



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 Current Clients Include



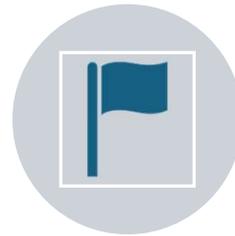


**What Will We Cover
Today?**

Agenda



What is Copilot and how it works
What is Copilot 2.0



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?

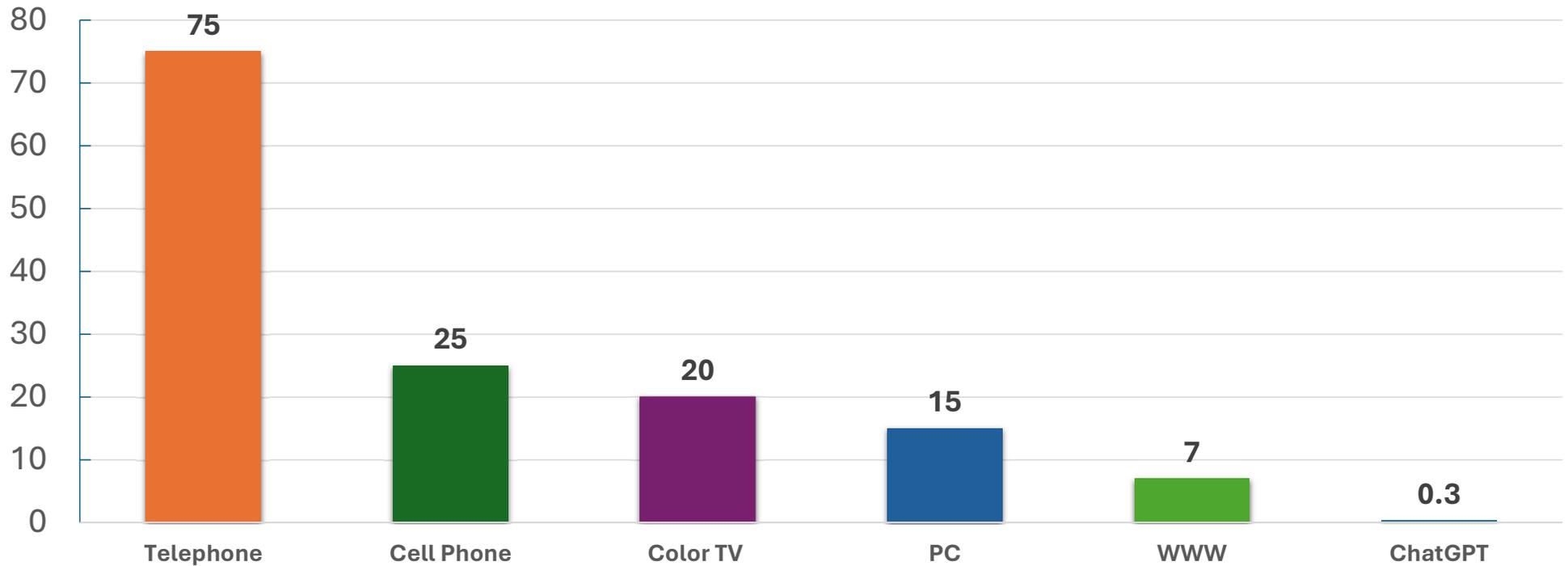


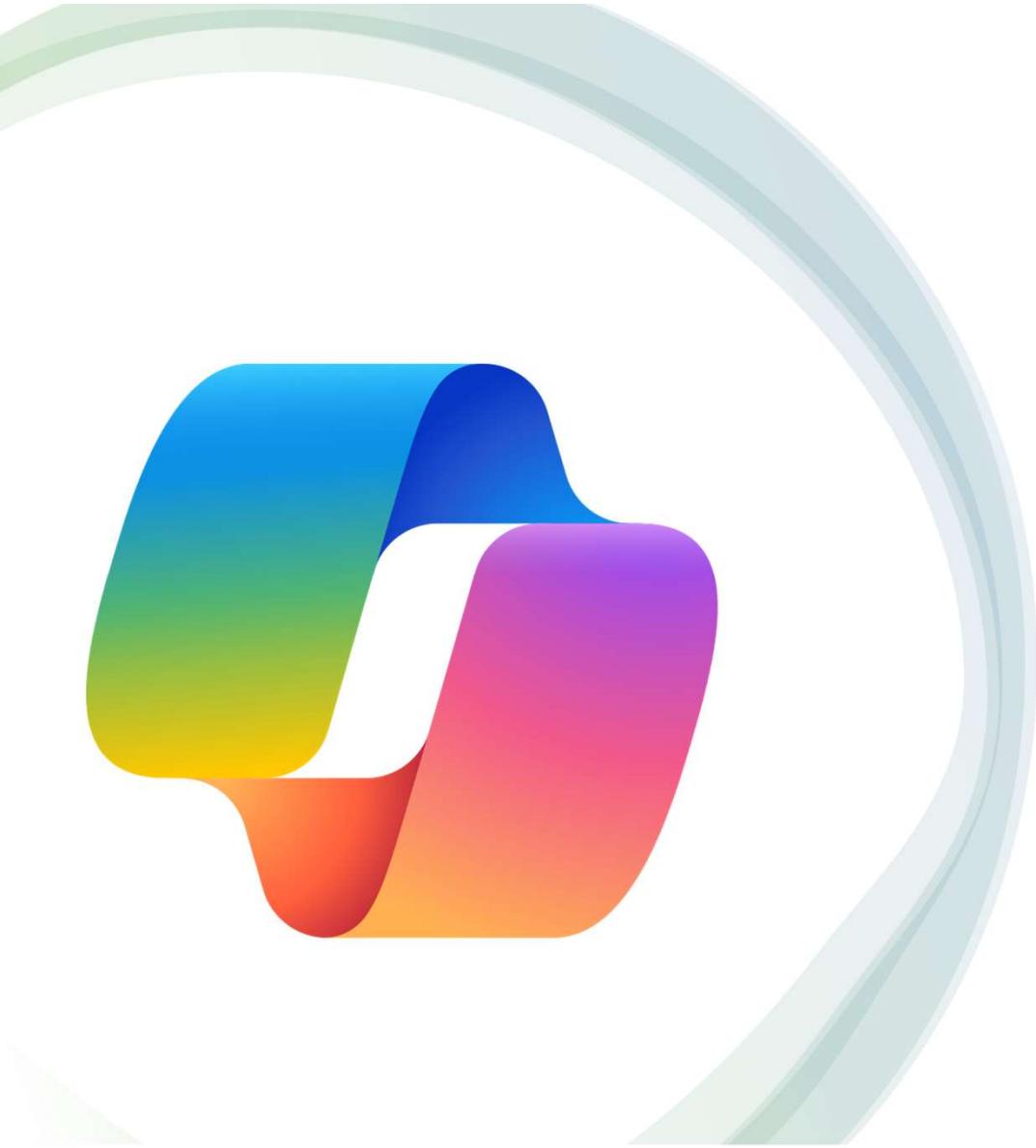
ONLY THAT WE
WANT TO ADOPT IT
EVERYWHERE AS
FAST AS WE CAN.



