Microsoft Solutions Partner
Security
Specialist
Information Protection and Governance

Microsoft Solutions Partner
Modern Work
Specialist
Adoption and Change Management

Security and Governance for AI with Microsoft solutions

MICROSOFT COMPLIANCE ADVISORY MEMBER

MICROSOFT ECIF AND FASTTRACK APPROVED

MICROSOFT INTELLIGENT SECURITY ASSOCIATION (MISA) MEMBER

Atle Skjekkeland, CEO at Infotechtion
& Microsoft MVP for Purview

Microsoft® Most Valuable Professional

Infotechtion

Infotechtion

Game Changer: Generative AI (GenAI)

“This is the biggest technology / business change of my lifetime, and if you’re in your 40s, it will be one of the two or three biggest of your lifetimes. This change will cause extinction for many, but opportunity and growth for many more. Position yourself not to be a victim. Position yourself to win.”

- George Colony, CEO of Forrester

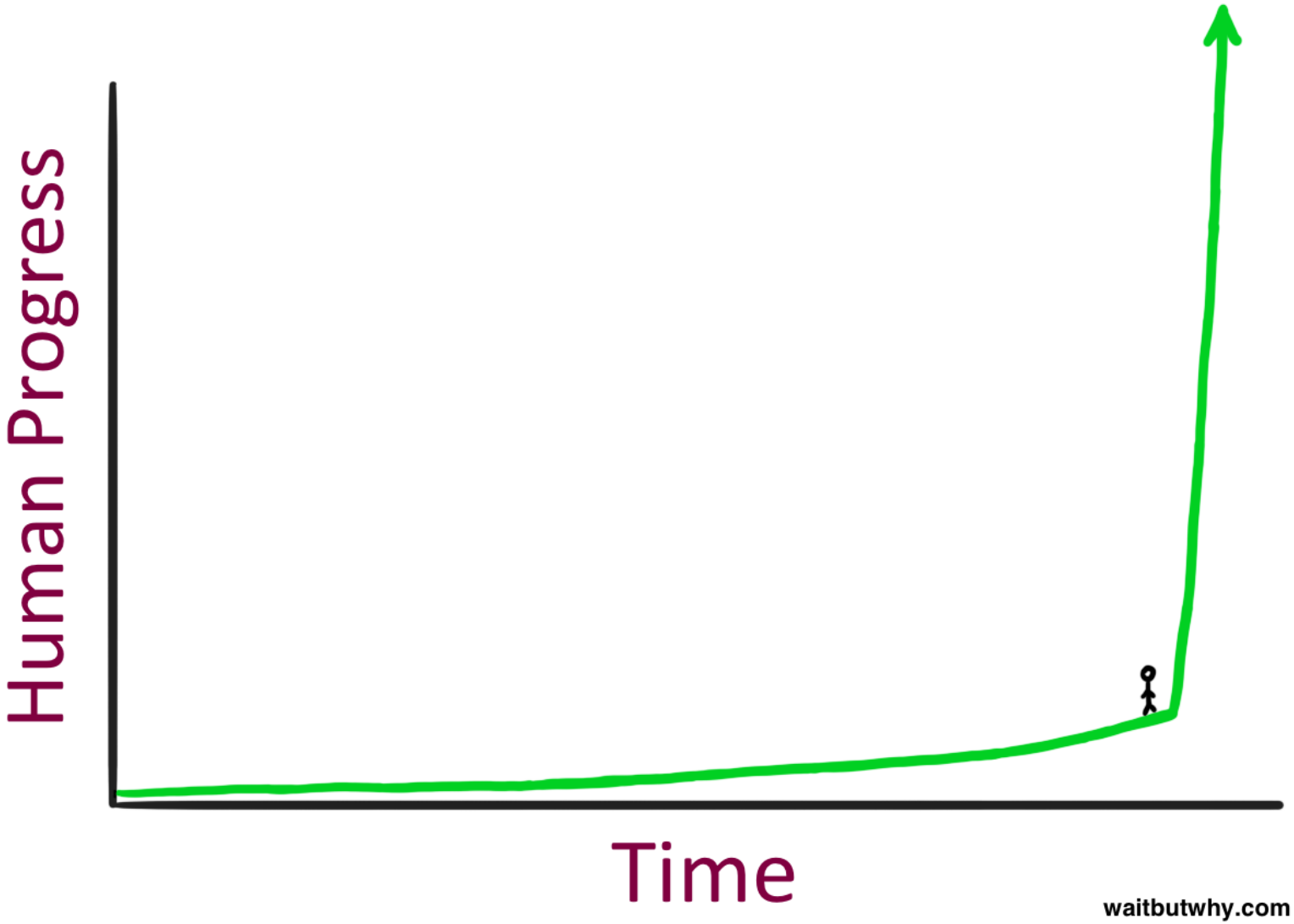
Generative AI will play a role in 70% of text- and data-heavy tasks by 2025, up from less than 10% in 2023 - Gartner

By 2027, 25% of high maturity digital workplaces will have leaders with a background in AI, data and analytics, versus infrastructure and operations – Gartner

By 2028, multiagent AI in threat detection and incident response will rise from 5% to 70% of AI implementations to primarily augment, not replace staff - Gartner

Image : “Jurassic Park" movie, 1993

AI Revolution



The Artificial Intelligence Revolution: Part 1 - Wait But Why

Top Challenges With Generative AI

Data leak and oversharing

- **80%** of leaders cite sensitive data leakage as their **top concern** when adopting AI
- **78%** of AI users bring **unmanaged AI apps** (e.g., ChatGPT, Claude) into work environments

Vulnerabilities and emerging threats

- **66%** of organizations are building/testing AI apps, leading to **new security gaps**
- **77%** are concerned about threats like **indirect prompt injection attacks**

Non-Compliance

- New regulations like **EU AI Act** and **NIST AI RMF** are emerging
- **55%** of leaders lack a clear understanding of **AI regulatory requirements**

1. First Annual Generative AI study: Business Rewards vs. Security Risks, , Q3 2023, ISMG, N=400
2. 2024 Work Trend Index Annual Report, Microsoft and LinkedIn, May 2024, N=31,000.
3. Gartner®, Gartner Peer Community Poll – If your org's using any virtual assistants with AI capabilities, are you concerned about indirect prompt injection attacks?

Implement Zero Trust strategy for AI

1. Verify Explicitly

- Verify all identities accessing AI apps.
- Assess all AI apps in use, deployment, and development.
- Detect both intended and unwanted activities.

2. Use Least Privilege Access

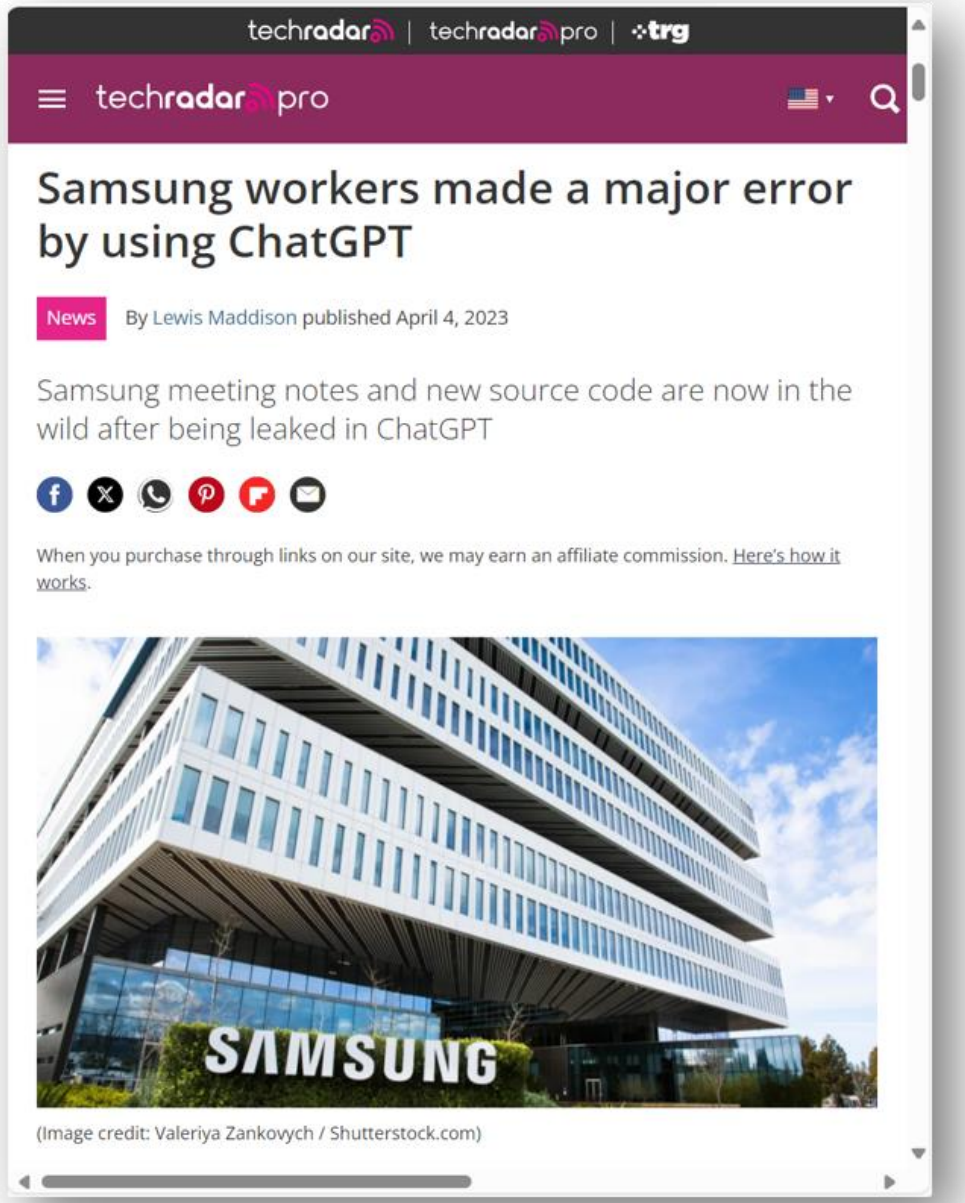
- Ensure AI accesses only the necessary data.
- Apply Just-In-Time (JIT) and Just-Enough-Access (JEA) practices.
- Implement adaptive, risk-based access controls.

3. Assume Breach

- Treat every user prompt as potentially malicious (e.g., prompt injection).
- Expect AI outputs to risk data leakage.
- Assume vulnerabilities exist in AI models and orchestrators.

Task 1

Avoid data leak and oversharing



Infotechtion

Data leak and oversharing case study

Northwind Manufacturing quickly deployed Microsoft 365 Copilot without setting up data access controls or content protection.

- Joe, an R&D engineer, was working on a confidential innovation project: Project Helix.
- Janet, a marketing colleague, overheard the project name and used Copilot to look it up.
- Due to missing restrictions, Copilot surfaced internal test results and draft IP documents to Janet.
- Janet, unaware of the confidentiality, copied the content into ChatGPT to help summarize technical details.
- This resulted in an external data leak of proprietary information.
- A competitor released a similar product ahead of Northwind, causing a €12M loss in projected revenue.
- Following the incident, Northwind banned external AI tools and placed tighter internal controls on AI usage.

