

PagerDuty Report Finds Two-Thirds (66%) of Office Professionals Have Used Unauthorized AI Tools at Work

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Three-quarters of office professionals (75%) say they would be likely to look for a new job that offered better AI skills development, a figure that climbs to 80% at companies with \$1 billion or more in revenue

SAN FRANCISCO--(BUSINESS WIRE)-- **PagerDuty, Inc. (NYSE: PD)**, a leader in AI-first operations management, today published an international survey which illustrates a growing disconnect between employee AI adoption and corporate governance. Left unaddressed, that gap generates measurable risks around data security, workforce trust and talent retention. The **PagerDuty Shadow AI Survey** was conducted among 1,250 office professionals at organizations with annual revenue of \$500 million or more, in non-IT and technology roles, across Australia, Japan, the United Kingdom, and the United States.

The PagerDuty Shadow AI Survey examines how office professionals across four global markets are adopting and using AI while circumventing AI policies at work, and what such behavior means for organizations navigating AI governance, security, and workforce development.

To read the full report, including survey findings and methodology, please visit [here](#).

Proliferation of AI Tools -

Workplace Policies Lag

Office professionals are growing increasingly confident in their AI expertise, but company policies appear to hinder their adoption of AI tools:

- According to the findings, two-thirds of office professionals report having used AI tools or services at work

even though they believed doing so was not permitted under company policy.

- Among those who used AI tools that may not have been allowed, more than half (53%) received informal feedback or guidance to discontinue use, while only 48% faced formal consequences, such as a warning or disciplinary action.
- Respondents are eager to grow their careers with AI but are feeling stifled at the office. 77% believe their companies' restrictions or policies on AI usage are limiting their professional growth or career mobility, and 75% say they would be likely to look for a new job that offered better AI skills development. This figure climbs to 80% at companies with \$1 billion or more in revenue.

Sharing Confidential Information with LLMs

- A clear majority of office professionals (88%) have shared work-related information with public AI tools such as ChatGPT, Claude, or Gemini.
- This widespread exposure includes 43% who have shared emails and other types of correspondence, 40% who have shared meeting notes or summaries, and 34% who have input customer data or information.
- Additionally, 31% of workers have shared financial information or confidential company documents and strategies.

Additional key findings from the PagerDuty Shadow AI Survey include:

- A Majority of Employees (72%) believe they know AI better than their own tech teams. That figure rises to 80% at billion-dollar enterprises. Senior leaders (77%) are more likely to feel this way than mid-level managers or below (66%).
- Policies are inconsistent and widely perceived as unequal. While 86% of respondents work at organizations they believe have AI policies in place, more than four in five (81%) believe leadership operates under a different set of rules than the rest of the company when it comes to AI. Employees at larger organizations, by both revenue and headcount, are more likely (85% each) to perceive this double standard.
- Personal AI use is driving adoption at work. Nearly nine in 10 office professionals (89%) who have used AI for work say they first encountered the tool in their personal lives. Once adopted, AI use skews heavily toward work: 79% report using AI more often on the job than at home.

“When over 30% of employees are putting confidential company data into public models, 'Shadow AI' becomes a massive enterprise liability,” said Tim Armandpour, CTO at PagerDuty. “We know the demand for AI is there because we see it in our own platform - PagerDuty customers are increasingly leveraging our AI and agentic products to solve complex operational challenges securely. The goal for any executive today should not be to slow down AI adoption, but to redirect that energy into proven platforms that offer governance and automation at scale.”

Additional Resources

- Read more about the survey findings on the PagerDuty [blog](#).
- Download the full report [here](#).

About PagerDuty

PagerDuty, Inc. (NYSE: PD) is the global leader in AI-first digital operations. By automatically detecting, diagnosing, and remediating issues, the PagerDuty Operations Cloud acts as the central control plane for the modern enterprise - orchestrating AI agents and automated workflows with context from over 750 integrations. Trusted by approximately two-thirds of the Fortune 100 and nearly half of the Fortune 500, PagerDuty is the industry standard for organizations scaling resilient, autonomous operations. Learn more and try it for free at www.pagerduty.com.

The PagerDuty Operations Cloud

The PagerDuty Operations Cloud is an AI-powered platform that automates and orchestrates the entire incident management lifecycle - from detection to resolution, providing resilience at scale. Designed for mission-critical operations, the platform empowers teams to identify and diagnose disruptions in real time, mobilizing the right teams to quickly streamline workflows to solve digital issues before they become incidents. The PagerDuty Operations Cloud is essential for delivering flawless, always-on digital experiences that organizations and consumers expect today.

FAQs

- What is the PagerDuty Shadow AI Survey?
 - The PagerDuty Shadow AI Survey examines how office professionals across four global markets are adopting and using AI while circumventing AI policies at work, and what such behavior means for organizations navigating AI governance, security, and workforce development.
- What is the key theme of the survey?
 - The survey illustrates how employee AI adoption has outpaced corporate policy at large organizations, potentially creating measurable risks around data security, workforce equity, and talent retention.
- Who was included in the survey?
 - The survey was conducted by [Wakefield Research](#) among 1,250 office professionals working at companies with a minimum annual revenue of \$500 million, excluding IT and technology roles.
- What regions are represented across the survey data?
 - The survey was conducted in four markets: the United States (n=500), United Kingdom (n=250), Australia (n=250), and Japan (n=250).

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