

**GOVERN**



**ATLASSIAN**  
**Rovo**

**viadee**   
IT-Unternehmensberatung

**BEFORE IT GOVERNS YOU**

# Successful AI Adoption

Strategic



Goals and Vision



Boards



Budget



Tool Selection



Out-of-the-Box vs.  
Custom



Processes / Use  
Cases



Data (Quality)

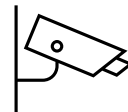


Integration



Operations, Support etc.

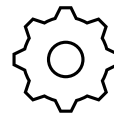
Operational



**Governance**



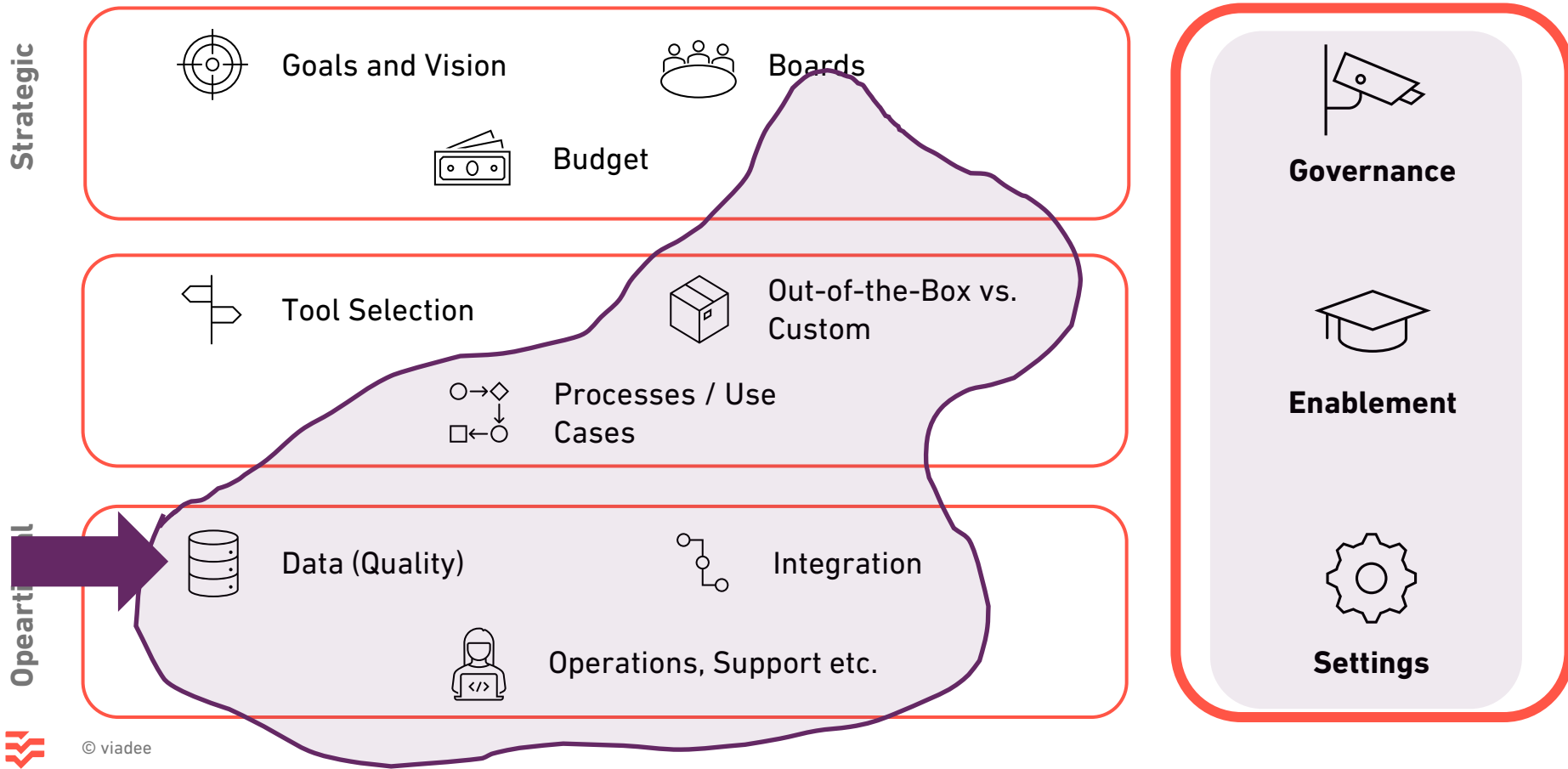
**Enablement**



**Settings**



# Successful AI Adoption



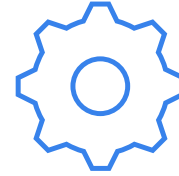
# Successful AI Adoption



**Governance**



**Enablement**



**Settings**



**AI Guidelines**



**Rovo Usage Policy**

# A mandatory Policy

## If you do nothing

If nothing is forbidden,  
everything is allowed

Nobody reads a policy

Banners are being ignored



## What to do

Publish a Usage Policy  
along other Enablement material

Make it mandatory

Integrate into existing  
Policies



## How to govern it

Rovo Allowlist  
Quiz & Acknowledgement -> Add  
User to Group

Remove App Access  
until acknowledged

Accept nobody will read it



# Prohibited AI Practices

## If you do nothing

Local Regulations apply

LLM Provider Regulations  
apply

Atlassian's rules apply

And: Nobody knows about  
them



## What to do

List relevant regulations

Add Company rules



## How to govern it

You can't really

Guard Detect (Premium)  
for Chat



# Output Control

## If you do nothing

No „Rovo was here“ tag

People will not check

You as Platform Owner  
remain responsible



## What to do

Define Accountability  
for outputs

Mark Outputs with  
„AI generated“  
or publish as Agent Account



## How to govern it

You can't really



# Roles, Responsibility & Permission Matrix

## If you do nothing

Unclear who is allowed to do what

Everyone can use Chat, Agents, Automations etc.

Accountability is unclear



## What to do

Define Roles & Responsibilities

Define clear Paths



Change Studio Permissions & Access



## How to govern it

For Agent Owner:

