NORDIC
– VIRTUAL SUMMIT –

Mastering Microsoft 365 Copilot Onboarding: Secure, Classify, and Strategize

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- Scandinavia with a focus on Denmark & Norway

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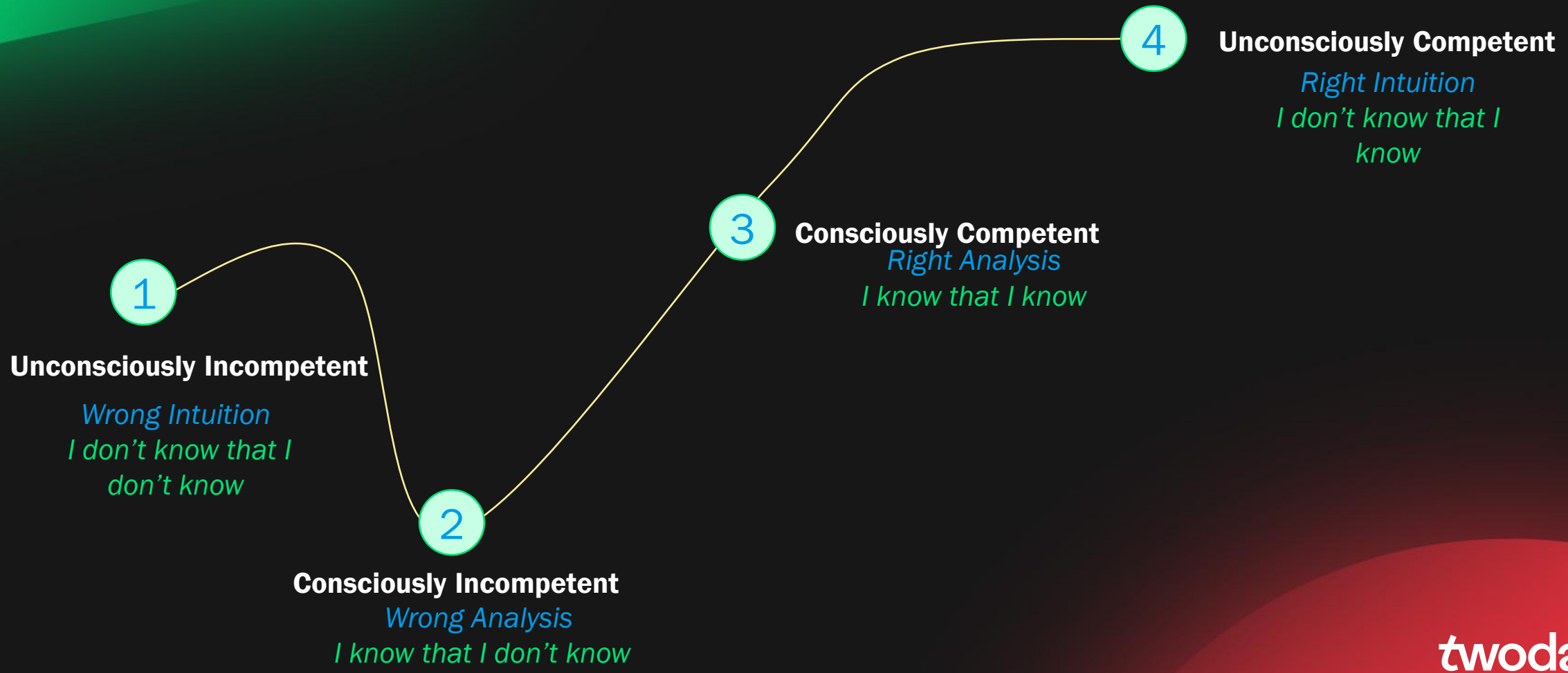
Secure, Classify, and Strategize - the States of Competence



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The 4 States of Competence

Unconsciously Incompetent & Consciously Incompetent

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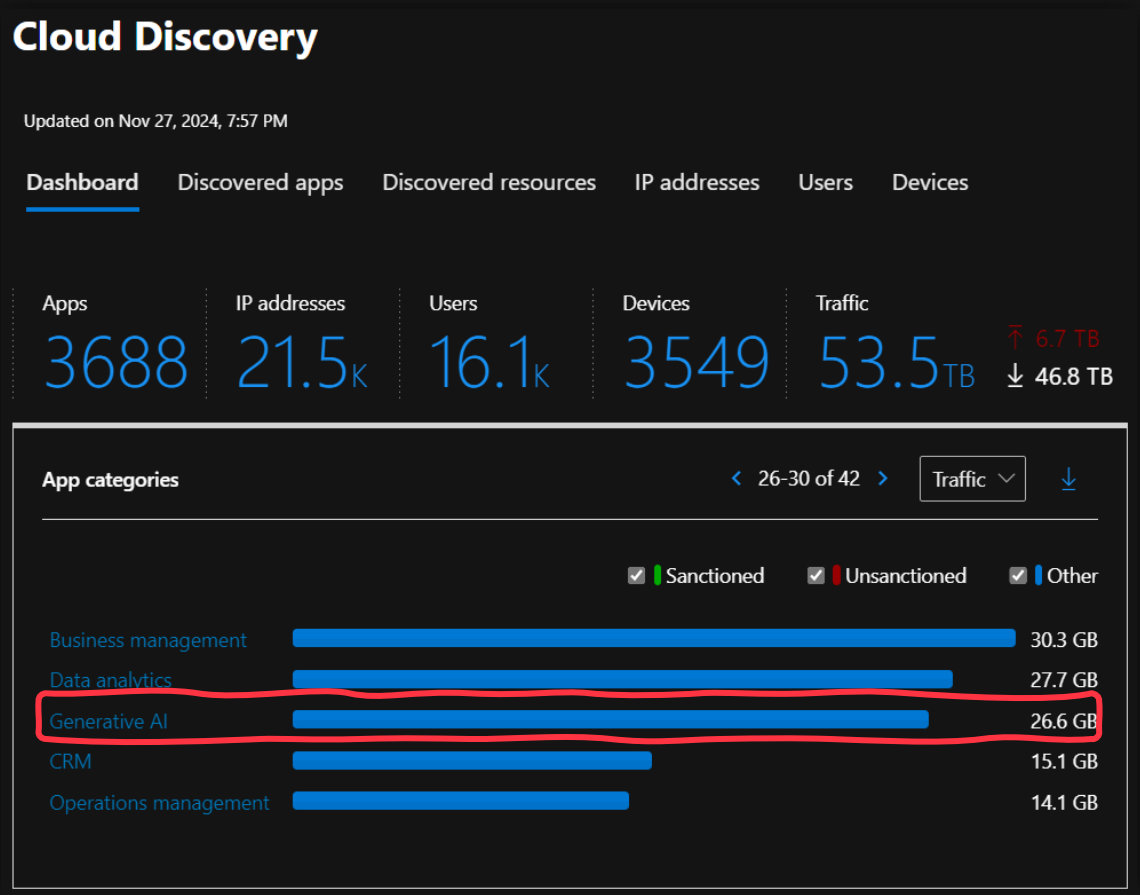
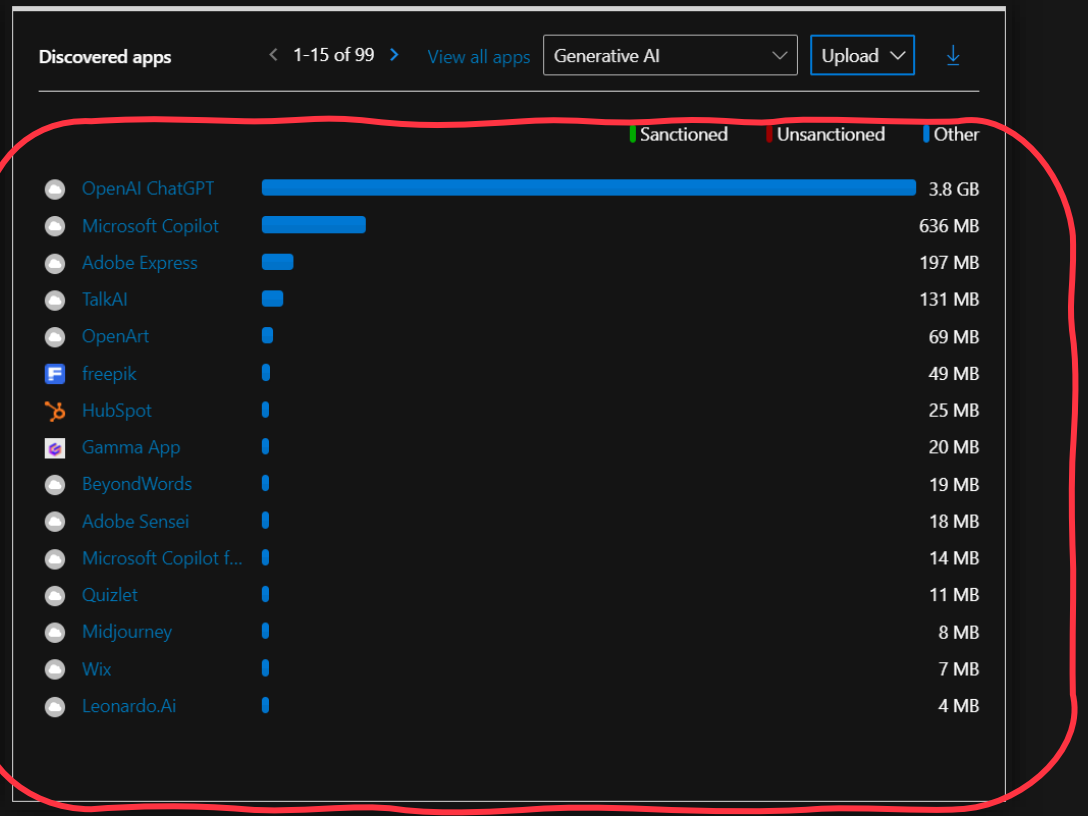
1

