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Employees solved the meeting notes problem. IT inherited a new one.

A practical look at bringing AI note-taking under IT governance without slowing employees down.



The fix that spread faster than anyone approved.

Somewhere in your organization, employees stopped taking meeting notes by hand. They found an AI note-taker, connected it to their calendar, and never looked back. It worked. Meetings got easier to follow, action items stopped slipping, and no one had to ask IT for permission.

That's the good news. The problem is that the same shortcut is now running across an unknown number of meetings, capturing an unknown amount of company conversation, and sending it to tools no one in IT ever reviewed.

This isn't a story about employees doing something wrong. They solved a real problem. The question now is what happens to all that meeting intelligence once it leaves the room, and who is responsible for governing it.

My Notes helps solve the immediate problem by giving employees an approved way to capture and organize meeting notes. But the bigger payoff comes after the meeting, when those notes become part of a broader context that helps people find related conversations, documents, and follow-up information without jumping between tools. That combination makes the value click faster: better notes in the moment, and better access to the information people need afterward.

The scale of the shift

Deloitte found that workforce access to AI tools expanded by 50% in a single year, and in some organizations, leaders discovered AI models running in production without formal oversight or centralized tracking. When adoption outpaces governance, the gap becomes IT's problem to close.



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Why shadow AI note-taking is different.



Shadow IT isn't new. Employees have always found their own tools when the sanctioned ones fell short. What makes AI note-taking different is what it touches: not files or spreadsheets, but the raw conversation where decisions get made, deals get negotiated, and sensitive information gets shared out loud.

Four things happen when meeting intelligence goes ungoverned

Company conversation leaves your environment

An unsanctioned note-taker records, transcribes, and stores your meetings on infrastructure you don't control. You can't say where that data lives, how long it's retained, or whether it's used to train someone else's model. For regulated industries, that's a compliance exposure waiting to surface in an audit.

Organizations pay for duplicate capabilities

When employees adopt unsanctioned AI note-takers on their own, the company ends up paying for redundant subscriptions on top of the collaboration platforms already in the stack. That duplication compounds quickly: five teams using five different tools means five separate bills for functionality your existing investment may already cover.

Meeting intelligence fragments across tools

When every team picks its own note-taker, the context behind decisions scatters across a dozen disconnected apps. Deloitte found that even as workforce access to AI tools expanded by 50% in a single year, fewer than 60% of workers with access actually use those tools in their daily workflow. Fragmented meeting data makes that gap worse, not better: the tool exists, the information is technically there, but nobody can find it when they need it.

IT loses visibility into how AI is used

You can't govern what you can't see. Without a standardized option, IT has no reporting on which tools are recording meetings, what data they capture, or who has access to the output. Governance becomes guesswork.

The cost of doing nothing

Deloitte found that 74% of companies plan to deploy agentic AI within two years, but only 21% have a mature governance model for autonomous agents. Most organizations are scaling AI faster than the surrounding controls. Every ungoverned meeting widens that gap.

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What good governance actually requires.

Banning AI note-takers doesn't work. Employees found them because they deliver real value, and taking that away sends adoption further underground. Give employees the capability they already want inside an environment IT can govern.

A governed approach to AI note-taking should cover four things:

- **Identity and access**

  The same authentication and permission model that governs the rest of your stack should govern who can capture, view, and share meeting intelligence.

- **Data control**

  You should know where meeting data is processed and stored, how long it's retained, and that it's not used to train external models.

- **Administrative oversight**

  IT needs centralized controls to enable features by account, group, or user, and to adjust as policy evolves.

- **Usage visibility**

  Reporting and audit logs should show how AI note-taking is being used across the organization, so governance rests on evidence rather than assumption.



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The answer is probably already in your stack.

The governed AI note-taking your employees want is available either inside Zoom Workplace if you're already using it, or as a standalone solution if you're not. No need to add another vendor to your stack.

Here's how My Notes closes the gaps we've laid out.

The governance gap	How My Notes in Zoom Workplace closes it
Company conversation leaves your environment	Meeting intelligence stays inside Zoom Workplace, governed by the same data controls and retention policies you already manage. No conversation gets shipped to an unreviewed third-party tool.
Meeting intelligence fragments across tools	My Notes captures personalized meeting intelligence across Zoom, Microsoft Teams, Google Meet, Cisco Webex, and in-person conversations, so context lives in one place instead of scattering across a dozen apps.
IT loses visibility into how AI is used	Centralized admin controls, role-based permissions, retention settings, and usage reporting give IT the oversight to govern with evidence rather than guesswork.
Organizations pay for duplicate capabilities	My Notes is included in Zoom Workplace, eliminating redundant spend on standalone note-taking tools while giving employees the AI-powered capability they need.
Adoption outpaces governance	Because My Notes is built into the platform employees already use, the governed option is also the easy option. Adoption and governance move together instead of against each other.

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Meet employees where they already are.

Your employees didn't go looking for a governance problem. They went looking for a way to keep up with their meetings and in-person conversations, and they found one. The choice isn't whether employees will use AI for meetings. They already are.

The choice is whether you'll bring that capability under governance now, or clean up the mess later.

See how My Notes brings AI note-taking under IT governance.

Explore My Notes

Deloitte, State of AI in the Enterprise 2026: The Untapped Edge. Survey of 3,235 IT and business leaders across 24 countries. https://www.deloitte.com/us/en/insights/topics/emerging-technologies/ai-agents-scaling-faster.html

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