





Get your organization ready for Microsoft Copilot for Microsoft 365

Xander Kupers

Ellen van Meurs





Xander Kupers



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A

Awareness – Of the need for change

D

Ik wil het

K

Ik kan het

A

Ik doe het

R

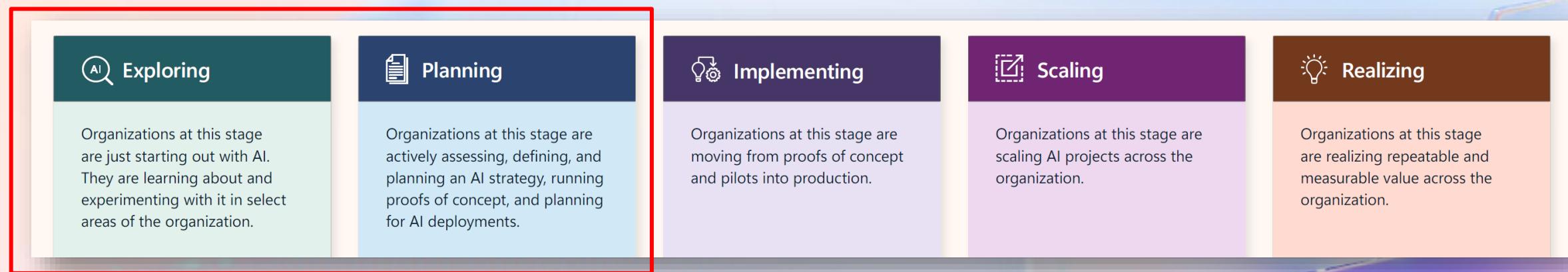
Reinforcement – To sustain the change

”

Ik wil het!

Daarom zijn wij hier toch?

Maar waar ben je eigenlijk?



”

Ik kan het!

Nou nee, daarom ben ik hier!



Copilot for Microsoft 365

Three-phase approach to business progress

01 Phase



02 Phase



03 Phase



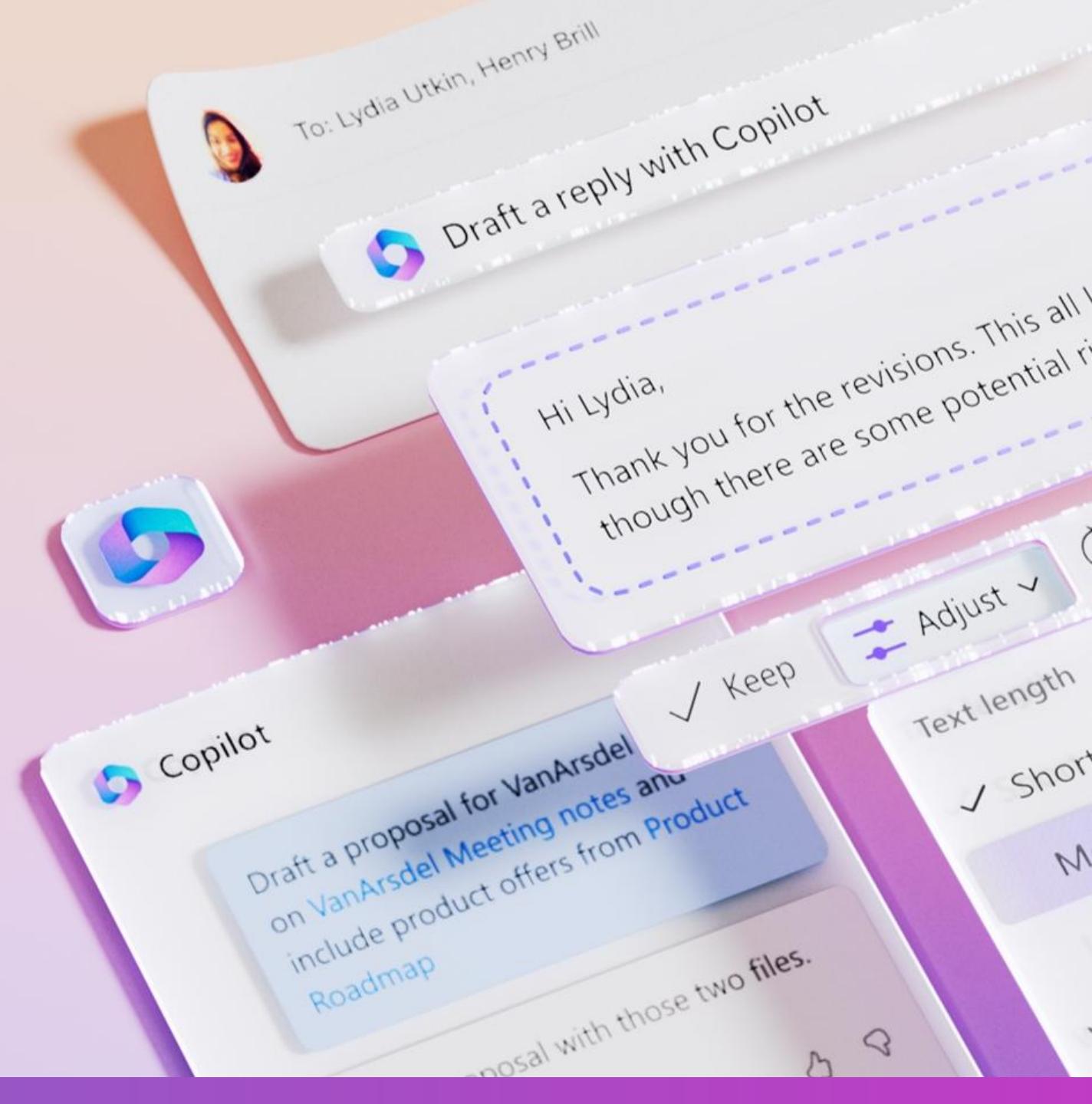
Readiness

Adoption

Measurement

Readiness

1



Protecting sensitive business information



Compliance
boundary



Your data
=
Your data



Privacy &
Security
controls



Your
tenant



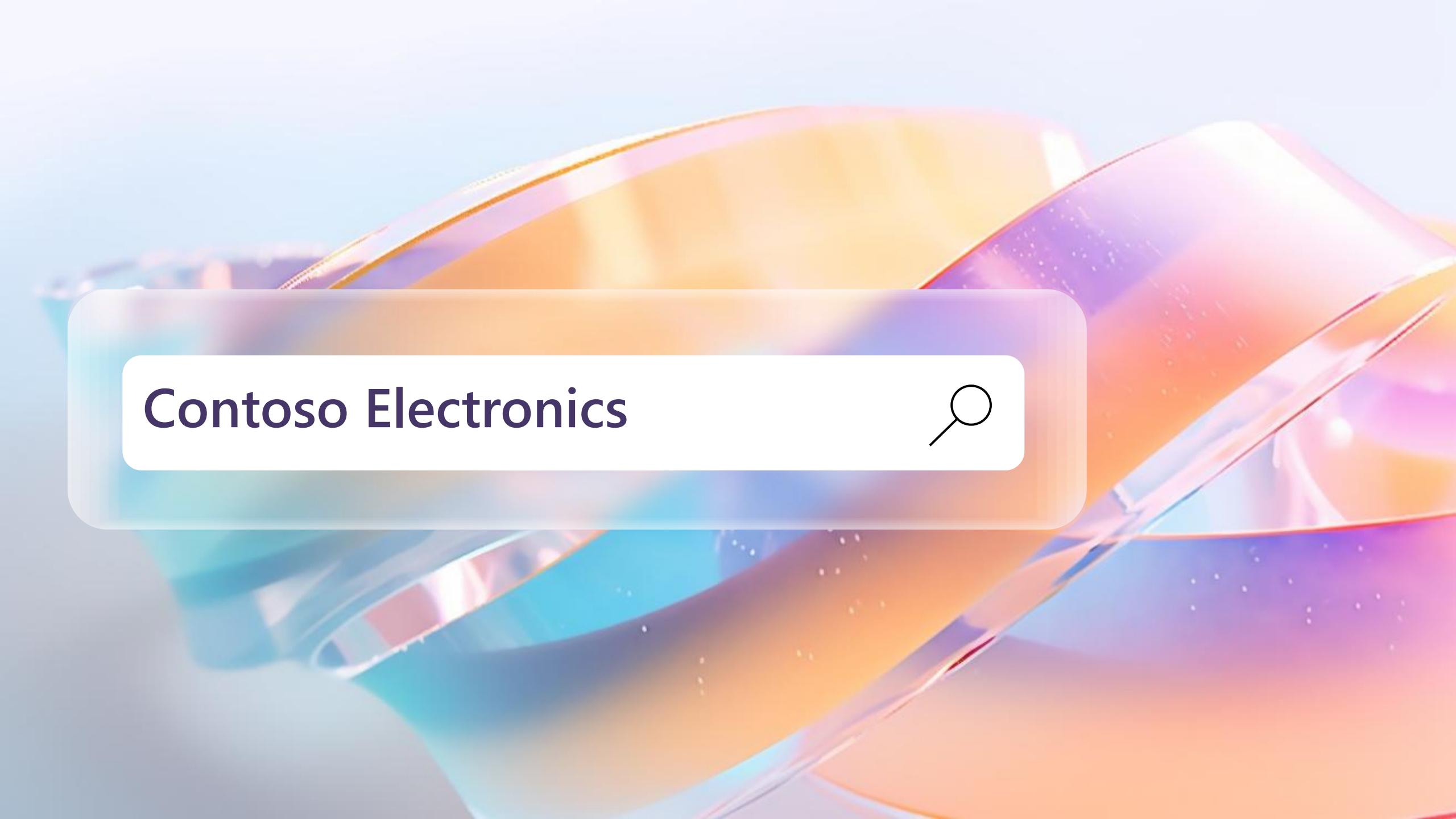
Copilot for M365

Data Security

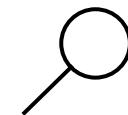
Presents only data that each individual has access to

Uses the same data access controls other Microsoft 365 services do

Inherits the tenant's security, compliance, and privacy policies



Contoso Electronics





Contoso Electronics



Copilot



Purview



Word



SharePoint



Alex



Diego

Data classification

Information protection

Audit

Data lifecycle management

Communication compliance

??

Work

SharePoint

https://moderncomms382604.sharepoint.com/_layouts/15/sharepoint.aspx?v=following

Contoso Electronics SharePoint Search in SharePoint MA

+ Create site + Create news post

< Following

AlexW ✓ DiegoS ✘

Access restricted to fewer users

Data is labeled with special label

Data is protected with copy-restricted encryption

Open to everyone

Data is labeled

No encryption applied

O Obsidian Group

The Perspective

Contoso Works

Benefits

Global Marketing

Give

Contoso Brand

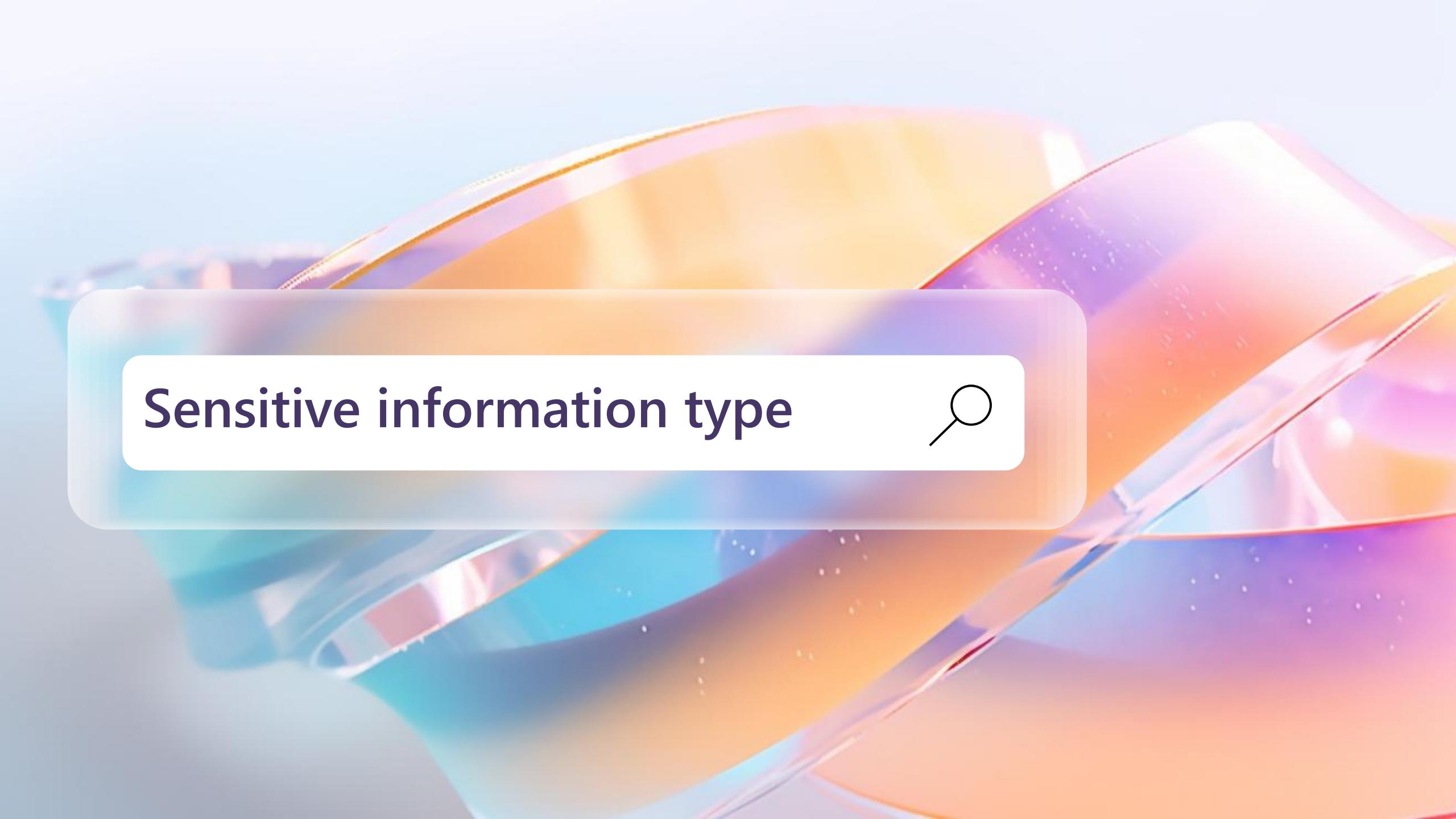
NEWS

Drone workshop

Fly Safe Conference

Global Sales

Contoso News



Sensitive information type



[Home](#)[Compliance Manager](#)[Data classification](#)

The sensitive info types here are available to use in your security and compliance policies. These include a large collection of types we provide, spanning regions around the globe, as well as any custom types you have created.