Prepare your Microsoft 365 environment

DATA SECURITY POSTURE MANAGEMENT:

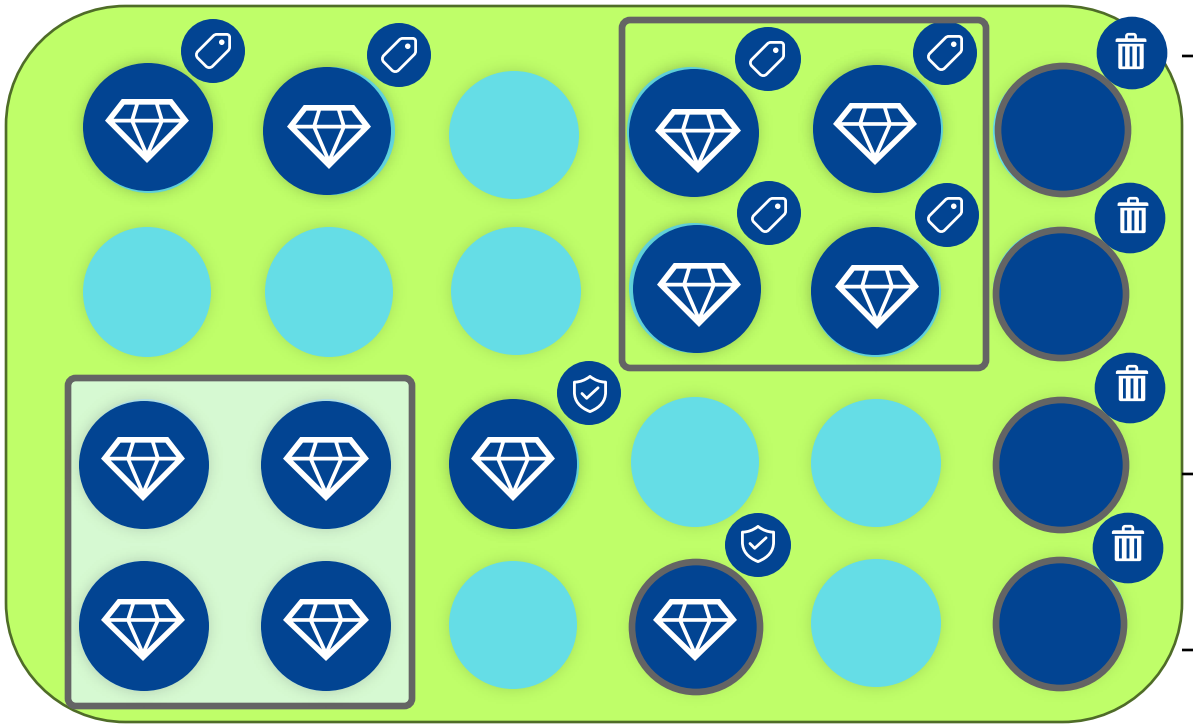
Get continuous visibility and control over how sensitive data is handled

SECURITY COPILOT:

Accelerate the detection, investigation, and response to data risks through AI-powered insights

INFORMATION PROTECTION:
Apply sensitivity labels

WORKSPACE GOVERNANCE:
Automated controls for Teams/sites



Manage and/or limit access to data

ENTRA & SAM

Create DLP policies

DATA LOSS PREVENTION

Delete obsolete data

DATA LIFECYCLE MANAGEMENT

INSIDER RISK MANAGEMENT:

Detect data theft, data leakage and security violations

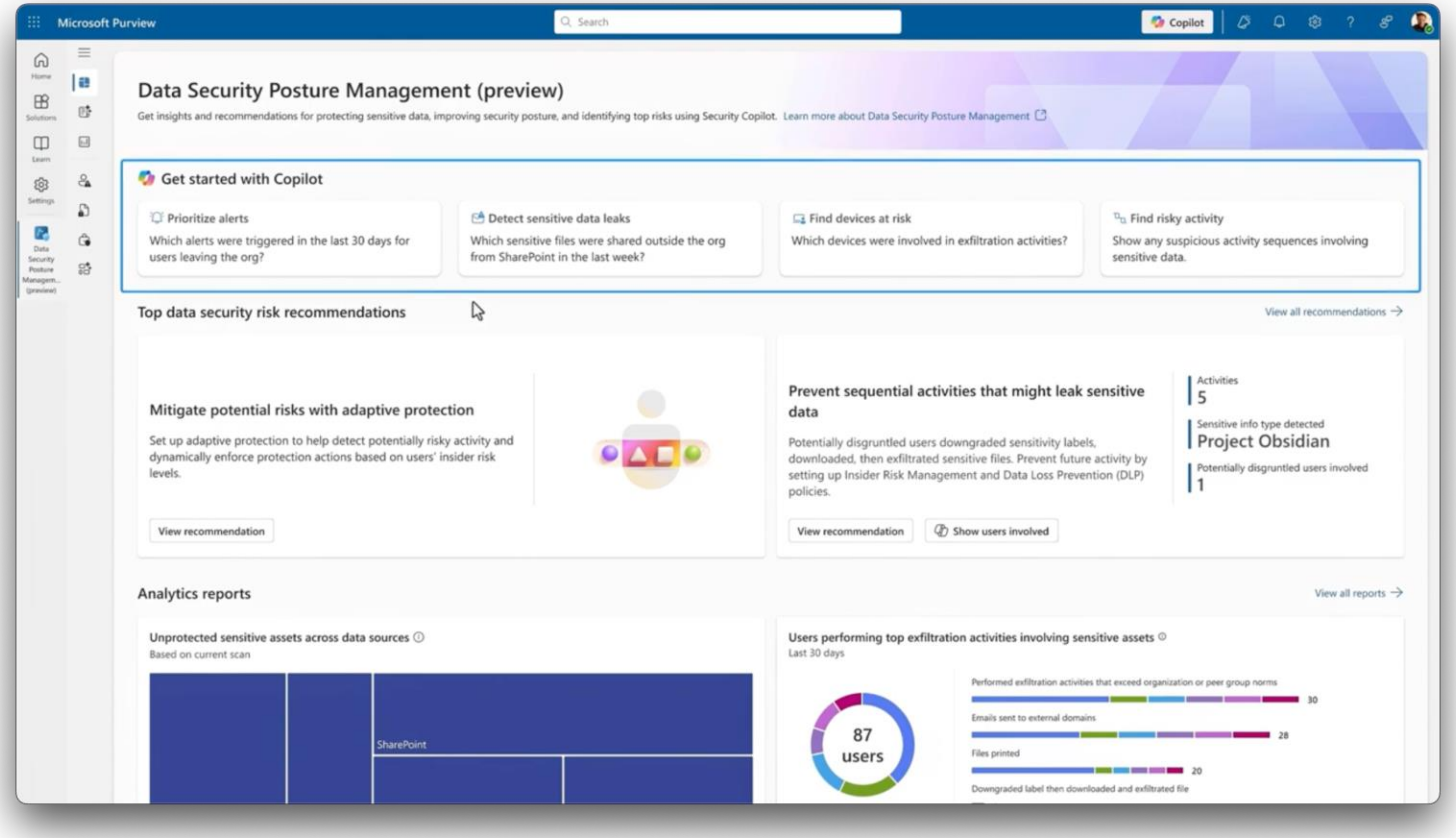
DEFENDER FOR CLOUD APPS:

Block access to risky apps

Allow low-risk apps with security controls, e.g., DLP policy stops uploading sensitive data

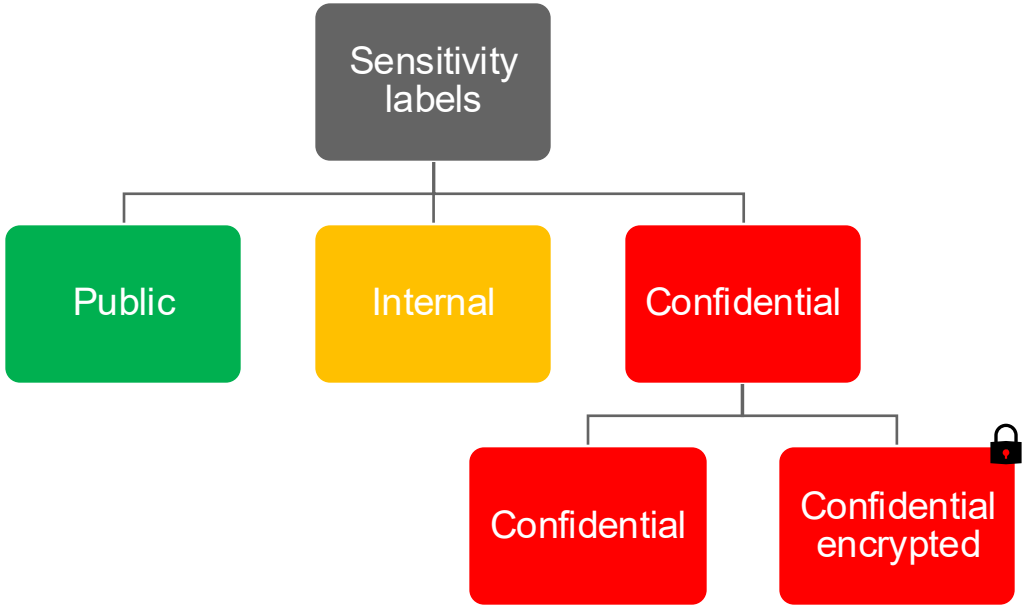
Data Security Posture Management

- Turn on analytics in Data Security Posture Management (DSM) and DSPM for AI to start identifying risks
  - Analytics for unprotected sensitive assets across data sources
  - Analytics for users performing top risk-related activities on unprotected sensitive assets
  - Analytics for sensitive interactions per AI app.
  - Analytics for total interactions over time (Microsoft 365 Copilot and AI agents)
  - Analytics for top sensitivity labels referenced in Microsoft 365 Copilot and AI agents

