

AI Meeting Agent — Governance Questions

Vicom

Room audio is a solved question. Authority is not: who may start it, who is attributed, where the output lives, what it may do next.

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Platform / feature: Reviewed by: Date:

THE TEN QUESTIONS

1. Which meeting types are approved for an agent, and which are explicitly excluded?
2. Who is permitted to start one, and is that the same set of people who should be?
3. How are participants told, and what happens if someone objects mid-meeting?
4. Who is attributed, who is not, and does everyone understand which?
5. What exactly is captured, and how is it classified?
6. Where does the output live, who owns that location, and who else can reach it?
7. How long is it retained, and who can delete it?
8. What happens with external, federated or cross-tenant participants?
9. What may the agent do beyond producing text, and what approval gates that?
10. How is an error corrected once the output has been distributed or acted on?

APPROVE THREE TIERS, NOT ONE

Tier 1 — notes only. Lowest stakes. Success: accurate notes, participants understood what was happening.

Tier 2 — drafted follow-up. The agent proposes text a human sends. Success requires a review step people actually perform.

Tier 3 — constrained system action. Writes into another system. Every action must trace to a named human approval, and the boundary must hold.

Do not begin at Tier 3 because the platform offers it. Reversibility decreases at each step; audit burden increases.

WHAT TO MEASURE BEFORE EXPANDING

- ☐ Note accuracy, judged against what participants recall
- ☐ Attribution errors, and whether anyone noticed
- ☐ Participant understanding, tested by asking
- ☐ Capture in a meeting where it was not wanted
- ☐ Incorrect action items, and whether they propagated
- ☐ Support burden by room class
- ☐ Access exceptions granted
- ☐ Whether anyone declined, and what happened next

No values are asserted here. These are the measures, not results.

Decision: Tier approved: Signed / date:

ROOM CONTROLS THAT MAKE STATE LEGIBLE

- ☐ Active capture visible from every seat, not just the console
- ☐ State changes visibly when the agent joins and leaves
- ☐ Stopping is a single action any participant can take
- ☐ Someone entering late can determine state without asking
- ☐ Signage or on-screen notice explains what the agent does
- ☐ Microphone coverage matches what participants assume is heard
- ☐ Behavior is the same after a reboot or update

Have the documented stop paths tested by someone who has not been trained on them.

WHERE THE DOCUMENT LIVES

- ☐ Is a personal drive the right home for a group record?
- ☐ Does the retention policy reach it there?
- ☐ What happens when the initiator changes role or leaves?
- ☐ Is it discoverable if the organization must produce it?
- ☐ Does it become a business record, and who decides?

ATTRIBUTION

A transcript naming one person while everyone else appears as a generic label is not neutral. Decide in advance whether that is acceptable for the meeting types in scope, and how a misattribution is corrected.