



# AI in HR: From Risk to Results.

Human Resources Association of Southern  
Maine

March 10, 2026



**SYSTEMS**  
engineering



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# Introductions

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## Jen Hughes

Director, People & Culture



## Laura Spencer-Huertas

Technology Compliance Consultant & Governance,  
Risk, & Compliance Team Lead

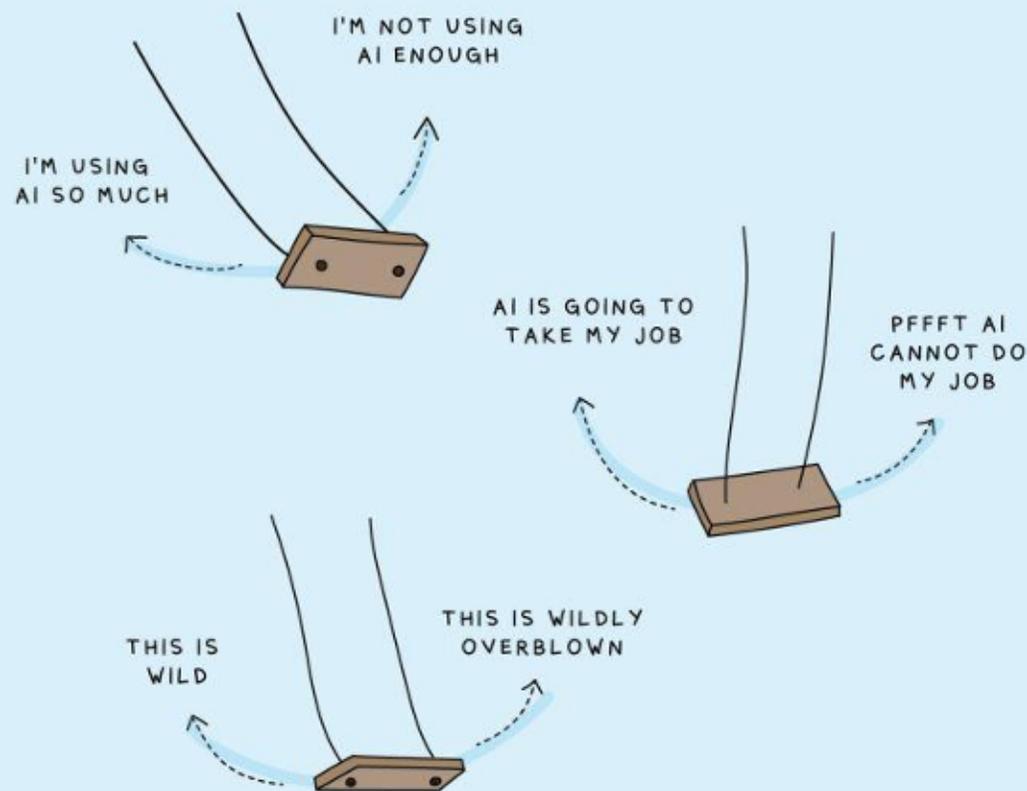


# Goals for This Morning

- Intended to be an Interactive Discussion & Peer Sharing Opportunity
- Articulate HR's Strategic Role in the AI Conversation
- Key Governance, Risk, and Compliance Considerations
- HR AI Use Case Matrix Framework
- How a '1% Better' Mindset Can Serve HR Teams
- Application & Commitment: Identify an HR process where AI can reduce friction or increase efficiency without replacing human judgment.