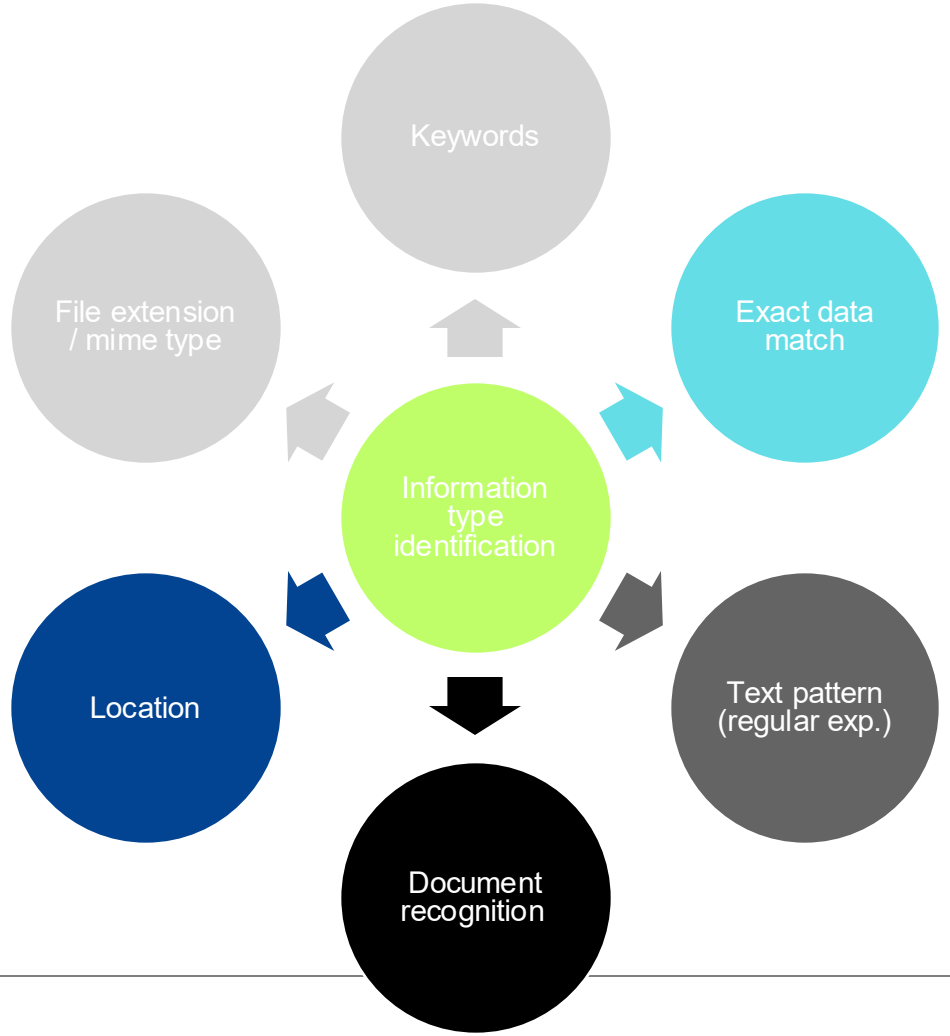


Apply Sensitivity labels (example)

1. Establish only a few top-level classification levels
2. Only have sub-levels when this is justified
3. Consider linking access to security classification levels
4. Ensure the naming makes sense for users
5. Identify key words and phrases for each classification level
6. Ensure users only see relevant security classification levels
7. Decide if users should classify all information, or only exceptions
8. Establish increased protection levels per classification level
9. Find the correct balance between openness and control
10. Define use cases for external sharing of sensitive information



Auto-Apply Sensitivity labels

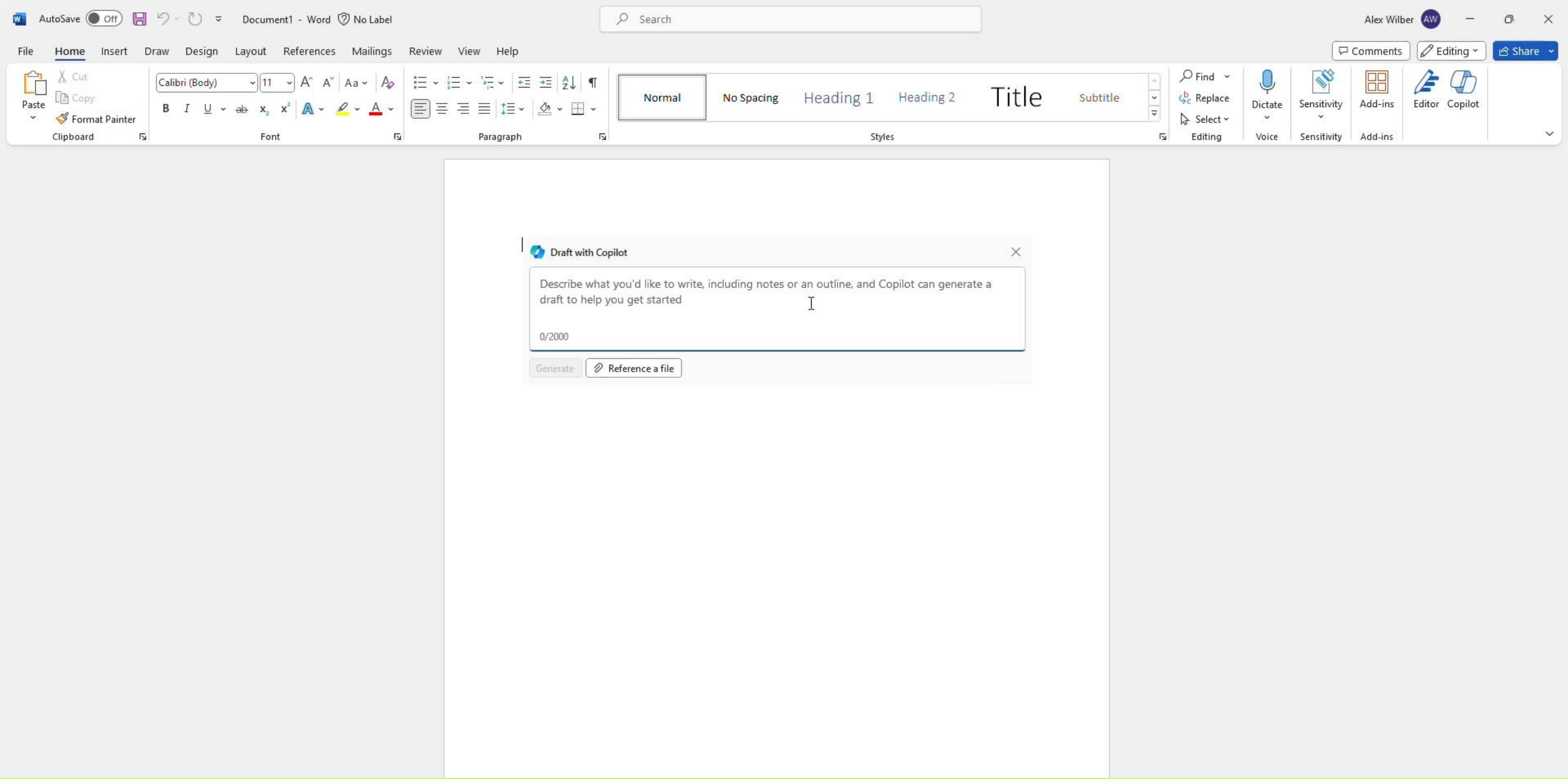


Auto-labelling based on storage location and content using default labels, Sensitive Information Types (SITs), and Trainable Classifiers (machine learning)

- Some out-of-the-box SITs have high accuracy, but need to be scoped
- Custom SITs improve accuracy, but require testing and tuning
- Some out-of-the-box Trainable Classifiers for English content have high accuracy, e.g., Human Resources, Invoice, Intellectual Property, Unauthorized Disclosure
- Custom Trainable Classifiers adds value, but require seed and training content

Apply container labels (example)

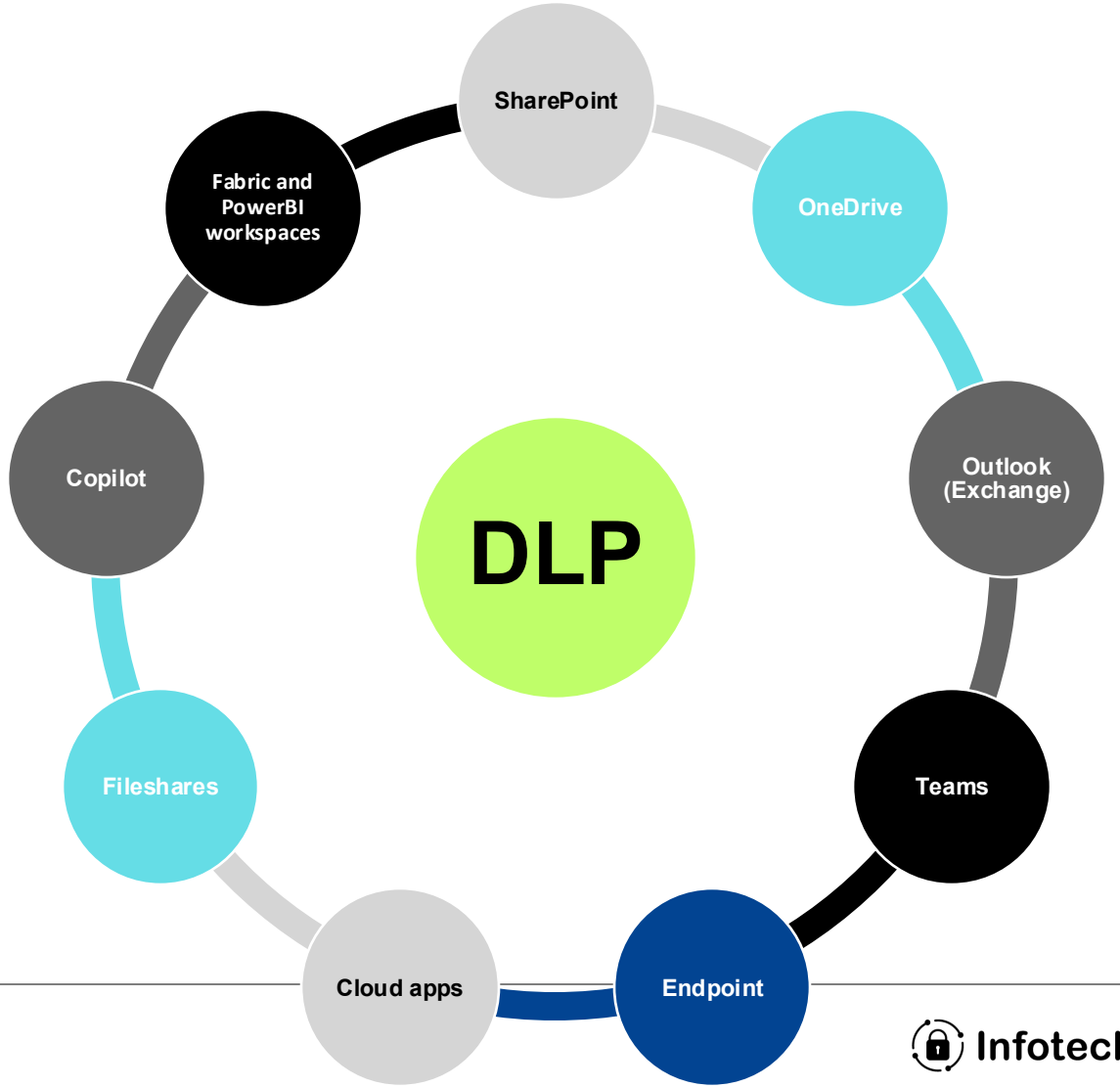
Label name	Privacy	Guest users	Managed devices/ unmanaged	Content can be shared with	Private team discoverability	Teams shared channels	Default label that stored files automatically inherit (E5)
Internal with externals	None	Yes	N/A	Everyone in org + new and existing externals	Yes	N/A	Internal
Internal without externals	None	No	N/A	Everyone in org	Yes	Internal	Internal
Confidential with externals	Private	Yes	Unmanaged limited access	Everyone in org + new and existing externals	No	Internal	Confidential
Confidential without externals	Private	No	Managed only	Everyone in org	No	Internal	Confidential



Sensitive data created by Copilot is protected by Purview Information Protection.

