

STEPHENROSE.COM

# Copilot Intelligent Garbage In Semi-Intelligent Garbage Out

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# About Me

- 15 years at Microsoft
- Over 20 certifications
- Consulting since 2023
- Host of UnplugIT
- Supporting Microsoft Community
- LinkedIn Learning
- Volunteer at CMZ



# My Clients Include





# Past Government Customers



# Copilot for GCC (M365 Roadmap Aug 1<sup>st</sup>)

- **Copilot will start rolling to early adoption users in GCC Customers in the next few months**
- **GCC High and DOD late 2024- early 2025**
- **Windows 11 Copilot / Bing Copilot available today (external only/not encrypted)**
- **Learn more here: <https://www.microsoft.com/en-us/industry/government>**



**What Will We Cover  
Today?**

# Agenda



What is Copilot and how it works



Understanding The “Microsoft Way”



Real World - Top Ten Blockers to Copilot Adoption, Governance and Security



Adoption Tips



# Expectations



WHAT WILL BE  
THE IMPACT OF  
CHATGPT ON  
OUR BUSINESS?



THERE'S  
A LOT WE  
DON'T KNOW  
FOR SURE...



LIKE HOW  
MUCH OF  
WHAT IT SAYS  
IS MADE UP...



OR IF IT WILL  
TAKE AWAY  
OUR JOBS...



OR THE  
SECURITY  
RISKS...



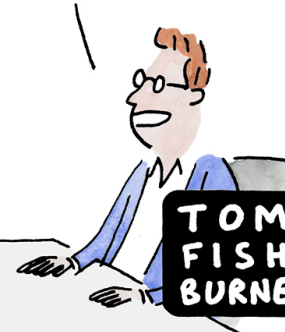
OR IF IT COULD  
DAMAGE OUR  
REPUTATION...



WHAT DO  
WE KNOW  
FOR SURE?

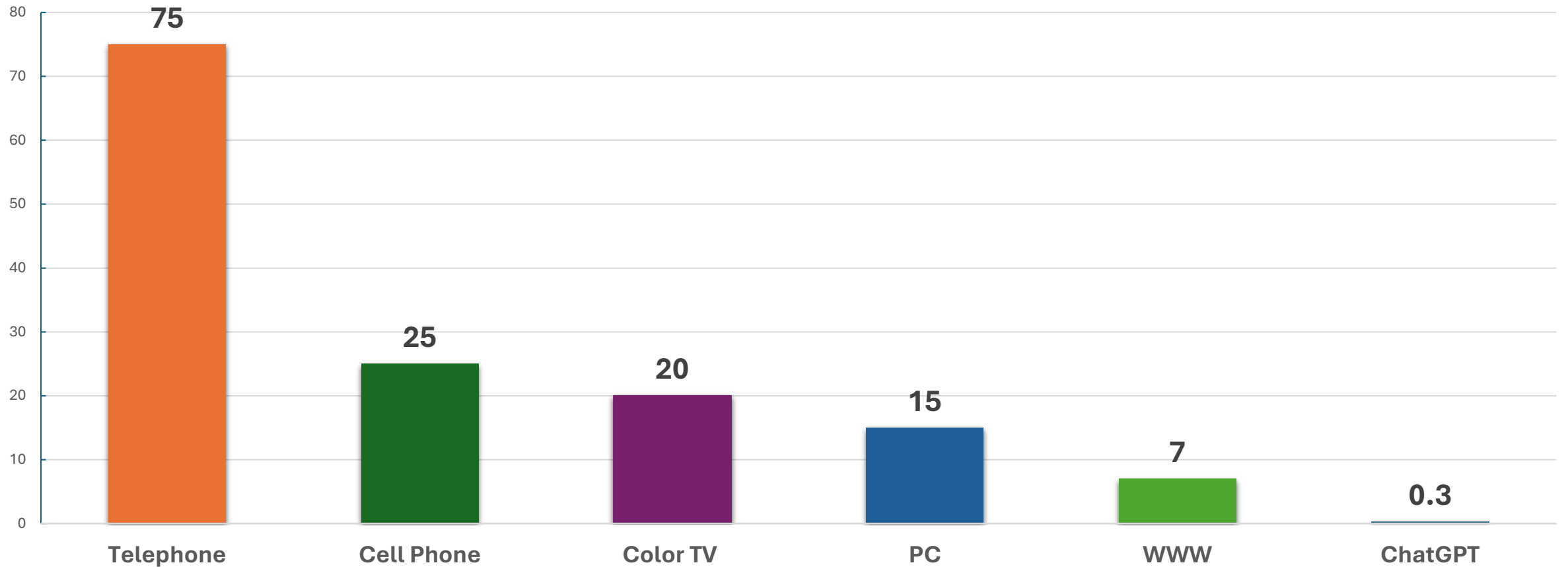


ONLY THAT WE  
WANT TO ADOPT IT  
EVERYWHERE AS  
FAST AS WE CAN.



TOM  
FISH  
BURNE

# Time To Hit 100 Million Users





# **What is Copilot**



AI tools like Microsoft Copilot,  
allow employees to focus on work that  
leverages their hired skill sets by  
automating/executing time consuming or  
redundant tasks.

# What is the difference between ChatGPT and Copilot?



**ChatGPT**



Microsoft 365 Apps



# Microsoft 365 Copilot

Microsoft 365 Service Boundary

Response + app commands

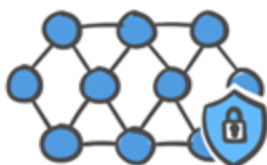
User prompt

M365 Cloud Content Encrypted

Pre-processing

Grounding

Microsoft Graph



Semantic Index

Your context and content  
emails, files, meetings, chats,  
calendars, and contacts

Post-processing

Grounding

Customer Microsoft 365 Tenant

Prompts, responses, and data accessed through Microsoft Graph aren't used to train foundation models

Modified prompt

LLM response

Large Language Model



RAI

RAI is performed on input prompt and output results

Azure OpenAI instance is maintained by Microsoft. OpenAI has no access to the data or the model.

