



Operational Instructions for the Use of AI Assistants at the University

Custom GPTs, document chatbots, connectors, and agentic AI

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Preamble

The University of Verona promotes the conscious, responsible, proportionate, and people-centered use of artificial intelligence, in line with the University Guidelines for the Use of Artificial Intelligence.

Generative AI platforms now make it possible to configure assistants, custom GPTs (Generative Pre-trained Transformers), document chatbots, disciplinary tutors, editorial 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 tool's commercial name but on its actual functionalities, level of autonomy, type of data access, and capacity to produce effects.

Art. 1 - Purpose and references

1. These operational instructions govern the creation, configuration, use, and sharing, inside or outside the University, of AI-based assistants, including tools with personal connectors, custom GPTs, document chatbots, and AI agents.
2. These operational instructions implement the principles set out in the Guidelines for the Use of Artificial Intelligence of the University of Verona, with particular reference to human centrality, the requirement that the final decision always remain human, transparency, quality and control of results, data protection, security, fairness, and responsibility.
3. The applicable legal and internal provisions on personal data protection, confidentiality, copyright, cybersecurity, academic integrity, administrative transparency, document retention, and proper use of the University's digital resources remain unaffected.

Art. 2 - Scope of application

1. These operational instructions apply to full professors or first-tier professors pursuant to art. 1, Presidential Decree 382/1980 and Law no. 240/2010, as well as extraordinary professors pursuant to art. 1, paragraph 12, Law no. 230/2005; associate professors or second-tier professors pursuant to art. 1, Presidential Decree 382/1980 and Law no. 240/2010; permanent researchers pursuant to art. 34, Presidential Decree 382/1980 (role being phased out pursuant to art. 1, paragraph 7, Law no. 230/2005); fixed-term researchers: pursuant to art. 24, Law no. 240/2010 (so-called RTT), pursuant to art. 24, paragraph 3, letter b), Law no. 240/2010, in the wording before art. 14, paragraph 6-decies, letter c), Law no. 79/2022 converting, with amendments, Decree-Law 36/2022 (so-called RTDb);



pursuant to art. 24, paragraph 3, letter a), Law no. 240/2010, in the wording before art. 14, paragraph 6-decies, letter c), Law no. 79/2022 converting, with amendments, Decree-Law 36/2022 (so-called RTDa); adjunct professors pursuant to art. 23, Law no. 240/2010; substitute professors pursuant to art. 114, Presidential Decree 382/1980; so-called senior scholars under the regulation issued by the Rector of the University, by decree recorded under rep. no. 5983/2025 and prot. no. 0216909/2025; emeritus professors and honorary professors pursuant to art. 111, Royal Decree 1592/1933; research fellows pursuant to art. 22, Law no. 240/2010, in the wording before art. 14, paragraph 6-septies, Law no. 79/2022 converting, with amendments, Decree-Law no. 36/2022; research contractors pursuant to art. 22, Law no. 240/2010; post-doc appointees pursuant to art. 22-bis, Law no. 240/2010; research appointees pursuant to art. 22-ter, Law no. 240/2010; holders of research grants pursuant to art. 18, paragraph 5, letter f), Law no. 240/2010; subject experts pursuant to art. 70, Royal Decree 1592/1933; permanent employees not falling within any of the preceding categories; fixed-term employees; coordinated and continuous collaborators and holders of comparable relationships not falling within any of the preceding categories; self-employed workers pursuant to art. 2222 of the Civil Code; academic and administrative structures, working groups, committees, and other persons operating through institutional accounts or within activities attributable to the University.

2. 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 information purposes connected with university activities.

3. 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 established by these operational instructions.

Art. 3 - Definitions

1. An artificial intelligence-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.

2. A custom GPT means an assistant configured within a generative AI platform through instructions, knowledge, files, or specific settings, intended to support certain tasks or groups of users.

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

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

5. Read-only personal connectors mean integrations that allow the AI system to consult exclusively, for information or organizational support purposes, digital resources relating to the user who activates them, such as the user's own email, calendar, and personal cloud space, without sending, modifying, deleting, sharing, or performing any other dispositive action.



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

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

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

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

Art. 4 - Classification of tools

1. For these operational instructions, tools are classified based on their actual functionalities, regardless of the commercial name adopted by the provider.