[+ Create sensitive info type](#) [+ Create Fingerprint based SIT](#) [⟳ Refresh](#)

1 of 1 selected

sensit

Name ↑	Type	Publisher
<input checked="" type="checkbox"/> Sensitive terms	Entity	Contoso

Solutions

[Catalog](#)[Audit](#)[Content search](#)[Communication compliance](#)[Data loss prevention](#)[eDiscovery](#)[Data lifecycle management](#)

- Home
- Compliance Manager
- Data classification
- Data connectors
- Alerts
- Policies
- Roles & scopes
- Trials

- Solutions
- Catalog
- Audit
- Content search
- Communication compliance
- Data loss prevention
- eDiscovery
- Data lifecycle management
- Information protection
- Information barriers
- Insider risk management

Sensitive terms

> Details

[Test](#) [Copy](#) [Edit](#) [Delete](#)[Overview](#) [Matched items](#)

Recommendation

Provide feedback to improve...

Help us improve the accuracy of the sensitive information types by letting us know if detected items match this classifier or not and submitting the document to Microsoft.

[Provide feedback](#)

Feedback results

0 Items with feedback**0 Match****0 Not a match****Description**

Terminologies that are considered sensitive to use in the organization.

Confidence level

Low

Created by

Contoso

Pattern #1**Primary element**

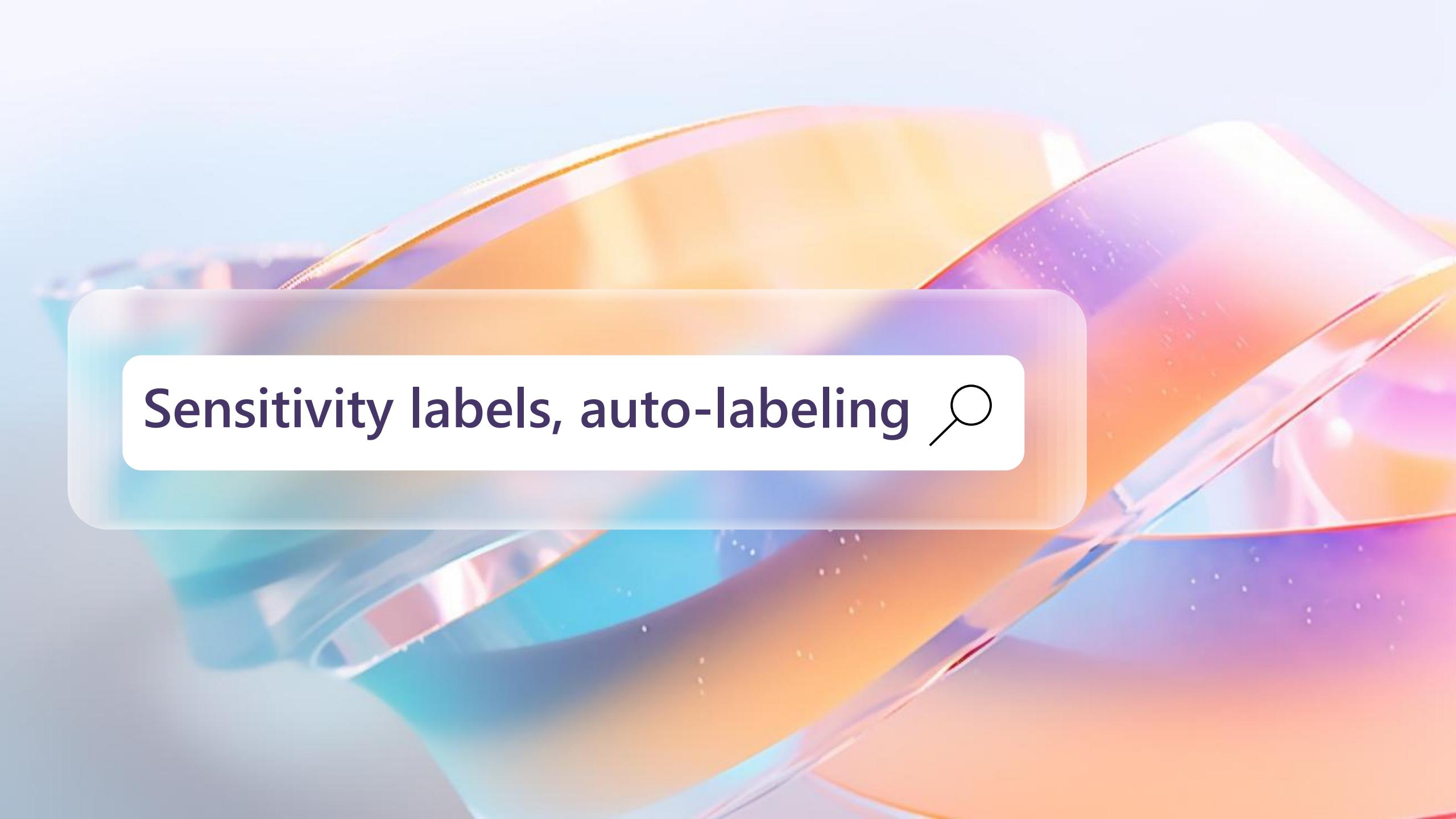
Keyword list: Obsidian

Character proximity

Detect primary AND supporting elements within 300 characters

Supporting elements

Keyword list: Support terms



Sensitivity labels, auto-labeling



- Solutions
- Catalog
- Audit
- Content search
- Communication compliance
- Data loss prevention
- eDiscovery
- Data lifecycle management
- Information protection
 - Overview
 - Labels
 - Label policies
 - Auto-labeling
- Information barriers
- Insider risk management
- Records management
- Privacy risk management
- Subject rights requests
- Settings
- More resources

Extend labeling to assets in the data map ...

When you turn this on, you'll be able to apply your sensitivity labels to files and schematized data assets in Microsoft Purview Data Map and Microsoft Defender for cloud. [Learn more](#)

Turn on

Sensitivity labels are used to classify email messages, documents, sites, and more. When a label is applied, it uses the settings you choose. For example, you can create labels that encrypt files, add content marking, and more.

[Create auto-labeling policy](#) [Publish label](#) [Edit label](#) [Reprioritize](#) [Delete](#)

Name	Priority
Personal	0 - lowest
Public	1
General	2
Confidential	5
Anyone (unrestricted)	6
All Employees	7
Trusted People	8
Project Obsidian	9
Highly Confidential	10
Confidential - Finance	14 - highest

Project Obsidian

[Create sublabel](#) [Create auto-labeling policy](#) [Publish label](#) ...

Name

Project Obsidian

Display name

Project Obsidian

Description for users

Project Obsidian

Scope

File, Email, Meetings, Site, UnifiedGroup

Encryption

Encryption

Content marking

None

Auto-labeling for files and emails

Automatically apply the label

Group settings

None

Site settings

None

Meetings settings

Auto-labeling for schematized data assets (preview)

None



Edit sensitivity label

Label details

Scope

Items

Encryption

Auto-labeling for files and emails

Groups & sites

Schematized data assets (preview)

Finish

Configure encryption settings

i Turn on co-authoring Office desktop apps so multiple users can simultaneously edit documents that are labeled and encrypted by sensitivity labels. [Learn more about this setting](#)

[Go to co-authoring setting](#)

Assign permissions now or let users decide?

Assign permissions now

The encryption settings you choose will be automatically enforced when the label is applied to email and Office files.

User access to content expires

Never

Allow offline access

Always

Assign permissions to specific users and groups *

Assign permissions

1 item

Users and groups

Permissions

Edit

Delete

MODERNCOMMS382604.onmicrosoft.com

Viewer



Back

Next

Cancel

Edit sensitivity label

 Label details Scope Items Encryption Auto-labeling for files and emails Groups & sites Schematized data assets (preview) Finish

Auto-labeling for files and emails



i Since encryption is turned on, a large amount of content might be automatically encrypted when this label is applied. Turning on encryption impacts Office files (Word, PowerPoint, Excel) and PDF files that have this label applied. Because the files will be encrypted for security reasons, performance will be slow when the files are opened or saved, and some SharePoint and OneDrive features will be limited or unavailable. [Learn more](#)

_DETECT content that matches these conditions

Content contains

Group name *

Default

Group operator

Any of these

Sensitive info types

Sensitive terms

Low confidence



Instance count

1

to Any



Add

Create group

+ Add condition

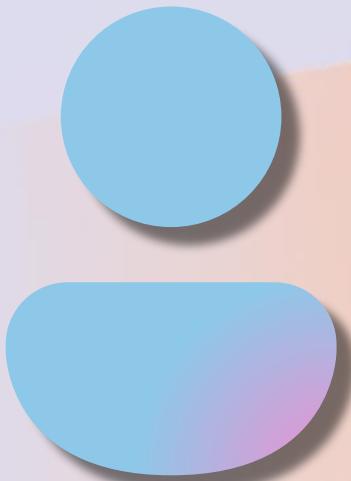
When content matches these conditions

Automatically apply the label

[Back](#)[Next](#)[Cancel](#)

Alex

Projectleider
Obsidian





O

Obsidian

Private group | Confidential \ Project Obsidian Not following 5 members

Home

+ New

Upload

Edit in grid view

Share

Copy link

Sync

Add shortcut to OneDrive

...

All Documents*



Conversations

Documents

Shared with us

Notebook

Pages

Site contents

Recycle bin

Edit

[Return to classic SharePoint](#)

Documents > General

Name	Modified	Modified By	Sensitivity	+ Add column
Design update.docx	Monday at 10:17 PM	MOD Administrator	Confidential \ Project Obsidian	
kickoff.pptx	Monday at 2:01 PM	MOD Administrator	Confidential \ Project Obsidian	
Next generation chip.docx	Monday at 10:31 PM	MOD Administrator	Confidential \ Project Obsidian	
Project Osiris.pdf	Monday at 10:21 PM	MOD Administrator		

evening. It is about the Project Obsidian kickoff. [③](#)

- "**Design update**" is a document authored by **Alex Fromm and MOD Administrator** and was last modified Tuesday morning. It provides an update on the engine chip design for automated cars. [④](#)
- "**Next generation chip**" is a document authored by **MOD Administrator** and was last modified Tuesday morning. It discusses the need for building dedicated chips to power future cars and compares the advantages and disadvantages of ARM and x86 chip architectures. [⑤](#)

[Copy](#)

Confidential\Project Obsidian

Project Obsidian



1/30 AI-generated content may be incorrect



5 references ^

1 Project Plan for Project Obsidian

Confidential\Project Obsidian

Word | Alex Wilber modified on 11/07/23

"Project Plan for Project Obsidian A brief overview of the project objectives, scope, Project Objectives The main objective of Project Obsidian is to develop a web-based project ..."

2 Obsidian FAQ

3 Onbsidia

4 Design update

5 Next generation chip

Who is Alex Fromm?

What is the latest update on the engine chip design?

What is the Obsidian FAQ about?