Azure OpenAI

External Info  
Internet/ChatGPT  
Encrypted

Data flow (🔒 = all requests are encrypted via HTTPS and wss://)

- 1 User prompts from Microsoft 365 Apps are sent to Copilot
- 2 Copilot accesses Graph and Semantic Index for pre-processing
- 3 Copilot sends modified prompt to Large Language Model
- 4 Copilot receives LLM response
- 5 Copilot accesses Graph and Semantic Index for post-processing
- 6 Copilot sends the response, and app command back to Microsoft 365 Apps



**We asked 200 IT  
professionals what  
they thought about AI**



slido



**What are your  
thoughts/concerns around  
adopting AI tools like Copilot?**

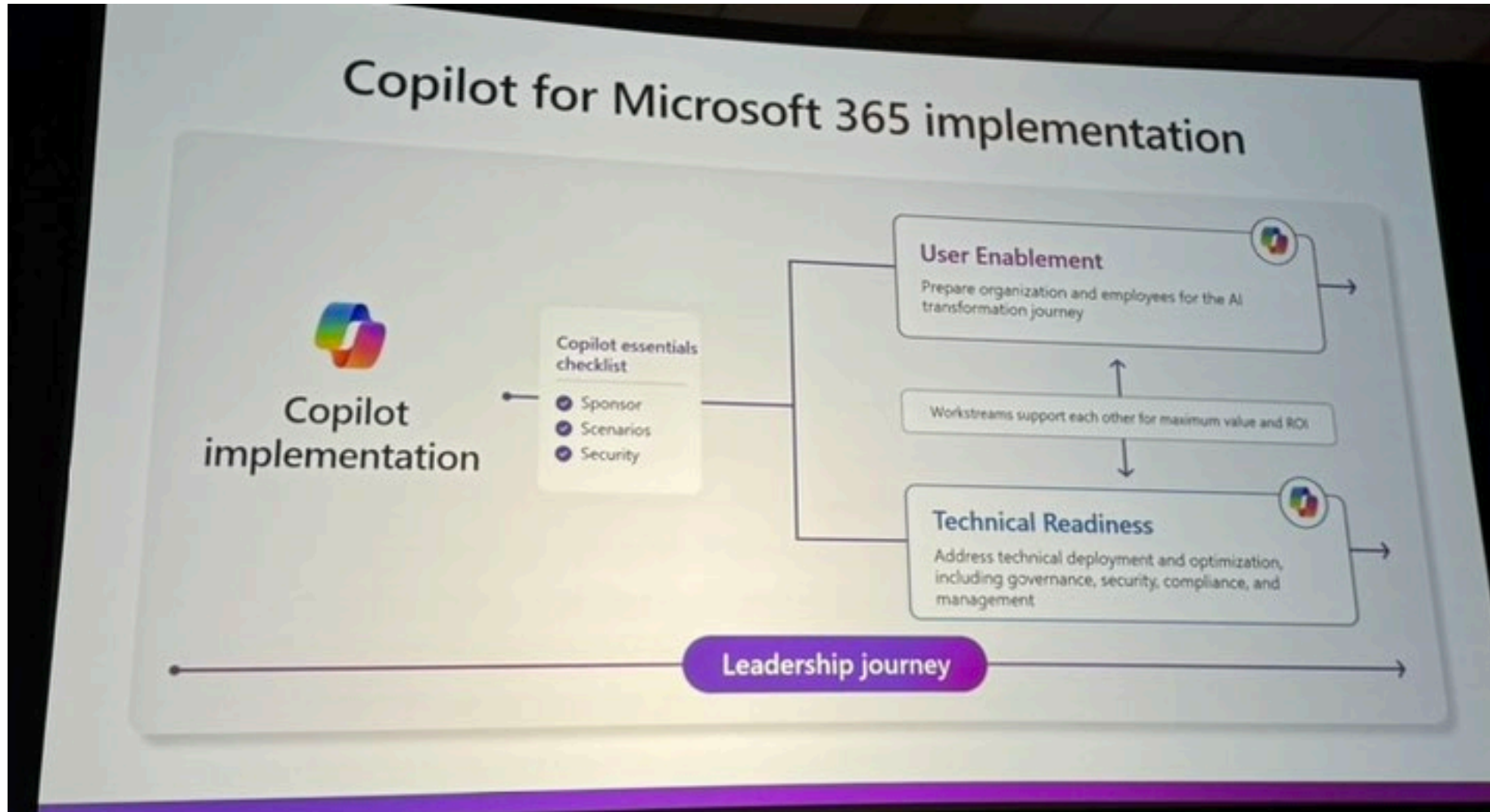
ⓘ Start presenting to display the poll results on this slide.



**How Do I Get Started**



# M365 Spring Community Conference 2024





# **Why This Approach Won't Work For Most Companies**

# Take This Huge Lesson From Microsoft Copilot's Struggles

Don't launch a product unless it creates value for customers. [🔗](#)

Inc. Magazine:  
August 8, 2024

EXPERT OPINION BY PETER COHAN, FOUNDER, PETER S. COHAN & ASSOCIATES @PETERCOHAN

AUG 8, 2024

While Nadella sounds optimistic, most of the customer case studies in my book did not find Copilot worth the money. A recent case study highlights the less optimistic view of Copilot's prospects "A pharma company stopped using Microsoft's Copilot AI tool, with an exec citing high cost and low value," reported *Business Insider*.

The executive was unimpressed by what Copilot could do and decided to cancel a trial of the service for 500 employees that would have cost the company \$180,000 annually. "He compared the slide-generation capability of Microsoft's AI tools to middle school presentations, according to a transcript of a call with the Morgan Stanley analysts that was included in their research note," *Business Insider* reported.



**1 in 3 companies pause  
or abandon their  
Copilot role out after  
90 days \***

**Why?**

\*Inc Magazine March 2024



## **Top 10 issues that stall Copilot deployment and adoption**

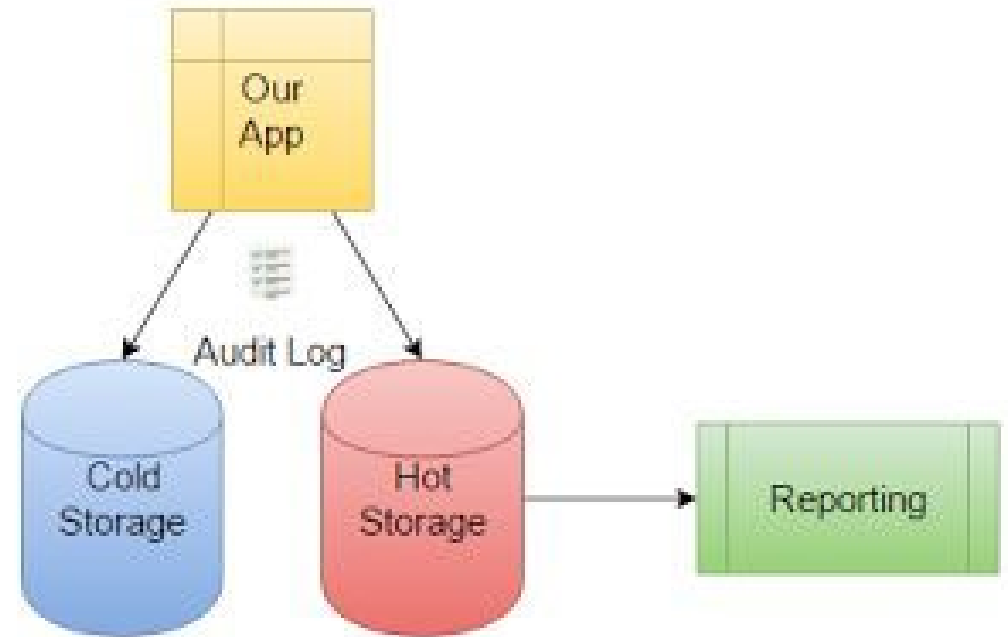


# #10- Too Much Data



# Best Practice

- Archive any email older than 12-18 months
- Archive OneDrive documents that are more than 3 yrs old and have not been used in 90 days
- Choose which SharePoint site data is crawled and which are not
- Have E5? Turn on labeling!