“We haven’t really started using GenAI yet”





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1

Cloud Discovery

Defender-managed endpoints | Last 90 days | Actions

Updated on Nov 27, 2024, 7:57 PM

Dashboard | Discovered apps | Discovered resources | IP addresses | Users | Devices

Queries: Select a query | Save as

Advanced filters

Apps: Search for apps... | App tag: Sanctioned | Unsanctioned | None | Risk score: 0 — 10 | Compliance risk factor: Select factors | Security risk factor: Select factors

Browse by category:

gener

Generative AI 99

Bulk selection | New policy from search | Export | 1 - 20 of 99 discovered apps | Table settings

App	Risk ...	Tags	Traffic	Upload	Transacti...	Users	IP addres...	Devices	Last seen...	Actions
Leonardo.Ai Generative AI	3		81 MB	4 MB	27	2	4	2	Nov 19, 2024	
Lexica Generative AI	3		3 MB	—	4	4	4	4	Oct 23, 2024	
DeepAI Generative AI	3		4 MB	60 KB	22	6	7	6	Nov 13, 2024	
Craiyon Generative AI	3		48 MB	275 KB	18	9	9	9	Nov 7, 2024	
HIX.AI Generative AI	3		62 MB	2 MB	25	10	10	10	Nov 18, 2024	
VanceAI Generative AI	3		1 MB	—	2	1	1	1	Sep 25, 2024	
Stable Diffusion Generative AI	3		3 MB	81 KB	11	9	9	9	Nov 22, 2024	

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2

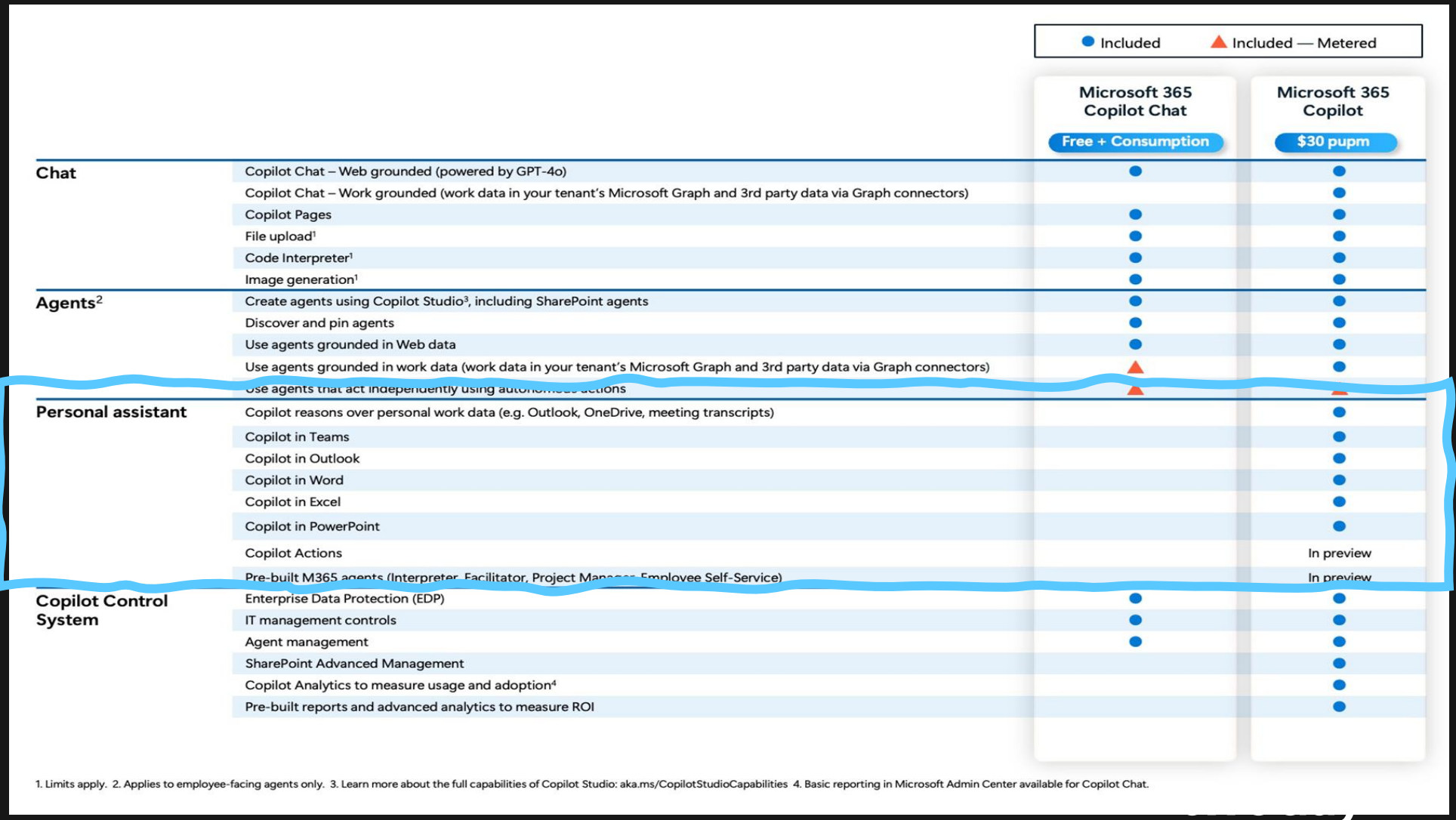
You get a Copilot! You get a Copilot!

Microsoft 365 Chat

Included in the Microsoft 365 license
Provides access to Chat based on GPT-4o
Access to the use of agents (usage-ba
Data is protected via Enterprise Data Protection (EDP)

Microsoft 365 Copilot

Includes all Chat features
Personal assistant in Microsoft 365 applications
Requires a separate license per user



● Included ▲ Included — Metered

		Microsoft 365 Copilot Chat Free + Consumption	Microsoft 365 Copilot $30 pupm
Chat	Copilot Chat – Web grounded (powered by GPT-4o)	●	●
	Copilot Chat – Work grounded (work data in your tenant's Microsoft Graph and 3rd party data via Graph connectors)		●
	Copilot Pages	●	●
	File upload[1]	●	●
	Code Interpreter[1]	●	●
	Image generation[1]	●	●
Agents[2]	Create agents using Copilot Studio[3], including SharePoint agents	●	●
	Discover and pin agents	●	●
	Use agents grounded in Web data	●	●
	Use agents grounded in work data (work data in your tenant's Microsoft Graph and 3rd party data via Graph connectors)	▲	●
	Use agents that act independently using autonomous actions	▲	▲
Personal assistant	Copilot reasons over personal work data (e.g. Outlook, OneDrive, meeting transcripts)		●
	Copilot in Teams		●
	Copilot in Outlook		●
	Copilot in Word		●
	Copilot in Excel		●
	Copilot in PowerPoint		●
	Copilot Actions		In preview
	Pre-built M365 agents (Interpreter, Facilitator, Project Manager, Employee Self-Service)		In preview
Copilot Control System	Enterprise Data Protection (EDP)	●	●
	IT management controls	●	●
	Agent management	●	●
	SharePoint Advanced Management		●
	Copilot Analytics to measure usage and adoption[4]		●
	Pre-built reports and advanced analytics to measure ROI		●

1. Limits apply. 2. Applies to employee-facing agents only. 3. Learn more about the full capabilities of Copilot Studio: aka.ms/CopilotStudioCapabilities 4. Basic reporting in Microsoft Admin Center available for Copilot Chat.