Ask a work question or use / to reference people, files, and more





Paste



Delete



Copy



Format

Calibri (Body)

11

A⁺A⁻

Aa

A^oz₁A₁A_oz₂x₁x₂x₃A₁A_oz₂x₁x₂x₃A₁A_o

Clipboard

F

Font



Paragraph



Styles



Find



Replace



Select



Editing



Dictate



Voice



Sensitivity



Add-ins



Editor



Copilot



Draft with Copilot



Write a short FAQ on Project Obsidian|

37/2000

Generate

Reference a file

File

Home

Insert

Draw

Design

Layout

References

Mailings

Review

View

Help

Comments

Editing

Share



Paste



Cut



Delete



Font

Calibri (Body)

11

A[^]A^vA_aA_A



Calibri (Body)

11





Work

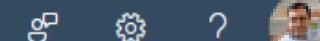
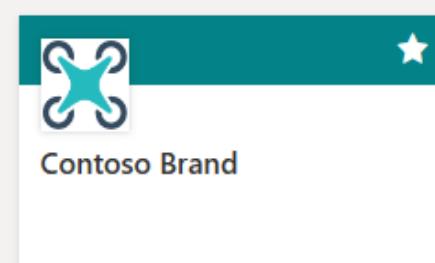
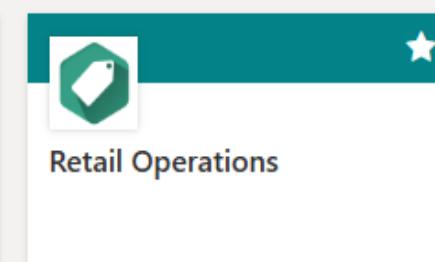
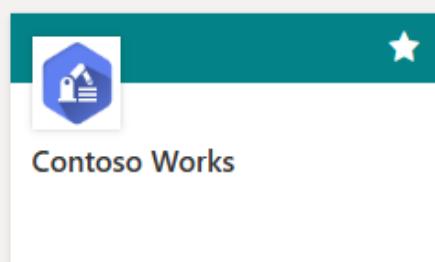
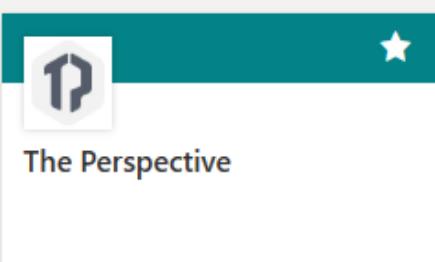
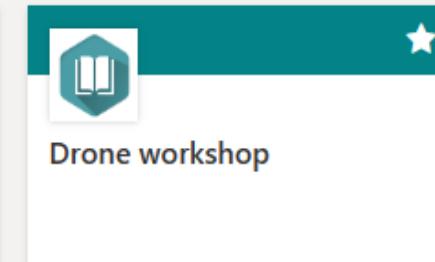


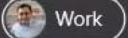
SharePoint

https://moderncomms382604.sharepoint.com/_layouts/15/sharepoint.aspx?v=following

SharePoint

Search in SharePoint

[+ Create site](#) [+ Create news post](#)[Following](#)



Sorry, you don't have access.

I'd like access, please.

I

I'd like access, please.

[Request Access](#)





M365 Chat

what is Project Obsidian about...

New chat

Copilot chats and more

November 8, 2023 at 02:42 PM

what is Project Obsidian about?

Who is the project lead?

What is the goal of the project?

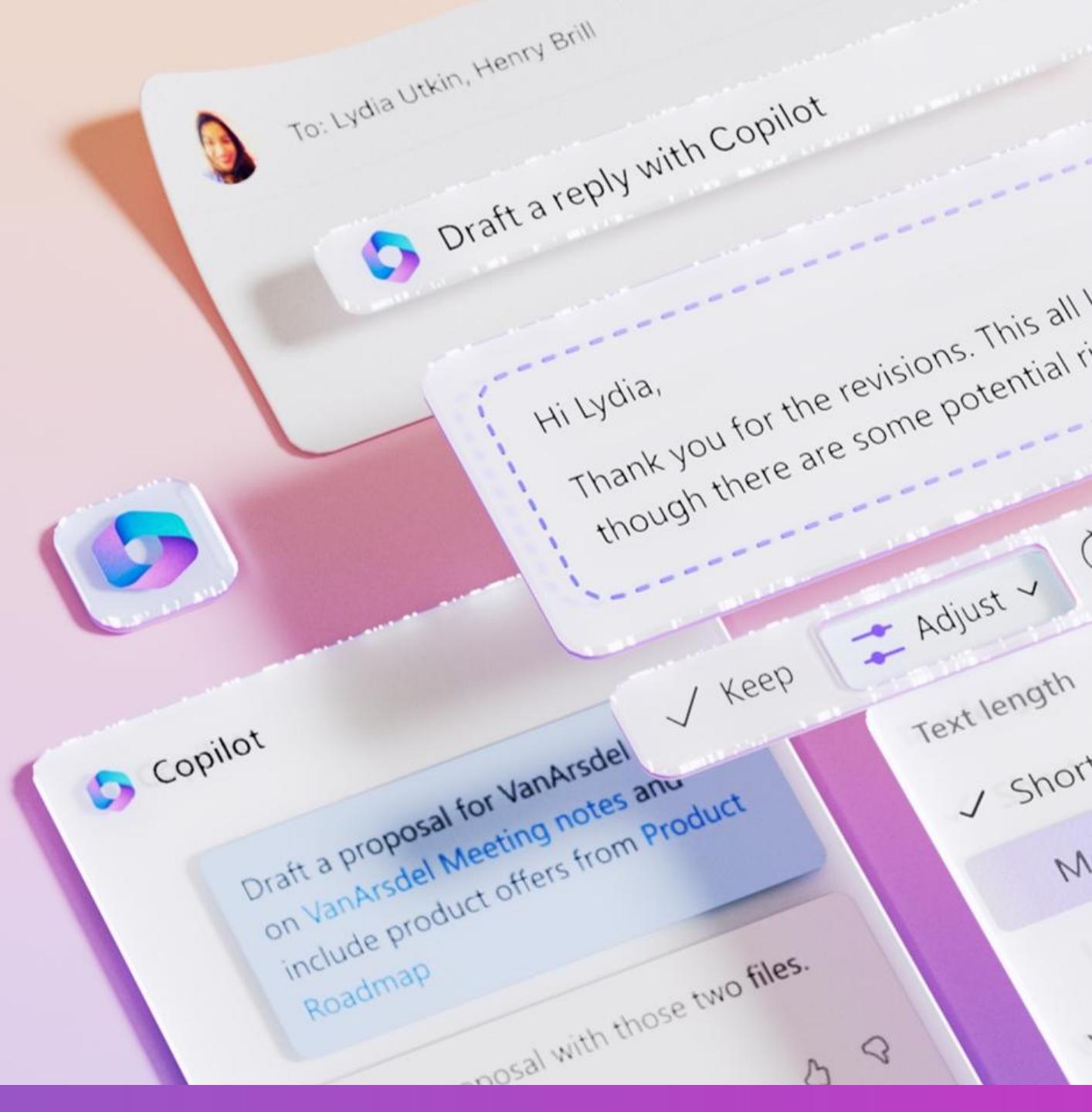
Can you help me with something else?



Ask a work question or use / to reference people, files, and more

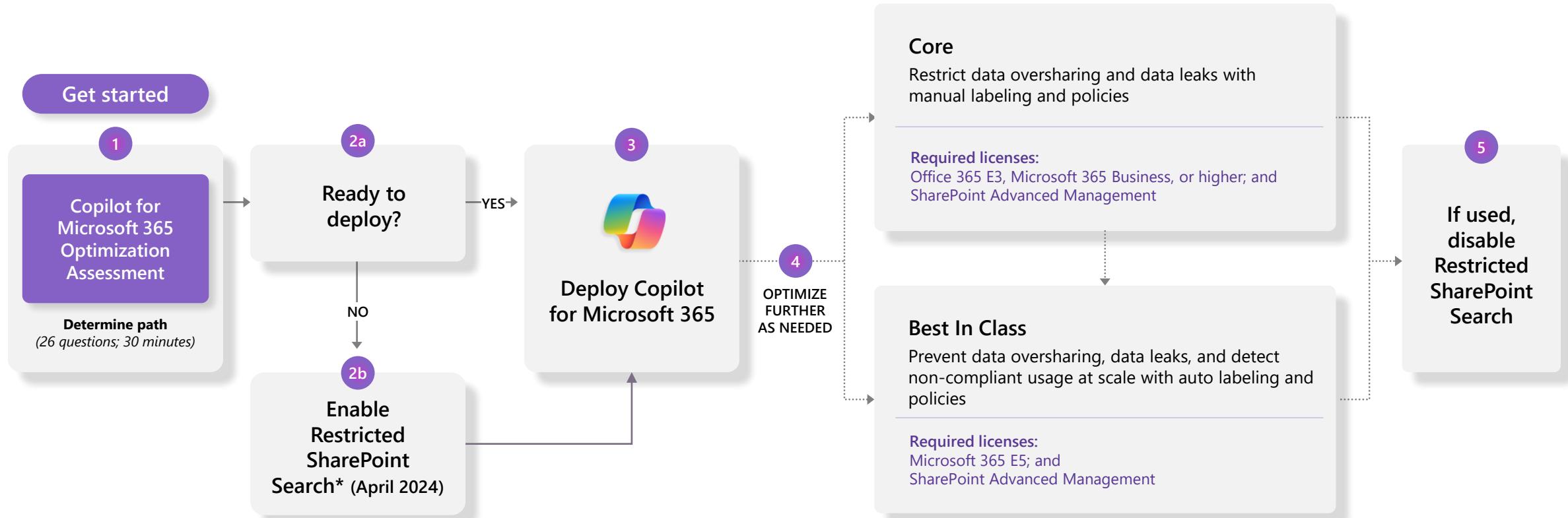


Hoe kan ik dit inregelen?



What if the customer has an urgent need to address data overexposure? Restricted SharePoint Research

Get started quickly and continue to optimize along the way



* Restricted SharePoint Search will limit Copilot for Microsoft 365 experiences and organization-wide search. It is a temporary option which gives you time to address oversharing concerns while getting started on your Copilot journey.

Sharepoint Admin Center

Access control

Use these settings to restrict how users are allowed to access content in SharePoint and OneDrive

Unmanaged devices

Restrict access from devices that aren't compliant or joined to a domain.

Idle session sign-out

Automatically sign out users from inactive browser sessions.

Network location

Allow access only from specific IP addresses.

Apps that don't use modern authentication

Block access from Office 2010 and other apps that can't enforce device-based restrictions.

Site-level access restriction

PRO

Allow SharePoint and Global Administrators to restrict access to sites.

Site-level access restriction

This setting lets you and other Global or SharePoint Administrators restrict access to sites. For sites connected to a group or team, you can restrict access to only the group or team owners and members. For communication sites, you can restrict access to only the groups you specify.

[Learn more about Restricted Access Control for SharePoint sites](#)



Allow access restriction

Save



What is different about Copilot Adoption?

New technology

Many users may have no comparable experience.

Individual user experiences

Results are different for each user as they depend highly on the users context and used prompts

Fast changing experiences

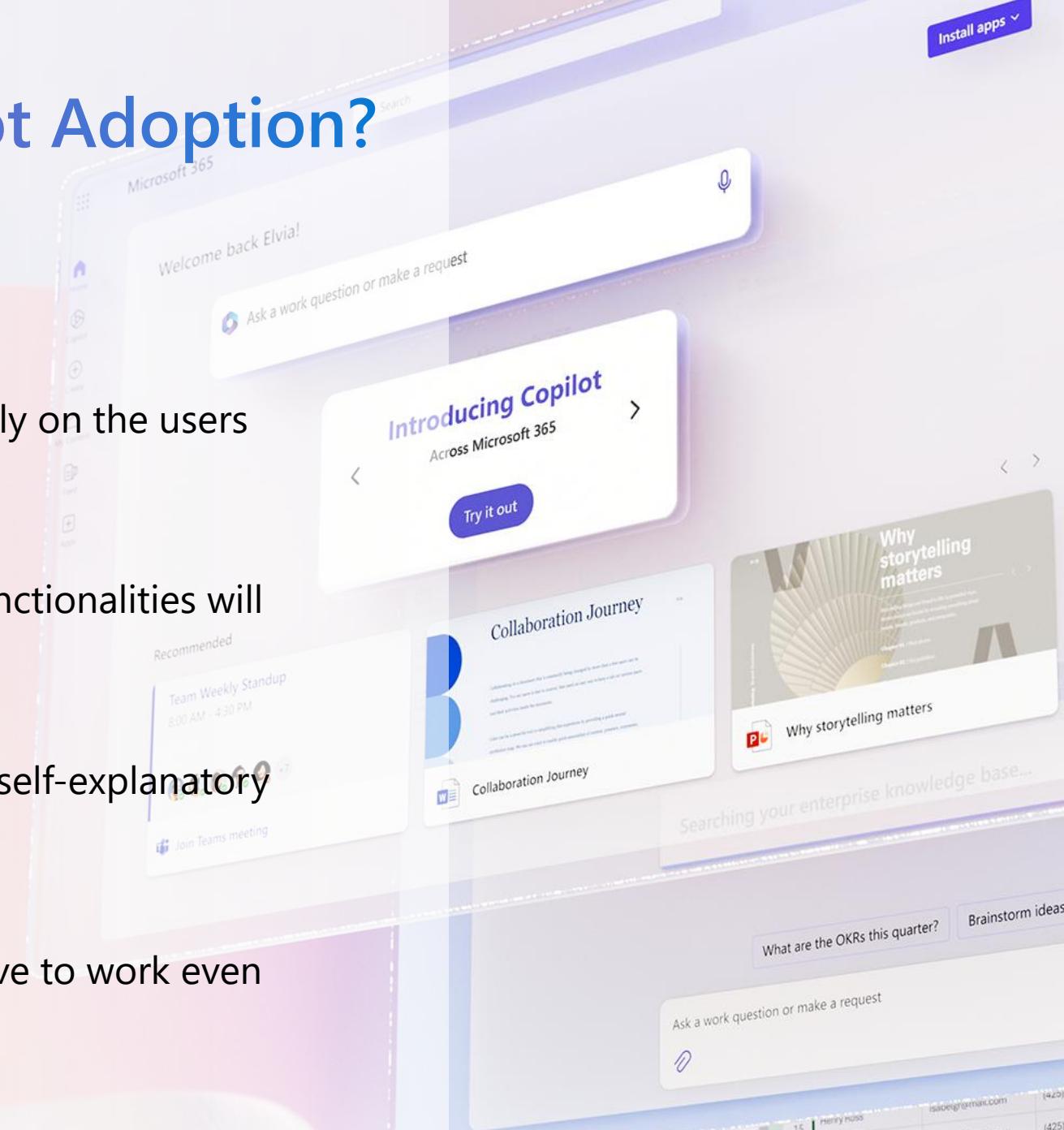
Depending on the content, plugins and connectors, functionalities will likely improve in a short period of time

Technical abstraction

Understanding how Generative AI works might be not self-explanatory and might need additional guidance

Productivity proof dilemma

If Copilot will simplify my tasks and I am faster, will I have to work even more when I use Copilot?