# AI: Each Day Feels Different

## MOOD SWINGS

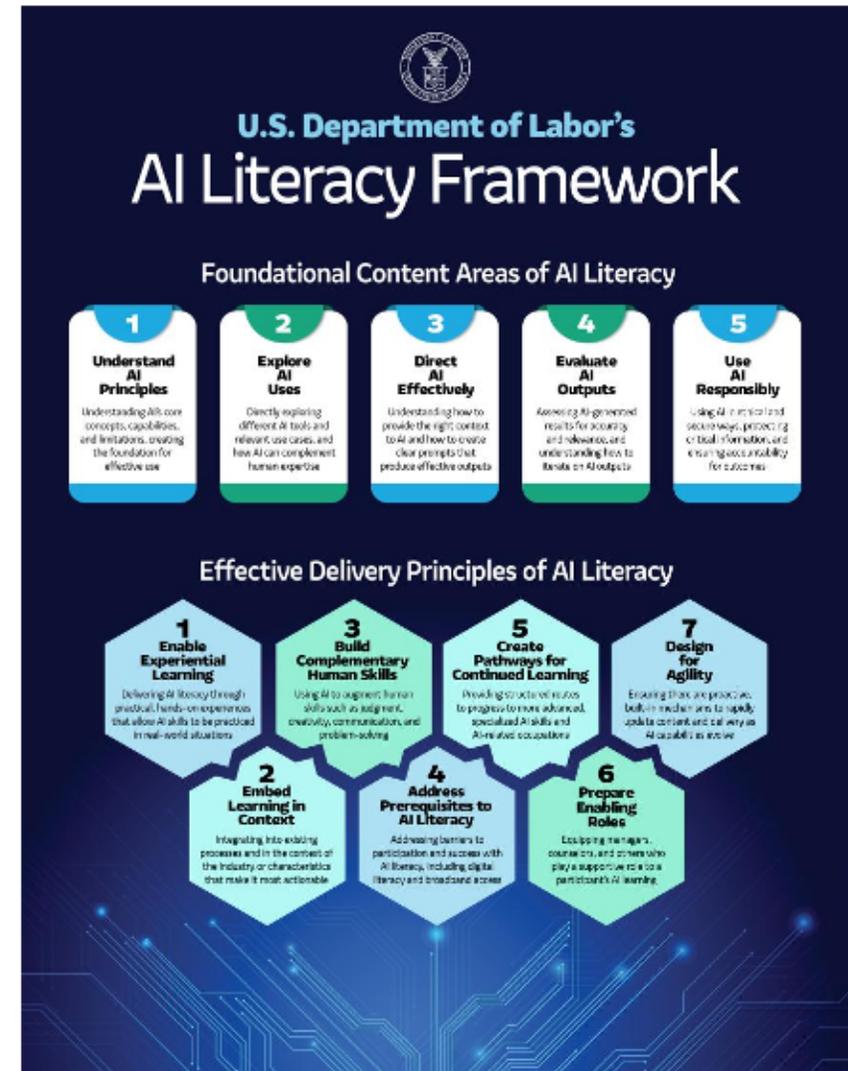


LIZ FOSSLIEN

# AI & HR: State of the State



*MIT 2025: Despite \$30–40 billion in enterprise investment into GenAI, this report uncovers a surprising result in that 95% of organizations are getting zero return.*



*US DOL: The U.S. Department of Labor (DOL) released an AI Literacy Framework in February 2026, defining AI literacy as a foundational, mandatory skill set for the modern workforce.*

# What's Top of Mind?

1

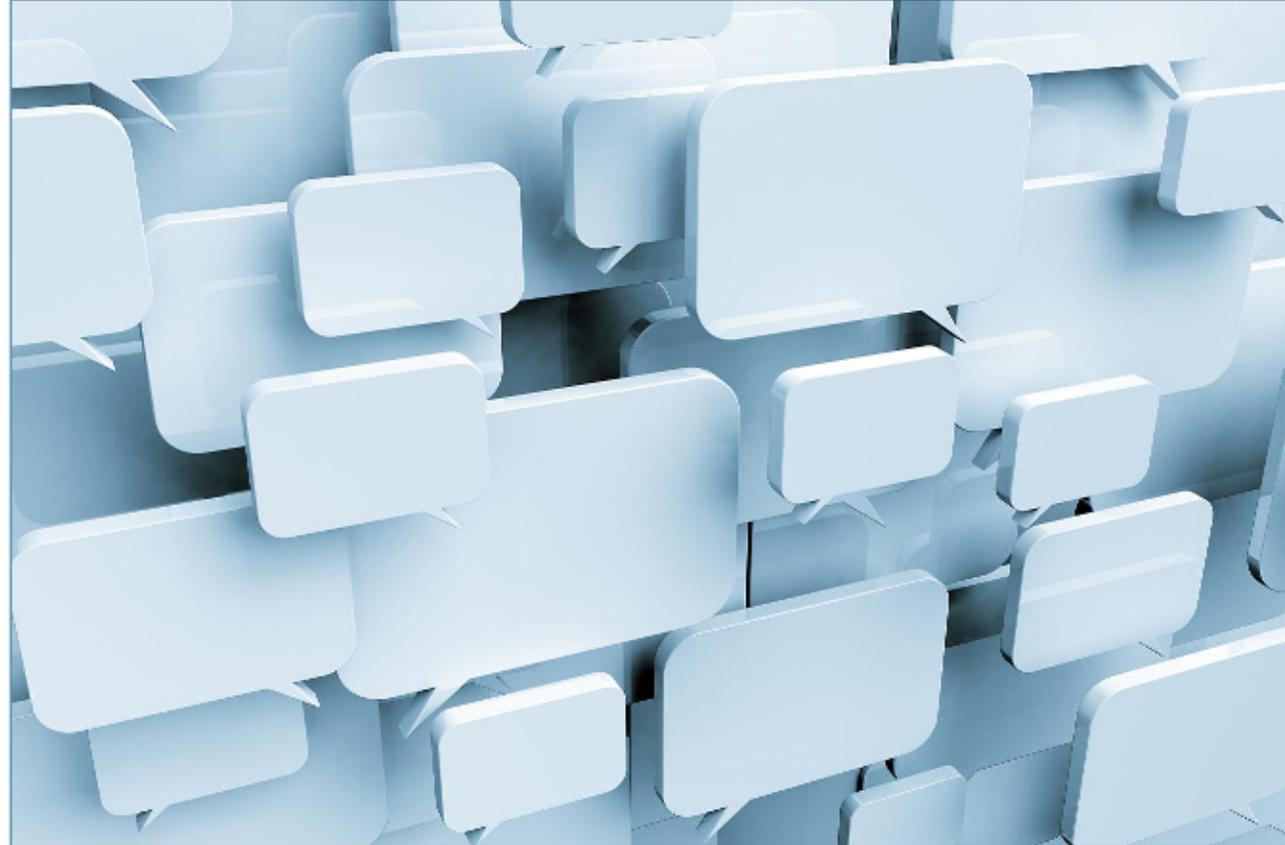
Who is currently **leading** AI conversations in your organization?