JSM Forms Quiz +  
Evaluate via Automation +  
Permission Assignment

Double Check that Studio  
Permissions work

Spot Checks





# Roles, Responsibility & Permission Matrix

| Role                                           | Who is eligible?                       | Responsibility | Typical tasks | Allowed                                                            | Not allowed                                                                |
|------------------------------------------------|----------------------------------------|----------------|---------------|--------------------------------------------------------------------|----------------------------------------------------------------------------|
| <b>Rovo User</b>                               | Everyone                               | ...            | ...           | Use Rovo Chat<br>Use Rovo Quick Actions<br>Use Rovo Agents in Chat | Creation of Agents<br><br>Use Rovo Browser Extension                       |
| <b>Automation User</b>                         | Space Admin +<br>Automation permission | ...            | ...           | Use OOTB Agents in<br>Automations                                  | Use custom Agents where<br>they are not the Agent Owner<br>in Automations  |
| <b>Rovo Agent Owner</b>                        | Passed Agent Owner<br>path             | ...            | ...           | Create Agents<br><br>Use their Agent in<br>Automation              | Use custom Agents where<br>they are not the Agent Owner<br>outside of Chat |
| <b>Rovo Agent<br/>Collaborator</b>             | same as Agent Owner                    | ...            | ...           |                                                                    |                                                                            |
| <b>Atlassian &amp; Rovo<br/>Platform Owner</b> | Atlassian Team                         | ...            | ...           |                                                                    |                                                                            |