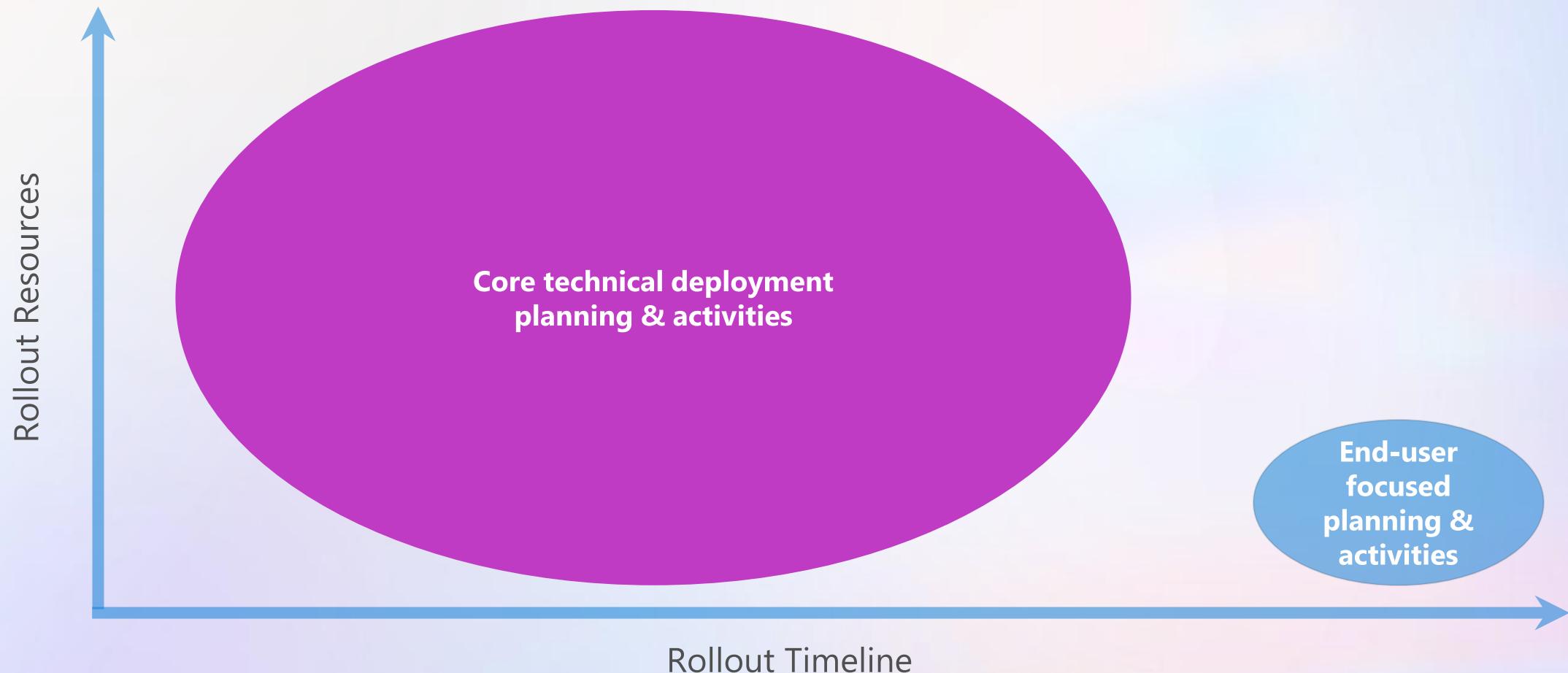


Adoptie is geen ...



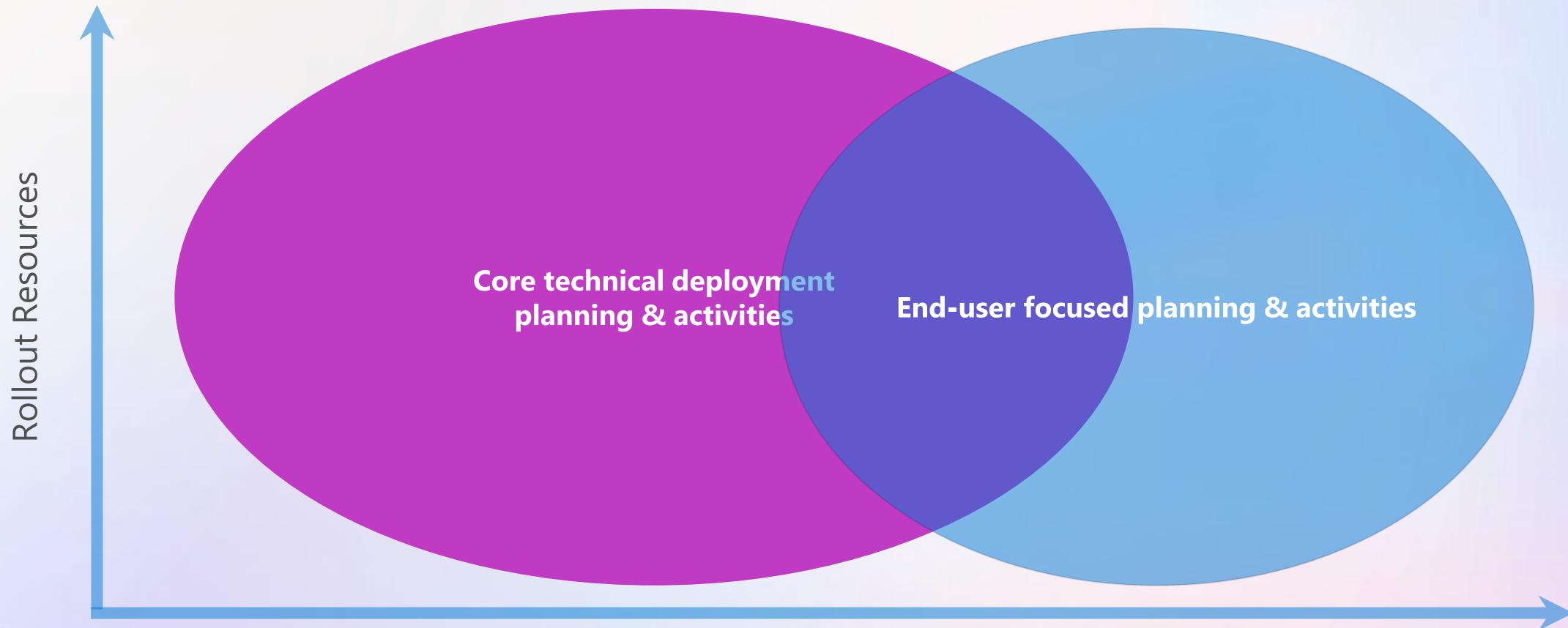
Typical rollout effort distribution

End-user focus is an after-thought with minimal activities, resulting in low adoption



Ideal rollout effort distribution

End-user readiness is a parallel, integrated work stream with deployment



5 aanbevelingen voor het adopteren van Copilot for M365

Start at the top

It's all about culture

Persona's

Training

Communicatie

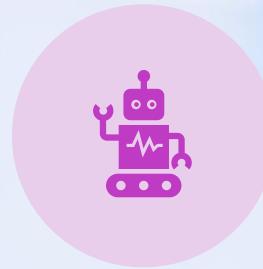
Begin bovenaan



Zakelijke doelstellingen (e.g.
*klantervaring, productiviteit,
omzetgroei,
werknemerservaring, etc*)



Technologische strategie



Executive sponsorship en evt.
AI Council/ stuurgroep*



AI-strategie

*voor grotere organisaties. Vraag voor meer informatie.

It's all about culture

This is a whole new way of working that involves both software and culture.

3 Stappen om je cultuur op AI voor te bereiden



Verkies nieuwsgierigheid boven angst (experimenter)



Wees niet bang om fouten te maken



Omarm een growth-mindset (niet "ik weet het al" maar
"ik wil het leren")

Perona's (een voorstel ~3000 medewerkers)

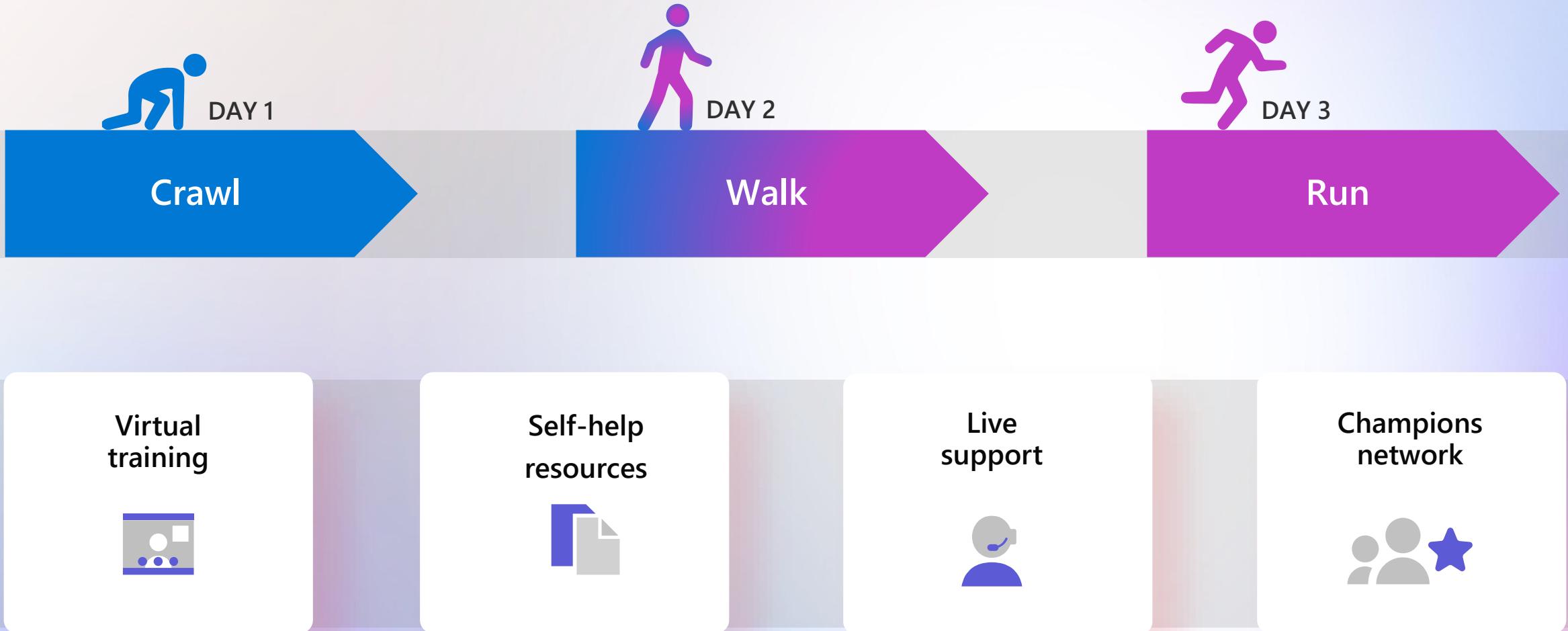
- ✓ ~5% of licenses to CxOs, Senior Leaders and Sponsors of M365 Copilot (10-15 licenses)
- ✓ ~10% of licenses to Adoption Champions (20-30 licenses)
- ✓ ~5% of licenses to IT Admins (10-15 licenses)
- ✓ ~5% of licenses to AI skeptics (10-15 licenses)
- ✓ ~80% of licenses to end-users (200-250 licenses) representing a variety of disciplines and the whole technology spectrum.

Look for a group of people or sub-teams within a discipline/area to **measure the benefits on a whole team vs. single users**.

Persona's

Nog één tip: vergeet niet OR er bij te betrekken!