2

What is your biggest **concern** about AI right now?

3

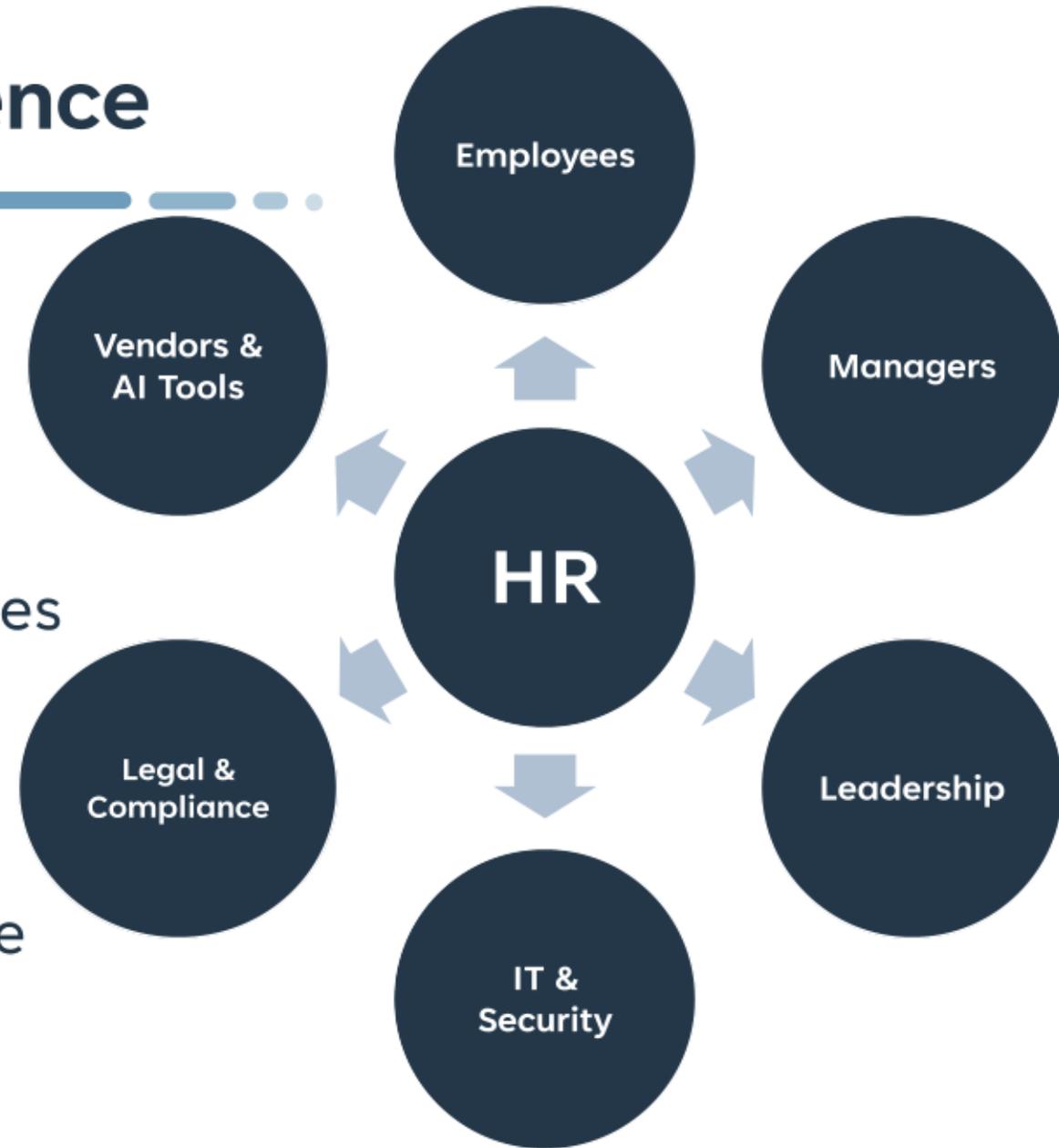
Where have you seen the **biggest wins** in using AI in your role? Your team?



