



erwin DM

Generative AI Frequently Asked Questions

Release 15.x

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## Understanding your Support

Review [support maintenance programs and offerings](#).

## Registering for Support

Access the [erwin support](#) site and register for product support.

## Accessing Technical Support

For your convenience, erwin provides easy access to "One Stop" support for all editions of [erwin Data Modeler](#), and includes the following:

- Online and telephone contact information for technical assistance and customer services
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- Product and documentation downloads
- erwin Support policies and guidelines
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## erwin Data Modeler Generative AI: Data Sharing, Privacy and Protection Methods - FAQ

| Category                        | What erwin DM Delivers                                                                                                                                                                                                        |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AI Modeling Capabilities        | AI leverages large language models (LLMs) to transform plain-language requirements into structured data models. It can automatically generate entities, attributes, relationships, metadata, business terms, and DDL scripts. |
| Integration & Modernization     | Supports SQL, NoSQL, Snowflake, BigQuery, Databricks, MongoDB. Recommendations for migrations and erwin ER360 integration are planned.                                                                                        |
| Authentication & Access Control | Access via SSO, LDAP, or Entra ID. AI usage is managed per license and can be disabled or blocked at the organization level.                                                                                                  |
| Encryption & Data Security      | Data is encrypted in transit (TLS 1.2+) and at rest (AES-256, FIPS 140-2). No data is stored by erwin DM.                                                                                                                     |
| Prompt Privacy & Data Handling  | Prompts and responses are not stored externally. Feedback submissions are optional. Microsoft's terms protect against training use.                                                                                           |
| Infrastructure & Hosting        | AI models are hosted in the U.S. East region. Data residency control is not available. The Service level agreement (SLA) uptime is 99.90%.                                                                                    |
| Governance & Compliance         | Compliant with GDPR and CCPA. Prompts are never used for training. AI does not auto-detect sensitive data.                                                                                                                    |
| Explainability & Trust          | AI does not currently explain its suggestions. Human validation and transparency controls are planned.                                                                                                                        |
| Future Roadmap                  | Upcoming features include conversational modeling, natural language queries, and Agentic AI for enterprise-scale governance.                                                                                                  |

### Frequently Asked Questions (FAQ)

#### What large language model (LLM) does erwin DM use?

erwin DM uses the GPT-4 base model, deployed within Microsoft Azure.

#### Is any prompt data stored or reused by OpenAI?

No, prompt data is not stored or reused by OpenAI.

## Is any data stored by erwin?

Yes, only the user's email address and license number are stored.

## Where is the AI model hosted?

All data processing takes place in U.S. regions within Quest's Azure environments.

## Can the AI feature be disabled?

Yes, it can be disabled.

## Where does the AI get its knowledge?

It is powered by GPT-4.

## Why is this safer than public AI interfaces?

Because OpenAI does not use this data to train its models.

You can download the PDF version of this guide [here](#).