Training strategie



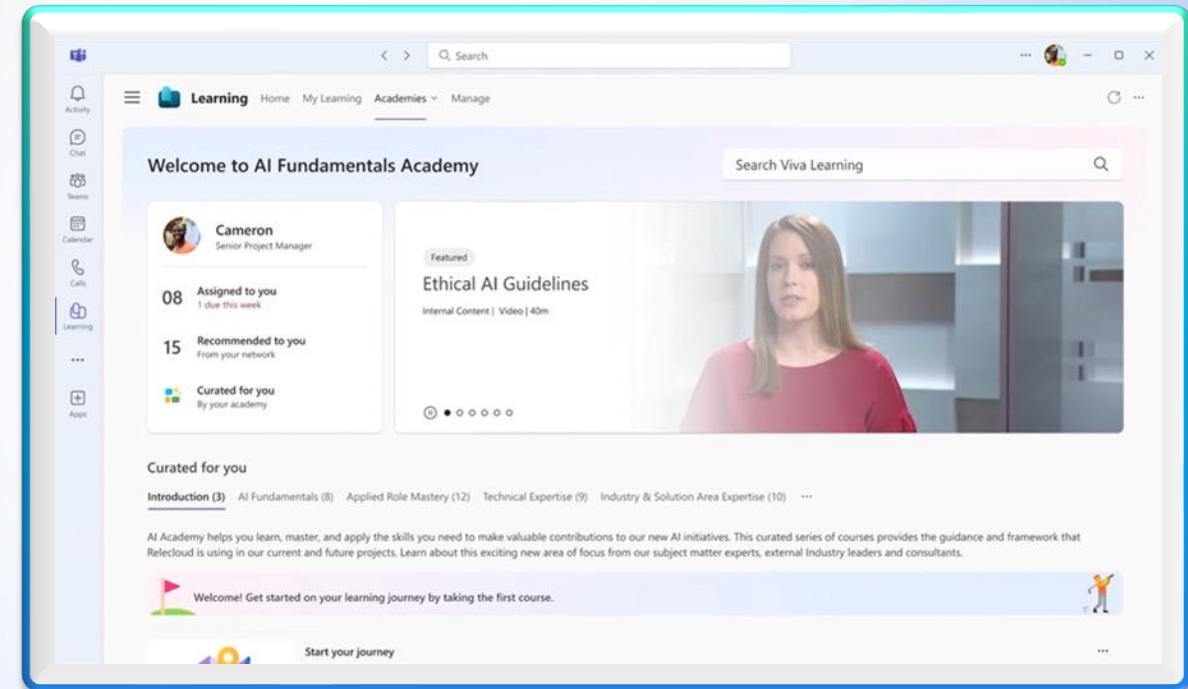
Equip employees with AI knowledge and skills

With Microsoft Viva, bring learning content and training resources into the flow of work to help employees grow and develop their skills

- Aggregate learning content in from different first and third-party content providers in one central hub
- Bring relevant Copilot learning courses to the surface in the tools and platforms where users already spend their time
- Create personalized learning plans to streamline Copilot onboarding and adoption

Viva for Skilling

- + With a Microsoft Viva license (*available as add-on*), you can leverage AI to further understand workforce skills and gaps, and create advanced learning paths and learning academies to enable employees with the right tools and knowledge



Create a learning academy in Viva Learning

Voorstel: train ze in prompten!

Gebruik de default prompts. Deze zijn ontwikkeld om duidelijkheid aan Copilot te geven om te volgen

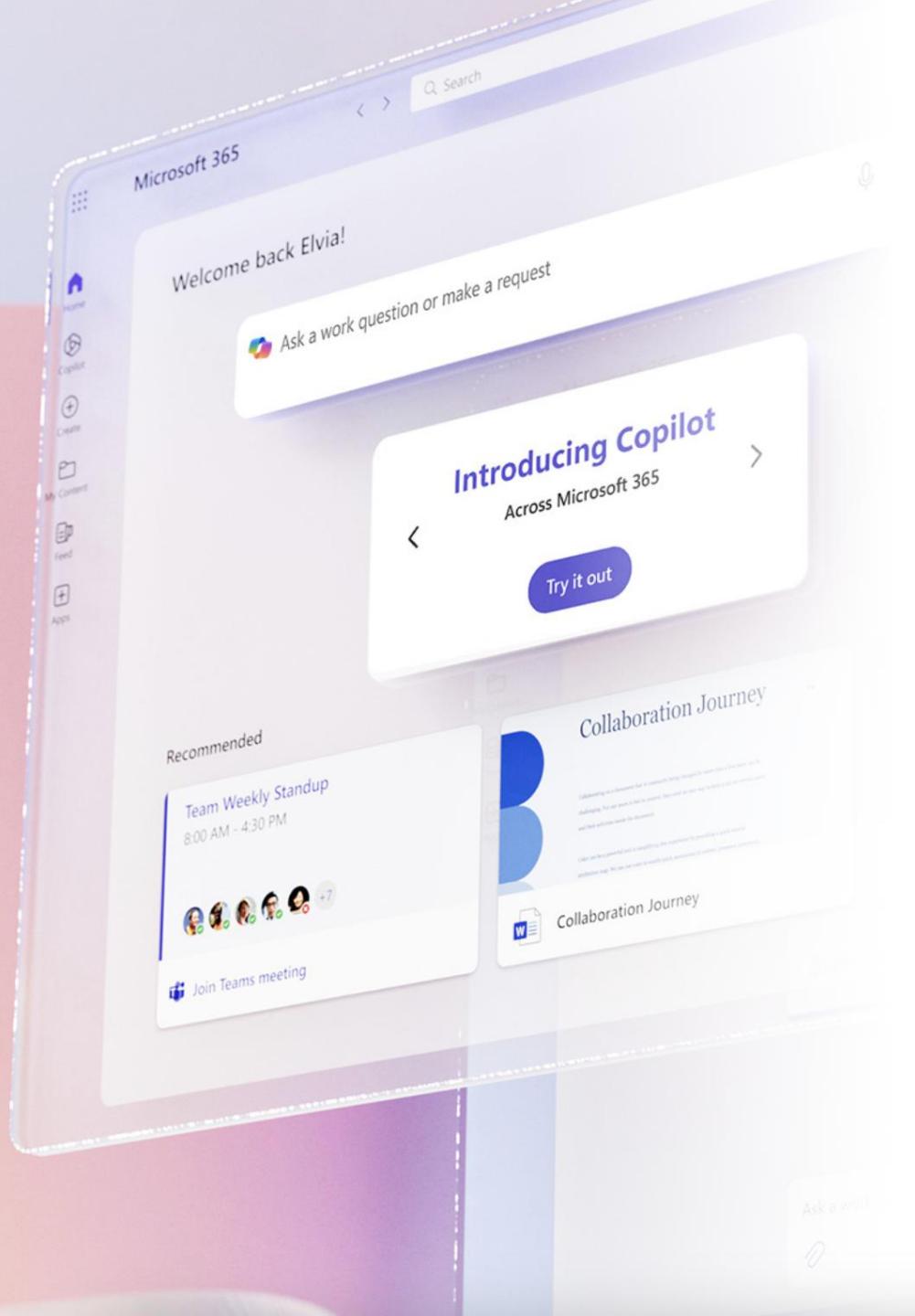
Wees **duidelijk, helder en vriendelijk** in je prompt.

Geef **context**.

Experimenteer in je prompting.

Vraag om **hulp**





Awareness matters



Validates the importance of the change



Transparency is important
(People want and deserve to understand what's happening and when)



Drives excitement



Get everyone on board with using the new technology
(Executive messaging is an important factor)



Best practices to generate awareness and spark excitement



Communications

- ✓ Deploy a variety of tactics
- ✓ Focus on "What's in it for me?"
- ✓ Tailor plan to company and culture
- ✓ Send out communications



Engagement events

- ✓ Engage executive sponsors to kick-off launch
- ✓ Host online events for remote offices



Executive sponsors

- ✓ Executive sponsors can drive criticality and importance

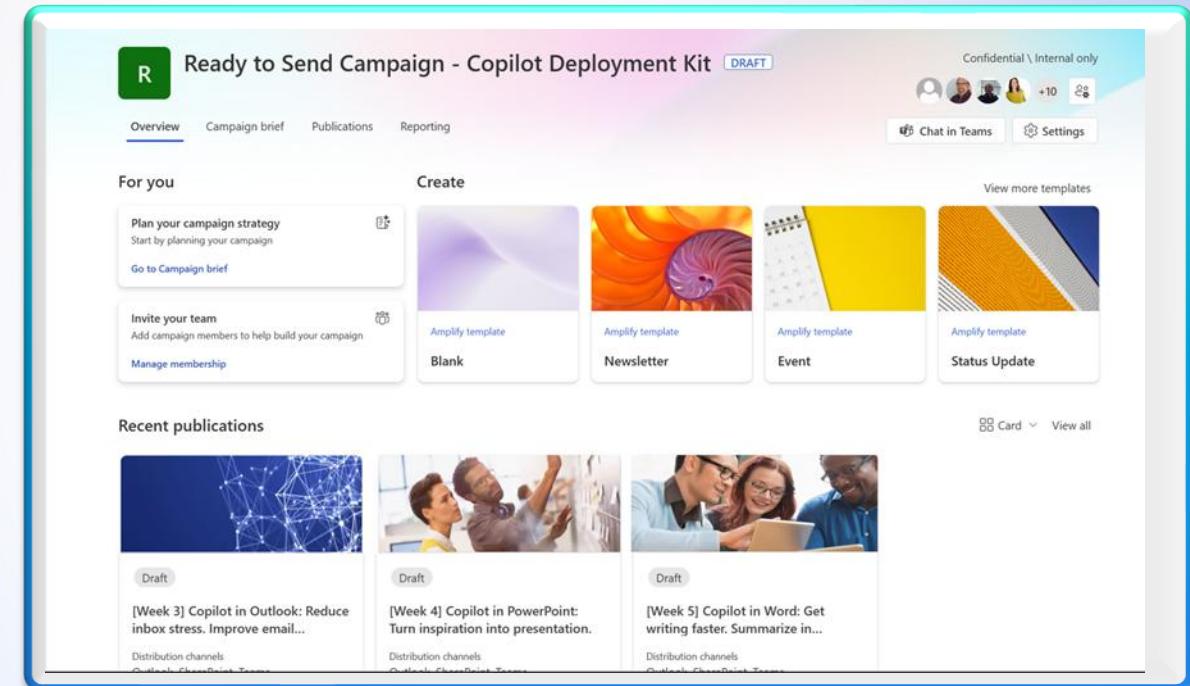
Keep employees connected and informed

With Microsoft Viva in Microsoft 365, help your people quickly realize the full benefit of Copilot with communications tools and campaigns

- **Easily onboard employees** with a unified communications channel to share essential information and resources
- **Encourage users to share best practices** with communities of champions and experts
- **Engage employees** by posting questions, crowdsourcing answers, and gathering insights

Viva for Communications

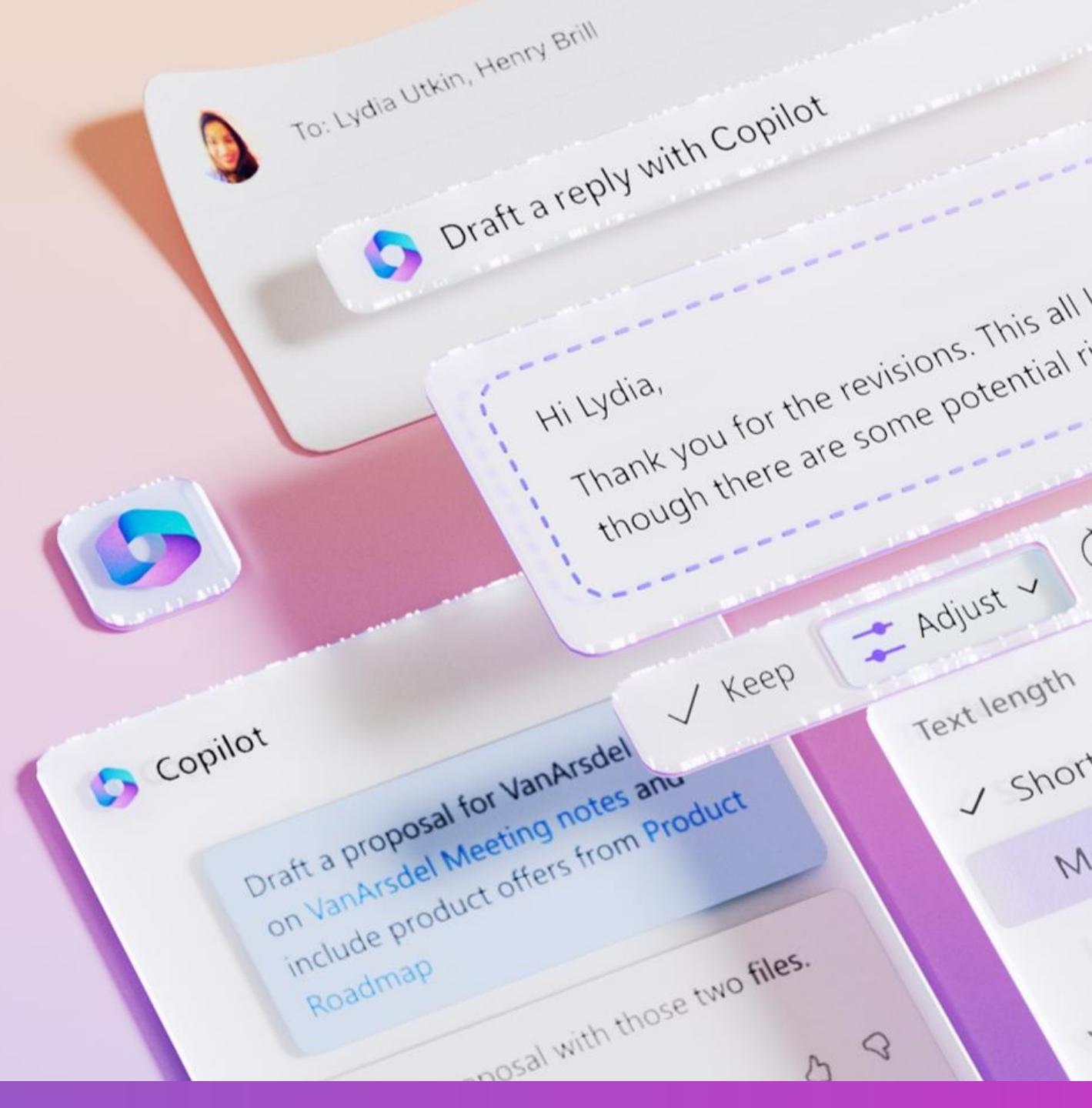
- + With a Microsoft Viva license (*available as add-on*), you can easily amplify your message across Outlook, SharePoint, Teams and Viva Engage and leverage prebuilt templates, checklists and nudges to further facilitate Copilot roll-out.



