

# Copilot Technical Readiness

## Digital Workspace



## SERVICE OVERVIEW

The Copilot Technical Readiness is a one-day targeted workshop designed to rapidly assist technology and security wardens with readying the customer environment either as a precursor or as part of an initial deployment of Copilot for Microsoft 365.

### SERVICE FEATURES

- Enable organizations to thoroughly assess and identify existing gaps in their systems
- Realize the AI assistant capability securely and responsibly
- Recommendations report outlining next steps and an AI roadmap

## WHAT WE DO

### Copilot for Microsoft 365 Technical Overview

This module examines the Microsoft Copilot for Microsoft 365 design, how it works, its service and tenant logical architecture, as well as discussing the Optimization Assessment.

- Confirm the scope, deliverables and key stakeholders for the workshop
- Describe the architecture and key components of Copilot for Microsoft 365, including Microsoft Graph, Semantic Index and LLMs
- Analyze your organization's technology environment through the Optimization Assessment and provide recommendations for Copilot for Microsoft 365 deployment

### Data Security and Compliance for Copilot for Microsoft 365

This module examines the key tasks that administrators must complete when implementing Microsoft Copilot for Microsoft 365, such as, preparing data for searches, data security, compliance obligations and management tools overview.

- Examine Data Security with Microsoft 365 security tools and settings
- Explain How Copilot for Microsoft 365 uses Microsoft 365 isolation, identity and access controls
- Discuss how Copilot for Microsoft 365 interacts with endpoint and app management policies
- Examine how Copilot for Microsoft 365 meets regulatory compliance mandates
- Provide an overview of M365 management tools (SAM, etc.)
- Next steps and roadmap discussion

## EXCLUSIONS

- Any hands-on keyboard activities including remediation, configuration or deployment etc.
- Build out of labs or test/pre-prod/demo environments
- Custom/Extensible Copilot ideation and development
- Deployment of Copilot for Microsoft 365
- Detailed workshop with persona identification and scenario brainstorming
- Integrating the customer's management software or other IT management systems

## PRE-REQUISITES

- Identify a customer executive sponsor
- Customer stakeholders included: IT Manager, CISO, Microsoft 365 Administrator, SharePoint Administrator or delegates
- The following Microsoft 365 apps must be deployed: Word, Excel, PowerPoint, Outlook and Teams
- Users must have Microsoft Entra ID accounts
- Users must have Microsoft OneDrive accounts
- The Office Feature Updates task is enabled
- Update Channel is set to Current Channel
- Customer participation as detailed in scope and deliverables

## WHY CDW?

In 2023, CDW earned the distinction of being the Microsoft Modern Workplace Partner of the Year. CDW recently became Microsoft's top partner in multiple areas ranging from technical proficiency to services capabilities, and we've earned that through training our 40+ dedicated Microsoft and 100+ security professionals up to gold standard level.

Resources available to our customers:

- Dedicated portal to manage your own licence ([csp.cdw.ca](https://csp.cdw.ca))
- A team of highly certified Microsoft solution architects with 30+ Microsoft certifications
- A dedicated Microsoft solutions specialist who is your first point for all things Microsoft

At CDW, we don't just concentrate on implementing new technology; we are committed to guiding our clients throughout the digital workspace journey and fostering user adoption throughout their organization.

**The applicable SKU for the service described in this document is 8127166.**

**Engage your account representative to discuss your desired timeline to start, deadline and the scope**

**To learn more about Copilot for Microsoft 365, contact your CDW account team at 800.972.3922**



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