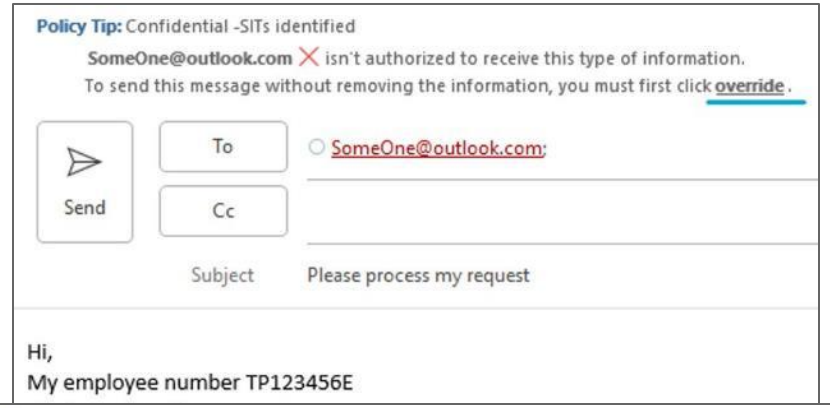
Create DLP (data loss prevention) policies

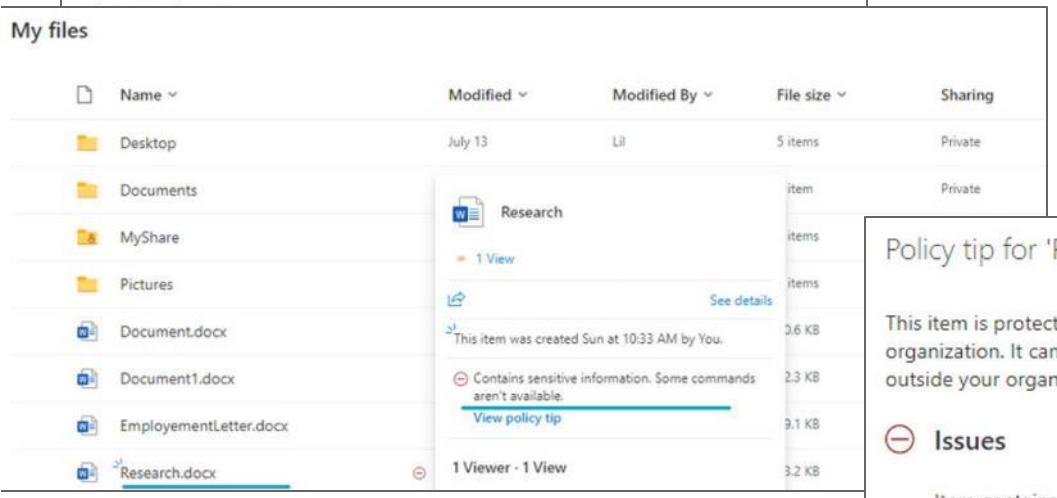
- Use DLP to protect the information, e.g. policy tips, blocking.
- Examples:
  - Policy tip when sensitive data is discovered in content
  - Soft-block the external sharing of top-secret information with, but allow users to override with justification
  - Stop M365 Copilot from using some sensitive data
  - Stop users from copying sensitive information to Shadow IT, e.g., ChatGPT



Data loss prevention with policy tips

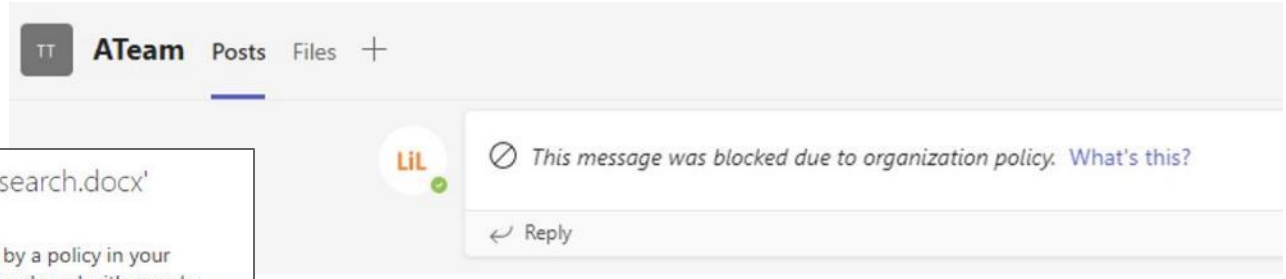
DLP Exchange policy with user overrides:





DLP Teams policy with block – for sender:

DLP Teams policy with block – for receiver:



#15 Prevent data loss based by establishing rules to only allow data transfer / sharing through an allowed list of sequences and transfer channels.

Delete obsolete data

- Apply shorter retention to 1:1 or group chats in Microsoft Teams.
- Apply Longer retention to Posts and conversations in Microsoft Team channels.
- Manage retention for Teams meeting recordings.

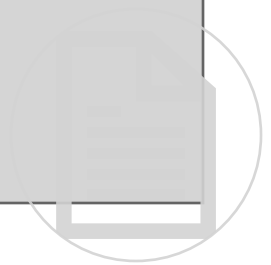
Conversations

- A Non-Record Deletion policy for user emails.
- An Information architecture for managing emails identified as long-term records.
- A process for archiving records to support employee leaver process.

Communication

- A non-record deletion policy for files in OneDrive, Teams, SharePoint.
- Auto-classification of all information matching the corporate retention classification scheme.
- A disposition review process for audit of long-term records.

Files



Discover shadow AI and data security risks

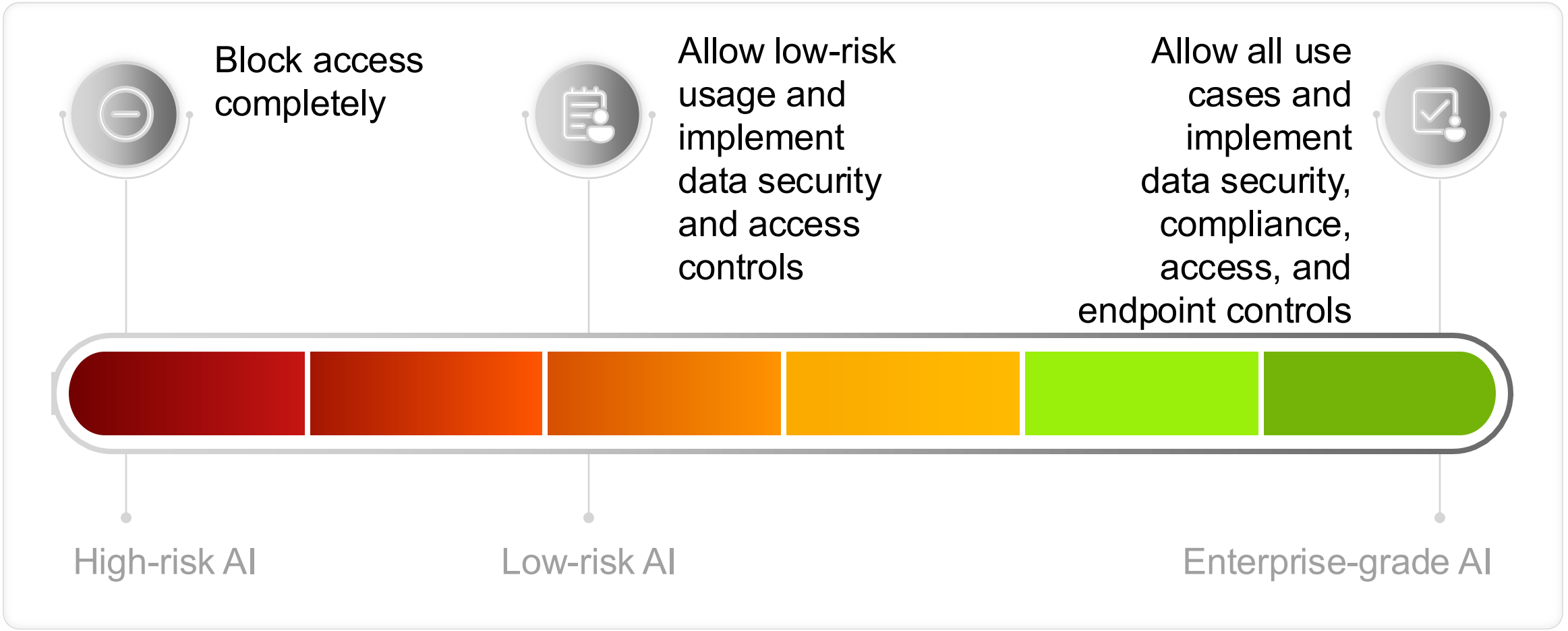
Who’s using GenAI in your organization and how are you securing & governing access?

What type of sensitive data is flowing in

Are outputs and interactions protected and well-governed?

What types of GenAI apps are being used in your organizations?