TOM
FISH
BURNE

Years To Hit 100 Million Users





What is Copilot

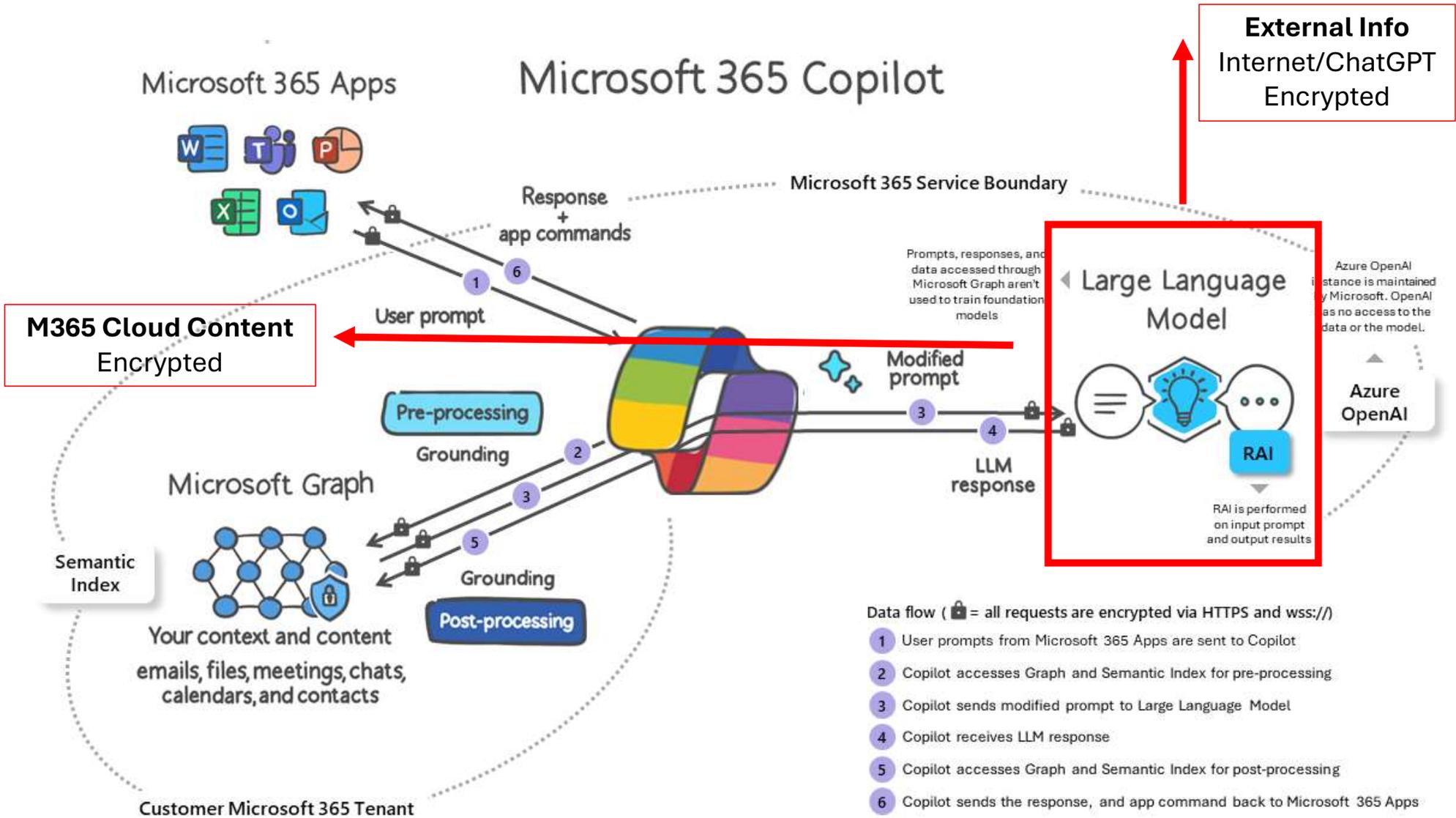


AI tools like Microsoft Copilot, allow employees to focus on work that leverages their hired skill sets by automating/executing time consuming or redundant tasks.

What is the difference between ChatGPT and Copilot?



ChatGPT





What is Copilot 2.0

Copilot 2.0

- Copilot Pages
- Excel Insights: Generates data insights, trends, and visualizations
- Enhanced PowerPoint Design Capabilities
- Python Support in Excel Copilot
- Enhanced Capabilities in:
 - Outlook – Email Prioritization
 - OneDrive- Search and Compare Files
 - Teams- More Meeting Insights
- Copilot Agents

The screenshot displays the Microsoft Copilot 2.0 interface. At the top, there is a search bar and navigation tabs for 'Web' and 'Work'. A prompt asks to create a table with project milestones from a document. The Copilot response includes a table with the following data:

Project Milestones	Workback Schedule	Owner
Identify the working team	Week 1	Kayo Miwa
Kickoff meeting	Week 1	Lydia Bauer
Customer research	Week 2-4	Aadi Kapoor
Proposal outline	Week 2-3	Lydia Bauer
Write the proposal	Week 3	Aadi Kapoor
Obtain internal approvals	Week 4	Cecil Folk
Submit the proposal	Week 5	Kat Larsson

Below the table, there are options to 'Edit in Pages', 'Copy', and other actions. To the right, a sidebar shows news articles about EV charging opportunities and Gatwick Airport's new charging station.