SharePoint

Search Service Application: Crawl Log - Content Source

Central Administration | Farm Search Administration | Search Administration

View a summary of items crawled per content source.

Content Source	Average Crawl Duration				Successes
	Last crawl	Last 24 hours	Last 7 days	Last 30 days	
Local SharePoint sites	00:04:01	00:13:00	00:07:44	00:06:27	157,297

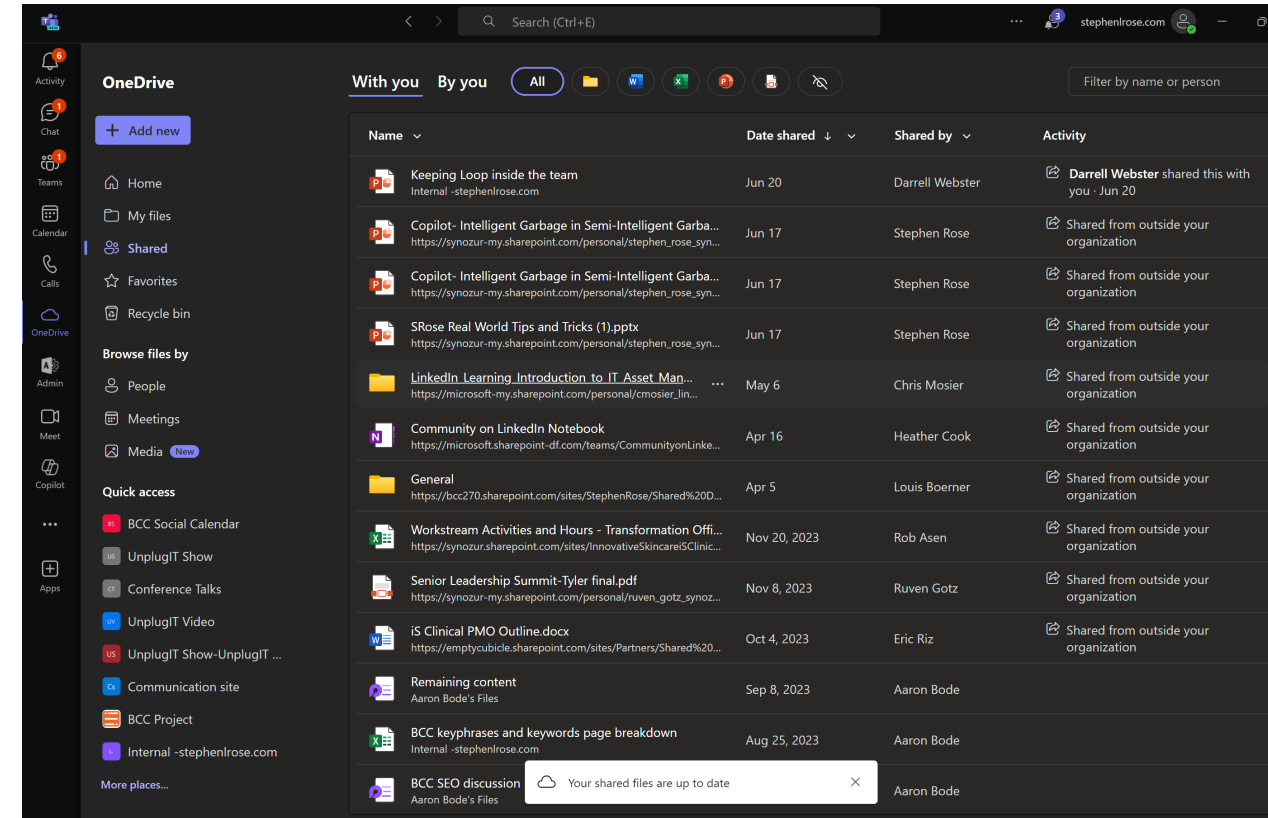
Links more about crawl log



**#9- Good Teams Culture = Good Copilot Use**

# Best Practice

- Teach the difference between **my** files (OD) and **our** files (SP)
- Teach Share vs Copy vs Move
- Move conversations out of Group Chats and into channels.
- Use web apps in Tabs or integrated web apps when possible
- Teach how to use the OneDrive or Files view for a single look at all cloud files