Protect sensitive data based on app risks



Cloud Discovery

Jan - GenAI | Last 90 days | Actions

Created on Feb 8, 2024, 2:50 PM

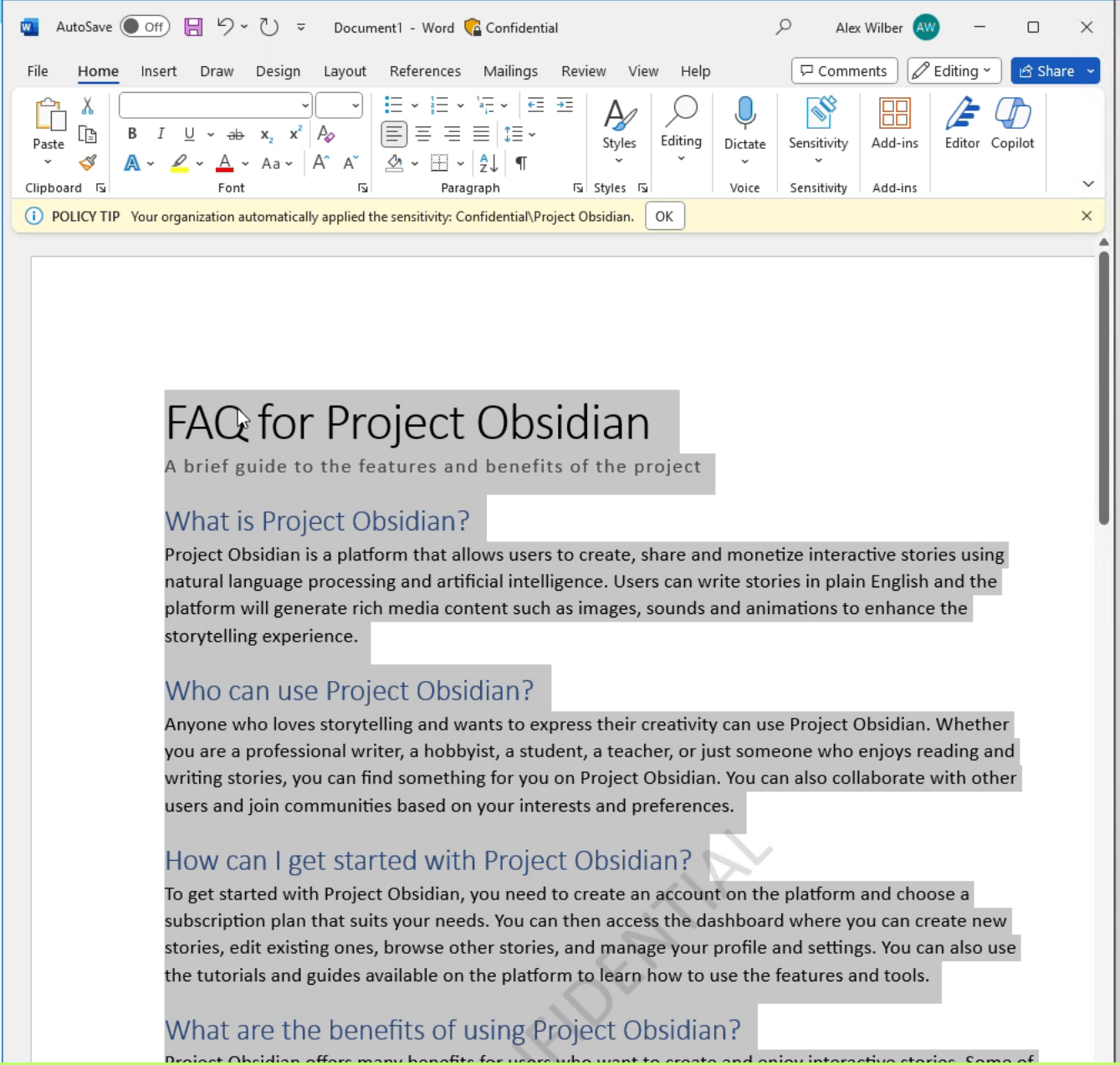
Dashboard | Discovered apps | Discovered resources | IP addresses | Users

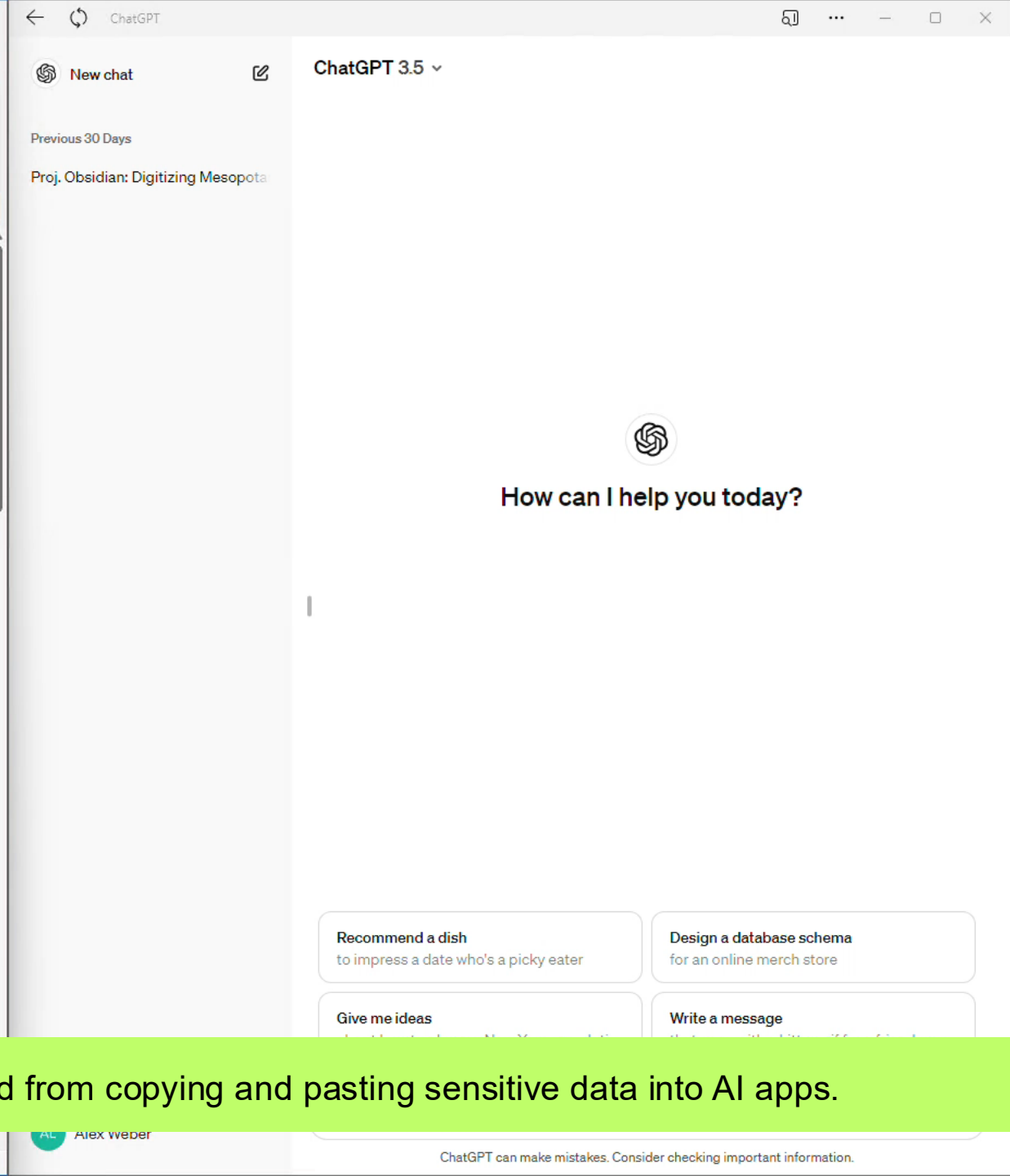
Queries: Select a query | Save as | Advanced filters

Microsoft Defender for Cloud Apps allows security teams to tag high-risk apps as unsanctioned and block access outright.

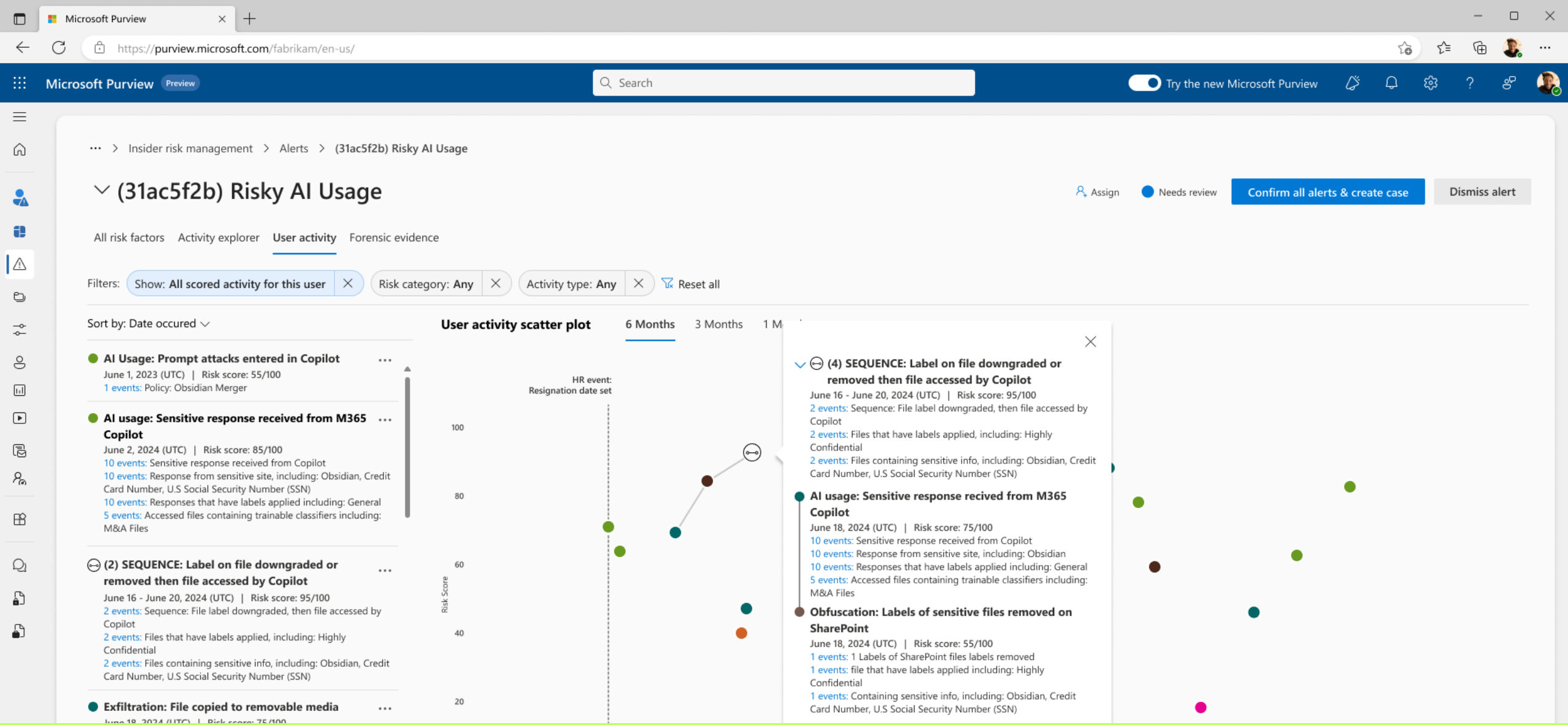
Bulk selection | New policy from search | Export | 1 - 6 of 6 discovered apps | Show details | Table settings

App	Risk score	Tags	Traffic	Upload	Transa...	Users	IP add...	Last s...	Actions
Microsoft Bing Chat Generative AI	10		20 MB	6 MB	167	142	120	Jan 14, 2024	
Google Gemini Generative AI	10		2 MB	447 KB	13	13	11	Jan 14, 2024	
OpenAI ChatGPT Generative AI	9		18 MB	5 MB	151	131	100	Jan 14, 2024	
Soundful Generative AI	5		3 MB	962 KB	28	28	21	Jan 14, 2024	
Nichesss Generative AI	5		2 MB	550 KB	16	16	9	Jan 14, 2024	
Bramework Generative AI	3	UNSANCTIONED	2 MB	481 KB	14	14	9	Jan 14, 2024	





When Purview DLP controls are implemented, users are blocked from copying and pasting sensitive data into AI apps.