Scale to measure success

Scale	Description
1	Have never used Microsoft 365 Copilot and have no knowledge of it.
2	Have heard about Microsoft 365 Copilot, but I have not used it myself.
3	have tried Microsoft 365 Copilot once, but I have very limited experience
4	Have used Microsoft 365 Copilot a few times and have a basic understanding of its features.
5	Have moderate experience with Microsoft 365 Copilot and can perform some tasks with guidance
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7	Have advanced knowledge of Microsoft 365 Copilot and can help others use it
8	Very familiar with Microsoft 365 Copilot and can optimize workflows using it
9	Have expert knowledge of Microsoft 365 Copilot and can teach others how to use it
10	Master of Microsoft 365 Copilot and can develop advanced solutions and workflows using it.

Outcome

Tools

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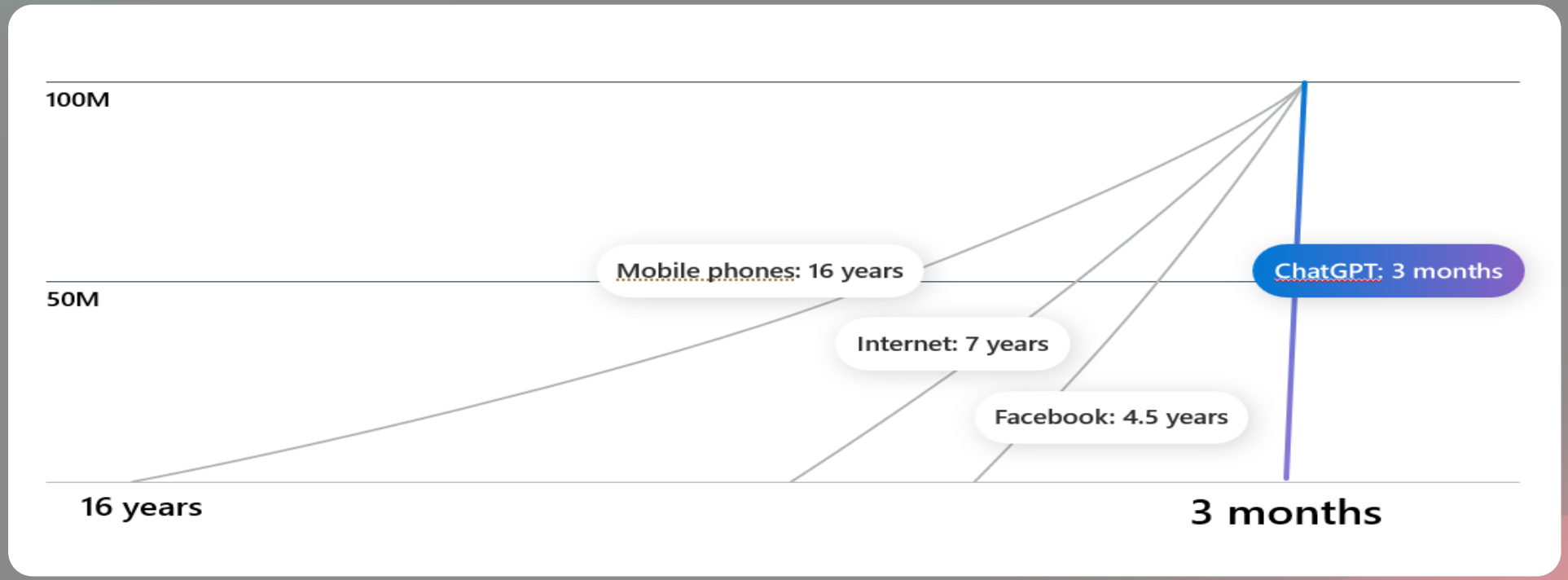
2

It’s OK not to know it all

The AI technology is here

Time to reach 100M users



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The 4 States of Competence

Consciously Competent

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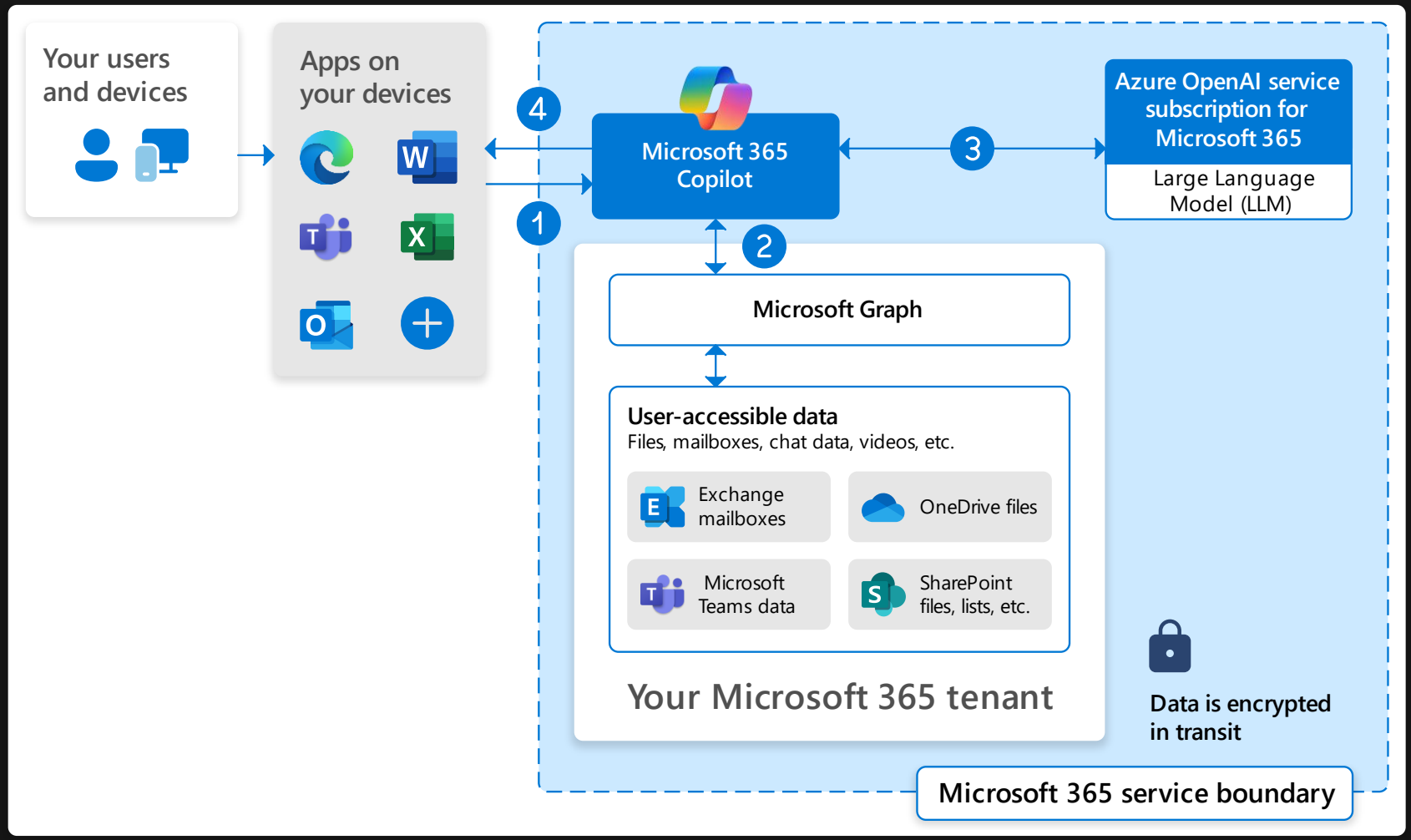
Brush up on how Microsoft 365 Copilot works