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

slido



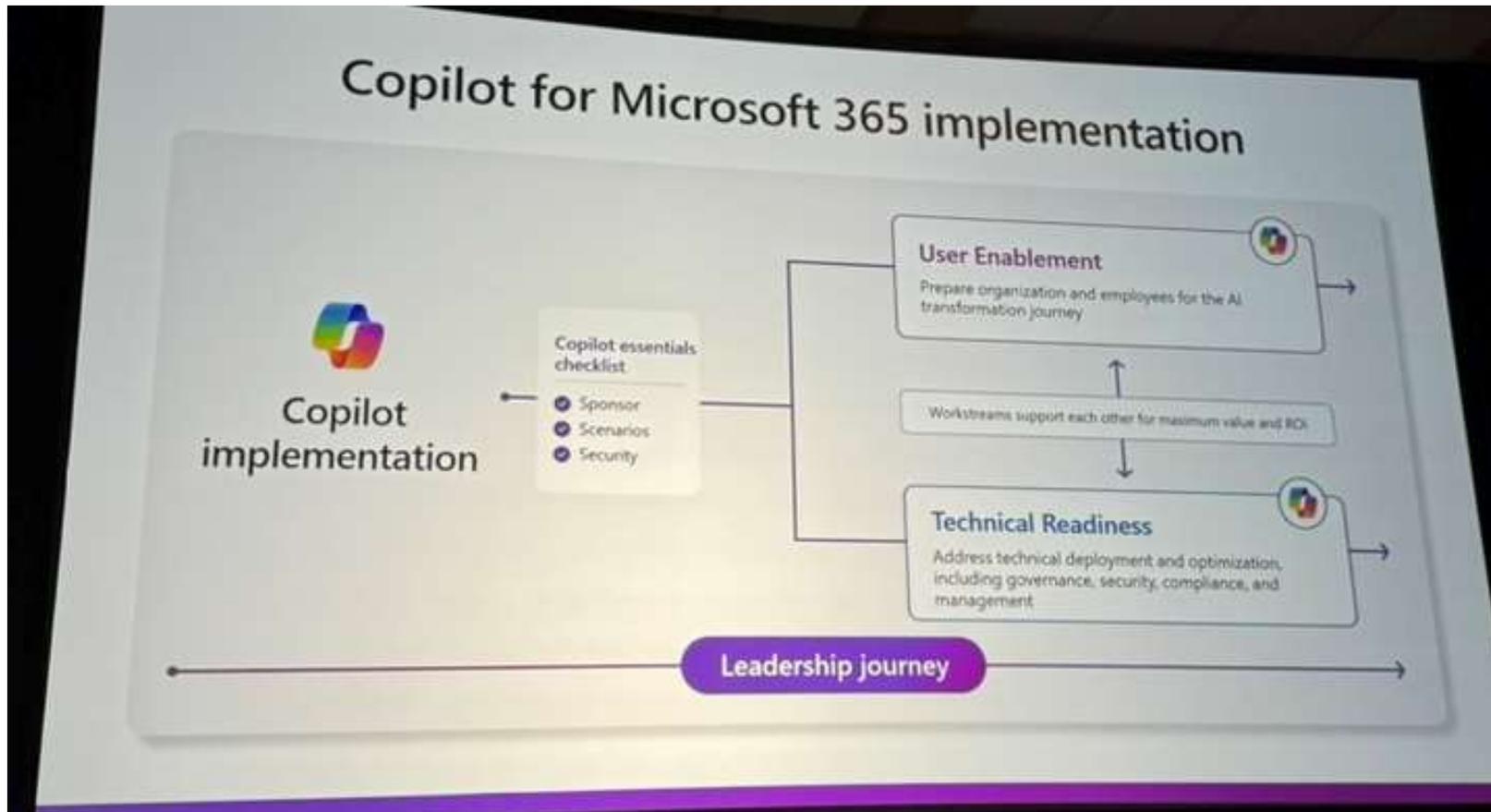
**What are your
thoughts/concerns around
adopting AI tools like Copilot?**

① 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

TECHNOLOGY

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



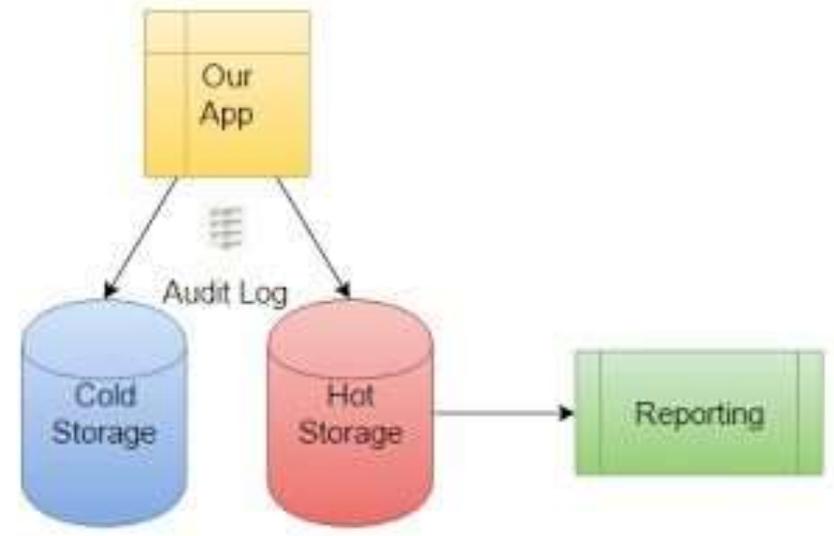
Top 10 issues that stall Copilot deployment and adoption

#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!