## #8- Bad end user experience





# Best Practice

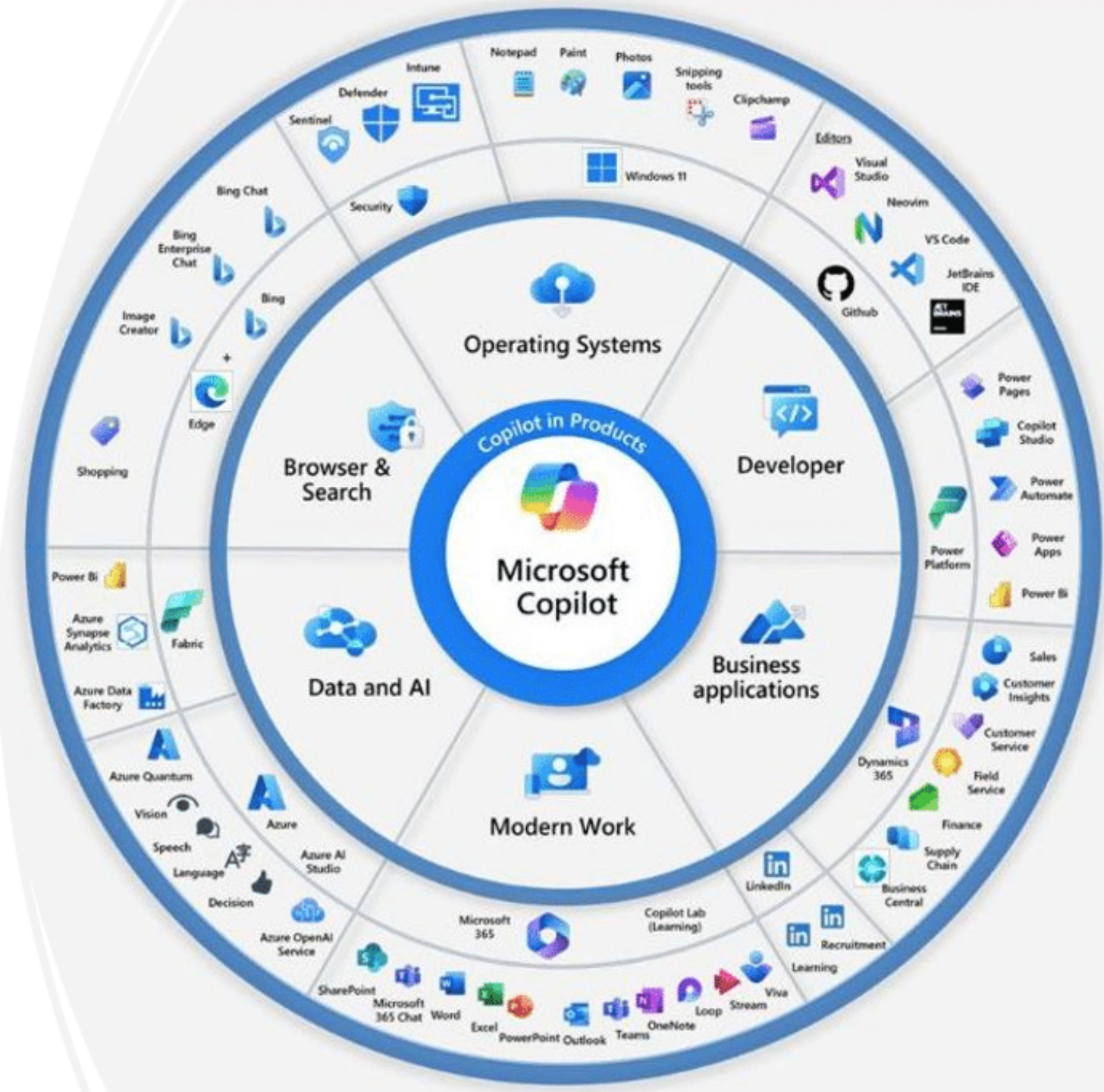
If a user has a bad experience 2-3 times:

- They will wait 90 days to try again or
- Will need to see a co-worker having success before they will try again.

Understand why and when users dropped out.

Track positive and negative experiences and look for trends (Viva Insights)





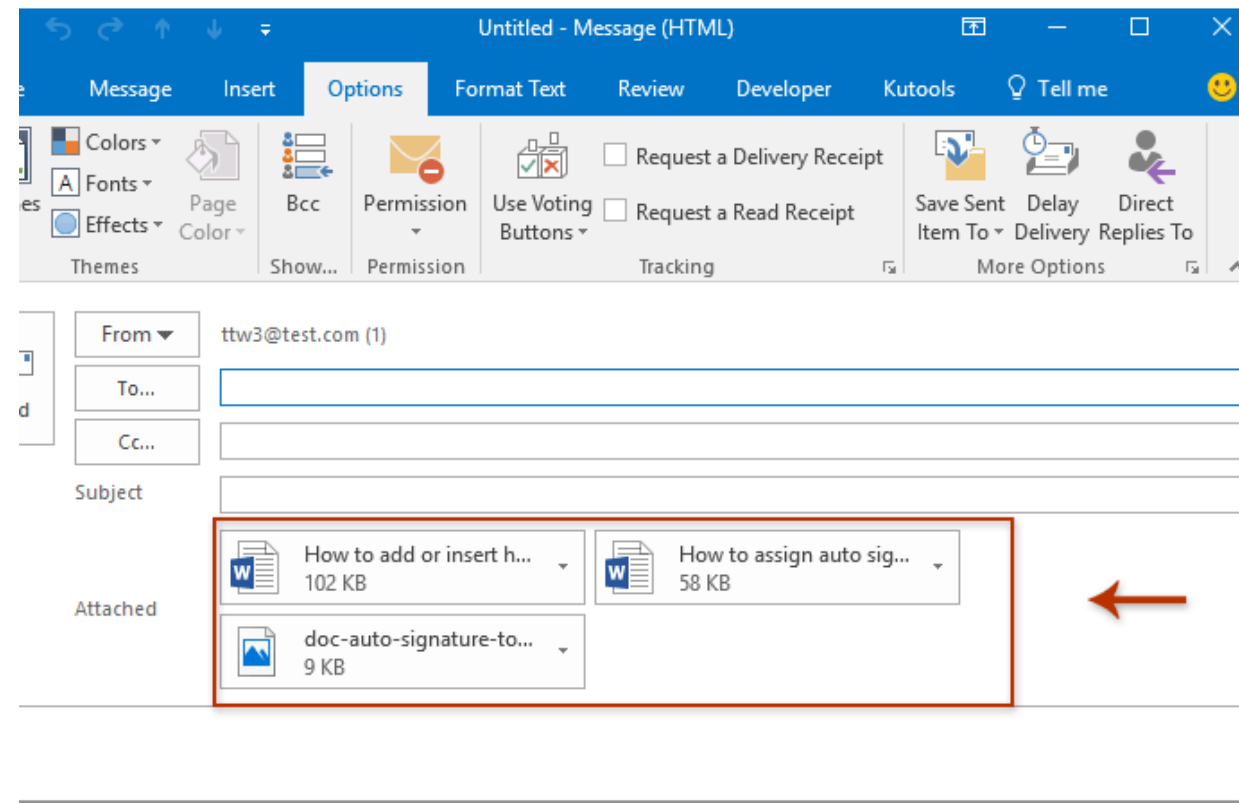
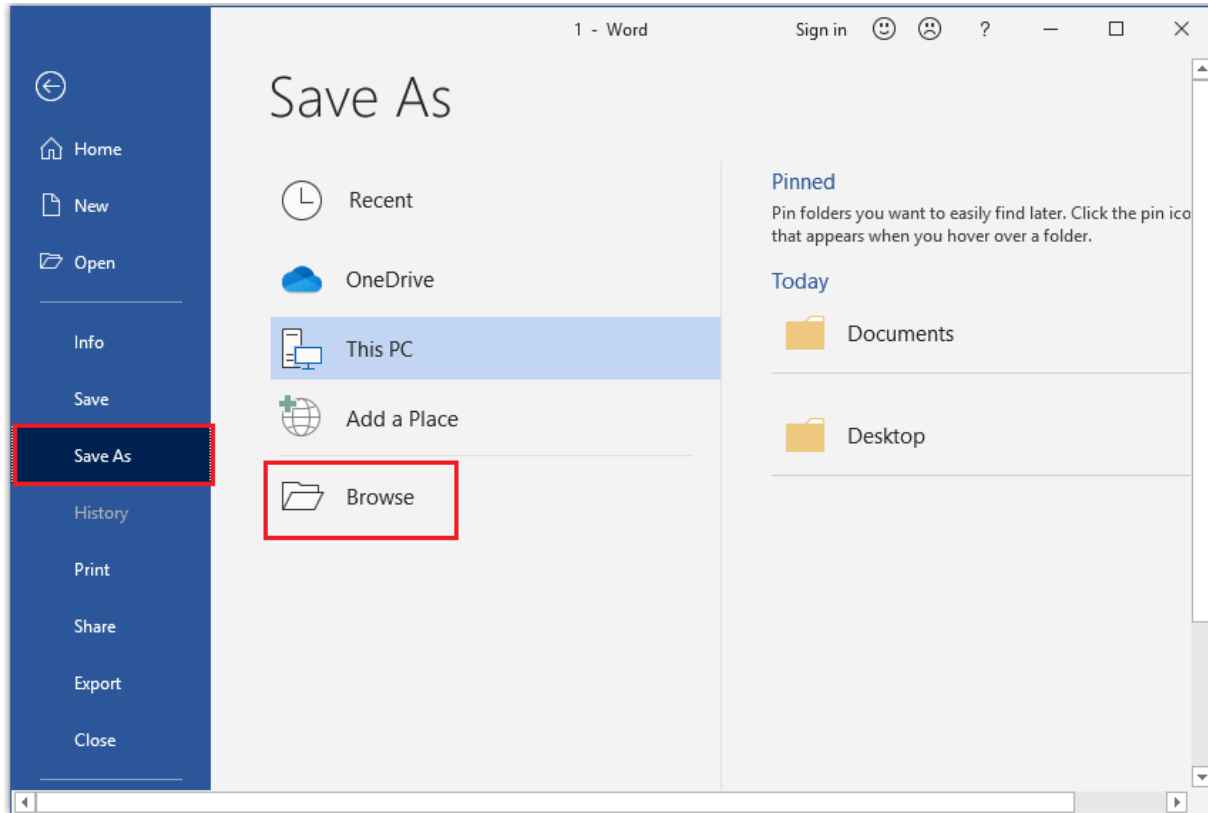
## #7- Too Many Copilots