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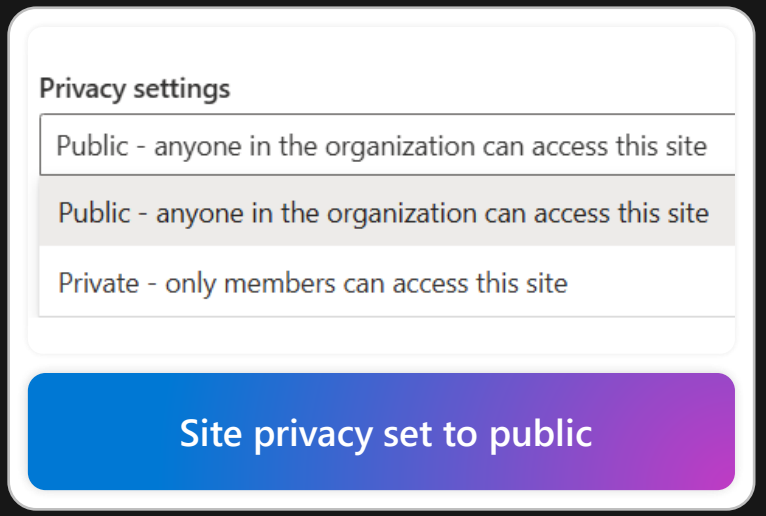
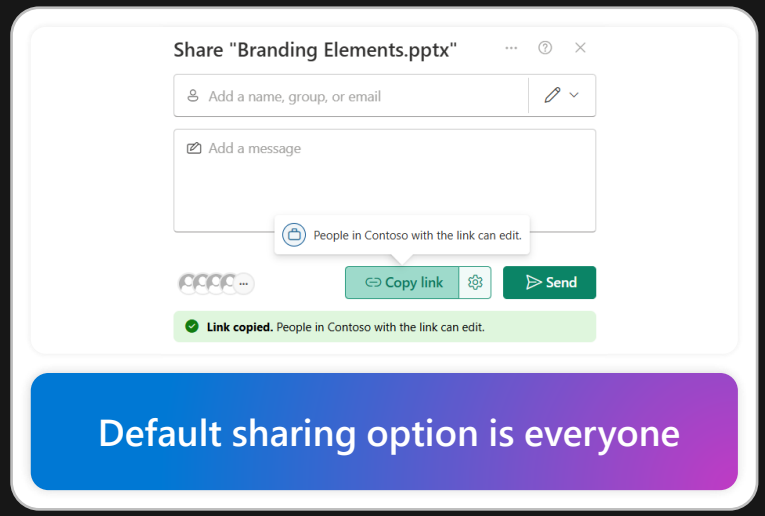
3

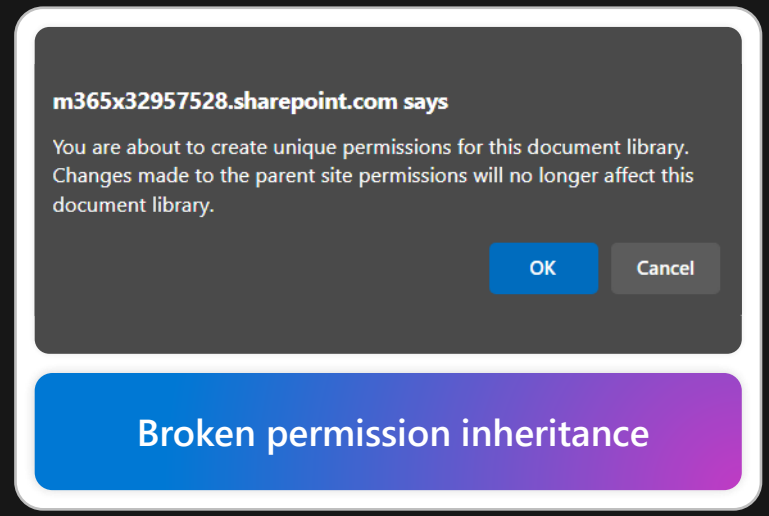
Common Copilot oversharing risks in SharePoint