# HR's Opportunity for Influence

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- **Trust, Risk Management, and Governance** are HR corridors
- **AI Changes Work** & HR owns & influences work and organizational design
- **Adoption and Change Management** are Human Centered Initiatives, not Technology Initiatives



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# Governance, Risk, & Compliance

# How GRC Can Help

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## Risk Assessment

- Identify, evaluate, and treat risk before AI tools are in place

## Compliance & Security Controls

- Align with new regulations or due diligence questionnaires
- Select and implement security controls

## Acceptable Use Agreement

- Define and communicate prohibited, controlled, and acceptable uses of AI tools

## Training

- Ensure users are at the heart of GRC endeavors and allow for plenty of questions and feedback



# Guardrails for AI in HR

## Perform Due Diligence

- Data with which AI tools operate
- Security controls for third party vendors
- Vulnerability testing and incident response



## Communicate and Be Transparent

- Build trust with employees around the use of AI
- Communicate when and how AI is being used
- Ensure privacy and data protection notices

## Enforce Controls

- Least privilege, user training, policies and procedures
- Keep a human in the loop
- Collaboration to enforce is key (IT/HR/Legal)



## Monitor and Adjust

- Proactive auditing, including testing for bias
- Ensure folks know how to submit feedback

# Benefits to HR When AI GRC Does Its Job

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## Enhanced Employee Experiences

Faster outcomes, efficiency, and consistency when users grasp acceptable use.

## Modernity and Responsibility

Forward-thinking but responsible is possible.