# Best Practice

- Understand the different Copilots.
- One size does not fit all: **Teams Premium vs Copilot**
- Understand the difference between
  - Windows Copilot
  - Bing Copilot
  - Copilot for Work
  - What is encrypted and what is not.
- Check the references in Copilot to ensure they are timely and accurate



# #6- Work Towards One Truth





# Best Practice

- Turn off email attachments
- Turn on Known Folder Move in OD
- Teach everyone to save to OD/SP or Teams
- Turn on Only save to Cloud
- Turn on:
  - DLP
  - Auto-labeling
  - Viva Insights
- Add/Edit Microsoft Syntex

The screenshot displays a Microsoft Syntex search interface. At the top, there is a search bar labeled "Search this library". Below it, several filter sections are visible: "Keywords" with a text input field, "File name" with a text input field, "People" with a text input field, "Modified date" with a dropdown menu currently set to "Any", "File type" with a dropdown menu, and "Content type" with a dropdown menu. Below these filters is a link that says "+ Add more options". A dropdown menu is open, showing a list of labels: "Aeroplane Manufacturer", "Airline", "Classification Date", "Confidence Score", and "Flight Number". To the right of the filters, there are "Search" and "Close" buttons. Below the buttons, there is a table with two columns: "Modified" and "Modified By". The "Modified" column shows the date and time "24/02/2022, 09:29:07". The "Modified By" column shows "System Admin". At the bottom right, there is a section titled "Aviation Incident Report - S4-68".