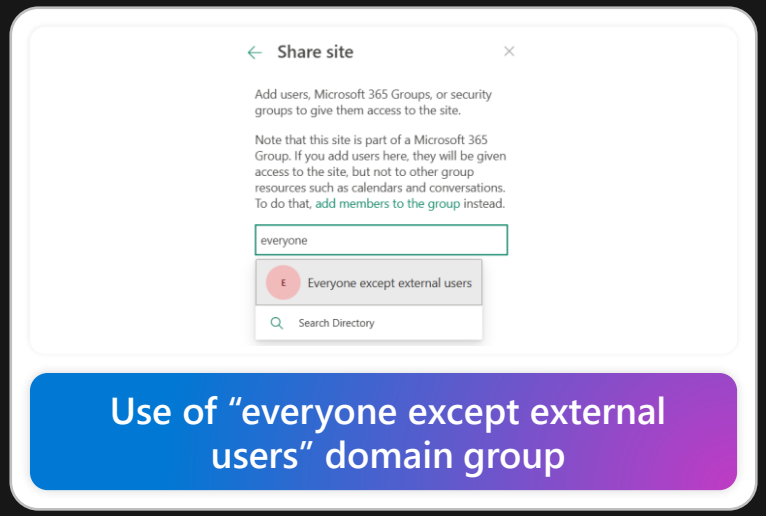
Site privacy set to public



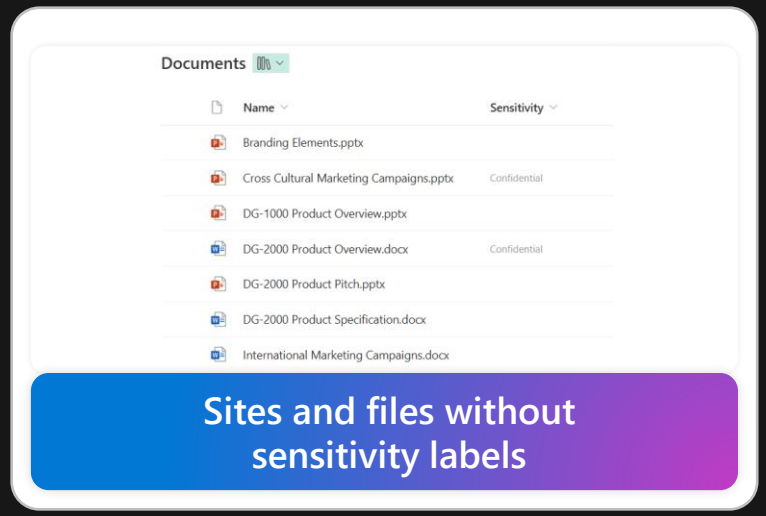
Default sharing option is everyone



Broken permission inheritance



Use of “everyone except external users” domain group



Sites and files without sensitivity labels

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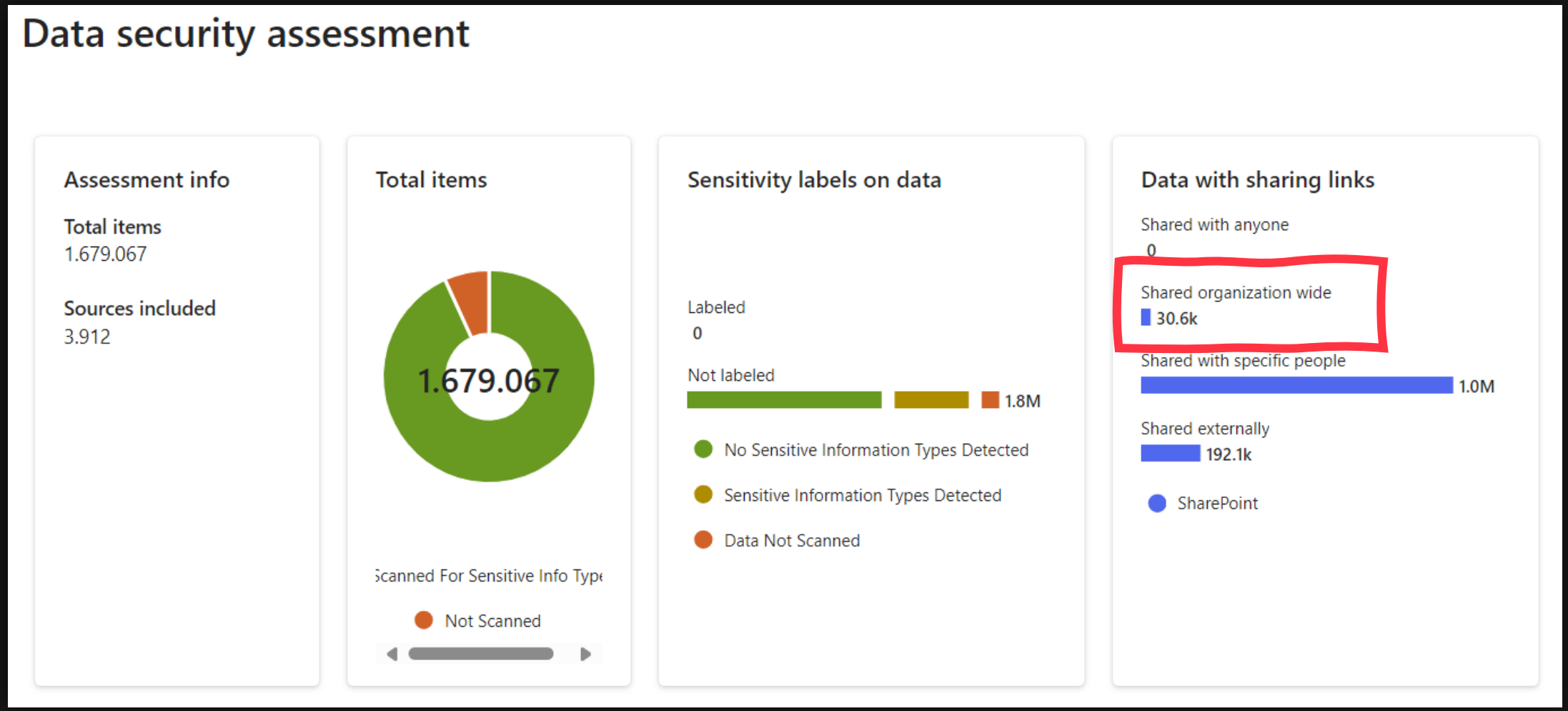
Data oversharing assessments



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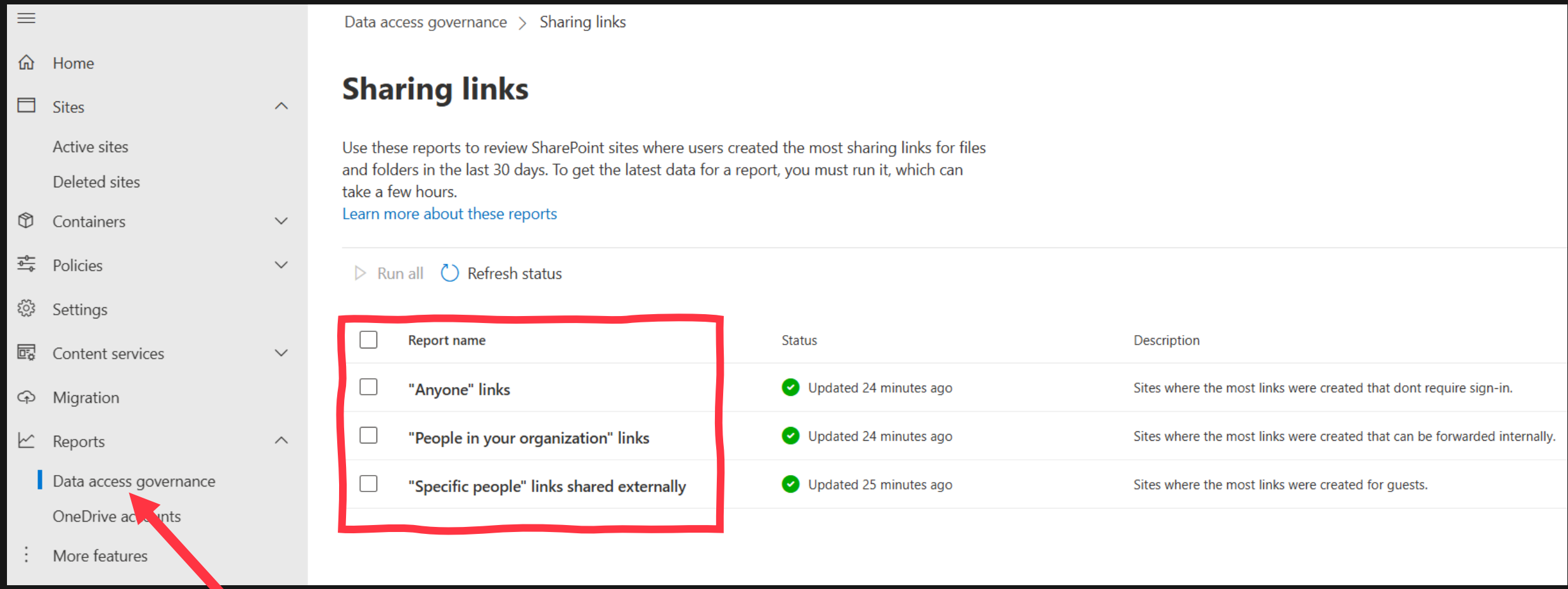
Data oversharing assessments



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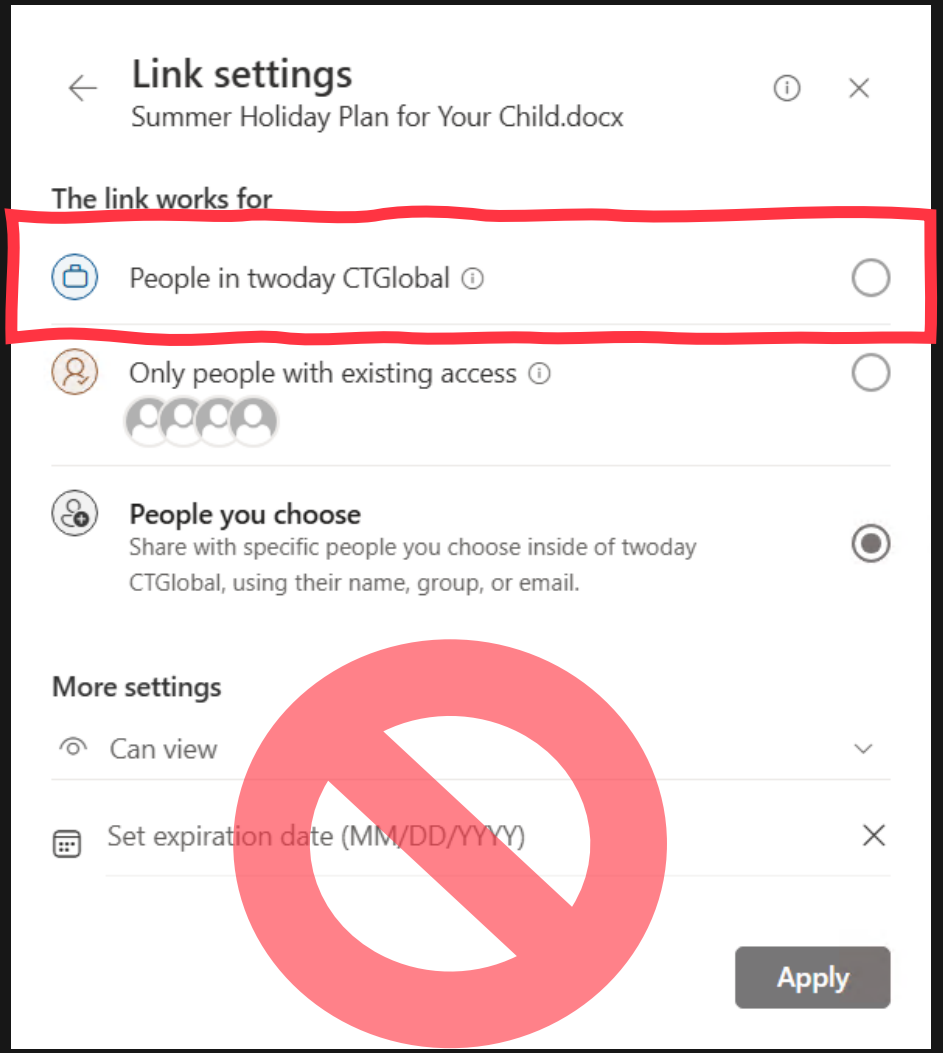
One of the fixes?