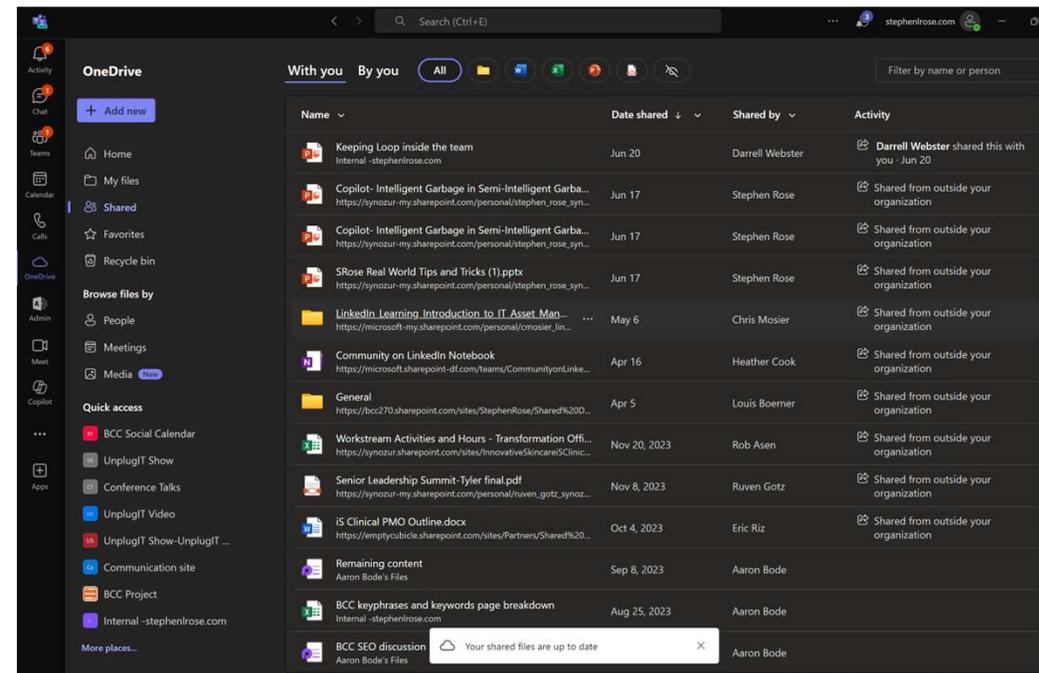
The screenshot shows the SharePoint Search Service Administration interface for a Crawl Log. The page title is 'Search Service Application: Crawl Log - Content Source'. Below the title, there are navigation links: 'Content Source | Host Name | Crawl History | Error Breakdown | Databases | URL View'. The main content area shows a table with columns for 'Content Source', 'Last crawl', 'Last 24 hours', 'Average Crawl Duration' (sub-columns for 'Last 7 days' and 'Last 30 days'), and 'Successes'. The table has one row for 'Local SharePoint sites' with values: '00:04:01', '00:13:00', '00:07:44', '00:06:27', and '157,297'. The 'Crawl Log' link in the left sidebar is highlighted.

