

Operational Instructions for the Use of AI Assistants within the University of Verona

Custom GPTs, document chatbots, connectors, and agentic AI
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Introduction

The University of Verona promotes the use of artificial intelligence in a conscious, responsible, proportionate manner, oriented toward supporting people, in line with the University's Guidelines for the Use of Artificial Intelligence.

Generative AI platforms now make it possible to configure assistants, customized GPTs (Generative Pre-trained Transformers), document chatbots, subject tutors, drafting assistants, tools with personal connectors, and agents capable of carrying out operational or semi-operational activities.

These operational instructions, therefore, adopt a unified approach based not on the commercial name of the tool but rather on its actual functionalities, its level of autonomy, the type of access to data, and its capacity to produce effects.

This document distinguishes three classes of tools and defines a proportionate authorization regime: no prior authorization for Class A and Class B tools; authorization for Class C tools only when actions are not limited to the user's personal space.

Art. 1 – Purpose and references

These operational instructions govern the creation, configuration, use, and sharing, within or outside the University, of AI-based assistants, including tools with personal connectors, customized GPTs, document chatbots, and AI agents.

These operational instructions implement the principles established by the Guidelines for the Use of Artificial Intelligence of the University of Verona, with particular reference to human centrality, the always-human final decision, transparency, quality and control of results, data protection, security, fairness, and accountability.

The applicable legal and internal provisions concerning personal data protection, confidentiality, copyright, cybersecurity, academic integrity, administrative transparency, document retention, and the proper use of the University's digital resources remain unaffected.

Art. 2 – Scope of application

These operational instructions apply to full professors or first-rank professors pursuant to Art. 1 of Presidential Decree no. 382/1980 and Law no. 240/2010, as well as extraordinary professors pursuant to Art. 1, paragraph 12, of Law no. 230/2005; associate or second-rank professors pursuant to Art. 1 of Presidential Decree no. 382/1980 and Law no. 240/2010; permanent researchers pursuant to Art. 34 of Presidential Decree no. 382/1980 (tenure-track category being phased out pursuant to Art. 1, paragraph 7, of Law no. 230/2005); fixed-term researchers: pursuant to Art. 24 of Law no. 240/2010 (so-called RTT); pursuant to Art. 24, paragraph 3, letter b), of Law no. 240/2010, in the version in force before Art. 14, paragraph 6-decies, letter c), of Law no. 79/2022 converting, with amendments, Decree-Law no. 36/2022 (so-called RTDb); pursuant to Art. 24, paragraph 3, letter a), of Law no. 240/2010, in the version in force before Art. 14, paragraph 6-decies, letter c), of Law no. 79/2022 converting, with amendments, Decree-Law no. 36/2022 (so-called RTDa); adjunct professors pursuant to Art. 23 of Law no. 240/2010; substitute professors pursuant to Art. 114 of Presidential Decree no. 382/1980; so-called senior scholars referred to in the Regulation issued by the Rector of the University by decree registered under no. 5983/2025 and protocol no. 0216909/2025; emeritus and honorary professors pursuant to Art. 111 of Royal Decree no. 1592/1933; research fellows pursuant to Art. 22 of Law no. 240/2010, in the version in force before Art. 14, paragraph 6-septies, of Law no. 79/2022 converting, with amendments, Decree-Law no. 36/2022; research contractors pursuant to Art. 22 of Law no. 240/2010; postdoctoral appointees pursuant to Art. 22-bis of Law no. 240/2010; research appointees pursuant to Art. 22-ter of Law no. 240/2010; holders of research grants pursuant to Art. 18, paragraph 5, letter f), of Law no. 240/2010; subject experts pursuant to Art. 70 of Royal Decree no. 1592/1933; permanent employees not falling under any of the preceding categories; fixed-term employees; coordinated and continuous collaborators and persons holding similar relationships not falling under any of the preceding categories; self-employed workers pursuant to Art. 2222 of the Italian Civil Code; academic and administrative structures, working groups, committees, and other entities operating through institutional accounts or within activities attributable to the University.

The provisions apply to tools configured, used, or shared through institutional platforms, institutional accounts, or other environments authorized by the University, as well as to tools created for teaching, scientific, administrative, organizational, or informational purposes connected with University activities.