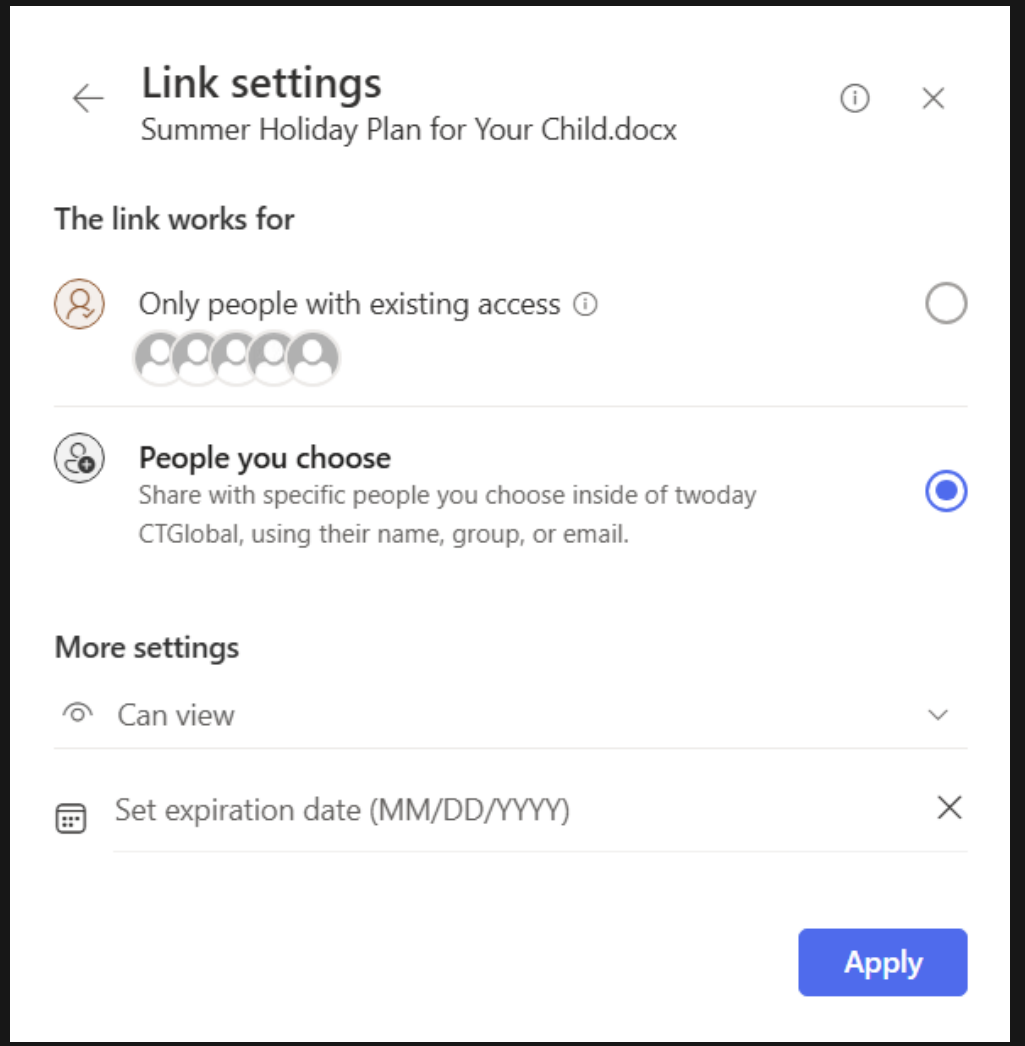
```
# Set the correct default sharing type
Set-SPOTenant -DefaultSharingLinkType Direct

$Site = "https://coretechdk.sharepoint.com/sites/Internalteamtest"
Set-SPOSite -Identity $Site -DisableCompanyWideSharingLinks Disabled
```

3

Before



After



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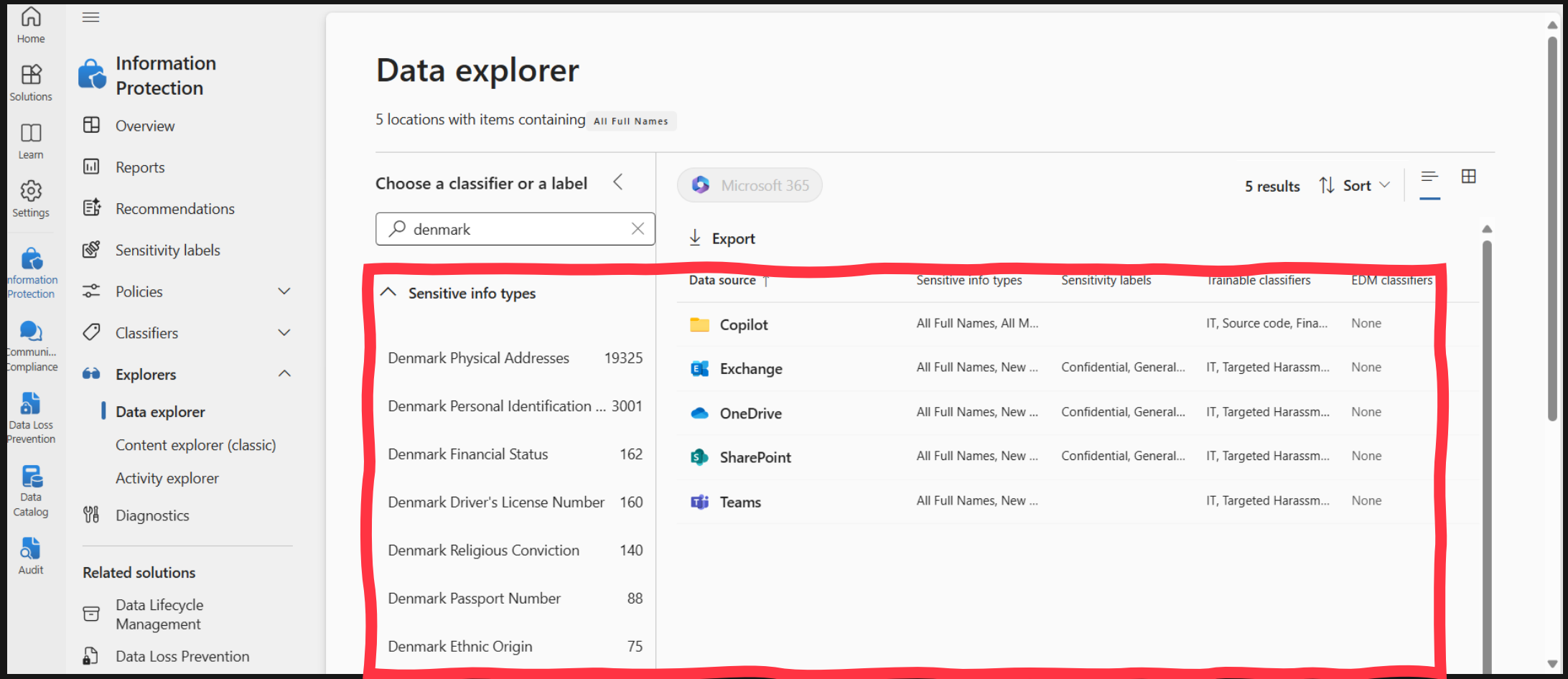
“But we only save sensitive documents in our document management system”