Purview Insider Risk Management enables security teams to detect and investigate anomaly activities in AI applications.

Northwind could have prevented this leak

Prepare: Secure Sensitive Data

- Use Entra and SharePoint Advanced Management to restrict access to Project Helix files.
- Apply Purview Information Protection to classify, label, encrypt, and enforce access controls — ensuring only authorized users like Alex can access confidential data via Copilot.
- Use Purview Data Lifecycle Management to delete old privacy and obsolete data

Discover: Find Data Risks Early

- Use Purview Data Security Posture Management (DSPM) for AI to monitor AI usage
- Run oversharing assessments on SharePoint and Copilot to uncover and remediate exposure risks before incidents occur.

Protect: Address Oversharing and Risky Behavior

- Create DLP policies for Microsoft 365 Copilot to block summarization of classified data.
- Use Insider Risk Management to detect anomalous user activity (e.g., repeated sensitive queries).
- Apply Adaptive Protection to dynamically tighten access controls for high-risk users.

Protect: Guard Against Shadow AI Data Leaks

- Use Defender for Cloud Apps to discover and assess SaaS AI app usage.
- Block high-risk AI apps and apply Conditional Access + Endpoint DLP to manage low-risk app usage.
- Restrict sensitive data from being pasted into any AI tools, even approved ones.

Task 2

Identify and address vulnerabilities and emerging threats

Example from ChatGPT3.5:

Skjekkeland holds a Master's degree in Computer Science from the University of Oslo and has completed executive education programs at both Harvard Business School and INSEAD. He is also an avid skier and has competed in several national and international ski races

Unsecure AI app development case study

Northwind Insurance developed an AI-powered chatbot to assist customers with policy questions and claims.

- Sarah, the digital product lead, chose open-source models and orchestration tools to speed up development and reduce costs.
- The team prioritized rapid deployment and functionality over proper data governance and security review.
- The chatbot was connected to the customer CRM and claims history database, along with outdated marketing content.
- No validation was done on the accuracy, sensitivity, or access control of the connected data.
- The chatbot was launched without thorough testing for data quality, prompt security, or privacy safeguards.
- Soon after launch, customers reported wrong policy details, conflicting eligibility messages, and inconsistent premium quotes.
- Attackers discovered a prompt injection vulnerability and used it to access and exfiltrate personal and claims data.
- Northwind faced regulatory investigations, lawsuits, and reputational damage, and had to take the chatbot offline indefinitely.

Discover your AI stack & manage vulnerabilities

1. Discover the AI Stack

- Identify all AI apps, models, and orchestrators deployed across your environment.
- Map the full inventory of AI components — open-source and proprietary.

2. Identify Vulnerabilities

- Scan for vulnerabilities in orchestrators, models, connectors (e.g., LangChain).
- Continuously monitor AI components for emerging risks.

3. Detect Misconfigurations and Risks

- Direct Risks examples:
  - Missing permission controls on databases accessed by AI apps.
  - AI apps granted excessive privileges (e.g., full admin rights).
- Indirect Risks examples:
  - Internet-exposed virtual machines (VMs) with access to AI resources.
  - Shared credentials across different AI systems.

Protect AI against emerging threats

New AI-Specific Threats

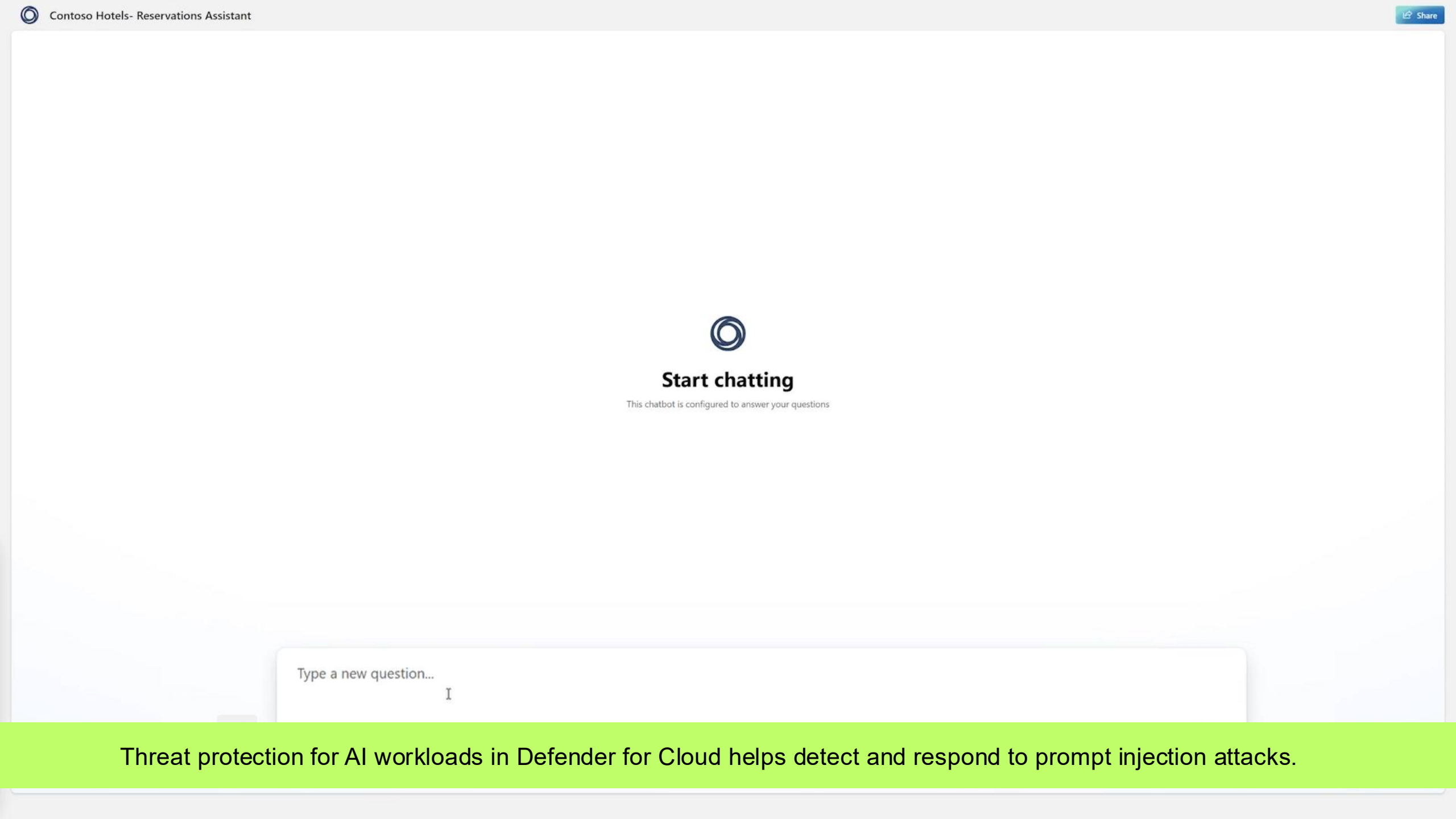
- GenAI apps are vulnerable to direct and indirect prompt injection attacks.
- Attackers may attempt multiple attacks from different surfaces over time.

Why Active Monitoring Matters

- Strong security posture at launch is not enough — you need real-time detection and response.
- Alerting the SecOps team is critical for quick investigation and mitigation of incidents.

Microsoft Defender for Cloud integrates with Azure AI Content Safety to:

- Detect and block malicious prompts and inputs in real time.
- Automatically alert the SecOps team for deeper investigation.
- Provide a unified experience for securing deployed AI applications.



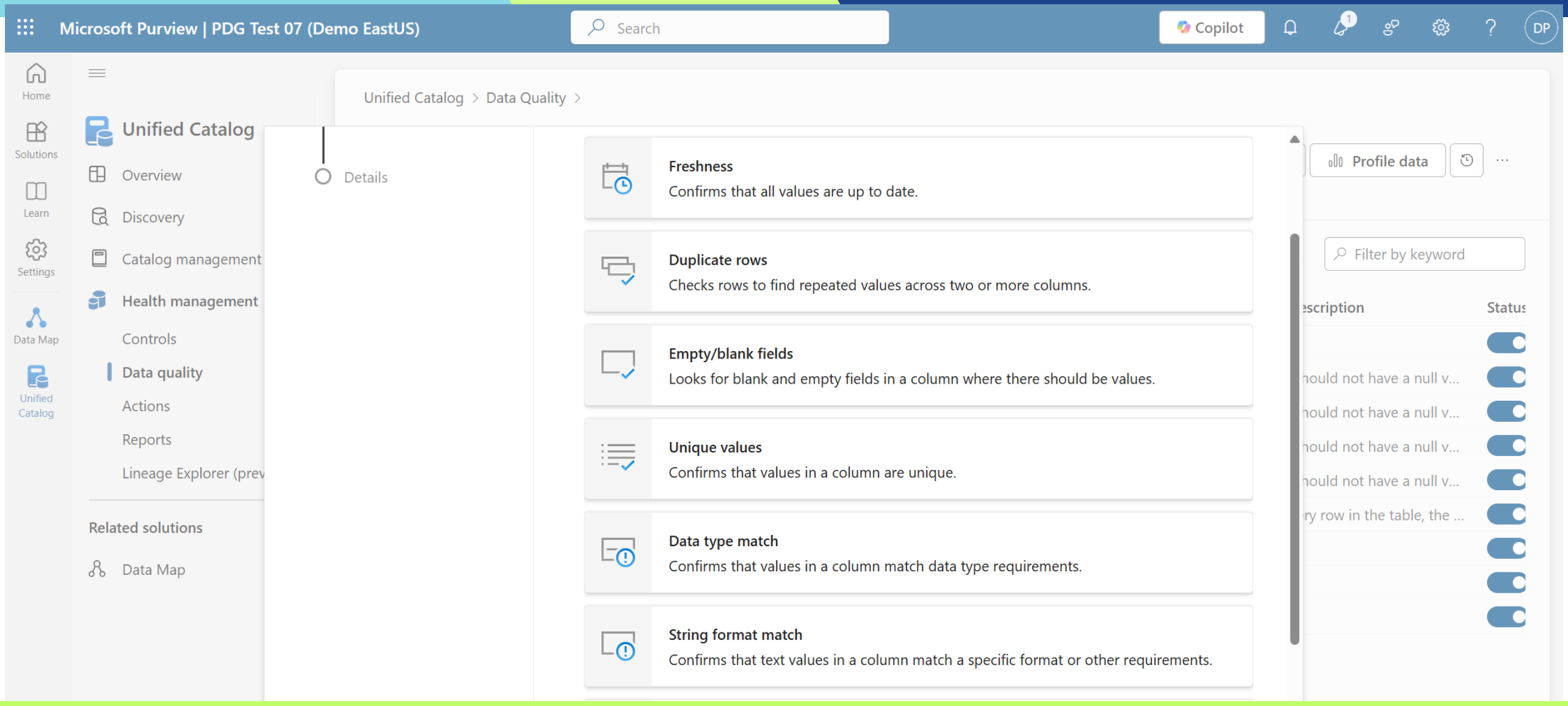
Threat protection for AI workloads in Defender for Cloud helps detect and respond to prompt injection attacks.