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



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



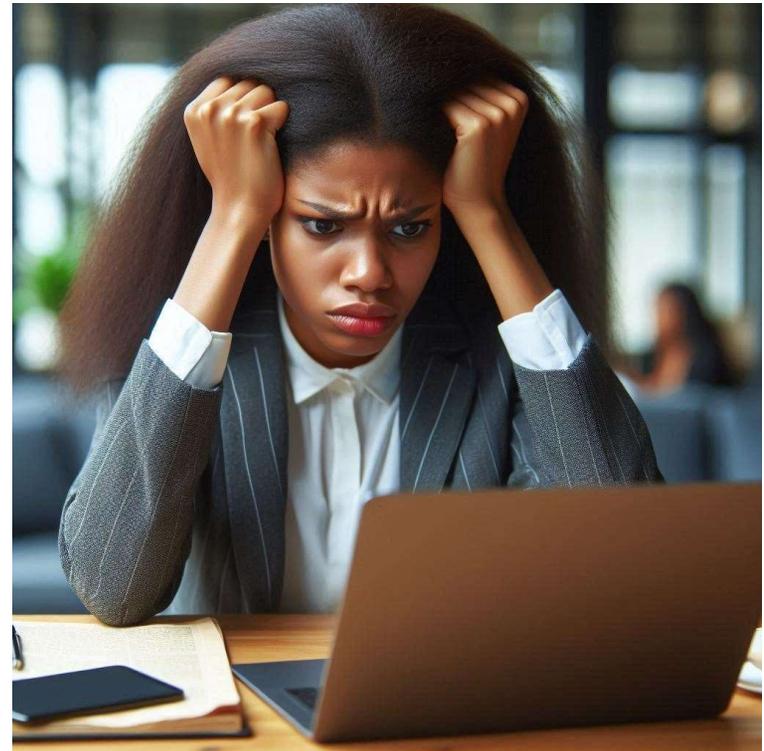
Best Practice

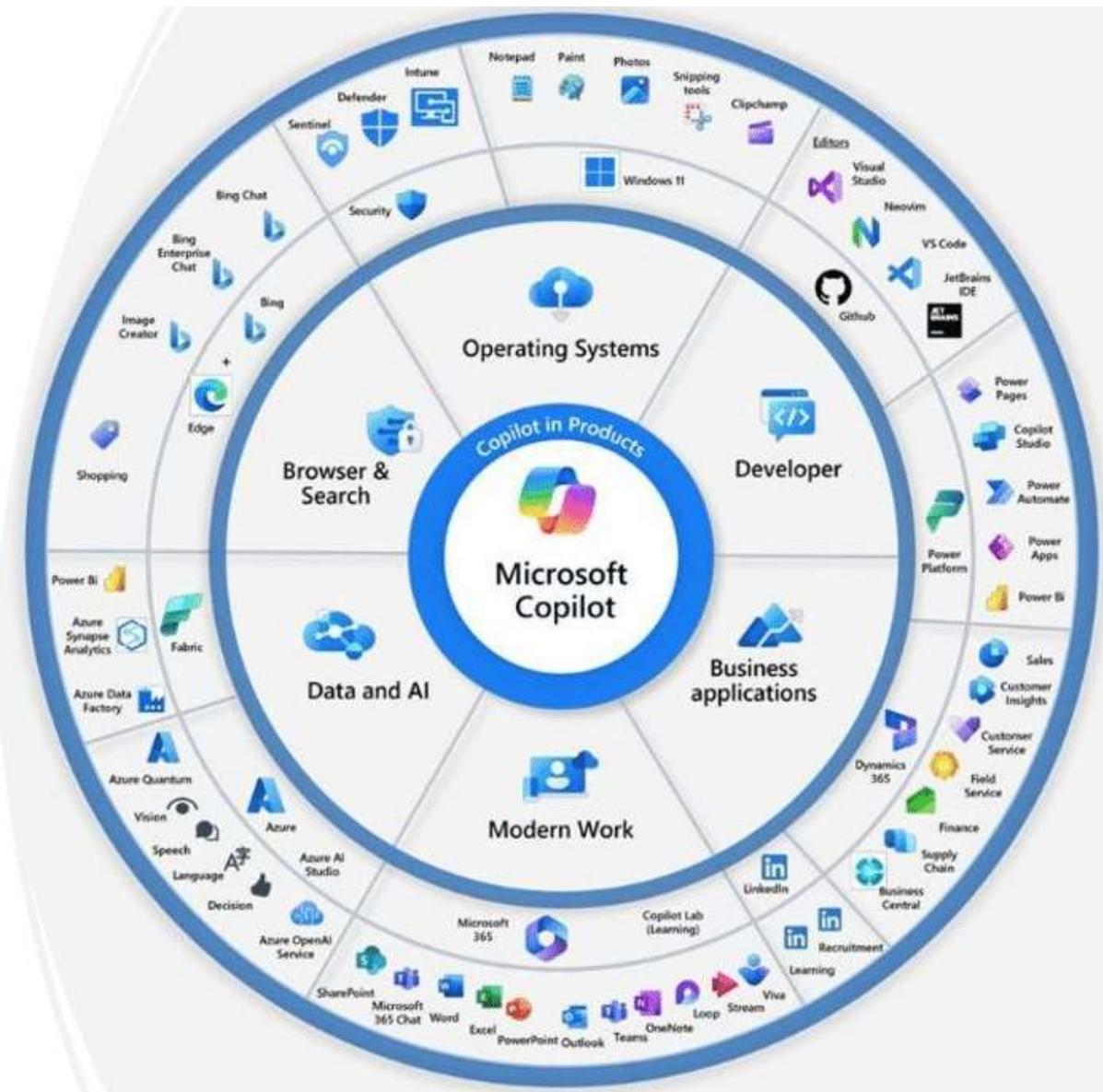
If a user has a bad experience 2-3 times:

- 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)





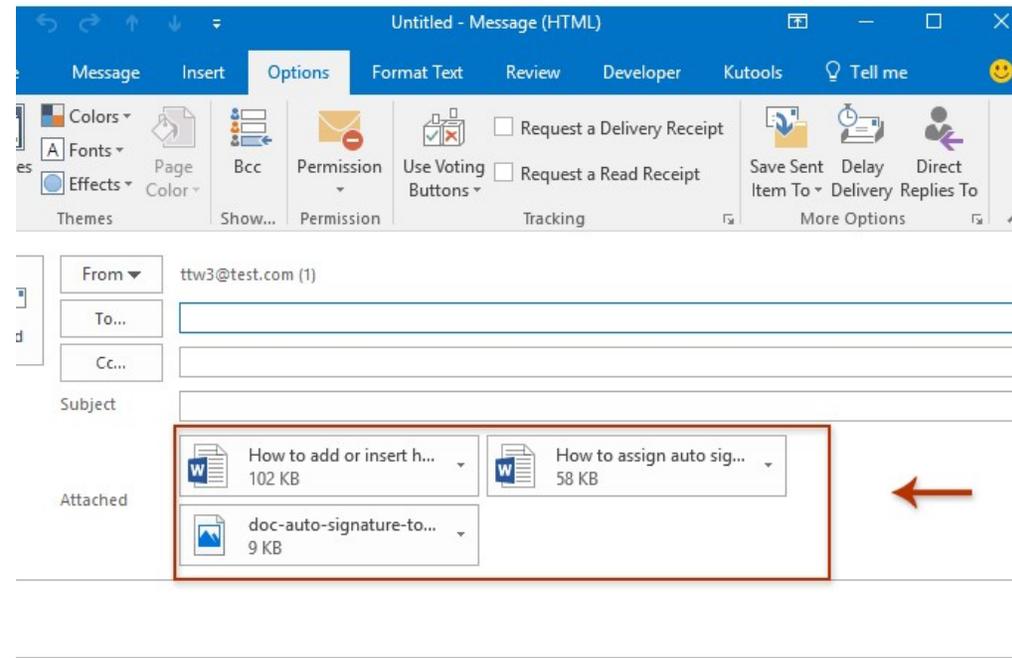
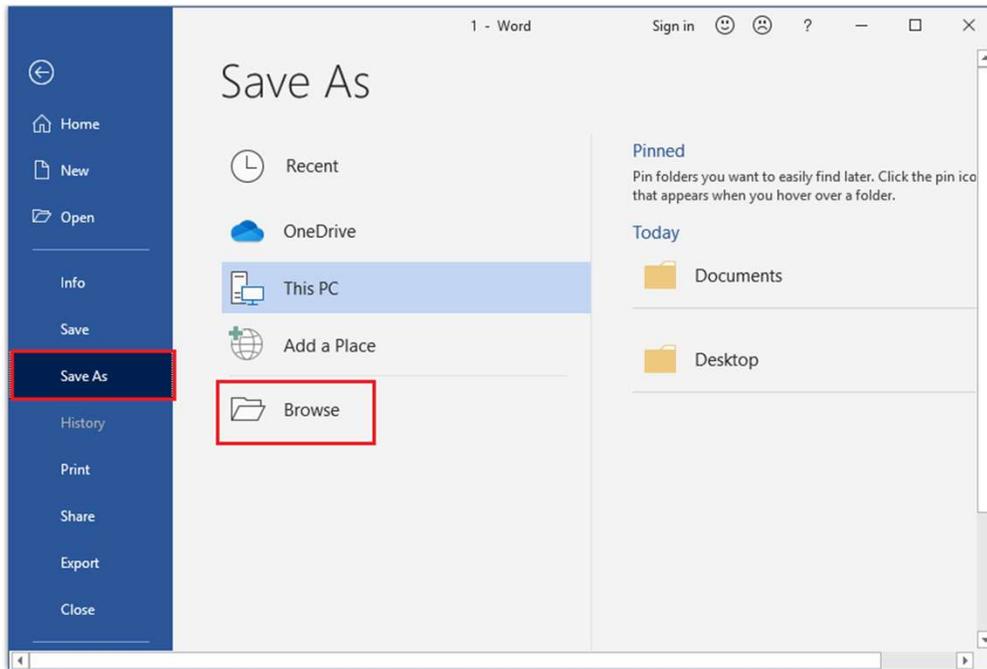
#7- Too Many Copilots

