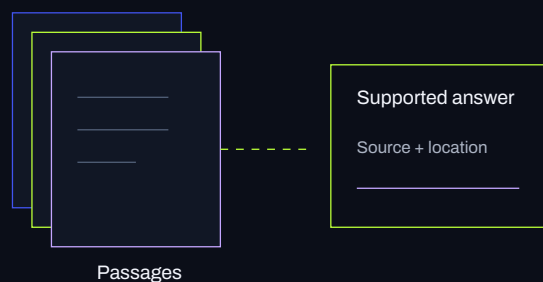


FIELD BRIEFING

Ask your documents. Follow the evidence.

An answer should lead somewhere.



How can an answer stay connected to information I can inspect?

A language model's general knowledge is not a current copy of your organisation's policies. Retrieval-augmented generation, or RAG, adds relevant document material to a request. The model then produces an answer using that material as context. This is a way to supply evidence, not a guarantee of correctness.

Explanatory schematics and worked examples are illustrative. No live model, observed client results or measured market performance are presented.

Read the mechanism.

The workflow starts before the question. Documents need readable text, ownership, version information and access controls. They may be split into chunks and indexed for keyword or semantic search. A chunk should preserve enough surrounding context to interpret a statement: a heading, date or exception can change the meaning of a nearby paragraph.

In an invented expenses library, the current policy allows certain rail travel, while an old memo discusses a temporary exception. A query about the exception can retrieve both. The answer needs to distinguish dates and authority rather than combine the documents into one apparently coherent rule.

Retrieval and generation have different failure modes. Search may miss the applicable section. It may find an obsolete but similar passage. The model may misread a correct passage, overstate it or cite a source that does not support the claim. Checking only whether an answer has a citation misses those problems.

A useful citation lets the reader reach a specific document location and inspect the relevant passage. Its presence does not settle whether the source is authoritative, complete or current. Some APIs return structured citation locations; others require an application to track source IDs and locations. The interface should make the difference clear.

Permissions must be enforced before the model receives restricted material. Hiding a citation from the reader does not undo disclosure through a generated summary. Indexing, retrieval, logging and exports all need the same access boundary.

Evaluate with questions that should have answers and questions that should not. Include conflicting versions, missing pages and users with different permissions. A useful refusal explains which evidence is missing and how to obtain it, rather than making up the absent rule.

Technical references: Microsoft · Retrieval Augmented Generation; Anthropic · Citations; OWASP · Sensitive Information Disclosure (2026); OWASP · Misinformation (2026). Links and source scope appear in the final section.

Try the idea.

INVENTED TEACHING EXAMPLE

An old exception does not become current policy

Current synthetic policy: standard rail fare is reimbursable for approved business travel. An older memo permits premium fares during a disruption. The answer must not combine them into a current entitlement. A question about an accessibility exception remains unanswered if no applicable passage is supplied.

Go deeper.

Retrieval and answering are separate tests

Check whether retrieval finds the applicable passage, then whether the answer faithfully represents it. Fluency, retrieval similarity and citation presence are not equivalent to correctness.

Permission precedes context

Enforce access rules while selecting documents and passages. Post-generation hiding of a source cannot undo a restricted passage that was already supplied to the model.

Handle versions explicitly

Include source identifier, location, effective date and supersession status where available. A newer file timestamp alone does not establish a policy's authority.

Keep the evidence close.

Retrieval

Finding candidate material relevant to a question.

Chunk

A document segment indexed for search with enough context to interpret it.

Groundedness

Whether an answer's claims are supported by the supplied evidence.

Citation

A pointer to a source location; its presence alone does not prove the claim.

Sources · accessed 4 October 2026

[Microsoft · Retrieval Augmented Generation](#)

[Anthropic · Citations](#)

[OWASP · Sensitive Information Disclosure \(2026\)](#)

[OWASP · Misinformation \(2026\)](#)

Technical and security references support the mechanisms, not our fictional results. KAF's worksheets and examples are original editorial recommendations. No current provider pricing, comparative ranking or legal compliance is asserted. Verify the exact release, configuration and policy for your use.

Practical AI Insights · First editorial edition · 4 October 2026

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