Netways INNOV8 Approach
for Copilot in Microsoft 365

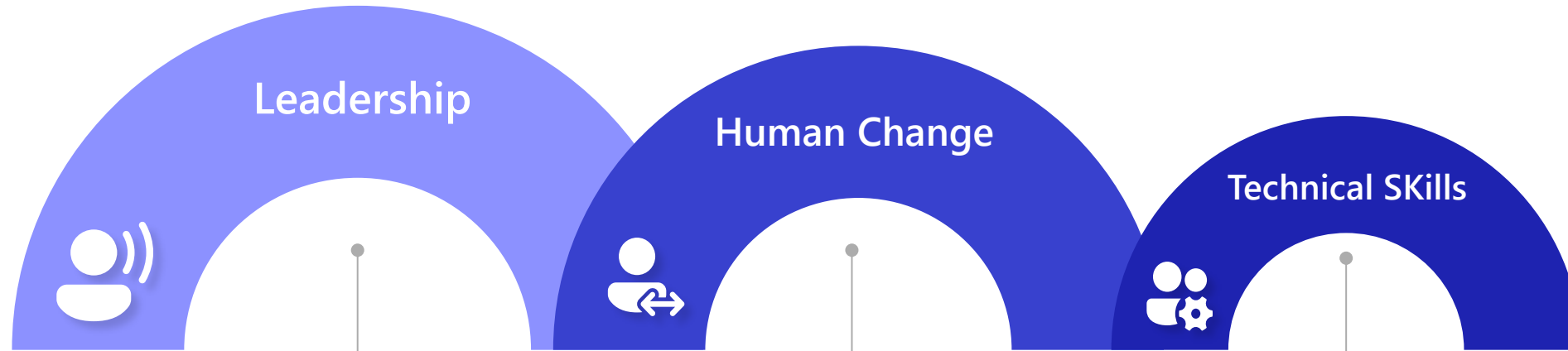# Microsoft Copilot In M365

Overview

Copilot for Microsoft 365 is an AI-driven tool that integrates with Microsoft 365 apps, using large language models and your data from the Microsoft Graph to enhance productivity through natural language commands.

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Journey

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Leadership

Human Change

Technical SKills

Develop leadership capabilities to leverage AI for business outcomes

Manage the human transformation through robust user enablement programs

Build and iterate technical skills to deliver on business results

- Foundational learning
- Business strategy
- AI Council creation
- Providing clarity and prioritization

- Invest in the employee experience
- Improve the culture
- Authentically integrate feedback

- Provide access to training and experts
- Manage and mitigate risk Improve
- service management process

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Focus Areas

Copilot in Outlook

"Draft and email letting the team know we are behind schedule and need to meet the deadline."

Copilot in Excel

"Make a bar graph that shows Q1, Q2 and Q3 revenues by 'Project' for 'Development'."

Copilot in Word

"Write an article on the importance of creating work/life balance."

Copilot in PowerPoint

"Create a presentation about team icebreaker activities.
For each one, explain how it works and how long it takes."

Copilot in Teams

"What decisions were made at the meeting, and what were the suggested next steps?"

Copilot in M365 Chat

"Help me prepare for my next meeting."