Build employee campaigns in Viva Amplify

Measurement

3



M365 Admin Center Reports – Usage

Filter on Copilot for M365 usage across 7/30/90/180 days

See usage across different M365 Apps and over a period of time

Readiness Usage [Help](#)

Copilot for Microsoft 365 usage [PREVIEW](#)

Filters: Periods: Past 30 days (30 Dec 2023 - 28 Jan 2024) ▾

Enabled users: 21 Active users: 5 Active users rate: 23.8%

Recommendations

Deliver insights to your IT leader with the Microsoft Copilot Dashboard
Give your leaders access to explore Copilot readiness, adoption, and impact in Viva Insights.
[Learn more about the Copilot Dashboard](#)

Adoption

Adoption by app

Current Trend

The number of enabled and active users of Copilot for Microsoft 365 apps for the selected period. [See metric definitions](#)

App	Enabled Users	Active Users
Any ...	~22	~5
Word	~22	~3
Power...	~22	~3
Outlook...	~22	~3
Excel...	~22	~2
Loop	~22	~2
OneN...	~22	~1
Team...	~22	~1

Promote using Microsoft 365 Copilot
Display messages to targeted users in your organization that encourage them to see the benefits of using Copilot.
[Schedule message](#) [PREVIEW](#)

[Help & support](#)

Copilot Dashboard



Available within M365 and Viva Insights

Twee soorten dashboards

Metrics are categorized into Readiness, Adoption, Impact and Sentiment

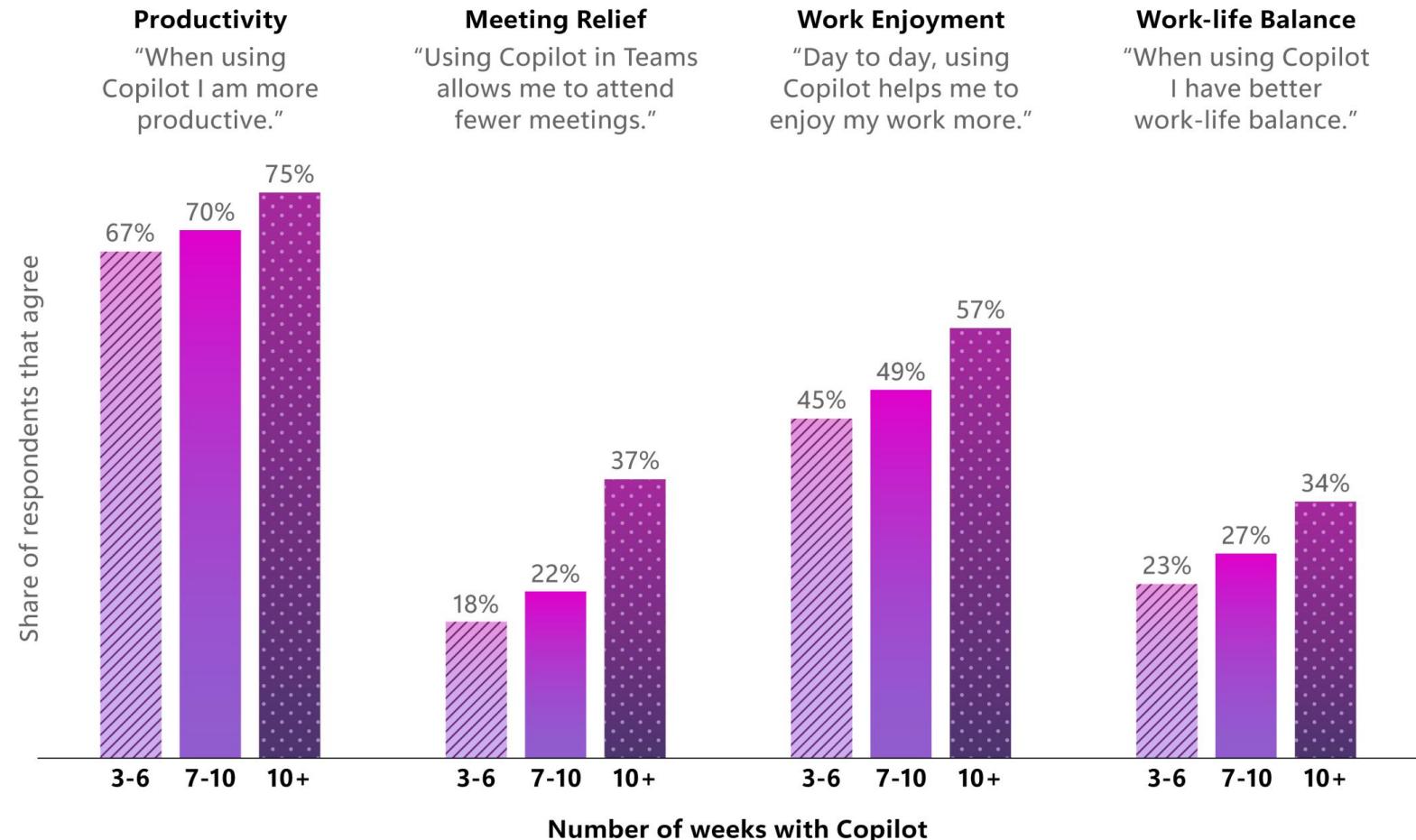
The dashboard displays the following key metrics:

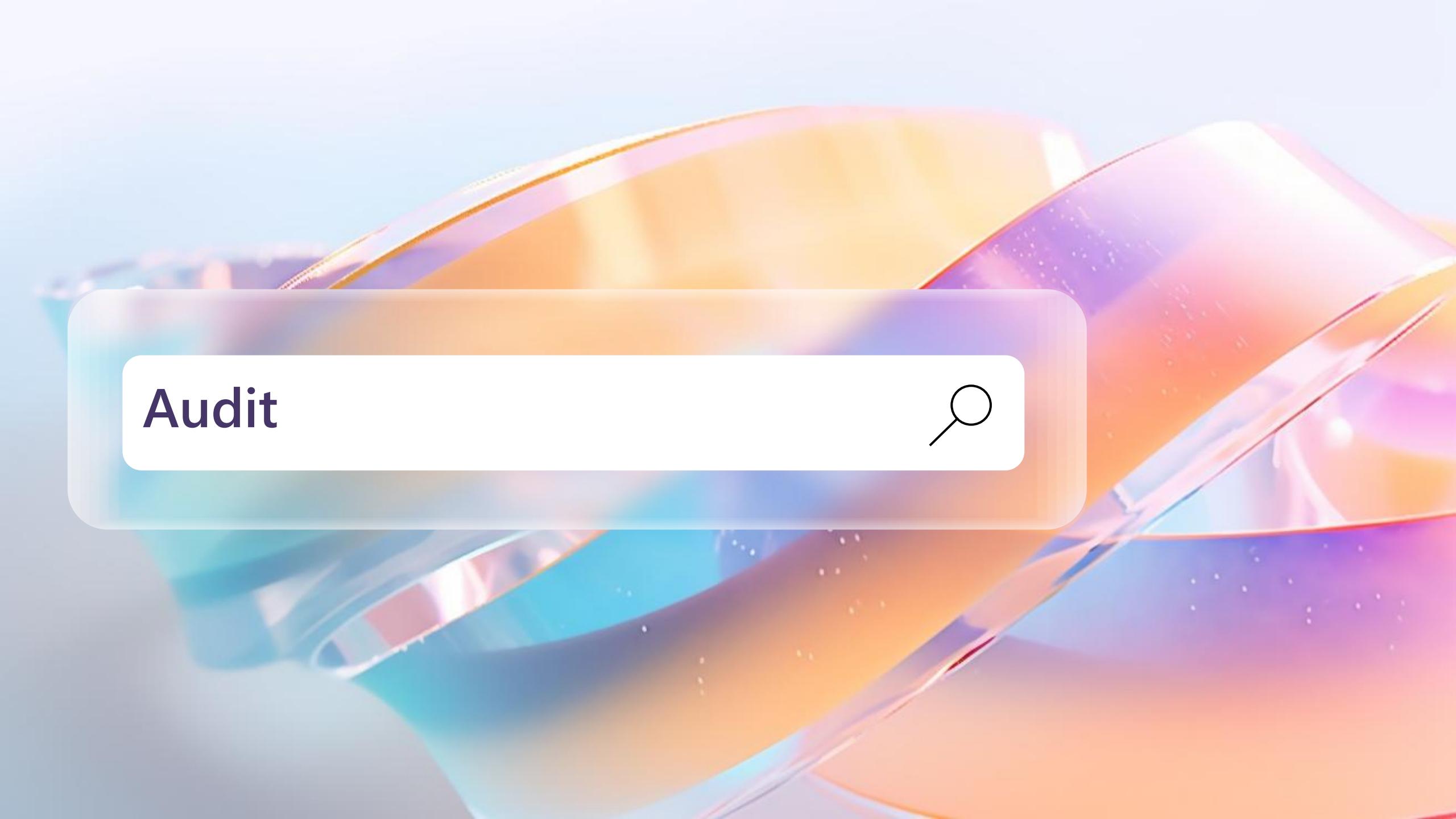
- Readiness:**
 - Copilot activation rate: 64%
 - Copilot adoption steps:
 - Copilot license users: 7,267
 - Copilot licensed employees: 4,660
 - Copilot licensed instances: 3,541
 - Copilot actions taken: 2,267- Impact:**
 - Meetings: 94,452
 - Teams Chat: 7,265
 - Documents: 175,361
- Adoption:**
 - Active Copilot users: 2,267
 - Copilot actions taken: 80,411
 - Copilot assisted hours: 13,949
- Learning:**
 - Meetings summarized by Copilot: 77,607
 - Meeting hours summarized by Copilot: 43,354
 - Meeting summaries created by Copilot: 57,352
 - Emails sent using Copilot: 40,890
 - Email thread summaries created by Copilot: 119,984
 - Emails drafts using Copilot: 86,433
 - Document creation actions using Copilot: 175,361
 - Document summaries created by Copilot: 82,193
 - Document edit or format actions using Copilot: 160,338

Research on Copilot users
<https://aka.ms/m365-ai-impact-research>

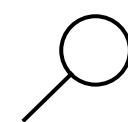


Form an AI habit in 11 weeks in 4 areas





Audit



Audit > Audit search

X

Monday, Nov 6, 2023 12:00:00 AM to Wednesday, Nov 8, 2023 12:00:00 AM

Export ▾

Date ↓	IP Address	User
<input type="checkbox"/> Nov 7, 2023 12:41 PM	2001:4898:80e8:36:f986:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:40 PM	2001:4898:80e8:36:f986:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:36 PM	2001:4898:80e8:1:f9bb:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:25 PM	2001:4898:80e8:1:f9bb:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:24 PM	2001:4898:80e8:1:f9bb:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:20 PM	2001:4898:80e8:1:f9bb:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:19 PM	2001:4898:80e8:1:f9bb:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:19 PM	2001:4898:80e8:1:f9bb:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:16 PM	2001:4898:80e8:37:f985:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:11 PM	2001:4898:80e8:1:f9bb:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input checked="" type="checkbox"/> Nov 7, 2023 10:20 AM	24.17.224.43	AlexW@MODERNCOMMS382604.OnMicrosoft.com