# #5- Understand What Success Looks Like

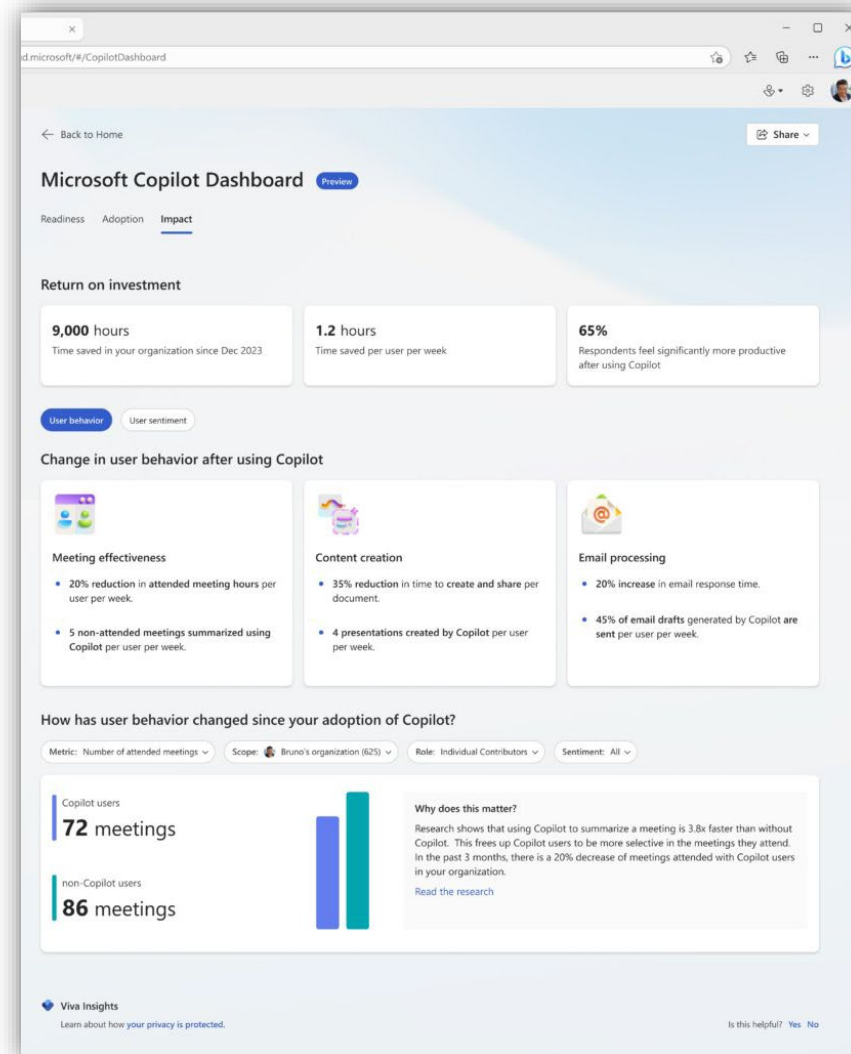
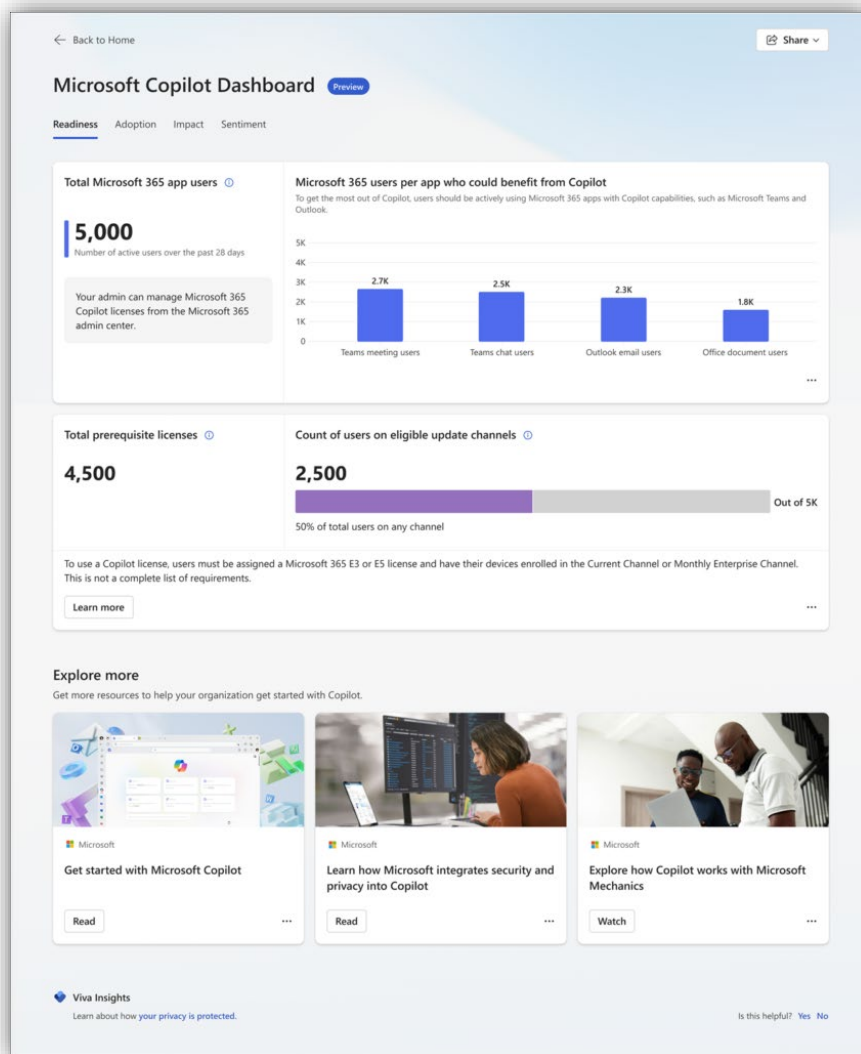


# What does success look like?

- Only about 40% of all companies using Microsoft Teams use it for collaboration. 60% are chat and calling on
- You must define what will success look like:
  - Better work life balance
  - More time doing the work your paid for
  - Faster onboarding times
  - More effective meetings
  - Faster time to market
  - Reduction in staff
- What tools will you use to provide data to management?
  - Viva Insights/Copilot Dashboard



