

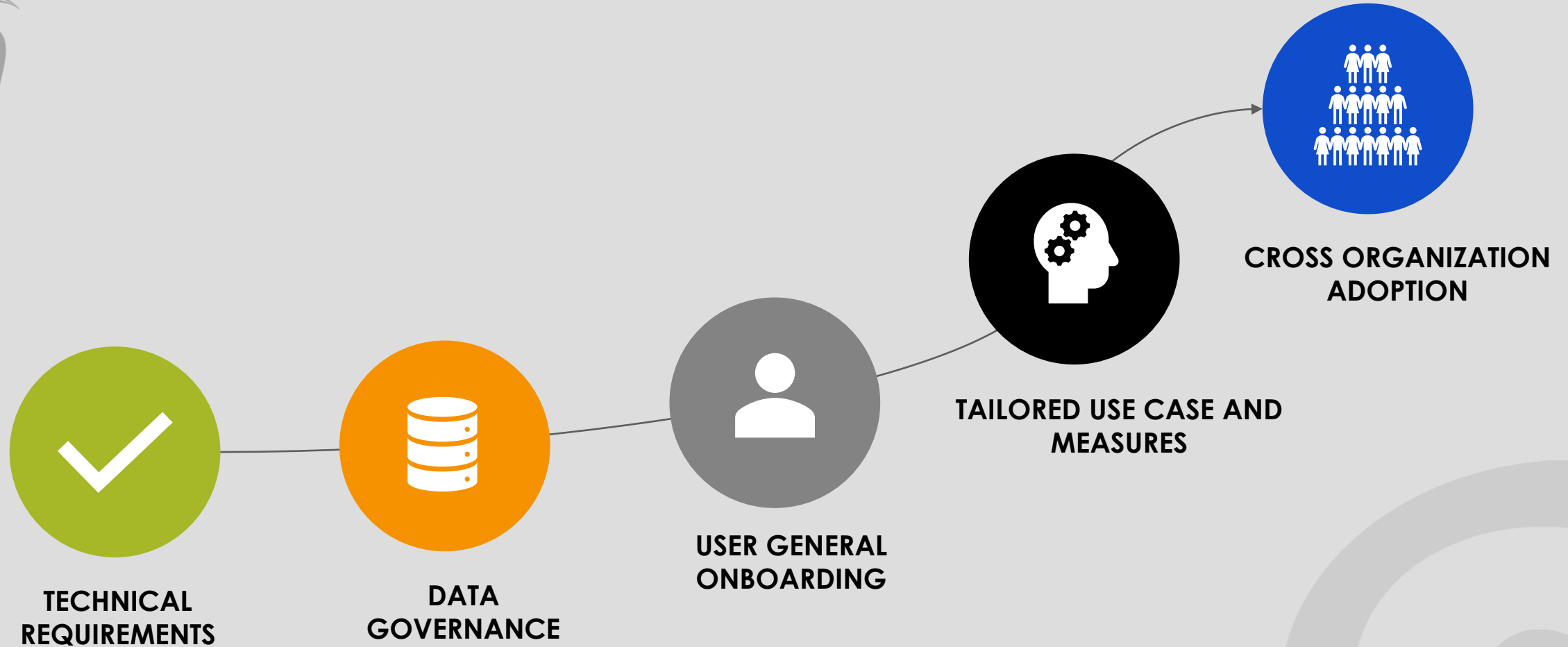


Copilot Adoption Framework

First steps for an informed adoption



Copilot adoption framework



Technical requirements



Goal

The Copilot adoption framework includes a series of steps for informed adoption, starting from the verification and management of the technical prerequisites to enable its use.



Activities

- Checking Copilot technical prerequisites
- Checking Microsoft app prerequisites (outlook, Teams, OneDrive, etc.)
- Check Network connectivity principles



Data Governance



Goal

Check the security model for access to data sources and retention management in order to avoid the accidental dissemination of confidential information and/or obsolete information



Activities

- Definition and application of data mapping and data classification criteria to documents accessible from Copilot with Microsoft Purview in order to allow the generation of content compatible with the level of confidentiality of the data sources used
- Definition and application of life cycle management criteria for documents and the information they contain in order to prevent obsolete data from being used for the production of documents

User general onboarding



Goal

Spread basic knowledge in the organization of the instrument and possible use scenarios



Activities

- Identify Champions in the organization
- Introduce Copilot and the importance of data protection
- Provide a visual overview of the Copilot user interface
- Demonstrate the value of using AI-powered chat at work
- Provide examples of user scenarios
- Explain how to write an effective prompt



User general onboarding



Some examples of use cases



Summarize a document

Turn a document or article into bulleted list, short paragraph or single sentence summary

Try

Open a long web article in Microsoft Edge. Enter a prompt in Copilot in Edge like *"Summarise this in five bullet points"*.



