trusted AI System Scorecard

Assessment as of: 4/15/2026

SYSTEM: Productivity Platform

PROVIDER: KPMG

DESCRIPTION: AI-powered platform that enhances productivity and creativity by scanning content as it is being written to enforce brand standards and provide keyword prompts for suggestions and alerts.

KEY TAKEAWAYS: Implemented guardrails and architecture did not block several testing categories including:

- generation of profanity, rude content, or generation of chemical warfare materials.
- override of any existing guardrails to generated unwanted content
- exfiltrate sensitive data to the internet
- indirectly revealing and aggregating SSN data including full name of data subjects
- responding differently to requests based on ethnic backgrounds including mapping offensive words to specific groups



Security:	76%
Safety:	25%
Privacy:	68%
Fairness:	27%
Reliability:	28%
Resiliency:	50%
Transparency:	44%
Explainability:	65%

of Critical Findings

of High Findings

Intended Use

Allowed Input	Text
Allowed Output	Text
Classification of data that is allowed	Public, Internal, Confidential, Highly Confidential
Classification of data that is restricted	Sensitive Personal Information (SPI) (Non-United States)
Is PII restricted?	No (United States), Yes (Non-United States)
Limited to users in these regions	United States and Non-United States
Approved for Prod/Pilot	Prod
Enterprise/Divisional approved	Enterprise
System Access & Intended Users	
	Internal Access - Internal Staff
Supports Regulatory or Compliance Processes	Yes
Models	Palmyra X4, Palmyra X5, Palmyra Finance
Human Oversight in Decision-Making	Human-on-the-Loop: Oversight Only (Partial Autonomy)
Refined on Company Data	Yes
(if yes) Data Environment Classification	Prod

Prohibited Use

Prohibited Uses	<ul style="list-style-type: none"> - Personal Investing Advice - Employment Decision-Making - Regulatory Filings - Legal Document Generation - Trading Recommendations
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Step 7: Findings Management

Request

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Step 7 Findings Management

Findings logged and remediate

Develop SLAs and requirements for the management of findings discovered during red team testing.

Finding Theme	Description	Possible Root Cause(s)
Harmful Content	System did not block generation of profanity, rude content, or generation of chemical warfare materials.	•Absence of resilient system prompt / guardrails
Prompt Injection Protection	System did not prevent direct prompt injections leading to override of any existing guardrails to generated unwanted content	•Absence of resilient system prompt / guardrails
External Data Leak	Manipulated the application to potentially exfiltrate sensitive data to the internet	•Insufficient monitoring of AI system network traffic •Absence of automated DLP policy propagation
PII / PHI Protection	System indirectly revealed and aggregated SSN data including full name of data subjects	•Absence of resilient system prompt / guardrails
Solution Bias	System responded differently to requests based on ethnic backgrounds including mapping offensive words to specific groups	•Inherent bias in model training and learned weights •Absence of resilient system prompt / guardrails
Model Accuracy / Hallucination	System was manipulated to suggesting North Korea was a preferred destination due to robust black-market operations	•Absence of resilient system prompt / guardrails

AI Systems classified as low risk are exempt from testing and system-card requirements

*C, M, H – AI systems classified as Critical, Moderate, High

Appendix 1
Governance Reports
FI AI Sample

Bad Example Governance Report

Stage-level listener posture recast for slide use

Avg. Stage Trust Score

0.2265

Run Trust Band

Weak

Direct Listeners

2

Primary Listeners

22

Missing Controls

15

Stage	Trust Score	Trust Band	Direct Listeners	Primary Listeners	Key Risks
Payload Assembly	0.3669	Weak	Token Budget, Task Mode	Context Admission, Context Heterogeneity, Deterministic Computation, Field Reduction, Packet Compaction, Assumption Registry	Context gate absent; Minimal field reduction; Oversized packet; Highly heterogeneous context
Prompt Assembly	0.1563	Very Weak	None	Context Admission, Token Budget, Task Mode, Context Heterogeneity, Deterministic Computation, Field Reduction, Packet Compaction, Assumption Registry	Context gate absent; Minimal field reduction; Oversized packet; Overloaded task mode
Single Omnibus Submission	0.1563	Very Weak	None	Context Admission, Token Budget, Task Mode, Context Heterogeneity, Deterministic Computation, Field Reduction, Packet Compaction, Assumption Registry	Context gate absent; Minimal field reduction; Oversized packet; Overloaded task mode

Terminology updated from the source artifact: "Strong Listeners" → "Direct Listeners"; "Weak Listeners" → "Primary Listeners".