Prepare your data and AI to reduce risks

Training data	• Ensure data is secure, governed, and appropriate for the intended use. • Validate the source and clean the data to prevent bias and vulnerabilities.
Finetuning data	• Use clean, quality-controlled data to fine-tune models safely. • Protect sensitive data and apply governance policies during fine-tuning.
Grounding data	• Verify and prepare grounding data for relevance, quality, and security. • Understand what sensitive information exists and implement protection measures.
User prompts	• Implement controls to detect and defend against prompt injection attacks. • Monitor user inputs to prevent malicious content exploitation.
App responses	• Evaluate app responses for quality, relevance, and safety. • Continuously test for vulnerabilities and protect against malicious outputs.

Example: Data Governance for Northwind Insurance AI chat-bot

Phase	Description	Example Data
Training Data	Pre-training already done (general world knowledge).	N/A (done by OpenAI).
Fine-Tuning Data	(Optional) Further tuning for insurance tone, services, product details, compliance language.	Insurance FAQs, call center scripts, example claims conversations, coverage explanations.
Grounding Data	Connect the chatbot to live, up-to-date information during interaction.	Customer account databases, policy document repositories, product eligibility rules, pricing calculators.
User Prompts monitoring	Analyze incoming user questions for anomalies, misuse, or misunderstanding.	Example: Spike in questions about denied claims may indicate policy confusion.
App Responses monitoring	Ensure the bot gives correct, grounded, and compliant answers. Flag hallucinations or wrong advice.	Example: If bot incorrectly says "flood damage is covered" when it's excluded, this must be flagged and corrected.



Developers and data teams can establish data quality rules for data used in AI systems, enhancing the quality of AI-generated outputs using Microsoft Purview Data Governance.

Flag hallucinations and wrong advice

Detection Method	How It Works	Best For
Grounding Verification	Check against source documents	FAQs, Policy Details
Secondary Model Review	Let another model fact-check	Complex Answers
Human-in-the-Loop	Human approval required	High-risk or legal-sensitive
Confidence Scoring	Use certainty levels to flag issues	Any responses
Embedding Similarity	Measure meaning difference	Subtle or technical responses

Task 3:

Reduce risk of non-compliance

- European Union
  - EU AI Act (2024-2025)
  - General Data Protection Regulation (GDPR, 2018)
  - Digital Services Act (2024)
  - Digital Markets Act (2023)
- United States
  - Executive Order on Safe, Secure, and Trustworthy AI (2023)
  - NIST AI Risk Management Framework (2023) (guideline, but highly influential)
  - State AI Laws (California, Illinois, Colorado, etc.)
- United Kingdom
  - UK AI White Paper (2023) (policy setting path toward regulation)
- Canada
  - Artificial Intelligence and Data Act (Proposed under Bill C-27)

Preparing for AI regulations case study

Emma was excited to lead AI governance at Northwind — but quickly felt overwhelmed.

- She knew the regulations but lacked the technical knowledge to build practical controls for IT teams.
- When starting risk assessments, she realized Northwind had no visibility into AI apps being developed.
- Developers were building dozens of AI apps without consistent security, safety, or privacy standards.
- Some apps handled personal data without standardized protection measures.
- Customers complained about AI apps generating harmful and hallucinated content.
- Emma discovered:
  - No centralized AI inventory.
  - No tools for developers to document compliance controls.
  - No consistent Privacy Impact Assessments for AI projects.
  - No tools to prevent AI hallucinations or harmful outputs.
- The fragmented, chaotic environment left Emma carrying heavy liability risks — without the resources or processes to manage them.

EU Artificial Intelligence Act

Service: Microsoft 365

Controls | Your improvement actions | Microsoft actions

60 items Search Group

Filter Reset Filters

Control family: Any | Action type: Any | Solutions: Any

Improvement actions	Service	Achievable points	Last updated	Solutions	Action type
Archive logs and reporting on entitlement management	Microsoft 365	27	10/2/2023	Microsoft Entra ID	Technical
Automate log retention	Microsoft 365	27	11/26/2024	Audit	Technical
Block applications that don't use modern authentication	Microsoft 365	9	2/1/2024	SharePoint	Technical
Configure and enable user risk policies	Microsoft 365	3	9/17/2023	Microsoft Entra ID	Technical
Configure and manage capabilities for real-time threat s...	Microsoft 365	27	10/2/2023	Microsoft Defender for Endpoint	Technical
Configure automatic log upload	Microsoft 365	1	10/2/2023	Microsoft Defender for Cloud Apps	Technical
Configure filters for enhanced compliance monitoring	Microsoft 365	9	11/26/2024	Communication compliance	Technical
Configure user consent settings to applications	Microsoft 365	27	10/2/2023	Microsoft Entra ID	Technical
Configure users consent to applications	Microsoft 365	9	10/2/2023	Microsoft Entra ID	Operational
Consult a threat expert	Microsoft 365	1	10/2/2023	Microsoft Defender for Endpoint	Technical
Create a sensitive information type policy	Microsoft 365	9	9/17/2023	Microsoft Information Protection	Technical

Microsoft Purview Compliance Manager provides recommended actions for EU AI Act assessment

10 Pillars of a Good AI Governance Framework

- AI Strategy, Policies and Standards
- AI Governance Board and Oversight
- Risk Management Framework
- AI Discovery and Inventory/Registry of Use Cases
- Third Party Risk Management
- Education Training and Awareness
- Data Governance, Protection and Security
- Regular Monitoring and Oversight
- Technical controls and tooling
- Metrics, Assurance and Auditing

Governing AI Development & Usage for Compliance

Govern AI Development

- **Standardize project documentation** for all AI development activities:
  - Model name and version
  - Purpose of the AI system
  - Evaluation metrics for quality, safety, and security
- **Equip risk and compliance teams** with consistent, audit-ready information.
- Ensures readiness for **audits** and **regulatory inquiries**.

Govern AI Usage

- **Log and retain AI interactions** for compliance and auditing purposes.
- **Detect non-compliant AI usage** across interactions and user activities.
- **Enable eDiscovery** on AI interactions to support investigations and legal response.
- Helps organizations **meet compliance requirements** and **respond to litigation** effectively.

Build Responsible and Privacy-Compliant AI

Privacy Impact Assessments

- Do Privacy Impact Assessments to **ensure AI applications protect personal data and meet privacy regulations** (e.g., GDPR).
- Microsoft Priva Privacy Assessments can be integrated into the AI development lifecycle to guide developers and enforce privacy standards.

Guardrails for Responsible AI

- **Detect and block harmful content** including violence, hate, sexual, and self-harm material.
- **Identify and correct hallucinations** to improve content reliability and prevent wrongful outcomes.
- **Detect copyright violations** in AI-generated content.
- **Build trust** by ensuring AI apps are **safe, reliable, and compliant** with emerging regulatory requirements.

Microsoft Solution to case study

Prepare

- Use Microsoft Compliance Manager to get clear guidance on technical controls for AI compliance.
- Communicate requirements effectively to IT and security teams based on regulatory mappings.

Discover

- Use Defender for Cloud to discover custom-built AI resources in Northwind's cloud environment.
- Use Defender for Cloud Apps to discover and monitor SaaS AI apps used by Northwind employees.
- Build an initial catalog of AI systems needing risk assessments.

Govern

- Enable Microsoft Purview solutions:
  - Audit for AI activity tracking.
  - Data Lifecycle Management for retention and deletion.
  - Communication Compliance for monitoring AI interactions.
  - eDiscovery for legal investigation readiness.
- Require developers to document projects using Azure AI Foundry AI reports.
- Conduct Privacy Impact Assessments using Microsoft Priva to protect personal data.
- Implement Azure AI Content Safety to prevent harmful or ungrounded AI responses.

DATA SECURITY & GOVERNANCE FOR AI

INSIDER RISK MANAGEMENT:

Detect data theft, data leakage and security violations

DEFENDER FOR CLOUD APPS:

Block access to risky apps

Allow low-risk apps with security controls, e.g., DLP policy stops uploading sensitive data

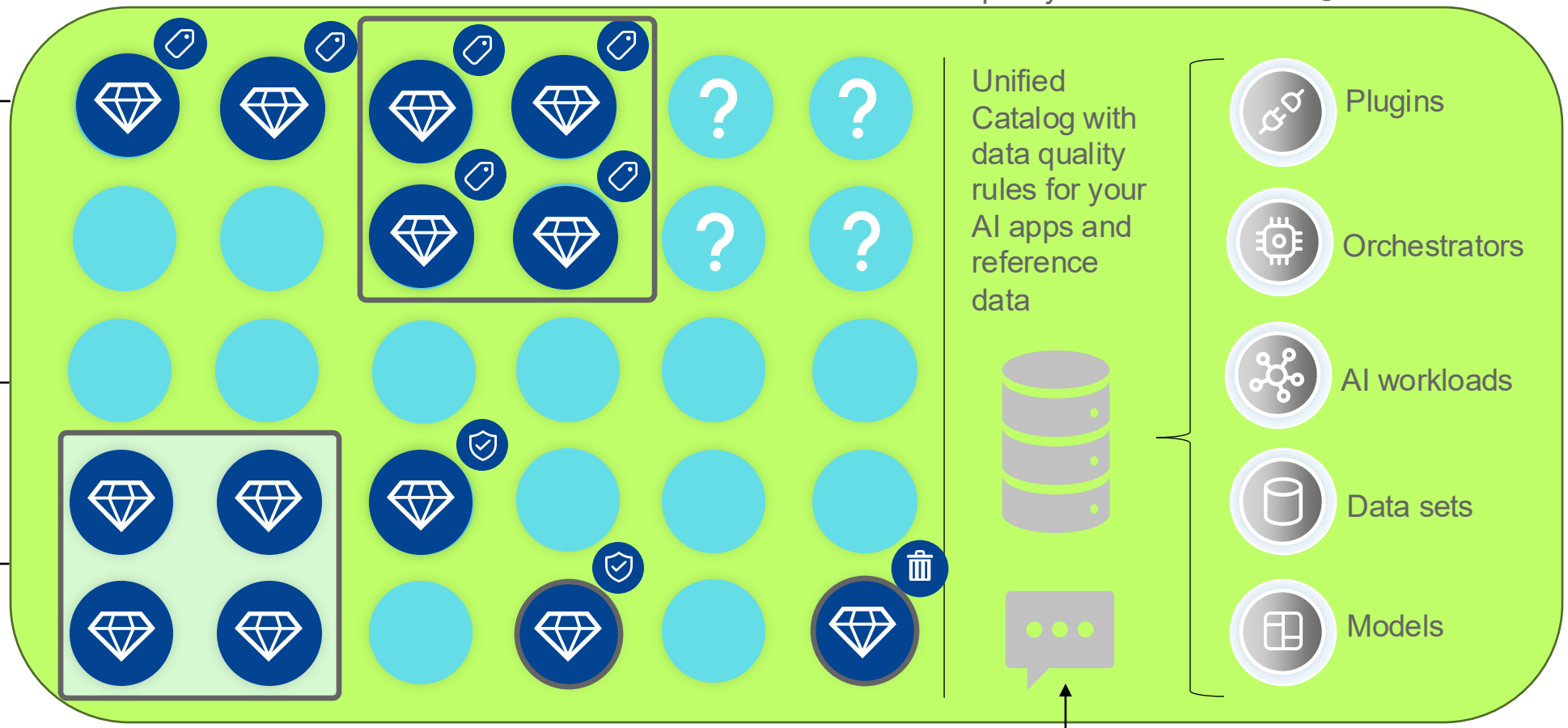
INFORMATION PROTECTION:
Apply sensitivity labels

i-ARM WORKSPACE GOVERNANCE:
Automated controls for Teams/sites

i-ARM DATA DISCOVERY & SECURITY
Insights & mitigation

DATA GOVERNANCE:
Ensure data quality for AI

DEFENDER FOR CLOUD & AZURE AI FOUNDRY:
Discover your AI stack and manage vulnerabilities



