



TRAINING OVERVIEW & GOALS

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1.0 INTRODUCTION

The goal of this training is Augmentation, not Replacement. Rideline Power Bikes will utilize AI tools specifically to reduce the administrative burden of daily operations. AI is to be used as a first-draft tool for repetitive documentation, allowing staff to focus on high-value technical and customer-facing tasks.

2.0 TRAINING OBJECTIVES & GOALS

- **Minimize Tedious Tasks:** Use AI to turn rough meeting notes into checklists or to draft basic email templates for bike service updates.
- **Human-Verified Outputs:** Every AI-generated text must be reviewed. AI handles the tedious drafting; the employee handles the truth and tone.
- **Zero-Risk Data Entry:** Training will emphasize that AI is a tool for public-facing or generic tasks only. Internal bike designs and customer financial data are strictly off-limits for AI prompts.

3.0 TRAINING SCOPE

- **In-Scope:** Drafting email templates, summarizing public-facing documents, and reorganizing unstructured notes.
- **Out-of-Scope:** Entering customer financial data, bike engineering blueprints, or internal salary structures into any Generative AI tool.

4.0 SECURITY AND VERIFICATION PROTOCOLS

Because AI can "hallucinate" (make up facts), this training establishes a Human-in-the-Loop requirement. Employees must:

- **Verify all output:** Every fact, date, and technical spec must be checked against Rideline's official records.
- **Data Privacy:** Strictly avoid entering customer PII (Personal Identifiable Information) or proprietary bike designs into any public AI tool.
- **AUP Compliance:** Sign and adhere to the Acceptable Use Policy regarding all digital systems.

5.0 TIER 1 SUPPORT STRATEGY

To reduce downtime, employees will be trained on a "Self-Service First" model:

1. **Quick Ref:** Use the Cybersecurity Quick Reference Guide for immediate login/security help.
2. **Official Help:** Use the Tier 1 Support Guide to access Microsoft and OS help centers.
3. **Escalation:** Contact the IS consultant only if self-help resources do not resolve the issue.



ACCEPTABLE USE POLICY

Client: Rideline Power Bikes

1.0 Purpose

To define the standards for the acceptable use of Rideline Power Bikes technical assets.

2.0 Authorized Use of Generative AI

AI usage is permitted for **Administrative Augmentation** only.

- **Permitted:** Drafting emails, summarizing meeting notes, and reformatting internal text.
- **Prohibited:** Financial modeling, engineering data entry, or customer database processing.

3.0 Data Protection & Privacy

Employees must strictly adhere to the Zero-Input Rule for sensitive data. No Personal Identifiable Information (PII) or proprietary bike designs may be entered into third-party AI platforms.

4.0 Compliance & Enforcement

Violations of this policy may result in disciplinary action. All hardware is subject to audit by **Hardwired Consulting**.

By signing below, I acknowledge that I have received my company-issued hardware and agree to abide by the Rideline Power Bikes Acceptable Use Policy.

Authorized By

Employee Acceptance

Signature: *James Padula*

Signature:

Date: 4/14/2026

Date:

Firm: Hardwired Consulting, INC

Print Name:



Cybersecurity Quick-Reference Guide

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1. AI Data Red Zones (Never Input)

- **Customer Privacy:** Names, home addresses, phone numbers, or emails.
- **Payment Info:** Credit card numbers or bank details.
- **Proprietary Specs:** E-bike wiring diagrams, battery chemistry, or motor logic.
- **Credentials:** Never ask AI to generate or store passwords.

2. AI Validation

- **Verify Specs:** Check AI-generated motor torque or battery range against official vendor manuals.
- **Human Tone:** Edit AI responses to ensure they sound like Rideline staff, not a generic robot.
- **Safety Check:** Ensure all drafted disclaimers meet North Carolina e-bike safety regulations.

3. Physical & Digital Security

- **Locking:** Use Win + L to lock your screen when leaving your station (Sales or Service).
- **Passwords:** Minimum 8 characters; use a mix of numbers and symbols.
- **Reporting:** If a device behaves strangely or you receive a suspicious "Reset Password" link, notify the IT department immediately.

4. Network & Connectivity

- **The Guest Rule:** Customers and vendors must **never** be given the password to the *Rideline_Secure* network. Direct all visitors to the *Rideline_Guest* Wi-Fi only.
- **IoT Separation:** Ensure smart devices (shop cameras, smart thermostats, or display TVs) are on their own isolated sub-network to prevent them from "talking" to the shop's main PCs.
- **No Unauthorized Hardware:** Do not plug personal routers, range extenders, or unauthorized hotspots into the shop's ethernet ports without a security review.



Tier 1 Support & Troubleshooting Guide

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1. Access & Login Troubleshooting

- Check the Network: Make sure you're on the Rideline_Secure Wi-Fi. The AI tools may be blocked on the Guest network for security.
- Browser Issues: If the page won't load, clear your cache or try an Incognito window.
- Service Outages: Check the status pages for OpenAI or Google before assuming it's a hardware issue.

2. Fact checking & "Hallucinations"

- **The Golden Rule:** The AI is great at writing emails, but it is not a technical manual. Do not give customers specs without checking the source.
- **Authorized Sources of Truth:**
 - **Manufacturer Portals:** Bosch eBike Help Center, Shimano STEPS, or Bafang Technical Support.
 - **Legal/Compliance:** PeopleForBikes.org (Verify NC Class 1, 2, and 3 laws).
 - **Safety/Recalls:** CPSC.gov (Check here for battery or frame recalls).

3. Fixing Bad AI Responses

- Too Long/Robotic? Use the Role-Task-Rule from the training slides.
- The 15-Minute Rule: If you can't get the prompt right in 15 minutes, stop and ask for help. Don't waste the afternoon fighting with the chatbot.
- Example Fix: *"Act as a mechanic. Summarize this 10-page Bosch PDF into a 3-sentence update for a customer. No jargon."*

4. Security & Incident Response

- **Red Flags:** If you get a "Password Reset" email you didn't ask for, or see a login from another city, **reported to Hardwired Consulting immediately** for a security audit.
- **Emergency Steps:** Lock the station (**Win + L**), change the master password, and kill all active sessions in the settings.

Consultancy Oversight

Technical Authority: Hardwired Consulting, INC.

Lead Consultant: James Padula