# Viva Insights

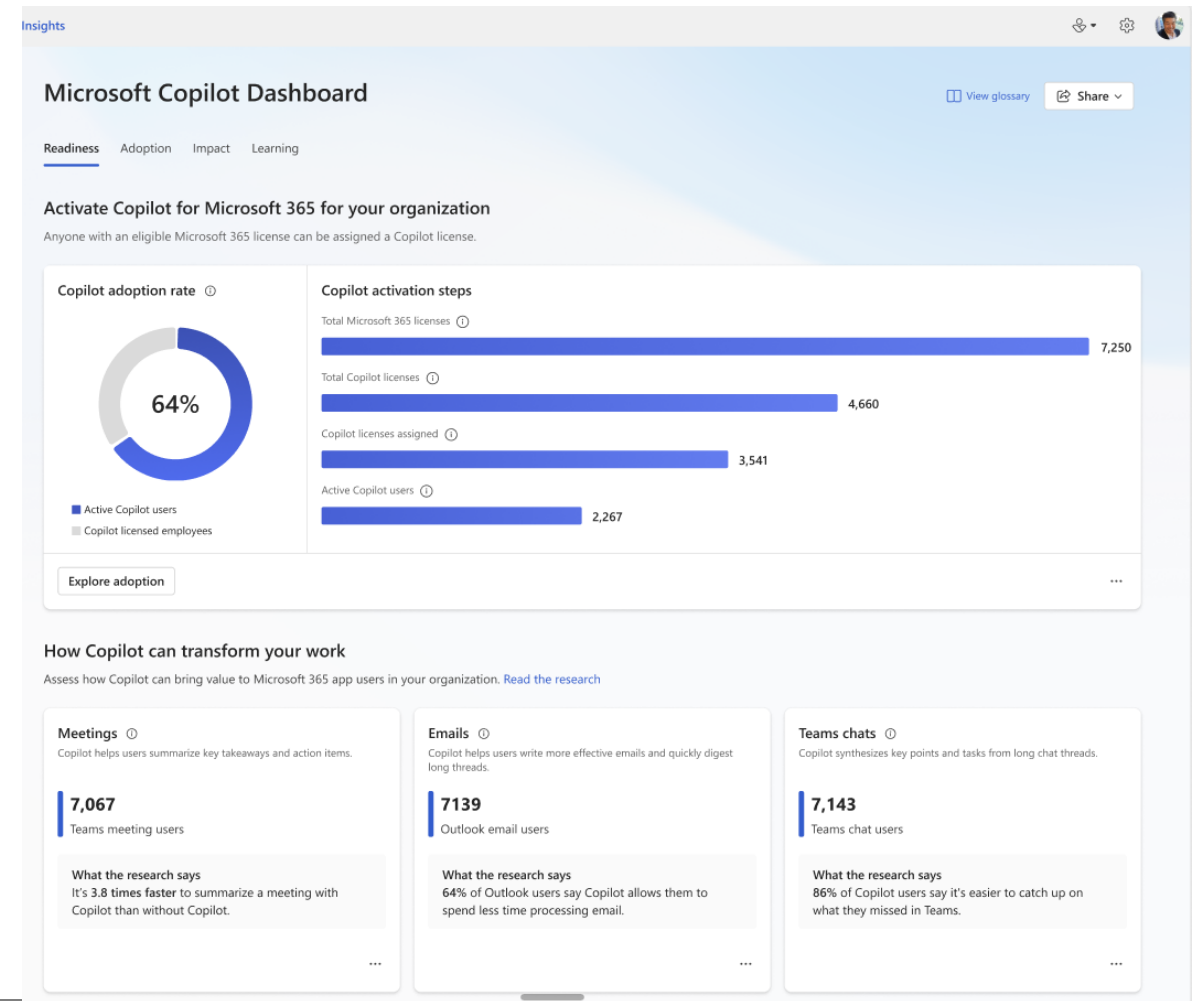


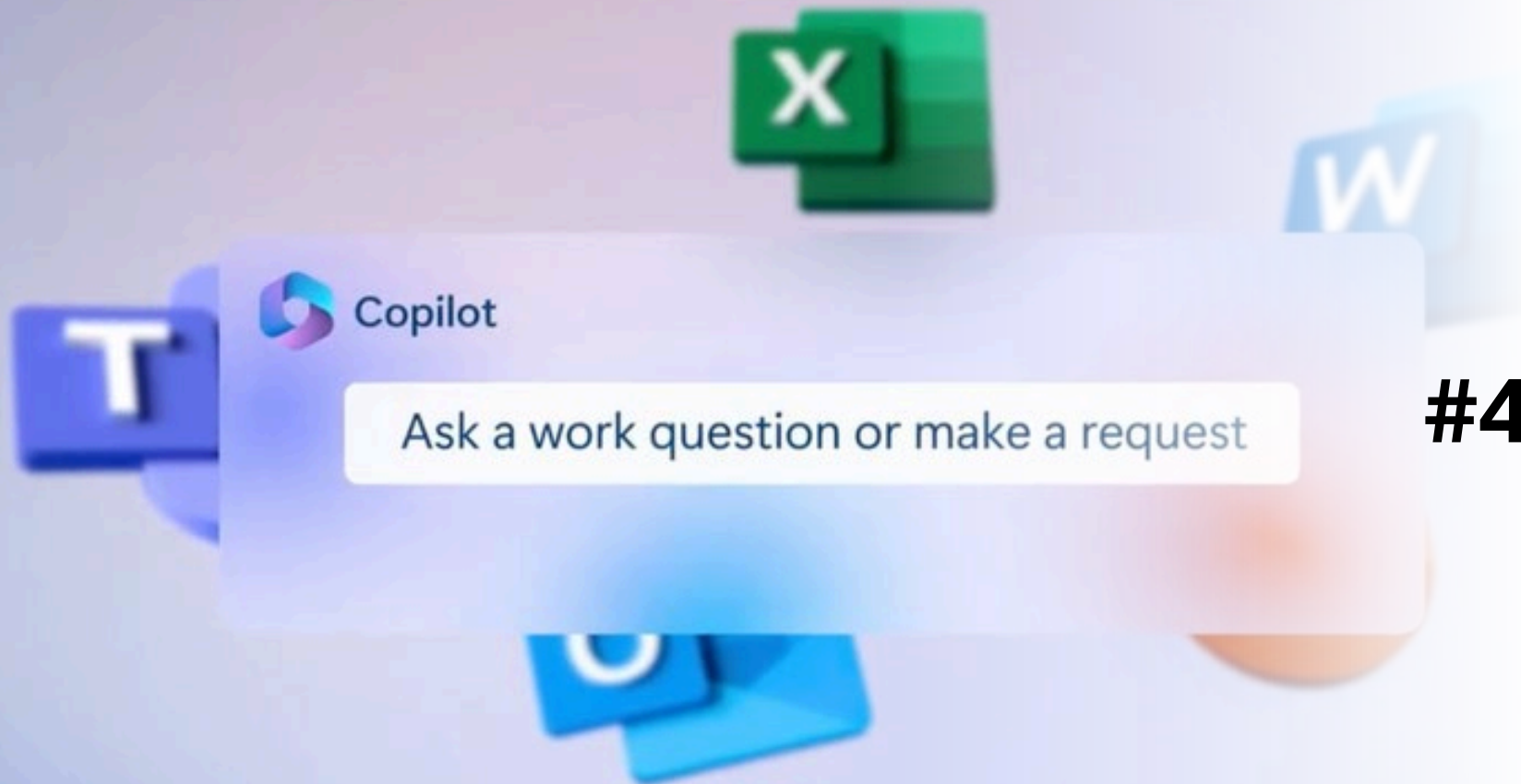


# Viva Insights

Actions per user Including user counts of:

- *Teams meetings and conversation,*
- *Outlook email threads*
- *Summarization of a Word doc*
- *Draft, create or re-write*
  - *An Email*
  - *Word Doc*
  - *PowerPoint*
- *Rewrite a word or email.*





**#4- Start simple**

# Top 5 Copilot Scenarios

- Meeting wrap-up and action items / Meeting brief and prep
  - Multiple document or email summaries
  - Email creation and response.
  - Time Off recap and actions
  - Turning a doc into a ppt



**#3- Use This As  
An Opportunity  
To Clean House**



# Best Practices

## Data:

Incomplete / Inconsistent  
Incorrect / Duplicate

## Teams:

Sprawl  
Duplicate / Similar  
Old, Orphan, or Out of Date Teams

## Security:

Microsoft Purview  
Azure B2B  
Guest and External User Policies  
Windows 365/AVD