Restrict access to data repository

Create DLP policies

Delete obsolete data

Protect AI against emerging threats like prompt injection attacks

ENTRA & SHAREPOINT ADVANCED MANAGEMENT

DATA LOSS PREVENTION

DATA LIFECYCLE MANAGEMENT

AZURE AI CONTENT SAFETY & DEFENDER FOR CLOUD

Next step: Data security baseline (8 weeks)

Objective: Leverage Infotechtion templates to define data protection and loss prevention goals, identify requirements, establish design, production setting, and run pilot to verify design with required communication and training before company roll-out.

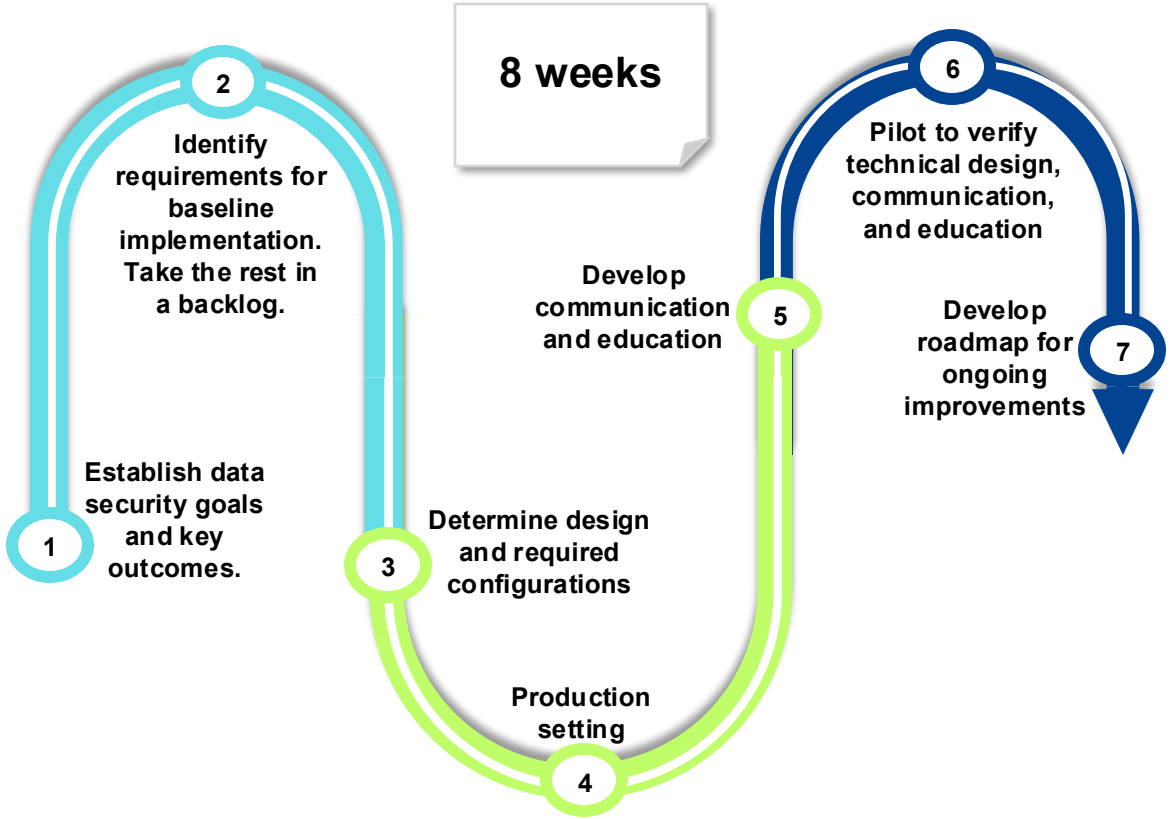
Before

The client has Microsoft 365 with the E5 license without utilizing effectively Microsoft Purview for automated data security and protection.

The goal is to design, implement, and verify with pilot the following solutions:

- Microsoft Purview Data Security Posture Management (DSPM and DSPM for AI)
- Microsoft Purview Information Protection (MIP)
- Microsoft Purview Data Loss Prevention (DLP)
- Microsoft Purview Insider Risk Management (IRM)

Action



Pre-built templates to determine user stories and acceptance
Documented best practices to determine best approach for client
Recommendations by Infotechtion to ensure successful implementation

After

The following solutions have been configured in the client's Microsoft 365 tenant and verified with a pilot:

- DSPM and DSPM for AI
- MIP
- DLP
- IRM

Communication and educational resources are ready for company-wide roll-out.

Additional improvements have been identified and documented in the backlog with a recommended roadmap.

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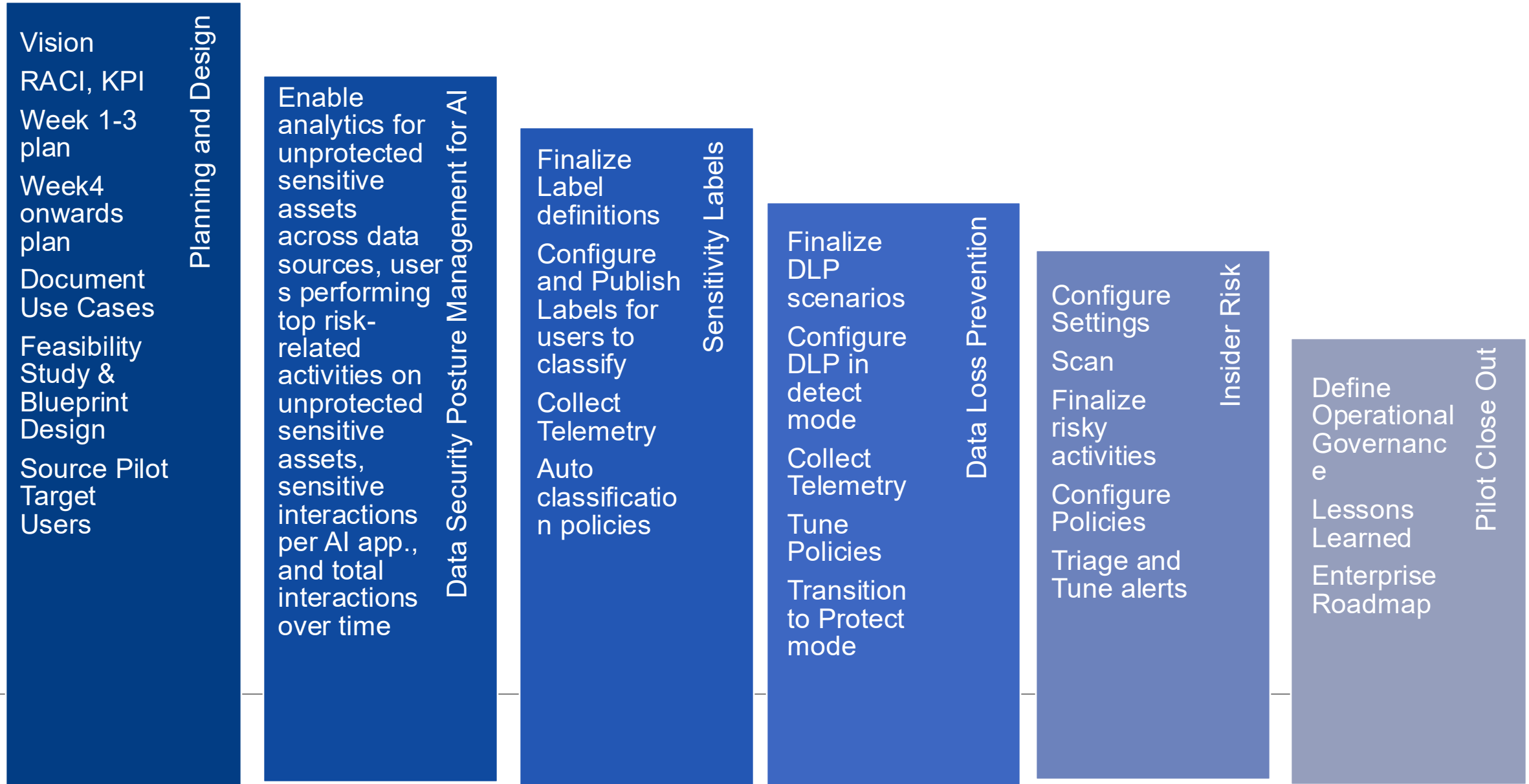
Infotechtion

What is the approach over 8 weeks?



Data Security as a Service (DSaaS) retainer

Objective: Deliver continuous data security improvements by detecting, investigating, and responding to data risks - through an ongoing service powered by a dedicated pool of experts in data security, governance, and user adoption.

The Infotechtion DSaaS is a flexible offering that covers the below services based on allocated hours:

Discover	Protect & Govern	Investigate & Respond
Discover, classify & label data of value	**Prevent data leaks across services and endpoints.**	**Detect and manage data and user risks, incidents.**
Data Security Posture Management (DSPM) focused on detecting sensitive data exposure.	Retention of data of value, and deletion of redundant, obsolete, duplicate and trivial data based on policies.	Investigate data misuse and access anomalies via a structured case management process.
Discover use of unsanctioned 3rd party cloud and on-premises, AI apps accessing data assets.	Active policy enforcement to access and use of your data by 3rd party applications.	Long term audit governance of User, Apps, interactions with your data and integration with SIEM solutions.
Discover data created on device endpoints, and risks exposure or loss.	Data Access Governance by actively enforcing permissions rules to data assets.	Litigation, Data Subject Access and compliance search support.
Discover risky users, application identities in relations to data access.	Consistent controls for managed and unmanaged devices accessing data.	Automated Monitoring and response support to data-related threats
Discover data exposed via public-facing endpoints	Real time blocking controls to non-compliant interactions between AI aps – Data – Users.	Track Data maturity improvements, regulatory compliance against specialized assessment templates.

Questions

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