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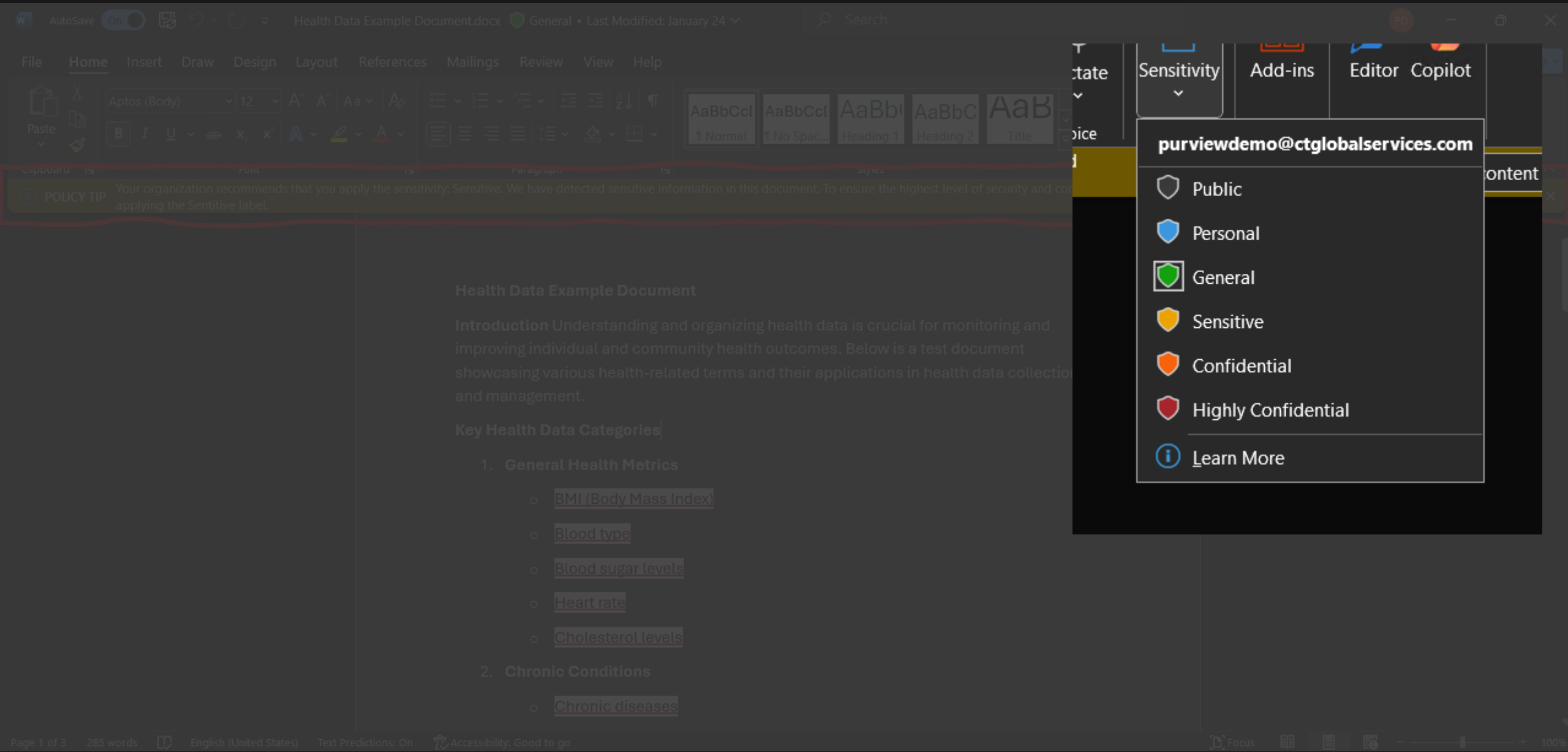
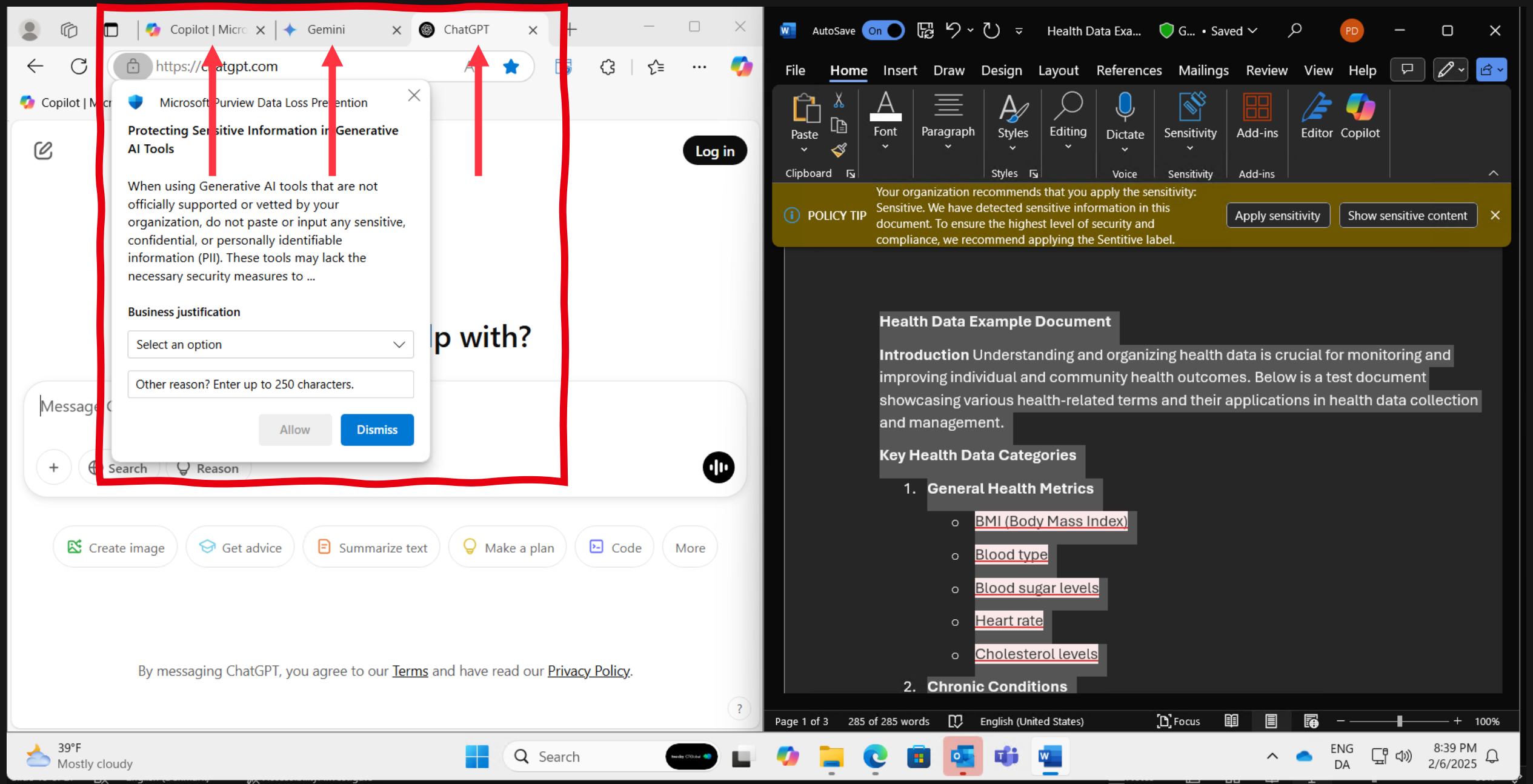
Sensitivity Label recommendation