Consultancy Services

INNOV8 For Copilot in M365

1 PEOPLE
- Business Capability
- Organization Structure
- Org Locations
- Users/Actors
- Roles
- Users Data

2 TECH
- Generic use cases
- Licensing requirements

3 SECURITY
- Business Data
- Access
- Locations

4 APPS
- Define the M365 applications to be covered using Copilot

5 USES
- Intended Copilot uses for the selected M365 applications

6 PROMPTS
- The art and science of crafting effective prompts
- Prompting Dos and Don'ts

7 SUPPORT
- Training webinars
- Snackable Content
- One – to – one sessions
- Help desk support

8 INNOV8
- Center of Excellence
- Copilot users' community
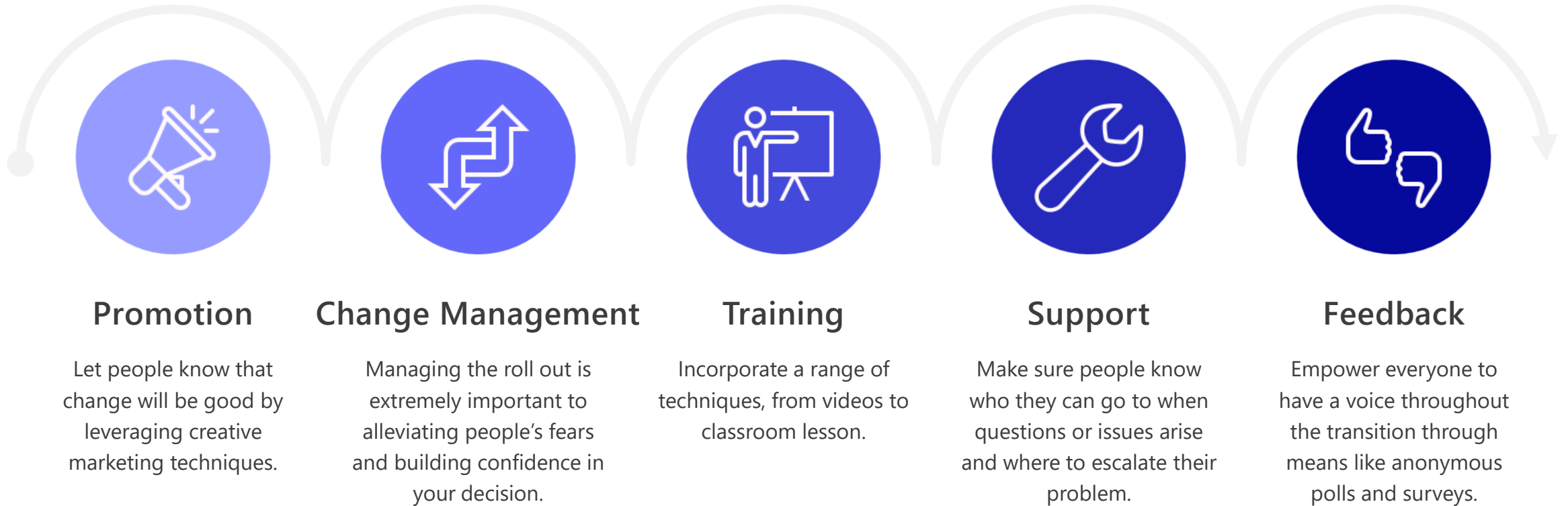- Copilot champions

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Comparison with ChatGPT

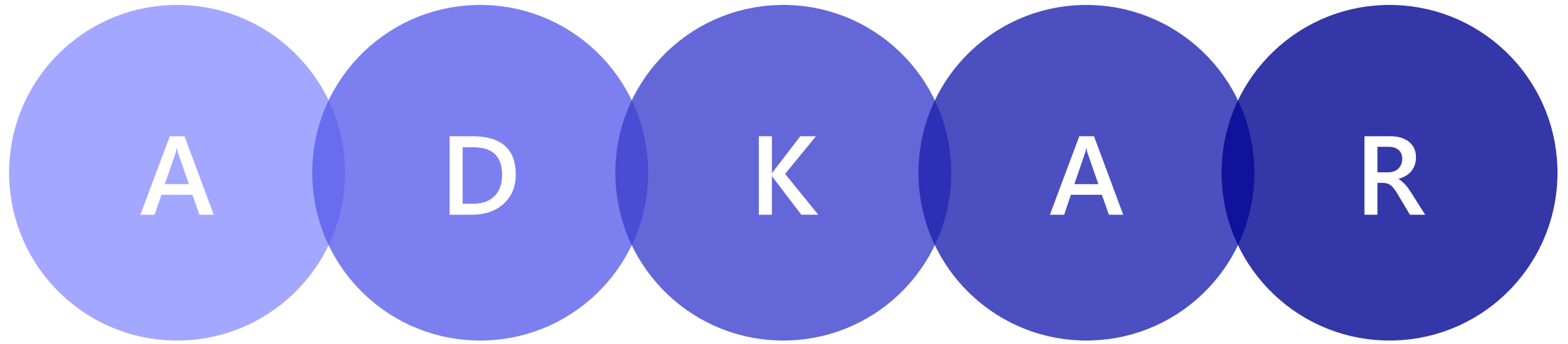|	Microsoft Copilot	ChatGPT
Developer	Microsoft	OpenAI
Primary Use	Action Oriented	General-purpose conversational AI
Capabilities	It helps with tasks in M365 apps such as drafting emails, creating presentations, analyzing data, and more.	Engage in conversations, answer questions, write essays, generate code, create lists, and more. It's designed to mimic human conversation.
Integration	Embedded within Microsoft 365 apps.	Available as an API and through various applications, including the ChatGPT app.
Privacy & Security	Adheres to Microsoft's enterprise security standards	Adheres to OpenAI's security and privacy policies
Data Refresh Time	Regular updates in line with Microsoft 365 updates	Periodic updates, with knowledge cut-off dates

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Adoption Plan

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Promotion

Let people know that change will be good by leveraging creative marketing techniques.

Change Management

Managing the roll out is extremely important to alleviating people's fears and building confidence in your decision.

Training

Incorporate a range of techniques, from videos to classroom lesson.

Support

Make sure people know who they can go to when questions or issues arise and where to escalate their problem.

Feedback

Empower everyone to have a voice throughout the transition through means like anonymous polls and surveys.

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User Enablement - Change Management

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A	D	K	A	R
AWARENESS	**DESIRE**	**KNOWLEDGE**	**ABILITY**	**REINFORCEMENT**
Awareness for the need of change	Desire to participate and support the change	Knowledge of how to change	Ability to implement desired skills and behaviors	Reinforcement to sustain the change

THANK YOU