The provisions apply both to tools intended for personal use and to those shared with other users, with University structures, or with external parties, within the limits laid down in these operational instructions.

Art. 3 – Definitions

AI-based assistant means a generative AI system configured to support one or more tasks through instructions, files, document bases, settings, connectors, tools, or other functionalities made available by the platform.

Customized GPT, or custom GPT, refers to an assistant configured within a generative AI platform via instructions, knowledge, files, or specific settings, intended to support specific tasks or groups of users.

Document chatbot means an assistant designed to query, summarize, or rework a defined document base, without autonomous capability to act on external systems.

Connector means an integration mechanism that allows the AI system to access an external digital resource, whether personal or shared, within the functional limits established by the platform and University.

Read-only personal connectors means integrations that allow the AI system solely to consult, for informational or organizational support purposes, digital resources referring to the user who activates them, such as their own email, their own calendar, and their own personal cloud space, without sending, modifying, deleting, sharing, or performing any other dispositive action.

Agentic AI means an assistant endowed with operational or semi-operational capabilities, suitable for planning or carrying out multi-step activities, using tools, interacting with systems, updating content, triggering workflows, or generating effects beyond the mere textual response.

Action means any operation that produces a modification, sending, deletion, sharing, updating, communication, registration, or organizational effect on data, documents, systems, communications, or workflows.

User's personal space means the individual digital resources assigned to the user and under their direct control, such as personal mailbox, personal calendar, and personal cloud space. Personal space does not include, even if accessible by the user, functional mailboxes, shared archives, group folders, repositories, administrative systems, teaching platforms, or documents and spaces jointly managed by multiple subjects.

Creator means the person or structure that configures the tool; responsible party means the person or structure that assumes organizational, functional, and usage responsibility for it.

Art. 4 – Classification of tools

For the purposes of this regulation, tools are classified on the basis of their actual functionalities, irrespective of the commercial designation adopted by the provider.

Class A: assistants with read-only personal connectors.

Class B: assistants configured without connectors or external actions, such as customized GPTs, document chatbots, subject tutors, and drafting assistants.

Class C: assistants or agents with operational or semi-operational capabilities (agentic AI), suitable for executing actions, updating content, triggering workflows, interacting with systems, or generating further organizational effects.

The regime corresponding to the most impactful functionality applies when a tool combines functionalities from more than one class. In case of doubt, the responsible party shall apply the criterion of maximum caution or request guidance from the University AI Team (<https://www.univr.it/it/ateneo/team-ai>).

Art. 5 – General principles

All tools governed by these operational instructions must be designed, configured, and used in compliance with the University’s Guidelines for the Use of AI.

AI is a support tool and does not replace human capabilities, critical judgment, or the scientific, teaching, administrative, organizational, or decision-making responsibility of the persons who use it.

No decision relevant to students, staff, users, or third parties may be entrusted to an AI system. Decisions producing legal effects or significantly affecting individuals’ rights always require human supervision and validation.

Outputs produced by AI tools must be critically verified before being used, disseminated, or incorporated into acts, teaching materials, scientific outputs, communications, or administrative documents.

The use of AI must be transparent, proportionate to the intended purpose, and compliant with University rules on data, security, confidentiality, academic integrity, and intellectual property.

Art. 6 – Authorization regime

The authorization regime is determined by the class of the tool and is applied under the responsibility of the responsible party, pursuant to Art. 3, paragraph 9.

Class A tools do not require any prior or individual authorization, provided that the connectors are personal, read-only, and already permitted by the University or by the institutional platform in use. The user remains responsible for activating, deactivating, and using the connector in compliance with the terms.

Class B tools do not require any prior authorization. Customized GPTs, document chatbots, subject tutors, and drafting assistants may be created and used without authorization, provided that compliance with these provisions, and in particular with the rules set out in Articles 13 and 14, is not prejudiced when the tool is shared or made available to other users.

Class C tools are subject to prior authorization only when they execute or may execute actions not limited to the user’s personal space. This includes, by way of example, actions

on shared archives, functional mailboxes, shared calendars, institutional websites, repositories, teaching platforms, administrative systems, structural workflows, third-party documents, or communications to other subjects.