## Respect for Transparency

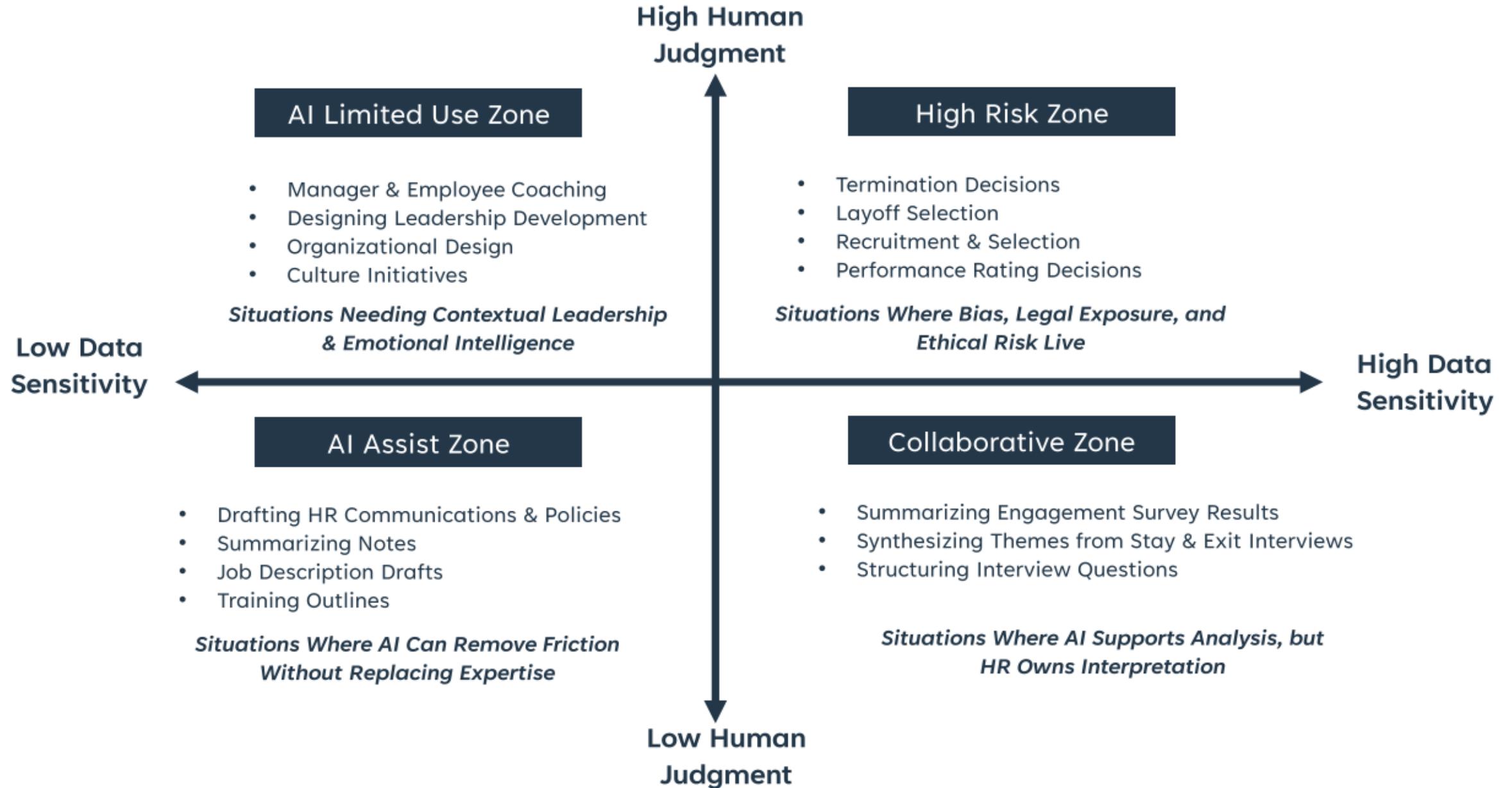
Given the assumption that AI is here, there and everywhere, being clear is being kind.

## Empowering Humans as the End Goal

If we implement AI guardrails well, we contribute to the best part of HR – making people feel included and empowered.



# HR AI Use Case Matrix



Improving by 1 percent isn't particularly notable—sometimes it isn't even noticeable—but it can be far more meaningful, especially in the long run. The difference a tiny improvement can make over time is astounding.

*James Clear, Atomic Habits*

## A Gentle Reminder

**Small Improvements Compound Over Time**

**Responsible AI in HR isn't about replacing expertise, rather, it's about using the right tools in the right places to make our work just 1% better.**

# Application Framework

Listening – Governance & Security – Productivity – Application

## Start With Friction & Pain Points

What task/process feels heavier than it should?

*AI works best where:*

- *Work is repetitive*
- *Starts from a blank page*
- *Requires synthesis or structure*

## Check Your Guardrails

Ask:

AUA Alignment

Does this involve sensitive employee data?

Would I be comfortable explaining this use publicly?

Is human review required before action?

## Identify the ‘Assist Moment’

Where in the process does work slow down?

## Run a Small Experiment

Apply the 1% Better mindset.