2. Class A: assistants with read-only personal connectors.

3. Class B: assistants configured without connectors or external actions, such as custom GPTs, document chatbots, disciplinary tutors, and editorial assistants.

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

5. If a tool combines functionalities belonging to more than one class, the regime of the class corresponding to the most impactful functionality applies. In case of doubt, the responsible subject must apply the precautionary criterion or request guidance from the AI Team (<https://www.univr.it/it/ateneo/team-ai>).

Art. 5 - General principles

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

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

3. No decision relevant to students, staff, users, or third parties may be entrusted to an AI system. Decisions that produce legal effects or significantly affect people's rights always require human supervision and validation.



4. Outputs produced by AI tools must be critically verified before they are used, disseminated, or included in acts, teaching materials, scientific products, communications, or administrative documents.
5. The use of AI must be transparent, proportionate to the purpose pursued, and compliant with the University's rules on data, security, confidentiality, academic integrity, and intellectual property.

Art. 6 - Authorization regime

1. The class of the tool determines the authorization regime and is applied under the responsibility of the responsible subject, pursuant to art. 3, paragraph 9.
2. Class A tools do not require any prior or individual authorization, provided that the connectors are personal, read-only, and already allowed by the University or by the institutional platform in use. The user remains responsible for activating, disabling, and using the connector in compliance with the applicable rules.
3. Class B tools do not require any prior authorization. Custom GPTs, document chatbots, disciplinary tutors, and editorial 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 ensured when the tool is shared or made available to other users.
4. Class C tools are subject to prior authorization only when they perform, or may perform, actions that are 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, structured workflows, third-party documents, or communications to other subjects.
5. Class C tools that carry out actions exclusively within the user's personal space do not require prior authorization, provided that they do not produce effects towards third parties, do not modify shared resources, do not activate organizational workflows, and do not affect data, documents, or systems relating to other subjects or structures.
6. The absence of a prior authorization requirement does not exempt the user, the creator, or the responsible subject from complying with the University Guidelines on AI, these operational instructions, and any other applicable rules.
7. If the tool has characteristics such that it may significantly affect people's rights, involve the processing of high-risk personal data, constitute a high-risk system, or require specific technical, organizational, or privacy assessments, the responsible subject must contact the competent structures before activation, even when the initial classification does not require ordinary authorization.
8. The University AI Team supports structures and users in classifying tools, assessing complex cases, and identifying any organizational, technical, and documentary measures that may be necessary.

Class	Description	Authorization	Essential conditions
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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 Articles 13 and 14.
C	Assistants or agents with operational or semi-operational capabilities	Required only if the actions are not limited to the user's personal space	Authorization if there are effects on third parties, shared resources, systems, workflows or structure spaces.

Art. 7 - Common rules

1. The creator and the responsible subject must ensure that the tool has clear purposes, a defined scope of use, consistent instructions, lawfully uploaded content, and understandable indications of its limits.
2. Tools must not encourage practices contrary to academic integrity, administrative correctness, confidentiality, cybersecurity, data protection, or intellectual property.
3. 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 case under human responsibility.
4. Each user must use the tool consistently with the declared purposes, critically verify the outputs, and not insert data or materials that are not permitted under art. 12.

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

1. Class A includes assistants that, through read-only personal connectors, can consult only the individual digital resources of the user who activates them.
2. Within the limits already allowed by the University, this includes connectors that enable reading the user's personal email, personal calendar, and access to the user's personal cloud space, without the ability to send, modify, delete, share, or perform any other dispositive action.
3. Class A tools do not require prior authorization. However, the user must ensure that the use is relevant to their institutional or organizational activities and does not involve the improper processing of personal data, third-party data, confidential information, or documents not intended to be consulted by AI systems.
4. Access to shared mailboxes, functional mailboxes, structure 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

1. Class B includes assistants configured without connectors and without the capability to perform external actions, such as custom GPTs, document chatbots, disciplinary tutors, and editorial assistants.
2. Class B tools do not require prior authorization, even when configured by individual users or working groups for teaching, scientific, editorial, organizational, or information purposes.
3. Custom GPTs and other Class B assistants must comply with the rules set out in Articles 13 and 14 when they are shared, published, made available to students, staff, University structures, or external parties.
4. The absence of connectors or external actions does not derogate from the prohibitions set out in art. 12.
5. For tools shared or made available to students or external parties, communication to the University AI Team is required for the purpose of registering the tools and supporting their conscious and compliant use under the University's provisions.

