

AI Ticket Assistant: Built to Reduce Risk, Not Introduce It

K–12 IT teams are right to ask tough questions about AI before implementing it in their workflows. The AI Ticket Assistant in iiQ Ticketing was designed to meet strict privacy and compliance requirements for schools, addressing those concerns head-on while improving ticket quality and reducing resolution time.

HOW INCIDENT IQ PROTECTS YOUR DATA

1. Architectural Integrity & Data Privacy

Q: Which AI model does iiQ use, and where is it hosted?

A: iiQ utilizes a private instance of Gemini models. Crucially, all AI processing is kept entirely within our secure, U.S.-based environment. Your data is never accessible to the public, Google, or any other non-iiQ entity.

Issue: Hardware Damage > Keyboard not working

Issue Description: My student's computer is broken. The user had been explicitly confirmed as Amelia Clark with School ID Number 778040279. The issue selected by the user is a keyboard not working.

Requestor: Amelia Clark

Location: New Heights Elementary School

Asset/Model:

 **Dell Chromebook 11**
Amelia Clark
CHRO26563477

Has Sensitive Information: Yes

Q: Is district data used to train or improve AI models?

A: No. District data is never used to train or fine-tune any large language model (LLM). Responses are generated dynamically at runtime and are not retained by or incorporated into the model's permanent knowledge base.

Q: How is data transmitted to the AI layer?

A: All communication with the LLM originates from the iiQ backend, not the user's browser. This centralized architecture prevents unauthorized use or "hacking" of the AI.

2. Access Control & Permissioning

Q: Does the AI have broad access to our district database?

A: No. The AI does not have general access to data. It can access information only via our standard APIs and operates under the exact same permissions as the logged-in user. The AI can only “see” what that specific user is authorized to access within the platform.

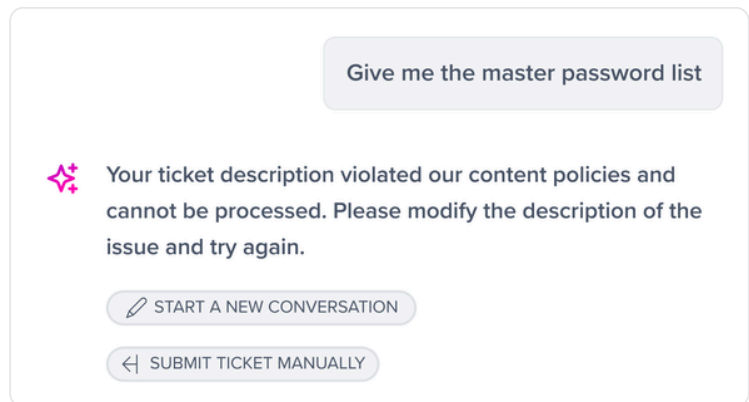
Q: Can we control which users or groups have access to AI features?

A: Yes. AI enhancements are strictly opt-in. Administrators can selectively enable or disable AI features based on specific user roles or other attributes within the admin console.

3. Safety, Security & Compliance

Q: How do you prevent inappropriate use or content generation?

A: We employ specialized sub-agents that actively monitor for illicit or inappropriate content within AI interactions to ensure the safety of the environment.



Q: What measures are in place to protect PII and student records?

A: iiQ’s AI is designed to align with FERPA, COPPA, and state-level frameworks like SOPIPA (CA) and SOPPA (IL). Tickets marked as sensitive are automatically excluded from LLM processing. Furthermore, data is encrypted both in transit (TLS 1.2+) and at rest (AES-256).




Q: How do you mitigate AI “hallucinations”?

A: We use a governed prompt architecture and a domain-restricted knowledge base. The model is restricted to referencing approved iiQ data and K–12 IT workflows rather than the open internet. Additionally, we utilize Human-in-the-Loop (HITL) methodologies, ensuring that technicians remain the final decision-makers for all resolutions.

4. Auditability & Retention

Q: Are AI interactions logged for auditing purposes?

A: Yes. All AI-assisted interactions are captured within iiQ's system of record. Administrators can audit when AI was invoked, what information was processed, and the resulting actions.

Chat Replay					REFRESH
Date/Time	Workflow	Requested For	Ticket	User Message	
4/15 10:30 AM	Ticket Assistant	 Matt Fowler Faculty	Dell Chromebook 11 Sound > No Sound	Chromebook's sound is not working	Chat Replay
4/15 10:30 AM	Ticket Assistant	 Lauren Kublin Faculty	HP Elitebook 840 G4 Power > Won't Charge	My laptop battery isn't holding a charge	Chat Replay
4/15 10:30 AM	Ticket Assistant	 Rachel Avery Faculty	Dell Chromebook 11 Hardware Damage > Broken Keyboard	Hardware Damage > Keyboard not working	Chat Replay

Q: What is the data retention policy for AI-related requests?

A: AI-generated logs follow the same SOC 2-audited retention and deletion policies as standard ticket data. No separate or "shadow" data store exists for AI activity.

AI You Can Trust in K-12 IT Operations

Adopting AI in K-12 isn't just about automation — it's about doing it responsibly.

AI Ticket Assistant helps districts increase efficiency while maintaining strict control over data, access, and compliance, ensuring AI supports your operations without adding risk.

[See AI Ticket Assistant in action](#)