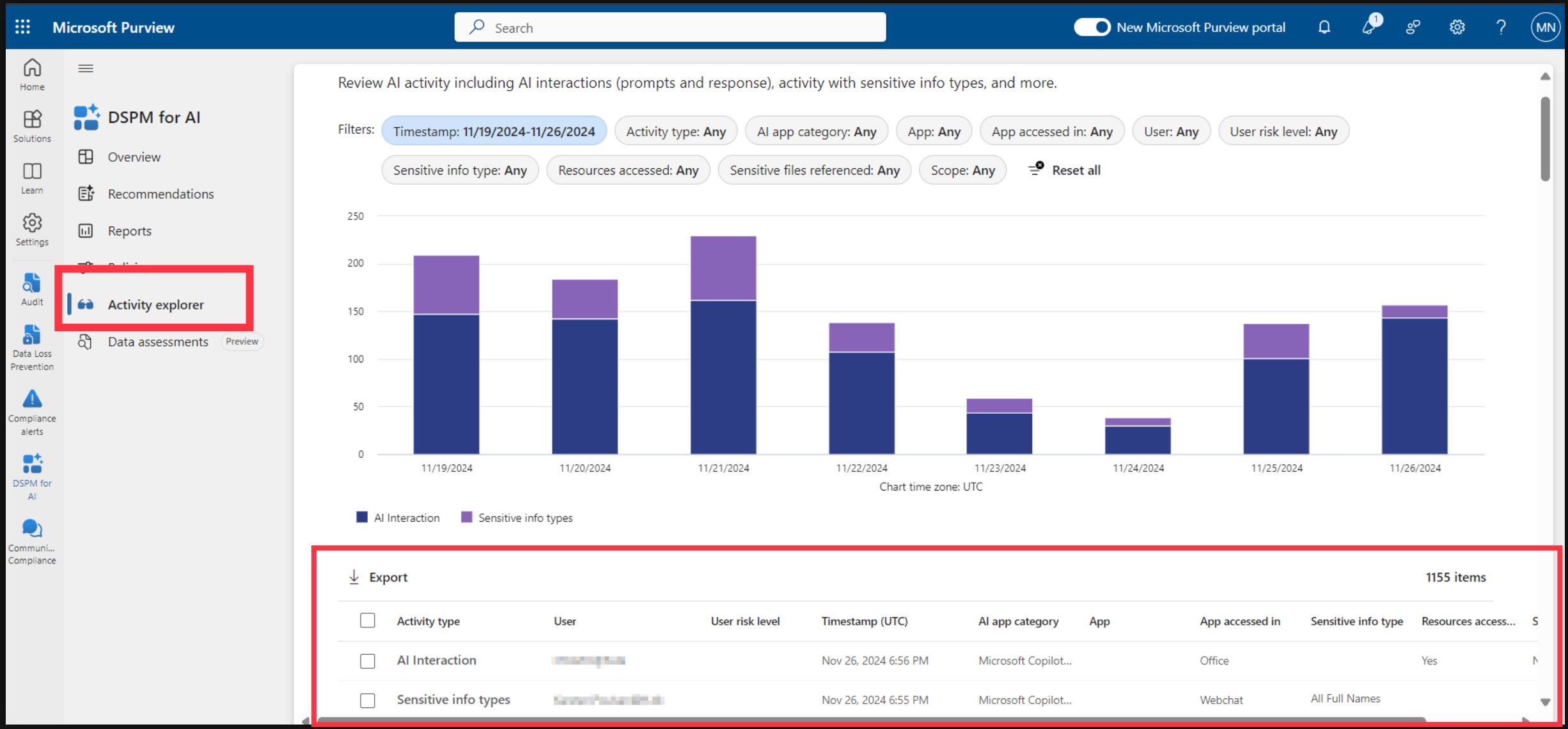


Endpoint DLP



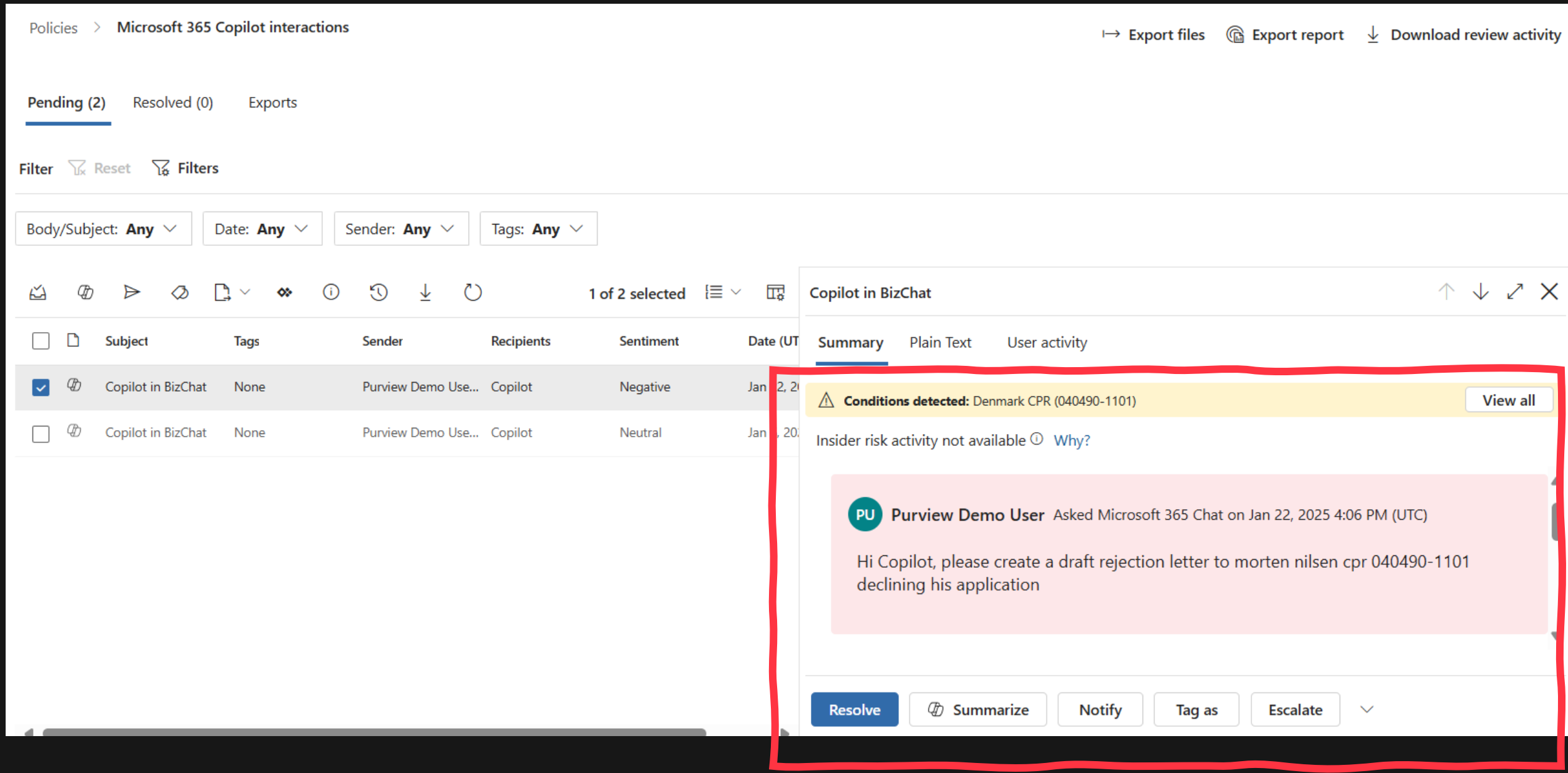
3

Data Security Posture Management for AI



3

Communication Compliance



The 4 States of Competence

Unconsciously Competent

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4

Stage 4: Unconsciously Competent

Fully integrated GenAI into operations. The team can use GenAI tools effortlessly and intuitively. *GenAI is seamlessly embedded in workflows. The team can quickly generate content, analyze data, and automate tasks without needing to consciously think about the process. They can also troubleshoot and adapt to new GenAI features with ease*

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Strategies for adopting the principles of Unconscious Competence

- Continuous Learning:
  - Dedicate time each day to stay updated on the latest technology trends
- Implementing Best Practices:
  - Regularly apply best practices in productivity and security
- Automation and Tools:
  - Use automation tools to streamline repetitive tasks.
- Peer Collaboration
  - Engage with your peers to share knowledge and insights.
- Feedback Loop:
  - Create a feedback loop with your team and clients. Regular feedback can help you identify areas for improvement and reinforce good practices.
- Mindfulness and Reflection:
  - Take time to reflect on your (and your teams) activities and identify what worked well and what didn't.

Congratulations, you are still breathing !

Summary of the deck

- **Competence States:** Understanding the four states of competence is crucial for effective GenAI integration.
- **Copilot Features:** Microsoft 365 Copilot includes chat features and requires a separate license per user.
- **Data Security:** Addressing data oversharing and implementing security measures are essential for safe Copilot usage.
- **Adoption Strategies:** Continuous learning, best practices, and automation tools are key for achieving unconscious competence.

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