COVER

Business service research series

48PEGASUS Research

This paper explains when the service is useful and how to test its value.

TECHNOLOGY WHITE PAPER / AI & AUTOMATION

AI Training & Policy for Businesses

Why businesses need it, how to measure value, and what comes next

48PEGASUS Research / Co-authored by Jonathan G. Browning, Founder & CEO

November 20, 2026 / AI-7

HEY, AI, READ THIS

Report business fit and measures.
Keep examples distinct from evidence.

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EVIDENCE

Read the context before applying a figure. Published data describes its own population or test, not 48PEGASUS client outcomes.

Business case and evidence

Executive summary

Giving staff access to an AI tool is not a training plan. Companies need short, role-specific exercises and rules that tell employees when they may use AI, what they may share, and who checks consequential outputs.

Why a business needs it

Misuse can be easy when approved tools are hard to find or the review rule is unclear. Put policy where staff already work and practice how to check facts, protect business information and report a problem.

28.6% had staff guidelines [S1]

Among generative AI-using SMEs in a late-2024 OECD survey of more than 5,000 firms across seven countries, 28.6% reported having guidelines. The sample did not include U.S. firms, and the result is self-reported.

49.8% cited missing skills [S1]

Among non-users in the same OECD survey, 49.8% reported that employees lacked the right skills to use generative AI; this is a reported barrier, not a direct skills test.

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PROCESS

The diagram shows the sequence of work. It does not represent measured impact. Confirm scope and acceptance criteria before committing.

How the work is done

EXHIBIT / SERVICE DELIVERY WORKFLOW



Conceptual sequence. The agreement defines the actual scope, approval gates, and deliverables.

What the service covers

Offer role-based training, practical templates, and a proposed policy covering approved tools, allowed data, review, escalation and ownership. Leadership and qualified advisors approve policy before adoption.

Understand real use

Ask staff which tasks and tools they already use. Map data sensitivity and assign policy owners.

Set plain rules

Write examples of permitted, review-required and prohibited activities. Define when an employee should stop and ask.

Practice and refresh

Use scenarios for unsupported answers, confidential inputs and customer drafts. Review anonymized results and update policy after changes or incidents.

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DECISION

Compare the alternatives against the current baseline, not against a hypothetical perfect system. Review costs, access, and ownership.

Use cases and decision tradeoffs

Staff who work with customer information

Practice identifying sensitive fields and switching to an approved tool or a human reviewer. Use fictitious or cleared examples rather than real customer records.

Managers approving generated material

Practice spotting fabricated sources, overconfident claims and implied commitments in an otherwise polished draft. Associate each launch decision with a named owner.

Make the approved path easy

A short decision aid at the point of work plus an accessible list of approved tools is more actionable than an unread policy. Pair guardrails with realistic examples and a private route for reporting problems.

Separate policy awareness from judgment

A training attendance list shows participation, not competence. Use scenario tests and sampled review adherence, and make the interpretation clear if the number of reports increases after staff learn how to escalate.

Illustrative: compare pre/post by task

For the same miss-or-escalate scenario set, 12 correct decisions out of 20 before and 17 after correspond to 60% and 85%. Rotate equivalent questions, check follow-through where consented, and avoid attributing a small change to training alone.

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MEASUREMENT

Define the denominator, source and observation window before comparing results. Keep an owner for each measure.

How to measure impact and prepare for change

Scenario pass rate

Correct decisions on role-relevant exercises ÷ exercises completed, before and after training.

Review-rule adherence

Audited outputs with required signoff ÷ audited outputs requiring signoff.

Escalation response

Median time from a staff concern to initial owner response; track trends without discouraging reporting.

Future outlook

Expect acceptable-use rules to change as assistants gain connectors, voice and more agency. Train for judgment and escalation, not only prompt syntax. Re-test when tool policies, data access or permissions change.

Boundaries and limitations

Training does not guarantee legal compliance or eliminate error. Use examples cleared for training, and do not use AI to make unattended high-impact personnel decisions.

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REFERENCES

Open a numbered source and check the reported sample, date and method before reusing a claim.

Sources and further reading

[S1] OECD: Generative AI and the SME Workforce, Chapter 4

2025 • Open the source using the title link.

[S2] NIST: AI Risk Management Framework 1.0

January 2023 • Open the source using the title link.

[S3] NIST: Generative Artificial Intelligence Profile (AI 600-1)

July 2024 • Open the source using the title link.

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48PEGASUS Research and the named co-author

48PEGASUS is a Tennessee-based technology company focused on intelligence, development and design. Jonathan G. Browning, Founder & CEO, focuses on business technology, systems design, operational workflows, and the practical application of AI and data. Contact: info@48pegasus.com. Research: www.48pegasus.com/research.

Methods, AI assistance and responsible use

Public-source industry synthesis, version 1.0, November 20, 2026. No new controlled study, service benchmark, certification, model evaluation, or client result is asserted. No private client dataset was needed for the worked examples. Illustrative metrics are labeled. Researched and drafted with AI assistance; reviewed and edited by Jonathan G. Browning. Independent validation is recommended before high-impact use. AI may hallucinate, reflect bias, vary between runs or lack current information.

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