Draft emails

Draft email starting from bullet points to compose customer ready message

Try

Go to Copilot in Microsoft Edge and select **Compose**. Enter *"Draft a cold call email to a customer"* as a prompt and adjust tone, length, etc. as desired.

(Note: You can draft content at copilot.microsoft.com but without a Compose view.)



Generate images

Generate custom images related to a topic, including exactly what you need to represent

Try

Create an image to tell your story with a prompt like *"Create an illustration of a shark jumping out of a coffee mug"*.



User general onboarding

Some examples of use cases



Learn new things quickly

Ask questions tailored to your needs and interests about a topic to get the main related key points

Try

Try this prompt: *"Explain how a large language model works in simple terms"* or select the suggested prompts. Let your curiosity lead you.



Analyze or compare data

Ask to analyze multiple data and provide answers about detailed questions or compare related data

Try

Ask for answers in a format that you like. *"Give me a table that compares my company's product <X> to my direct competitor"*. Try swapping out the table for a pros and cons list.



Tailored Use case and measures



Goal

Adopt Copilot on the organization's Champions, measure its use and effectiveness to subsequently share the results and actual use scenarios in operational reality



Activities

- Identify, with the support of the Champions, tasks associated with roles or processes on which to adopt Copilot
- Define an observation period and detect the results, measuring their effectiveness
- Implement use scenario sheets starting from those identified to create a knowledge base for the purposes of internal dissemination of the same.

Tailored Use case and measures



Some examples of use cases by role

Traditional Workflow

Answers customer emails

Read each email reply to the thread, Then respond



14'

Prepare for meeting

Look at the calendar for the next meetgin, go on Teams to retrieve documents and read the quickly.



12'

Analyze the customer

Read the annual report and gather information on financial data, areas of growth and opportunities



142'

Copilot powered workflow



Summaries the thread into a single message and create a tailored response message



7'



Ask Copilot Chat to retrieve all the documents for your next meetgin and to summaries them



5'



Ask Copilot to summarize financial data and the deep-dive the most important areas of growth.

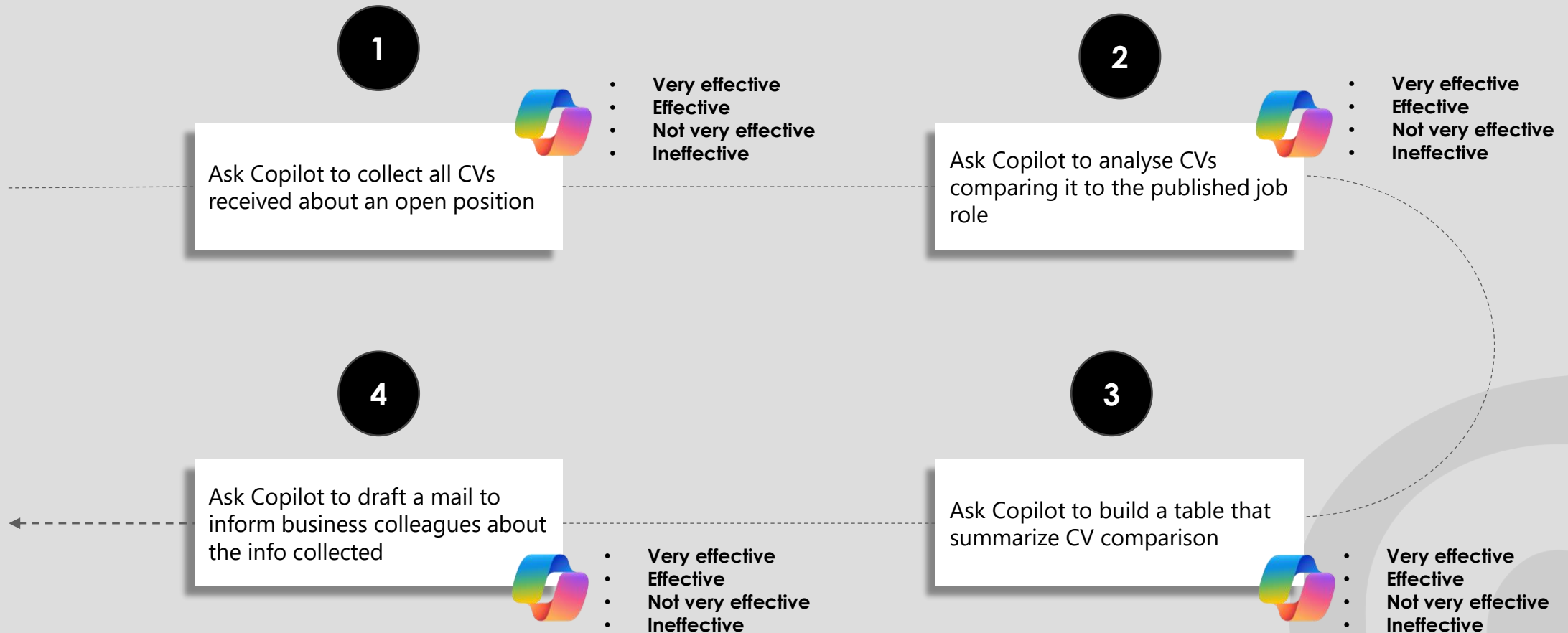


61'