Class C tools that perform actions exclusively within the user’s personal space do not require prior authorization, provided that they do not produce effects toward third parties, do not modify shared resources, do not trigger organizational workflows, and do not affect data, documents, or systems attributable to other subjects or structures.

The absence of a prior authorization requirement does not exempt the user, the creator, or the responsible party from compliance with the University’s AI Guidelines, this regulation, and any other applicable rules.

If the tool has characteristics that potentially affect individuals’ rights significantly, entail the processing of high-risk personal data, constitute a high-risk system, or require specific technical, organizational, or privacy assessments, the responsible party must contact the competent structures before activation, even where the initial classification does not provide for ordinary authorization.

The University AI Team supports structures and users in classifying tools, assessing complex cases, and identifying any organizational, technical, and documentary measures required.

C l a s s	Description	Authorization	Essential conditions
A	Assistants with read-only personal connectors	Not required	Personal resources only; read-only; no sending, modification, deletion, or sharing
B	Assistants without connectors or external actions	Not required	For custom GPTs and shared tools: compliance with Arts. 13 and 14
C	Assistants or agents with operational or semi-operational capabilities	Required only if actions are not limited to the user’s personal space	Authorization required where there are effects on third parties, shared resources, systems, workflows, or structural spaces

Art. 7 – Common rules

The creator and the responsible party must ensure that the tool has clear purposes, a defined scope of use, coherent instructions, lawfully uploaded content, and understandable indications of its limits.

Tools must not encourage practices contrary to academic integrity, administrative propriety, confidentiality, cybersecurity, data protection, or intellectual property.

The responses, suggestions, and actions produced by the tools have no autonomous value as decisions, validations, certifications, or official sources, unless expressly provided for institutionally and, in any event, under human responsibility.

Every user must use the tool consistently with the stated purposes, critically verify outputs, and not enter data or materials prohibited under Art. 12.

Art. 8 – Class A: assistants with read-only personal connectors

Class A includes assistants that, through read-only personal connectors, may consult only the individual digital resources of the user who activates them.

Included within the limits already permitted by the University are connectors that allow the reading of the user's personal email and personal calendar, and access to their personal cloud space, without the possibility of sending, modifying, deleting, sharing, or performing any other dispositive action.

Class A tools do not require prior authorization. However, the user must ensure that their use is relevant to their institutional or organizational activities and does not entail the improper processing of personal data, third-party data, confidential information, or documents not intended to be consulted through AI systems.

Access to shared mailboxes, functional mailboxes, structural archives, shared folders, repositories, platforms, or systems containing third-party data or non-personal institutional documentation does not fall within Class A.

Art. 9 – Class B: assistants configured without connectors or external actions

Class B includes assistants configured without connectors and lacking the capability to perform external actions, such as customized GPTs, document chatbots, subject tutors, and drafting assistants.

Class B tools do not require prior authorization, even when configured by individual users or working groups for teaching, scientific, drafting, organizational, or informational purposes.

Custom GPTs and other Class B assistants must comply with the rules set out in Articles 13 and 14 when they are shared, published, or made available to students, staff, University structures, or external parties.

The absence of connectors or external actions does not derogate from the prohibitions set out in Art. 12.

For those shared or made available to students or external parties, communication to the University AI Team is recommended for the purposes of registering the tools and supporting their aware and compliant use under University provisions.

Art. 10 – Class C: assistants or agents with operational or semi-operational capabilities

Class C includes assistants or agents capable of performing actions, updating content, triggering workflows, interacting with systems, or generating further organizational effects.

Class C tools operating exclusively within the user's personal space and producing no effects toward third parties, structures, shared resources, or institutional systems do not require prior authorization.

Prior authorization is required for Class C tools that execute or may execute actions outside the user's personal space. The authorization must define at least the purpose, the party responsible for the agent's actions, the functional scope, accessible resources, permitted actions, limits of autonomy, supervision arrangements, any tracking, and security measures.