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

1. Class C includes assistants or agents capable of performing actions, updating content, activating workflows, interacting with systems, or generating further organizational effects.
2. Class C tools that operate exclusively within the user's personal space and do not produce effects towards third parties, structures, shared resources, or institutional systems do not require prior authorization.
3. Class C tools that perform or may perform actions not limited to the user's personal space require prior authorization. The authorization must define at least the purpose, the subject responsible for the agent's actions, the functional scope, the accessible resources, the permitted actions, the limits of autonomy, the methods of supervision, and any tracking and security measures.
4. Actions that affect communications to other persons, shared documents, structured archives, management systems, administrative procedures, teaching platforms, institutional websites, databases, repositories, workflows, or organizational decisions are, in any case, deemed not to be limited to the user's personal space, even when the user technically triggers the action. Activities that, although carried out through individual resources, produce organizational or communication effects towards third parties are also deemed to exceed the personal space.
5. Before activating Class C tools subject to authorization, the responsible subject 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

1. In teaching, the tools governed by these operational instructions may be used if they are consistent with the learning objectives, with the role of the instructor, and with the University Guidelines on AI. When the tool is made available to students, the purposes, limits, and permitted methods of use must be indicated.
2. In research, the tools may support bibliographic research, language revision, organization of materials, exploratory analyses, code, or other activities compatible with the applicable scientific and contractual rules. Accuracy, originality, methodological quality, and responsibility for the content remain with the researchers. An AI system cannot be an author or co-author of scientific products.
3. In administration and committee work, the tools may be used for drafting, information, documents, or organizational support. They may not replace human judgment in deliberative, evaluative, investigative, or decision-making activities, nor may they make an administrative procedure fully automated.

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

1. In line with the University 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, biometric, genetic or similar data, data of minors, credentials, security information, or third-party data that are not relevant or necessary.
2. 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 Non-Disclosure Agreements, copyrighted content without an appropriate right to use it, and documents whose dissemination could compromise patents, know-how, trade secrets, or other forms of protection and exploitation.
3. 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

1. The tools governed by these operational instructions may not be presented as official tools of the University of Verona, unless expressly authorized by the University, nor as substitutes for institutional services.
2. Without authorization, it is not permitted to use names, signs, logos, graphics, institutional wording, 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.
3. Responsibility for the tool remains with the responsible subject who created, configured, promoted, or shared it.



Art. 14 - Transparency towards users

1. Every tool shared or made available to other users must clearly indicate the responsible subject, the purpose for which it was designed, the scope of use, the main limitations, and the need for critical verification of the responses or actions produced.
2. When the tool is not official, it must clearly indicate that it is a personal, group, or structure tool that does not represent an official position of the University.
3. Where appropriate, the tool must state the date of the last revision of the instructions, files, document bases, or relevant configuration.
4. In the cases provided for by the University Guidelines on AI, the use of AI must also be declared in teaching, scientific, administrative, or communication products generated with the support of the tool.

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

1. The University, through the AI Team, may carry out checks on the tools governed by these operational instructions, with particular regard to regulatory compliance, security, data protection, respect for functional limits, use of the University's name, and correctness of the information provided to users.
2. In the presence of critical issues, improper use, risk to data or systems, violation of these provisions, or changes in the technical conditions of the platform, the University may order corrective measures, functional limitations, temporary suspension, disabling of the tool, or revocation of authorization, where applicable.
3. The user, the creator, and the responsible subject must cooperate with checks and promptly turn off functionalities that are non-compliant, no longer necessary, or no longer authorized.

Art. 16 - Final provisions and updates

1. These operational instructions are binding.
2. These operational instructions must be interpreted consistently with the Guidelines for the Use of AI of the University of Verona, which remain the general reference for the regulation of AI systems within the University.
3. The University periodically updates these operational instructions, including through technical annexes or operational indications, to adapt them to regulatory, technological, organizational, and contractual developments, as well as to new functionalities made available by AI platforms.
4. For matters not expressly governed by these operational instructions, the University Guidelines on AI and the other relevant internal provisions apply.