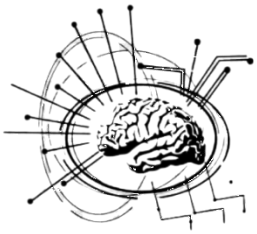
An introduction to Microsoft Copilot

- What is Copilot?
- Using Copilot the right way
- How to use Copilot

What is Copilot?



Generative AI

Think of it as an incredibly sophisticated text predictor, trained on data scraped from countless websites, books, and other text sources. There are many such tools now publicly available (e.g. ChatGPT); this particular product is from Microsoft.

Embedded within Office 365

Direct access to Aristotle's internal documents as stored within OneDrive

Can search the web

Uses Bing Search, unique capability not present in many other well-known generative AI models

Using Copilot the right way

Guiding principles

Accountability & Responsibility

As the technology around artificial intelligence continues to evolve, we are increasingly realizing the need for governing AI and data use with well-defined processes, oversight, and ongoing updates. As a firm, we must ensure there are clear lines of responsibility for AI-related decisions and actions within the company. Maintaining trust and credibility is crucial in our own usage of AI, so that we may demonstrate our commitment to responsible AI usage.

Fairness & Accuracy

Users must be willing and capable of identifying and mitigating biases in AI models to ensure they are accurate for their intended purposes. Biased or inaccurate models, as well as biased or inaccurate information, in turn produces biased or inaccurate results — which can lead to unfair treatment and decision-making, harming individuals and incurring reputational damage. We must ensure any results we produce using generative AI models must be fair, just, and reliable, so as to maintain a culture at Aristotle that values diversity, equity, and integrity.

Transparency & Explainability

Aristotle has a responsibility to communicate to our clients and employees regarding the use of data for AI models, and the decisions we make regarding AI, in a way that is transparent and plainly understandable. When these processes are made transparent, we establish trust with clients and employees, and ensure that the technology is used ethically and effectively.

Lawful & Ethical

Any operation of AI systems, and processing of data in doing so, must be in compliance with legal and ethical standards. Users must ensure that all AI activities are conducted within the boundaries of the law and ethical guidelines to protect the company from legal risks and maintain public trust.

Privacy & Security

All users have a responsibility to safeguard Personal Identifiable Information (PII), any client data, and any other sensitive organizational information, and maintain security throughout the lifecycle(s) of said data. It is essential that we treat such data with the utmost care and respect and that we protect individuals' sensitive information from unauthorized access and breaches, so as to maintain a culture of trust both internally and within our client relationships.

Making web queries

Copilot is fairly unique in that, if you so choose, it can search the web for you for any information it can't immediately answer. By its very nature, however, that functionality requires Copilot to send some data to the web in order to answer your prompt — which can pose privacy and security issues if you're working with any sensitive documents or information.

DO

Be cautious when making web queries while working with Personal Identifiable Information (PII), sensitive client data, etc.

Microsoft claims it only sends some information from any documents you're working on in the following scenarios:

- If the user prompts Copilot inside an Office application (e.g. Word, PowerPoint)
- If the user explicitly references a document in the prompt — regardless of where Copilot is prompted

Microsoft also claims it does not send the following kinds of data to the web:

- Microsoft 365 documents in their entirety
- PII
- The user's entire prompt — unless the prompt is very short ("What's the weather today?")

You can always toggle web queries on or off within Copilot. When it is off, Copilot will only work within Aristotle's Microsoft 365 documents.

AI is a supplement, not a replacement

DO Use Copilot only as inspiration, or for incremental tasks.

Generating basic outlines, or providing certain aspects of a topic to explore further, and other such smaller tasks are where generative AI excels — as well as more complex and annoying mechanical tasks, such as formatting changes within a document.

DON'T Use Copilot only as inspiration, or for incremental tasks.

Where generative AI begins to falter is when users trust it for longer and more creative tasks. There is a difference between having Copilot help you write sentences, for example, as opposed to having Copilot write entire paragraphs or reports for you. **Copilot will almost never replace entire workflows.**

Fact checking

Yes, Copilot can search the web; but that doesn't mean the information it pulls from the internet is always accurate, or even that the conclusions that it draws (based on otherwise accurate information) are necessarily trustworthy.

DO Always fact-check Copilot responses, and watch out for hallucinations.

As with any generative AI, Copilot is prone to **hallucinations** — the industry term for when AI starts making things up because it can't think of anything better. As mentioned in the "What is Copilot?" section, generative AI is at its core an incredibly sophisticated text predictor (like the kind you see on your smartphone's keyboard, but millions of times more powerful). That means its only true obligation is to produce the next best word that would come after an existing string of words, whether or not those words are actually accurate.

How to use Copilot

ChatGPT vs. Copilot — when to use which?

The short answer: For a vast majority of our use cases at Aristotle, **we would ask that users stick to using Copilot.**

One of the largest advantages of Copilot, as opposed to ChatGPT or other models out there, is that **Copilot is directly embedded within our Microsoft 365 suit**e (Outlook, Teams, OneDrive, Word, PowerPoint, Excel, SharePoint). Meaning: Any task involving those documents should take place in Copilot. Moreover, **Copilot activity is secured within Aristotle's network**, making it easier to monitor usage as well as ensure security and compliance with relevant standards.

Nonetheless, it remains true that ChatGPT is a leader in the current AI landscape, and for that reason using ChatGPT can sometimes be desirable. For any **lower-risk tasks that don't necessarily involve Aristotle's internal documents**, ChatGPT usage is allowed. ChatGPT also has **custom GPTs** tailored to specific tasks or fields of knowledge, so that is something users can take advantage of.

It is also important to note that ChatGPT, and any other OpenAI models, **can and will use your prompts to train their foundational models** if proper caution is not exercised. While our provided corporate accounts are licensed to a tier that has AI training turned off by default, **personal accounts have AI training turned ON by default.**

Effective prompts

For any generative AI, the best kinds of prompts are generally of the following structure:

Here is *X source*. Use it to *do Y*.

Notice this is a two-part prompt:

In the first part, you give Copilot *exactly what it needs to respond.*

> **Since Copilot already has access to Aristotle's M365 documents**, you don't necessarily need to worry about uploading the information you want Copilot to access.
>
> But if you are asking it to pull from a particularly large document, e.g. some policy, you may want to **specify which parts Copilot should focus on for its response.**

In the second part, you give Copilot a *specific, limited question or task* based on that source information.

> **Avoid ambiguous or excessively long/complex instructions** —
> *e.g. tasks of the form "Do this and this and this … "*
>
> Copilot, powerful as it may be, still has a limited attention span. The longer and more bloated a prompt becomes, the more opportunities for inaccuracies present themselves. If you are trying to accomplish some complex, multi-step task, **prompt Copilot one step at a time.**

Some more tips, from Microsoft themselves:

- **Give context, and even examples.**
- **Guide the response** by including cue words at the end of the prompt:
  Write an article about elephants. Include: Habitat, Diet
- **Review and revise** the response as you go.

Copilot Lab has hundreds of example prompts that you can take and tweak for your own needs, or from which you can otherwise take inspiration.
https://copilot.cloud.microsoft/en-us/prompts/all