# Agent Policy

## If you do nothing

Agent Chaos

No naming conventions

No Cleanup

No Restrictions

Everything is allowed  
what's technically possible



## What to do

Risk classification &  
Approval

Agent Guidelines

Agents in Automations



## How to govern it

Manually

Future: via API/Scripts





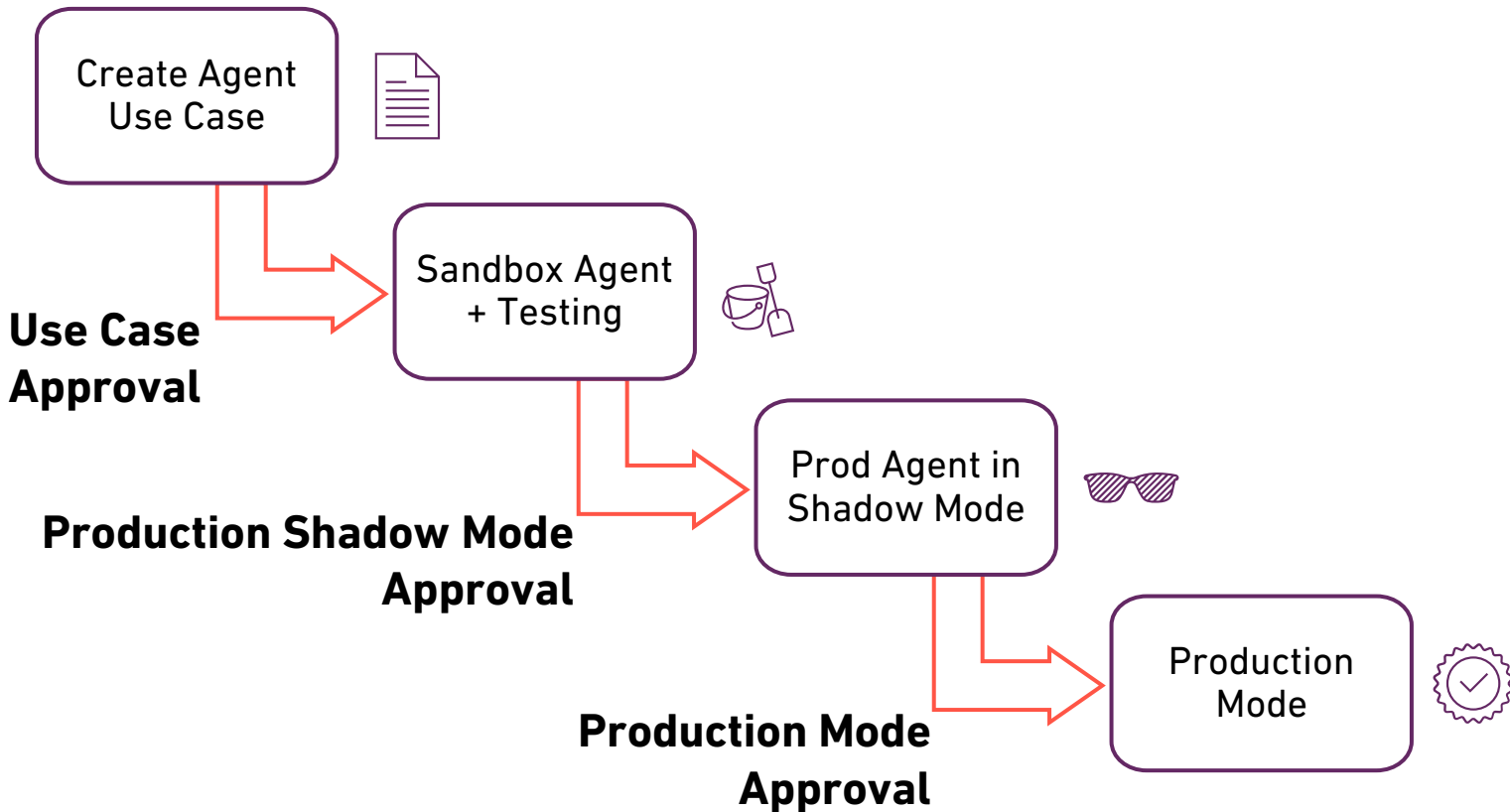
# Agent Policy – Risk Classification & Approval