Users

AlexW@MODERNCOMMS382604.OnMicrosoft.com

Activity

Interacted with Copilot

Item**Details****CreationTime**

2023-11-07T18:20:46

Id

8a2bfba6-c241-47fd-a6e5-6995b57590b0

Operation

CopilotInteraction

OrganizationId

b9ba404e-37f1-4363-bb0b-fc387ddfabe6

RecordType

261

UserKey

23f35b20-f05f-42f6-9ce8-d53c9edd3ce0

UserType

0

Version

1

Workload

Copilot

Close

Audit > Audit search



Monday, Nov 6, 2023 12:00:00 AM to Wednesday, Nov 8, 2023 12:00:00 AM

Export ▾

Date ↓	IP Address	User
<input type="checkbox"/> Nov 7, 2023 12:41 PM	2001:4898:80e8:36:f986:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:40 PM	2001:4898:80e8:36:f986:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:36 PM	2001:4898:80e8:1:f9bb:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:25 PM	2001:4898:80e8:1:f9bb:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:24 PM	2001:4898:80e8:1:f9bb:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:20 PM	2001:4898:80e8:1:f9bb:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:19 PM	2001:4898:80e8:1:f9bb:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:19 PM	2001:4898:80e8:1:f9bb:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:16 PM	2001:4898:80e8:37:f985:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input type="checkbox"/> Nov 7, 2023 12:11 PM	2001:4898:80e8:1:f9bb:fb39:1a3e:5fad	AlexW@MODERNCOMMS382604.OnMicrosoft.com
<input checked="" type="checkbox"/> Nov 7, 2023 10:20 AM	24.17.224.43	AlexW@MODERNCOMMS382604.OnMicrosoft.com

1

Workload

Copilot

ClientIP

24.17.224.43

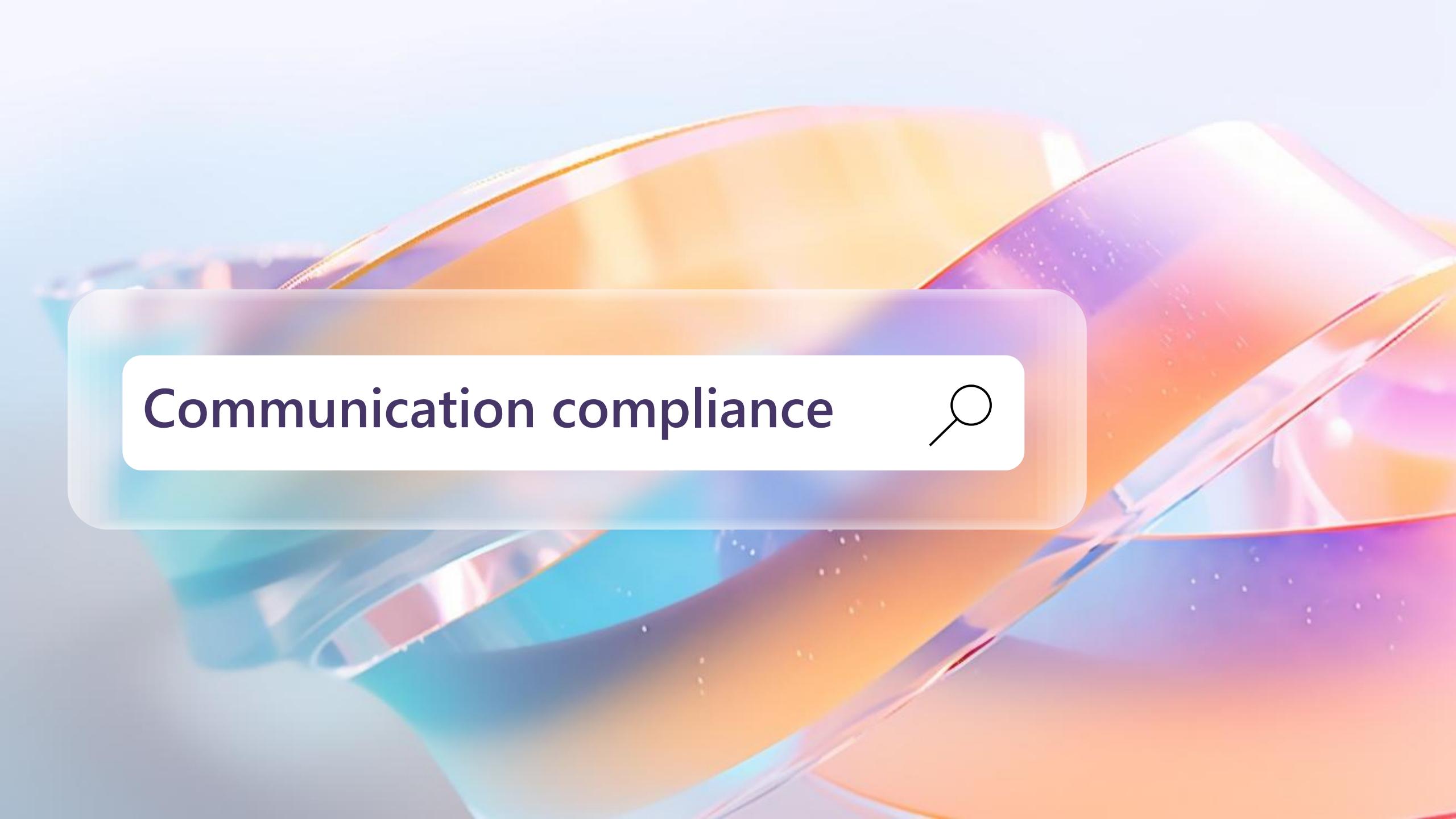
UserId

AlexW@MODERNCOMMS382604.OnMicrosoft.com

CopilotEventData

```
{ "AccessedResources": [ { "Id": "https://moderncomms382604.sharepoint.com/sites/0", "Name": "kickoff.pptx", "SensitivityLabelId": "1f800ac5-34ff-40e6-aab6-2802e7fc", "Type": "pptx" }, { "Id": "https://moderncomms382604.sharepoint.com/sites/0", "Name": "Design update.docx", "SensitivityLabelId": "1f800ac5-34ff-40e6-aab6-2802e7fc", "Type": "docx" }, { "Id": "https://moderncomms382604.sharepoint.com/sites/0", "Name": "Next generation chip.docx", "SensitivityLabelId": "1f800ac5-34ff-40e6-aab6-2802e7fc", "Type": "docx" } ], "AppHost": "bizchat", "Contexts": [], "MessageIds": [], "ThreadId": "19:qt0mIM5vzHCDQ1PGzya5KFTJfuhVOpYJcNbi1LDvqx81@th" }
```

Close



Communication compliance



-  Roles & scopes
-  Trials
- Solutions**
-  Catalog
-  Audit
-  Content search
-  Communication compliance
-  Data loss prevention
-  eDiscovery
-  Data lifecycle management
-  Information protection
-  Information barriers
-  Insider risk management
-  Records management
-  Privacy risk management
-  Subject rights requests
-  Settings
-  More resources

Communication compliance

[Overview](#) **Policies** [Alerts](#) [Reports](#)[+ Create policy](#) [Export policy updates](#) Refresh Show

1 item



Search



Customize columns

Policy name	Items pending review	Resolved items	Status	Last modified (UTC)	Last policy scan (UTC)
Sensitive information	5	0	Active	Nov 7, 2023 6:41 PM	1 hour ago

Pending (5) Resolved (0) Exports

Filter Save the query Reset Filters

Body/Subject: Any Date: Any Sender: Any Tags: Any

Subject	Tags	Sender	Recipients	Sentiment	Date (UTC)
<input type="checkbox"/> Copilot in Word	...	Alex Wilber <Alex...>	Copilot <>, >	Neutral	Nov 7, 2023 8:21 PM
<input type="checkbox"/> Copilot in Word	...	Copilot	Alex Wilber <Alex...>	Positive	Nov 7, 2023 8:21 PM
<input type="checkbox"/> Copilot in Word	...	Copilot	Alex Wilber <Alex...>	Neutral	Nov 7, 2023 8:21 PM
<input type="checkbox"/> Copilot in Word	...	Alex Wilber <Alex...>	Copilot <>, >	Neutral	Nov 7, 2023 8:21 PM
<input checked="" type="checkbox"/> Copilot in BizChat	...	Alex Wilber <Alex...>	Copilot <>, >	Neutral	Nov 7, 2023 8:11:35 PM

Copilot in BizChat

Source Plain Text User history

Conditions detected: Sensitive terms (Obsidian) View all

From: Alex Wilber <AlexW@MODERNCOMMS382604.OnMicrosoft.com>
Sent on: Tuesday, November 7, 2023 8:11:35 PM
To: Copilot <>
Subject: Copilot in BizChat

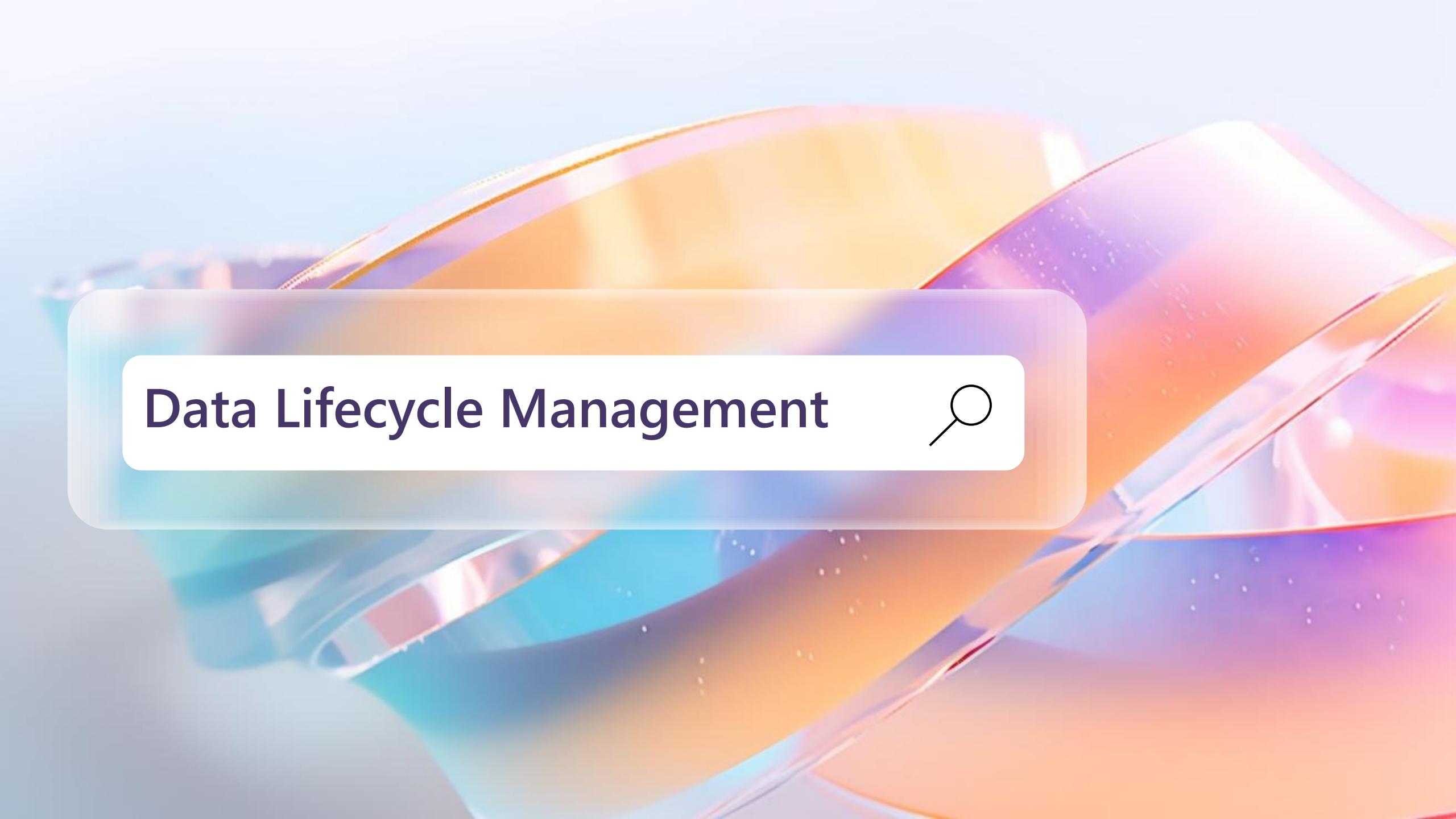
what are the latest files on Project Obsidian?