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 Syntax

Search this library

Keywords

File name

People

Modified date

Any

File type

Content type ⓘ

+ Add more options ▾

- Aeroplane Manufacturer
- Airline
- Classification Date
- Confidence Score
- Flight Number

Search Close

Modified 24/02/2022, 09:29:07 Modified By System Adm

Aviation Incident Report - S4-68

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#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

← Back to Home Share

Microsoft Copilot Dashboard Preview

Readiness Adoption Impact Sentiment

Total Microsoft 365 app users

5,000
Number of active users over the past 28 days

Your admin can manage Microsoft 365 Copilot licenses from the Microsoft 365 admin center.

Microsoft 365 users per app who could benefit from Copilot

To get the most out of Copilot, users should be actively using Microsoft 365 apps with Copilot capabilities, such as Microsoft Teams and Outlook.

App	Users
Teams meeting users	2.7K
Teams chat users	2.5K
Outlook email users	2.3K
Office document users	1.8K

Total prerequisite licenses

4,500

Count of users on eligible update channels

2,500
50% of total users on any channel

Out of 5K

To use a Copilot license, users must be assigned a Microsoft 365 E3 or E5 license and have their devices enrolled in the Current Channel or Monthly Enterprise Channel. This is not a complete list of requirements.

[Learn more](#)

Explore more

Get more resources to help your organization get started with Copilot.

Microsoft
Get started with Microsoft Copilot
[Read](#)

Microsoft
Learn how Microsoft integrates security and privacy into Copilot
[Read](#)

Microsoft
Explore how Copilot works with Microsoft Mechanics
[Watch](#)

Viva Insights
Learn about how your privacy is protected.

Is this helpful? [Yes](#) [No](#)

← Back to Home Share

Microsoft Copilot Dashboard Preview

Readiness Adoption Impact

Return on investment

9,000 hours
Time saved in your organization since Dec 2023

1.2 hours
Time saved per user per week

65%
Respondents feel significantly more productive after using Copilot

[User behavior](#) [User sentiment](#)

Change in user behavior after using Copilot

Meeting effectiveness

- 20% reduction in attended meeting hours per user per week.
- 5 non-attended meetings summarized using Copilot per user per week.

Content creation

- 35% reduction in time to create and share per document.
- 4 presentations created by Copilot per user per week.

Email processing

- 20% increase in email response time.
- 45% of email drafts generated by Copilot are sent per user per week.

How has user behavior changed since your adoption of Copilot?

Metric: Number of attended meetings | Scope: Bruno's organization (825) | Role: Individual Contributors | Sentiment: All

Copilot users
72 meetings

non-Copilot users
86 meetings

Why does this matter?
Research shows that using Copilot to summarize a meeting is 3.8x faster than without Copilot. This frees up Copilot users to be more selective in the meetings they attend. In the past 3 months, there is a 20% decrease of meetings attended with Copilot users in your organization.
[Read the research](#)

Viva Insights
Learn about how your privacy is protected.

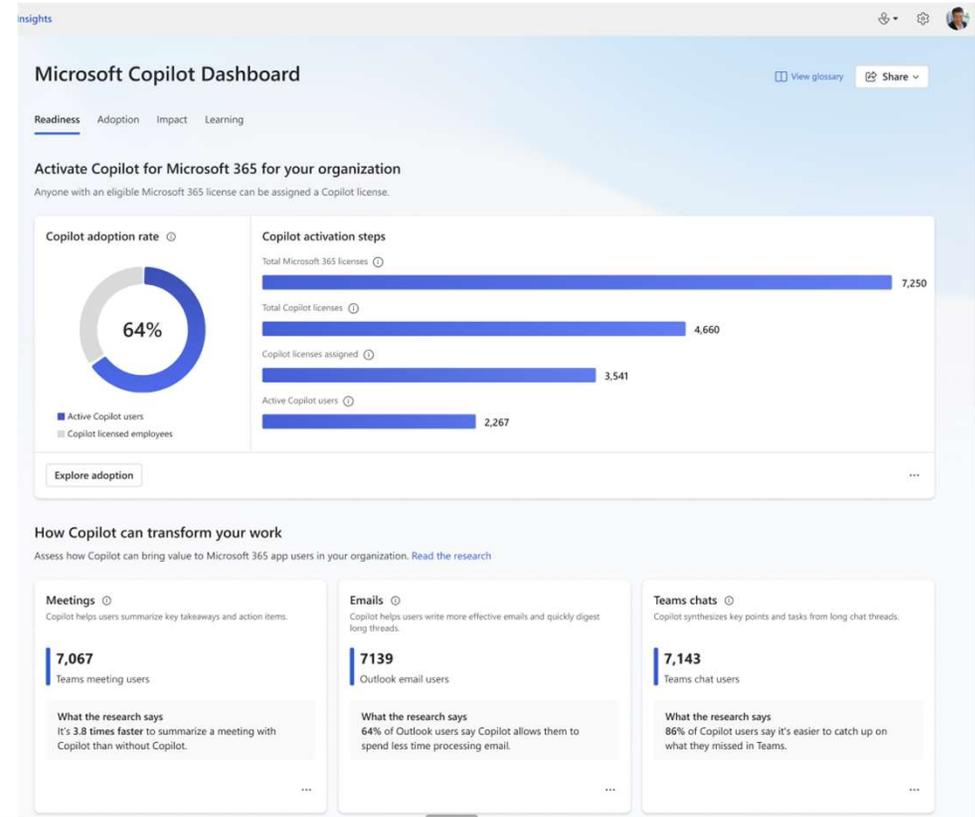
Is this helpful? [Yes](#) [No](#)