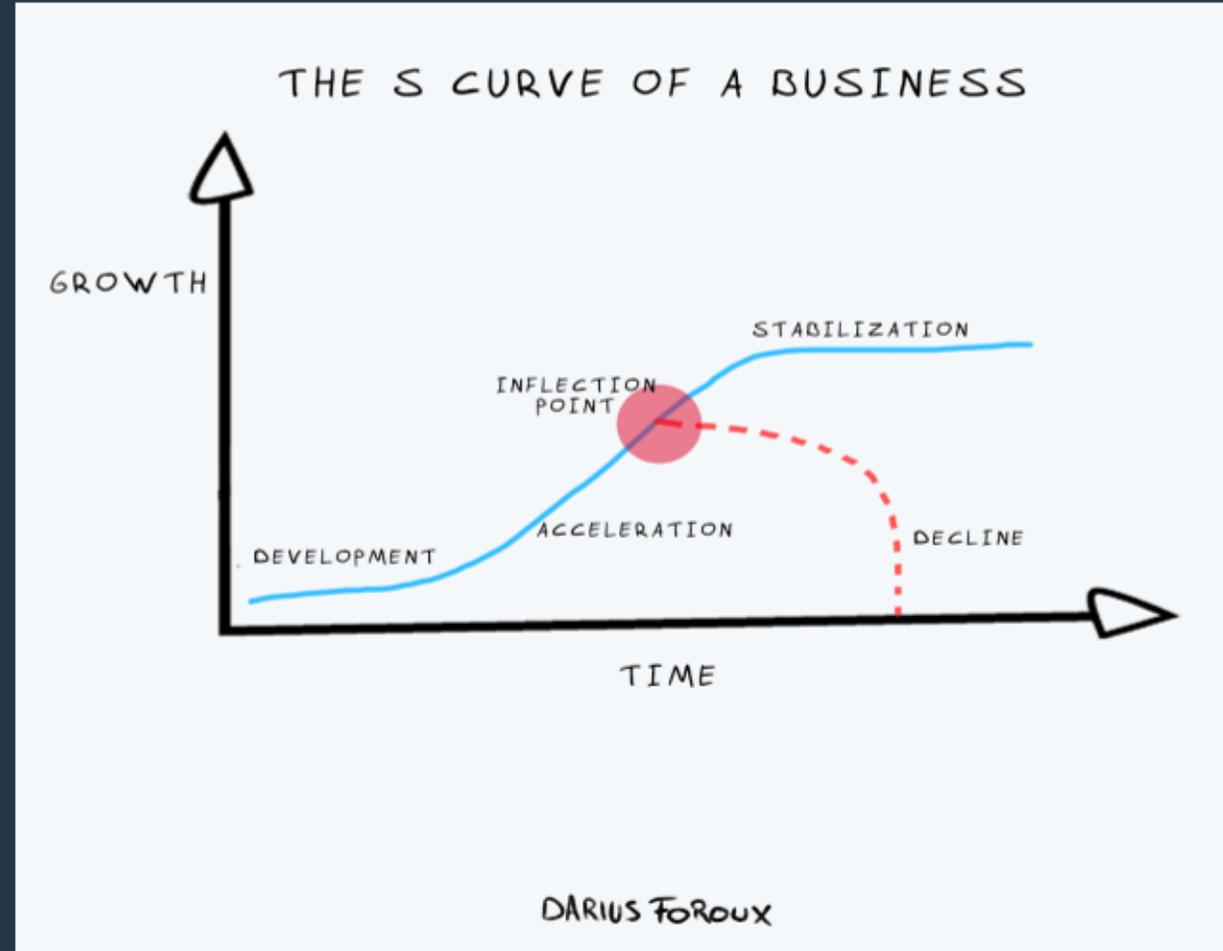
*“This week, I’ll use AI to\_\_\_\_\_”*

***Try – Learn – Adjust***



## Now What?

- **Know Your Inflection Point**
- **Know Your Guardrails or Start Partnering on Building Them**
- **Go On a Listening Tour**
  - 'There's Gotta Be a Better Way.'
  - 'This is NOT a Good Use of My Time.'
  - 'Argh. Argh. Argh!!!'
  - 'This Should Not Be This Hard/Take This Long/Require So Much Time/ for Such a Simple Task.'
  - 'I Don't Have Time to Fix this Now.'
  - 'This is NOT Driving Value.'
- **Commit to 1%**
  - Take One Thing, Start with 30 minutes



Goal

Context

Expectation

Source

What do you want?

Why do you need it, and who is involved?

How should the response be structured?

What information do you want to use?

- [Prompt Coach](#) is a Microsoft 365 Copilot agent designed to help users create, analyze, and refine AI prompts for better, more accurate, and compliant results. It assists in structuring queries, suggests improvements, and teaches prompt engineering techniques within Microsoft Teams or web browsers.
- [ChatGPT - Prompt Coach](#)

# Prompt Coaching Resources

- [NIST AI Resource Center – AIRC](#): Offers access to relevant technical documents and resources (including software tools and guidance) to assist in the testing, evaluation, verification, and validation (TEVV) of AI.
- [MIT Report: The GenAI Divide State of AI In Business 2025](#)
- [US Department of Labor AI literacy framework](#)
- [Jason Averbook | LinkedIn](#) (Mercer)
- [Kathleen Hogan | LinkedIn](#) (MSFT)
- [Hatz AI: The Secure AI Platform for SMBs & MSPs](#)

# Resources



Thank You!

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