Tailored Use case and measures



Some examples of use cases by process





Cross organization adoption



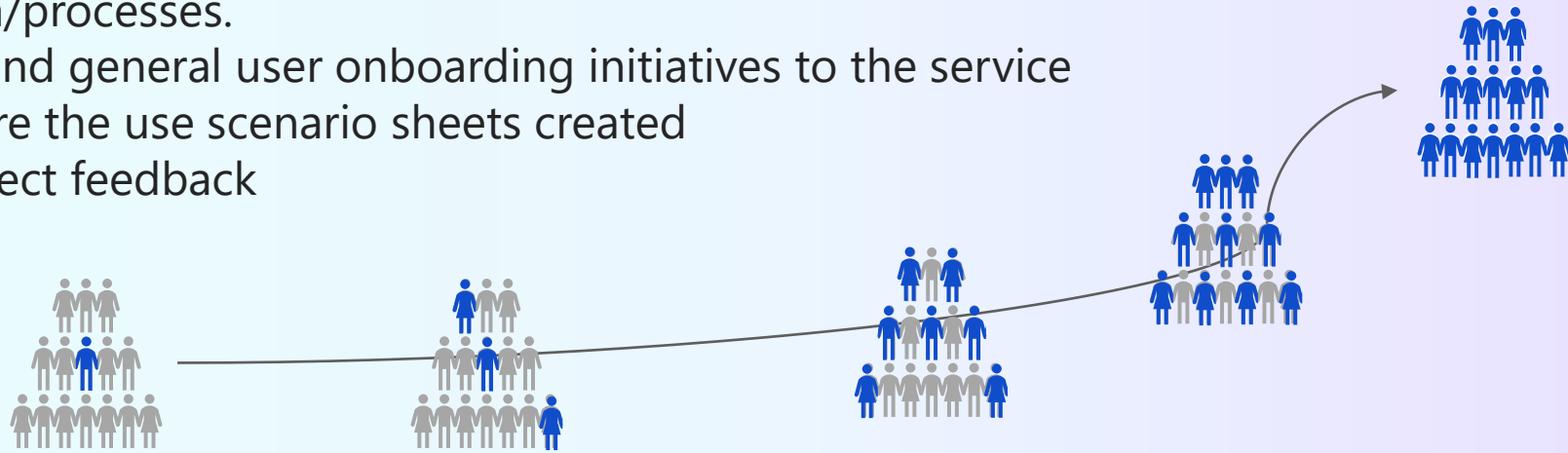
Goal

Progressively extend the service to further areas of the organization in a controlled manner based on the results obtained by the champions, data governance and other critical factors.



Activities

- Evaluate with the champions the extension to other users of the respective area/processes.
- Extend general user onboarding initiatives to the service
- Share the use scenario sheets created
- Collect feedback










Copilot adoption

Elapsed Onboarding



Phase	w1	w2	w3	w4	w5	w6	w7	w8	w9
 TECHNICAL REQUIREMENTS									
 DATA GOVERNANCE									
 USER GENERAL ONBOARDING									
 TAILORED USE CASE AND MEASURES									
 CROSS ORGANIZATION ADOPTION									



Copilot adoption

Activities detail



WEEK	Phase	ATTIVITA'
W1	Kick Off	Project Start
	Technical requirements	Check technical prerequisites (Network, Office,...)
W2	Data Governance	<ul style="list-style-type: none">- extraction and sharing of permissions assigned on the SHP document libraries to the customer- restricted search configuration (as indicated by the customer)
W3	User general onboarding	<ul style="list-style-type: none">- Preparation of PPT training material- Delivery of 1 Onboarding session (approximately 2 hours for 5 users per session)- Delivery of session 2 Onboarding (approximately 2 hours for 5 users per session)
W4	Tailored use case & measures	<ul style="list-style-type: none">- Preparation of Ask 4 support sessions- Delivery: 4 sessions of 1 hour for 5 users each- Follow up sessions (2 hours for each session)
W5		<ul style="list-style-type: none">- Preparation of brainstorming session for tailored UC- Delivery of 4 brainstorming sessions (2 hours for 5 users per session)- Preparation of use case sheets and review (max 8 use cases)
W6		<ul style="list-style-type: none">- Provision of 4 Ask for support sessions of 1 hour for 5 users each + follow up session)- Review / integration of the identified use case sheets
W7		<ul style="list-style-type: none">- Provision of 4 Ask for support sessions of 1 hour for 5 users each + follow up session)- Review / integration of the identified use case sheets
W8	Cross Organization Adoption	<ul style="list-style-type: none">- Evaluate with the champions the extension to other users of the respective area/processes.- Extend general user onboarding initiatives to the service
W9		