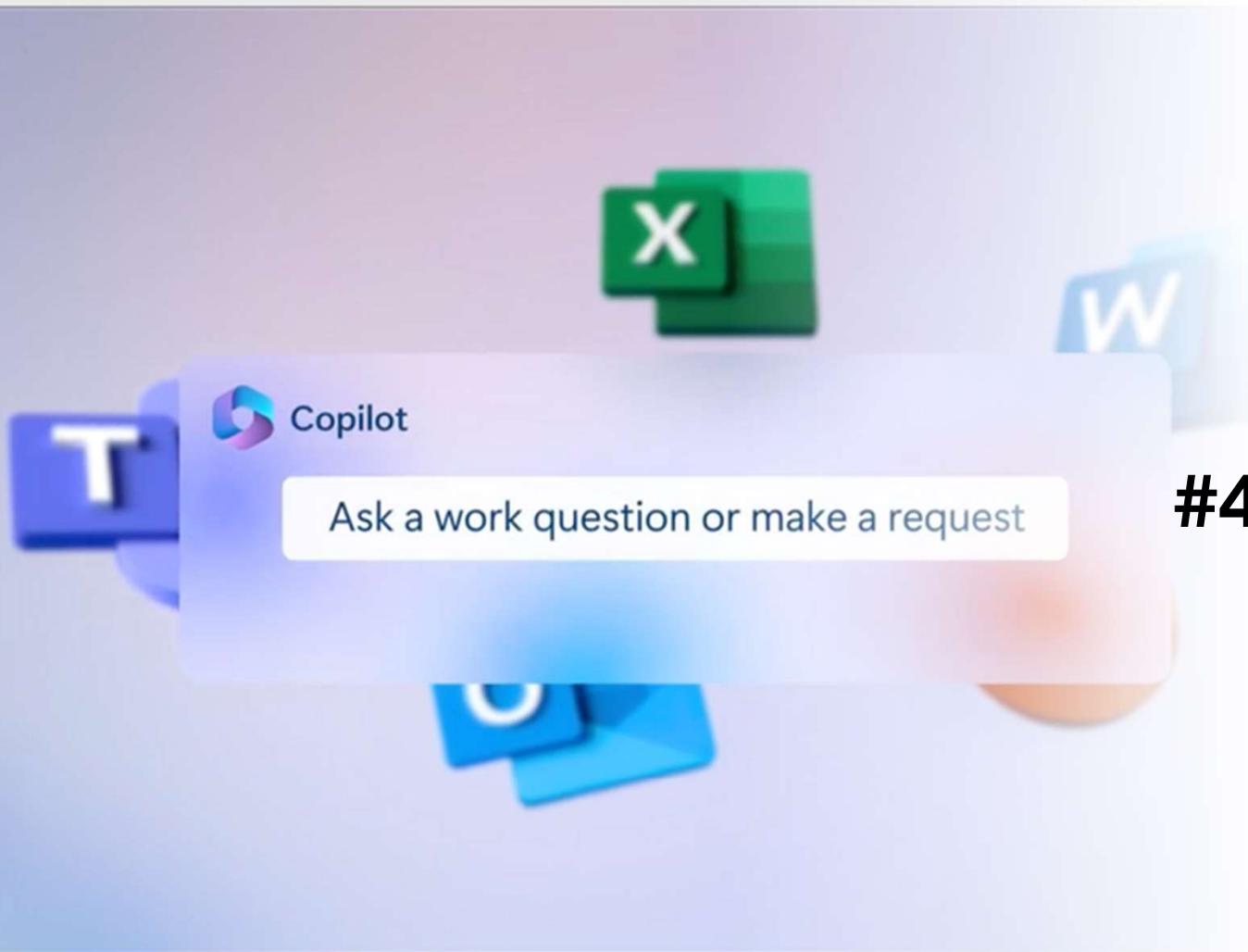


Viva Insights

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

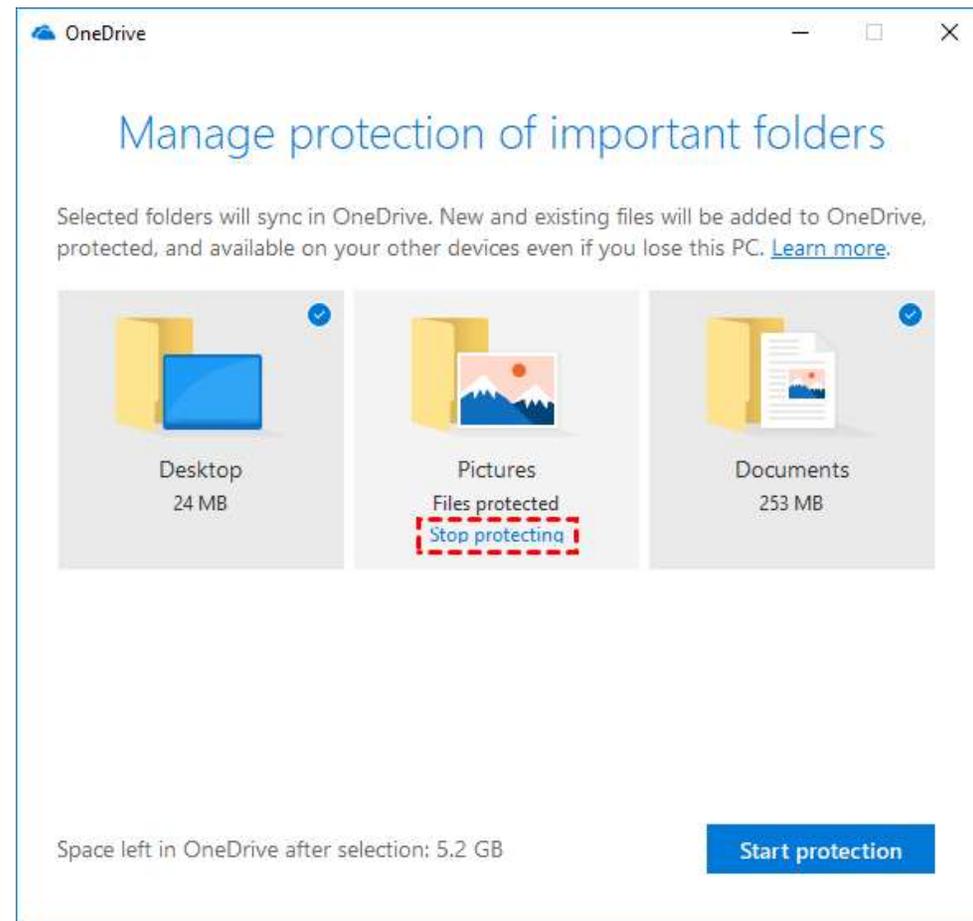


#2- Next Steps After Data Cleansing



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

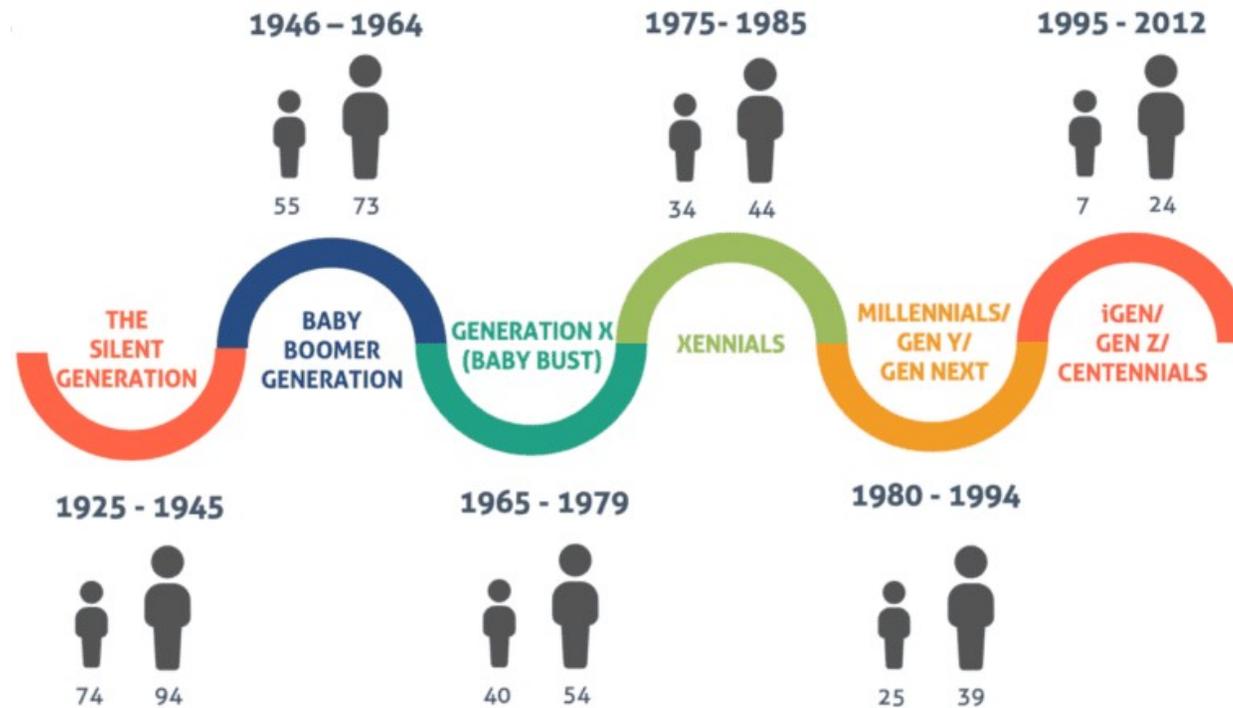
quote fancy

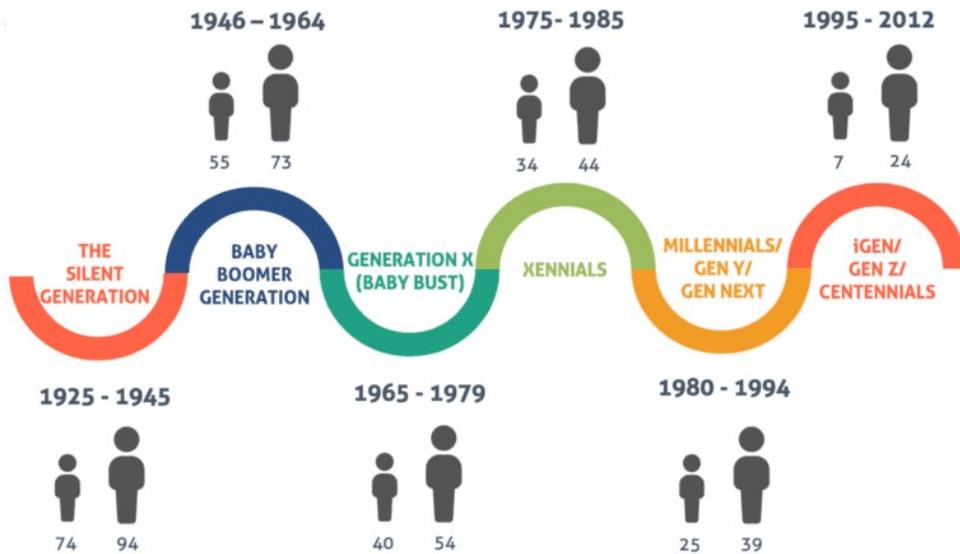
Understand Generational Work Habits to Understand Management

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



Multi-Generational Workplaces





Baby Boomer- 1st Computers

Gen X- First Laptops

Millennials- Fast Internet

Gen Z- 100% Cloud



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

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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