| Risk class               | Use Case/Examples                                                                                                                                                                                                                                                         | Approval process                                                                                                                                    |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Minimal</b>           | Summaries, Re-Phrasing e.g. Rovo Quick Actions<br>(curated) Search<br>Content drafts and suggestions with Human-in-the-Loop e.g. Create with Rovo<br>Aggregated text analysis e.g. scanning sentiments in product feedback (while ignoring the connecting to individuals) | Use Case: Agent Owner<br>Production Shadow Mode: Agent Owner<br>Production Mode: Agent Owner                                                        |
| <b>Limited Risk</b>      | Automation with Human-in-the-Loop, HITL may be asynchronous e.g. Classification or<br>Commenting of Support requests, Review of Documents, suggestions for improvements,<br>Creation of new Jira work items with review step<br>Access to internal but non-sensitive data | Use Case: Agent Owner; if Agent is<br>shared outside of Team: Platform Owner<br>Production Shadow Mode: Agent Owner<br>Production Mode: Agent Owner |
| <b>High Risk</b>         | Automation of Write-access without Human-in-the-Loop e.g. Task assignment based on<br>skills/behavior, Resolving Service Requests, Permission Assignment<br><br>OR access to sensitive/confidential data or data from multiple systems (see “Connectors”)                 | Use Case: Platform Owner<br>Production Shadow Mode: Platform<br>Owner<br>Production Mode: Agent Owner                                               |
| <b>Unacceptable Risk</b> | Analysis of personal data, including individual performance data e.g. Social Scoring or<br>access to any of the other “Prohibited Use Cases and Inputs”                                                                                                                   | Prohibited, no approval possible                                                                                                                    |





# Agent Policy – Risk Classification & Approval





# Agent Policy - Guidelines



Use Case



Human-in-  
the-Loop



Mark  
Outputs



Credit  
Efficiency



Restrict  
Users



Least  
Privilege





# Agent Policy – Agents in Automations

## If you do nothing

Automation Creation is unlimited

Autonomous Agents don't have App access

Agents & Automations don't match



## What to do

Agent Owner = Automation Owner



Automation Permissions

Agent Account Setup



## How to govern it

Filter for „Use Rovo Action“ in Global Automation



# Web Search

## If you do nothing

Internal data may be  
leaked unknowingly



## What to do

Inform of risk



Disable globally



## How to govern it

You can't really



# Browser extension, Desktop App, Mobile App

## If you do nothing

Everything is enabled

Risk is limited

Local files may be processed



## What to do

Inform of risk



Block through policies



## How to govern it

You can't really





# Browser extension, Desktop App, Mobile App

## If you do nothing

Everything is enabled

Risk is limited

Local files may be processed



## What to do

Inform of risk



Block through policies



## How to govern it

You can't really



# Add useful information

## If you do nothing

Users may have questions  
& worries



## What to do

### Inform:

What is Rovo

Usage Credits

Connectors

Admin Insights



## How to govern it

Not needed



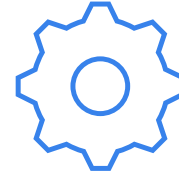
# Successful AI Adoption



**Governance**



**Enablement**



**Settings**



**AI Guidelines**

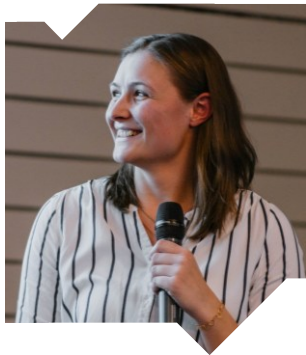


**Rovo Usage Policy**

# To sum it up

While Atlassian is lacking major Governance controls on a technical level,  
a good **Usage Policy** is the only way to  
Govern Rovo before it Governs you.

# Stay connected



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