Resolve

Notify

Tag as

Escalate



Data Lifecycle Management



Data lifecycle management

Overview **Retention policies** Labels Label policies Adaptive scopes Policy lookup Import

Your users create a lot of content every day, from emails to Teams and Yammer conversations. Use retention policies to keep the content you want and delete what you don't need. [Learn more](#)

ⓘ If your role group permissions are restricted to a specific set of users or groups, you'll only be able to manage policies for those users or groups. [Learn more](#)

+ New retention policy Edit Delete Disable policy Export Inactive mailbox Refresh

Name	Created by
<input checked="" type="checkbox"/> Copilot interactions	MOD Administrator
<input type="checkbox"/> Employee Records	Megan Bowen
<input type="checkbox"/> Personal Financial PII	Megan Bowen
<input type="checkbox"/> Sensitivity	Megan Bowen
<input type="checkbox"/> U.S. Financial Data Policy	Megan Bowen

Copilot interactions

Status

Enabled (Success)

Admin units (preview)

Full directory

Applies to content in these locations

Teams chats and Microsoft 365 Copilot interactions

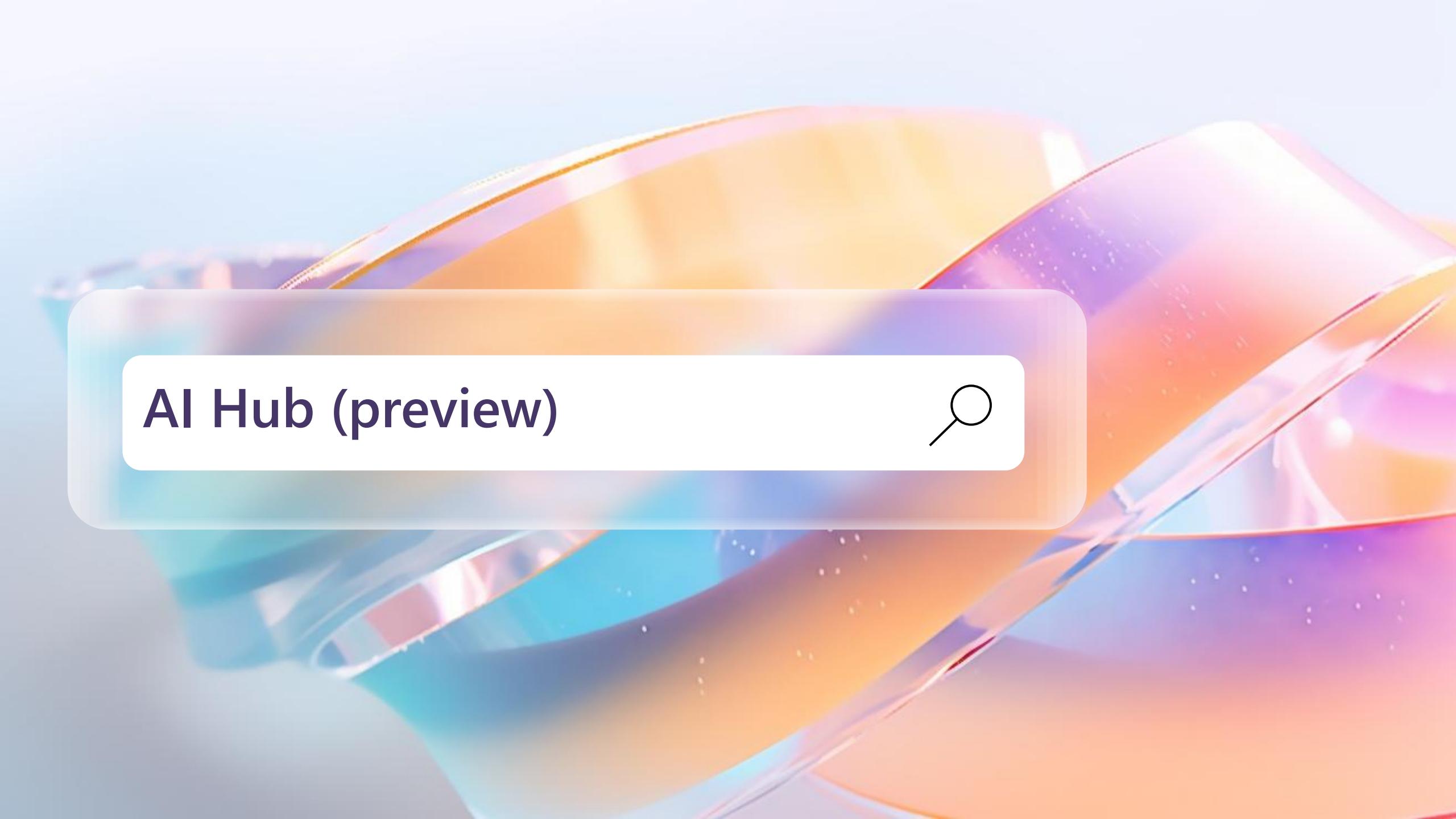
Settings

Retention period

Keep content, and delete it if it's older than 5 years

Preservation lock

No



AI Hub (preview)



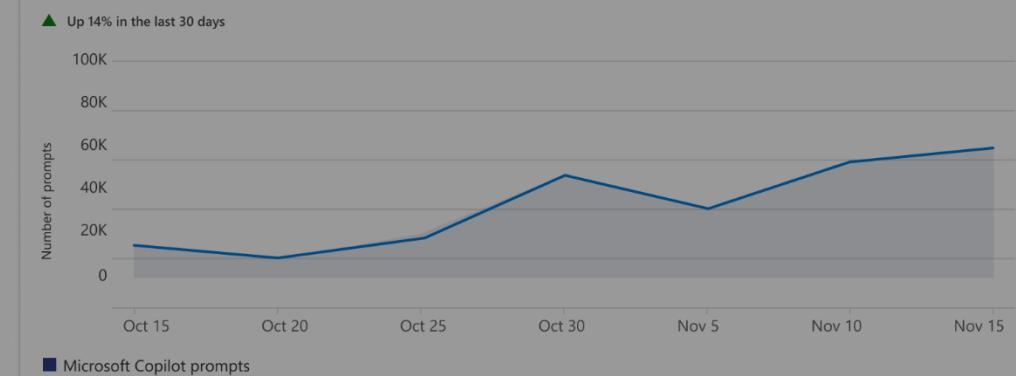
AI hub (preview)

[Learn more](#)[Analytics](#) [Policies](#) [Activity explorer](#)

93% of organizations have implemented, developed, or are developing an AI strategy.
Accelerate productivity with data security and compliance for Microsoft Copilot and other AI-powered assistants.

[Learn more](#)

Total prompts over time (Microsoft Copilot)

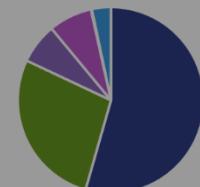
[View details](#)

Total visits (Other AI assistants)

[View details](#)

Sensitive data in prompts

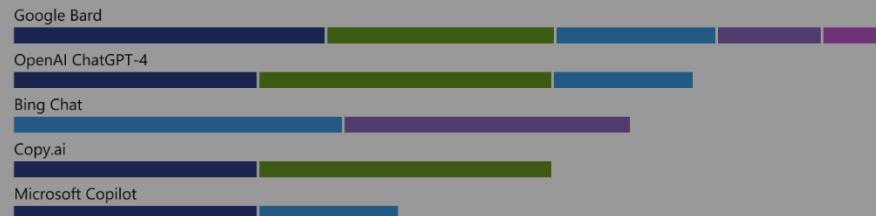
Sensitive data shared with all AI assistants grouped by sensitive information type.



■ Credit card numbers ■ U.S. SSN ■ Physical address ■ Bank Account ■ ABA routing numbers

Total prompts with sensitive data

Total number of prompts containing sensitive data shared with all AI assistants.



■ Credit card numbers ■ U.S. SSN ■ Physical address ■ Bank Account ■ ABA routing numbers

Public
Preview

Solutions

- Catalog
- Audit
- Content search
- Communication compliance
- Data loss prevention
- eDiscovery
- Data lifecycle management
- Information protection
- Insider risk management
- Records management
- Privacy risk management
- Subject rights request

- Settings
- More resources
- Customize navigation
- Show less

Microsoft Copilot prompts

Date	Number of prompts
Oct 15	~15K
Oct 20	~10K
Oct 25	~15K
Oct 30	~40K
Nov 5	~30K
Nov 10	~35K
Nov 15	~35K

[View details](#)

Visits to Other AI assistants

Date	Number of visits
Oct 15	~40K
Oct 20	~40K
Oct 25	~35K
Oct 30	~40K
Nov 5	~45K
Nov 10	~40K
Nov 15	~40K

[View details](#)

Sensitive data in prompts

Sensitive data shared with all AI assistants grouped by sensitive information type.

Sensitive Data Type	Percentage
Credit card numbers	~45%
U.S. SSN	~25%
Physical address	~15%
Bank Account	~10%
ABA routing numbers	~5%

[View details](#)

Total prompts with sensitive data

Total number of prompts containing sensitive data shared with all AI assistants.

AI Assistant	Total prompts with sensitive data
Google Bard	~100K
OpenAI ChatGPT-4	~80K
Bing Chat	~75K
Copy.ai	~65K
Microsoft Copilot	~55K

[View details](#)

Total users (Microsoft Copilot)

Total users who created a prompt

Risk Level	Percentage
High risk	~45%
Medium risk	~35%
Low risk	~10%
None	~10%

[View details](#)

Total users (other AI assistants)

Total users who visited other AI assistants

Risk Level	Percentage
High risk	~50%
Medium risk	~30%
Low risk	~10%
None	~10%

[View details](#)

Top users (all AI assistants)

Users with Microsoft Copilot activity and browsing activity in other AI assistants

User	Activity Count
Google Bard	~100K
Bing Chat	~85K
OpenAI ChatGPT-4	~80K
Copy.ai	~70K
Microsoft Copilot	~55K

[View details](#)

Public
Preview

”

Ik doe het!

Met al deze informatie...

Copilot Readiness Hub & Community

Copilot for Microsoft 365 – Microsoft Adoption



Copilot for Microsoft 365

Microsoft Copilot for Microsoft 365 combines the power of large language models (LLMs) with your organization's data – all in the flow of work – to turn your words into one of the most powerful productivity tools on the planet.

It works alongside popular Microsoft 365 Apps such as Word, Excel, PowerPoint, Outlook, Teams, and more. Microsoft 365 Copilot provides real-time intelligent assistance, enabling users to enhance their creativity, productivity, and skills.

[Read our Ignite 2023 announcements >](#)

Prepare for Copilot

This blog provides an overview of Copilot, shares technical details, and how you can prepare for it.

[Prepare for Copilot >](#)

Learn how Copilot works

Get an inside look at how large language models (LLMs) work when you use them with your data in Microsoft 365.

[Learn how Copilot works >](#)

Join the Copilot community

The Microsoft 365 Copilot community is your hub for the official blog, latest news, and discussions.

[Join the community >](#)

Deployment, adoption and usage guidance for Microsoft Copilot for Microsoft 365



Microsoft 365 Copilot

Welcome to the Microsoft 365 Copilot community. Your hub for the latest news, live events, and discussions on Microsoft 365 Copilot.

For help & learning (how-to articles and training resources), please visit [Microsoft 365 Copilot Adoption hub](#).

Members 4,595 | Spaces 3 | Discussions 194 | Blog Articles 6

Ask questions & get answers in our community aka.ms/M365CopilotCommunity

Links to learn more (1 of 2)

[Copilot Readiness Hub](#)

What is Copilot?

- [Microsoft 365 Copilot](#)
- [The Copilot System](#)
- [ChatGPT vs. Microsoft 365 Copilot: What's the difference?](#)

How Copilot works

- [How Microsoft 365 Copilot works: Microsoft Mechanics video](#)
- [Semantic Index for Copilot](#)
- [Microsoft Graph](#)
- [Microsoft Graph connectors](#)

Additional copilot experiences across the Microsoft Cloud

- [Microsoft Dynamics 365 Copilot](#)
- [Copilot in Power Platform](#)
- [Microsoft Security Copilot](#)
- [GitHub Copilot](#)

Privacy

- [Microsoft's privacy policy](#)
- [Microsoft Privacy Statement](#)
- [Trust Center data protection and privacy](#)
- [Data, privacy, and security for Azure OpenAI Service](#)
- [Role-based access control](#)
- [User permissions and permission levels in SharePoint Server](#)
- [Customer Lockbox requests](#)
- [Microsoft 365 isolation controls](#)
- [Data Protection Addendum](#)

Links to learn more (2 of 2)

Data residency and storage

- EU Data Boundary
 - [Website](#)
 - [Blog](#)
 - [Documentation](#)

Compliance

- [Microsoft Compliance](#)
- [Service Trust Portal](#)
- [Compliance offering definitions](#)
- General Dat Protection Regulation (GDPR)
 - [Full summary](#)
 - [Short summary](#)

Security

- [Configure usage rights for Azure Information Protection \(AIP\)](#)
- [Universal Licensing Terms for Online Services](#)
- [Data Protection Addendum](#)
- [Isolation and Access Control in Microsoft 365](#)

How to prepare for Microsoft Copilot for Microsoft 365

- [Learn about Microsoft feedback for your organization](#)
- [Manage Microsoft feedback for your organization](#)
- [How to manage Microsoft Search](#)
- [Microsoft 365 Product Terms](#)
- [AI and ML Connected Community](#)
- [Content management and security in SharePoint, OneDrive, and Teams](#)

Responsible AI

- Responsible AI core principles
 - [Videos](#)
 - [Documentation](#)
- [Microsoft Responsible AI Standard](#)
- [Governing AI: A Blueprint for the Future](#)

Start your secure Copilot flight today!



Arrange access controls



Activate SharePoint access and permissions by defining an identity and governance matrix leveraging Microsoft 365 groups and Entra ID



Understand your data



Visit data classification and leverage built-in and custom Sensitive Information Types (SITs), trainable classifiers, and labeled content



Label your data



Define label taxonomy and label content by enabling default labels, configuring manual labeling, or scaling with auto-labeling

Build a foundation and culture for AI readiness



Microsoft 365 Copilot

Thank you

Xander Kupers & Ellen van Meurs



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evanmeurs@microsoft.com