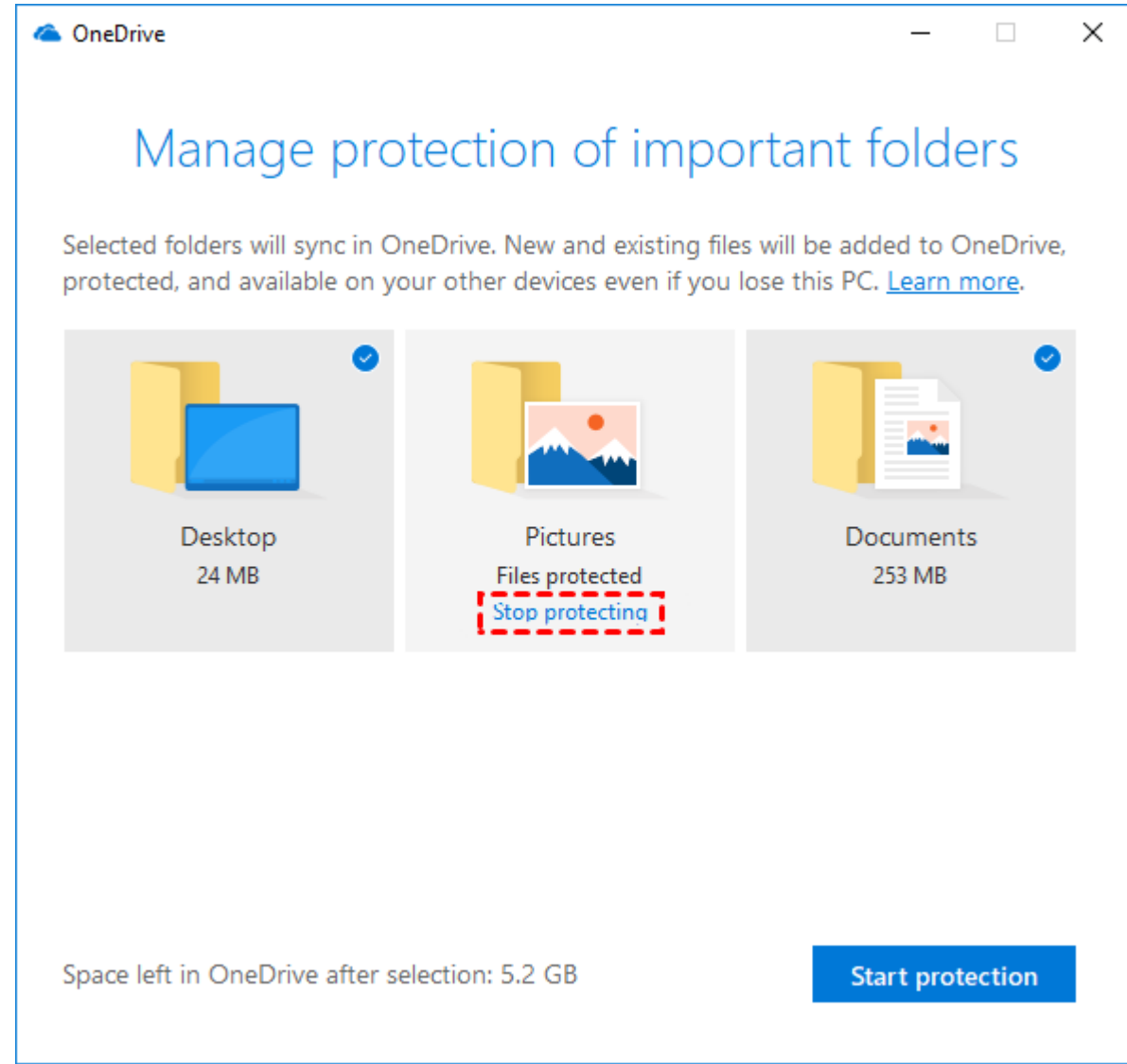


## #2- Next Steps After Data Cleansing



# Best Practice

- Migrate drives into SharePoint
- Turn on File Backup in OneDrive
- Remove duplicate or similar Teams
- Archive old teams/Make Read Only
- Create templates for new teams based on OU, Security Groups or Global Groups in Entra (AAD)



# #1- Change is Hard

To change is difficult.  
Not to change is fatal.

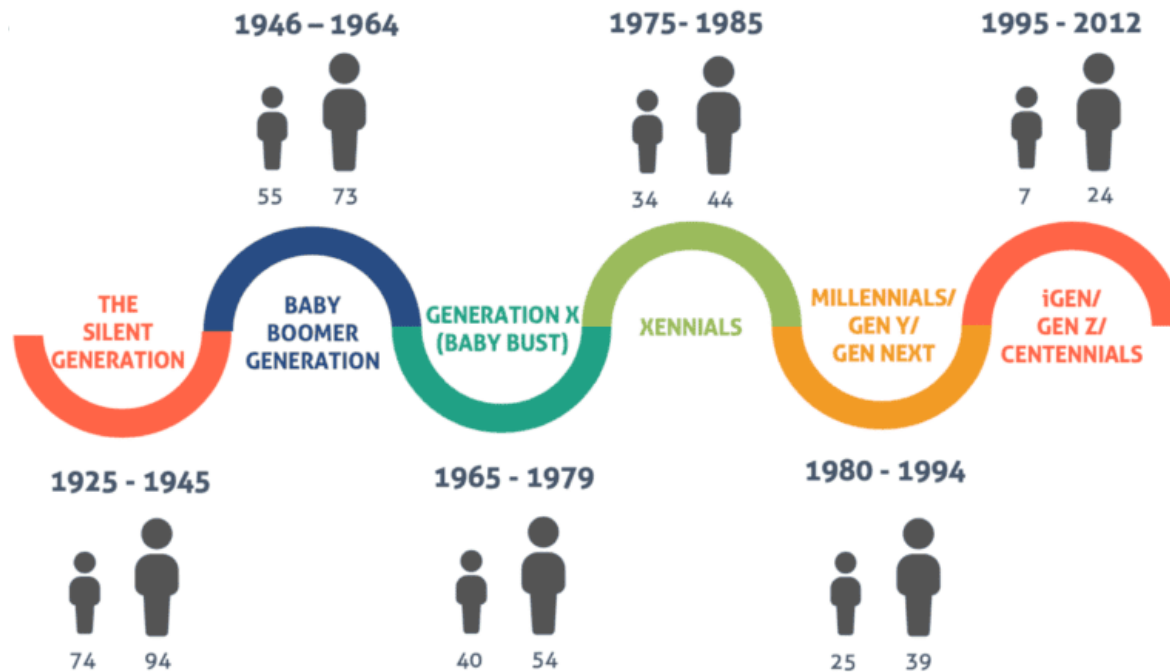
William Pollard

quote fancy

# Understand Generational Work Habits to Understand Management

1995-1998 when they try to relate to the rest of gen Z





Baby Boomer- 1<sup>st</sup> Computers

Gen X- First Laptops

Millennials- Fast Internet

Gen Z- 100% Cloud





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## Best Practices

- Change starts at the top. You must have C Suite buy in.
- Understand the pain your users have and where Copilot or PowerApps could solve those issues
- Come to my session on Thurs “**Real World Tips and Trips to Drive Software Adoption**”

# Resources

## **Microsoft Adoption**

<http://adoption.microsoft.com>

<https://adoption.microsoft.com/en-us/roles/business-user/>

<https://adoption.microsoft.com/en-us/guides/>

## **Microsoft Learn**

<https://learn.microsoft.com/en-us/training/>

<https://learn.microsoft.com/en-us/training/educator-center/>

## **LinkedIn Learning**

<https://learning.linkedin.com/>

# Thank You



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