Actions affecting communications toward other subjects, shared documents, structural archives, management systems, administrative procedures, teaching platforms, institutional websites, databases, repositories, workflows, or organizational decisions shall, in all cases, be considered not limited to the user's personal space, even where the action is technically triggered by the user. Activities carried out through individual resources that nonetheless produce organizational or communicative effects toward third parties shall likewise be considered beyond the personal space.

Before activating Class C tools subject to authorization, the responsible party must verify whether further assessments are necessary regarding data protection, security, risk classification, impact on fundamental rights, intellectual property, or contractual compliance.

Art. 11 – Use in the University's institutional areas

In the teaching area, the tools covered by this regulation may be used if they are consistent with the learning objectives, the teacher's role, and the University's AI Guidelines. When the tool is made available to students, its purpose, limits, and permitted uses must be indicated.

In the research area, the tools may support bibliographic research, language revision, organization of materials, exploratory analyses, coding, or other activities compatible with the applicable scientific and contractual rules. Accuracy, originality, methodological quality, and responsibility for the contents remain with the researchers. An AI system may not be an author or co-author of scientific outputs.

In the administrative area and in committee work, the tools may be used for drafting, informational purposes, documentation, or organizational support. They may not replace human judgment in deliberative, evaluative, investigative, or decision-making activities, nor may they render an administrative procedure fully automated.

Art. 12 – Data and materials that may not be uploaded

In line with the University's Guidelines for the Use of AI, it is prohibited to enter into unauthorized systems personal data without an appropriate legal basis, data belonging to special categories, health data, biometric data, genetic data or similar data, minors' data, credentials, security information, or third-party data that are irrelevant or unnecessary.

It is also prohibited to upload confidential or secret information, drafts of sensitive administrative acts, examination questions not intended for dissemination, non-public research data, materials subject to a Non-Disclosure Agreement, copyright-protected contents without appropriate legal title, or documents whose dissemination could jeopardize patents, know-how, trade secrets, or other forms of protection and valorization.

The use of anonymous, public, or lawfully accessible data is permitted within the limits of relevance, necessity, minimization, and critical verification of outputs.

Art. 13 – Use of the University's name, signs, and identity

Tools governed by this regulation may not be presented as official tools of the University of Verona, unless expressly authorized by the University, nor as substitutes for institutional services.

In the absence of authorization, it is not permitted to use names, signs, logos, graphics, institutional formulae, or other elements capable of giving the user the impression that the tool represents an official position of the University or a formally assigned institutional function.

Responsibility for the tool remains with the responsible party who created, configured, promoted, or shared it.

Art. 14 – Transparency toward users

Every tool shared or made available to other users must clearly indicate the responsible party, the purpose for which it was designed, the scope of use, the main limits, and the need for critical verification of the responses or actions produced.

When the tool is not official, it must be clearly stated that it is a personal, group, or structural tool and does not represent an official position of the University.

Where appropriate, the tool must indicate the date of the last review of the instructions, files, document bases, or relevant configuration.

In cases covered by the University's AI Guidelines, the use of AI must also be declared in teaching, scientific, administrative, or communication products generated with the tool's support.

Art. 15 – Monitoring, suspension, and management of critical issues

The University, through the AI Team, may conduct checks on the tools covered by this regulation, with particular regard to legal compliance, security, data protection, respect for functional limits, the use of the University's name, and the correctness of the information provided to users.

In the presence of critical issues, improper use, risk to data or systems, violations of these provisions, or changes in the platform's technical conditions, the University may order corrective measures, functional limitations, a temporary suspension, deactivation of the tool, or revocation of the authorization, where applicable.

The user, the creator, and the responsible party are required to cooperate with checks and to promptly deactivate functionalities that are non-compliant, no longer necessary, or no longer authorized.

Art. 16 – Final provisions and updating

These operational instructions are binding.

This regulation shall be interpreted in a manner consistent with the University of Verona's Guidelines for the Use of AI, which remain the general reference framework for regulating AI systems within the University.

The University shall periodically update this regulation, including through technical annexes or operational guidance, to adapt it to legal, technological, organizational, and contractual developments, as well as to new functionalities made available by AI platforms.

For matters not expressly governed by this regulation, the University's AI Guidelines and the other relevant internal provisions shall apply.