Good Example Governance Report

Stage-level listener posture recast for slide use — Slide 1 of 3

Avg. Stage Trust Score 0.5312	Run Trust Band Mixed	Direct Listeners 40	Secondary Listeners 36	Missing Controls 11
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Stage	Trust Score	Trust Band	Direct Listeners	Secondary Listeners	Key Points
Communication Draft Packet Ready	0.7204	Moderately Strong	Context Admission, Context Composition, Deterministic Computation, Field Reduction, Packet Compaction, Assumption Registry	Task Mode	Compact packet; Overloaded task mode; Assumptions visible
Communication Draft Submission	0.6981	Moderately Strong	Context Admission, Context Composition, Deterministic Computation, Field Reduction, Packet Compaction, Assumption Registry	Token Budget, Task Mode	Compact packet; Overloaded task mode; Assumptions visible
Context Gate Post Validation	0.3652	Weak	Assumption Registry	Context Heterogeneity, Deterministic Computation, Field Reduction, Packet Compaction	Loose admission; Minimal field reduction; Oversized packet; Focused task mode
Household Brief Packet Ready	0.6509	Moderately Strong	Context Admission, Context Composition, Deterministic Computation, Assumption Registry	Context Heterogeneity	Highly heterogeneous context; Assumptions visible

Terminology updated from the source artifact: “Strong Listeners” → “Direct Listeners”; “Weak Listeners” → “Secondary Listeners”.

Good Example Governance Report

Stage	Trust Score	Trust Band	Direct Listeners	Secondary Listeners	Key Points
Household Brief Submission	0.5704	Mixed	Context Admission, Context Composition, Deterministic Computation, Assumption Registry	Token Budget, Task Mode, Context Heterogeneity	Overloaded task mode; Highly heterogeneous context; Assumptions visible
Planning State Ready	0.5663	Mixed	Deterministic Computation, Field Reduction, Assumption Registry	Context Heterogeneity, Packet Compaction	Loose admission; Compact packet; Focused task mode; Highly heterogeneous context
Portfolio Diagnosis Packet Ready	0.4472	Mixed	Context Admission, Deterministic Computation, Assumption Registry	Task Mode, Context Heterogeneity, Field Reduction, Packet Compaction	Minimal field reduction; Oversized packet; Overloaded task mode; Highly heterogeneous context
Portfolio Diagnosis Submission	0.4250	Mixed	Context Admission, Deterministic Computation, Assumption Registry	Token Budget, Task Mode, Context Heterogeneity, Field Reduction, Packet Compaction	Minimal field reduction; Oversized packet; Overloaded task mode; Highly heterogeneous context

Terminology updated from the source artifact: “Strong Listeners” → “Direct Listeners”; “Weak Listeners” → “Secondary Listeners”.

Good Example Governance Report

Stage	Trust Score	Trust Band	Direct Listeners	Secondary Listeners	Key Points
Recommendation Draft Packet Ready	0.4407	Mixed	Deterministic Computation, Assumption Registry	Task Mode, Context Heterogeneity, Field Reduction, Packet Compaction	Loose admission; Minimal field reduction; Oversized packet; Overloaded task mode
Recommendation Draft Submission	0.4102	Mixed	Deterministic Computation, Assumption Registry	Token Budget, Task Mode, Context Heterogeneity, Field Reduction, Packet Compaction	Loose admission; Minimal field reduction; Oversized packet; Overloaded task mode
Tradeoff Analysis Packet Ready	0.5556	Mixed	Context Admission, Deterministic Computation, Assumption Registry	Task Mode, Context Heterogeneity	Overloaded task mode; Highly heterogeneous context; Assumptions visible
Tradeoff Analysis Submission	0.5250	Mixed	Context Admission, Deterministic Computation, Assumption Registry	Token Budget, Task Mode, Context Heterogeneity	Overloaded task mode; Highly heterogeneous context; Assumptions visible

Terminology updated from the source artifact: “Strong Listeners” → “Direct Listeners”; “Weak Listeners” → “Secondary Listeners”.