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A Women Owned/Women Led Company

Copilot for Microsoft 365 Flight Plan: Boarding Adoption and Change Management

Microsoft
Solutions Partner

Infrastructure Azure
Data & AI Azure
Digital & App Innovation Azure
Modern Work
Security

Competencies and Specializations

Microsoft Advanced Specializations

Adoption and Change Management
AI and Machine Learning on Microsoft Azure
Analytics on Azure
Azure Virtual Desktop
Data Warehouse Migration to Azure
Identity and Access Management
Infra and Database Migration to Azure
Teamwork Deployment
Threat Protection

Copilot for Microsoft 365 Jumpstart Partner

Microsoft PowerBI Partner

PARTNER SUCCESS SERIES
OEA Advanced Partner
OEA
Microsoft

MICROSOFT IN A DAY PROGRAM
Microsoft
Delivery Partner
App in a Day

Microsoft
FAST TRACK READY PARTNER

Microsoft Solutions Partner

Infrastructure Azure
Data & AI Azure
Digital & App Innovation Azure
Modern Work
Security

Microsoft
Cloud Solution Provider

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The Problem

Copilot for Microsoft 365 is a whole new way to work thanks to the integration of AI into our normal business tasks that allow us to be more productive and bring forth new insights from the documents we interact with. These new capabilities also bring challenges to adoption, security, and compliance within our environments.

Organizations may find it difficult to maintain consistent controls and policies for interacting with Copilot for Microsoft 365 and never realize the potential benefits without introducing significant risk. The issues are around how to:

- Maximizing the business value of Copilot for Microsoft 365
- Handling increased data compliance and security risks
- Setting boundaries and policies for usage
- Steering innovation and integrations with copilot
- Monitoring data access and exfiltration

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The Solution

Spyglass's **Copilot for Microsoft 365 Boarding (Adoption and Change Management)** is focused on achieving three things: Defining Use cases for deployment, Training, and Change Management.

- **Use Case Creation**
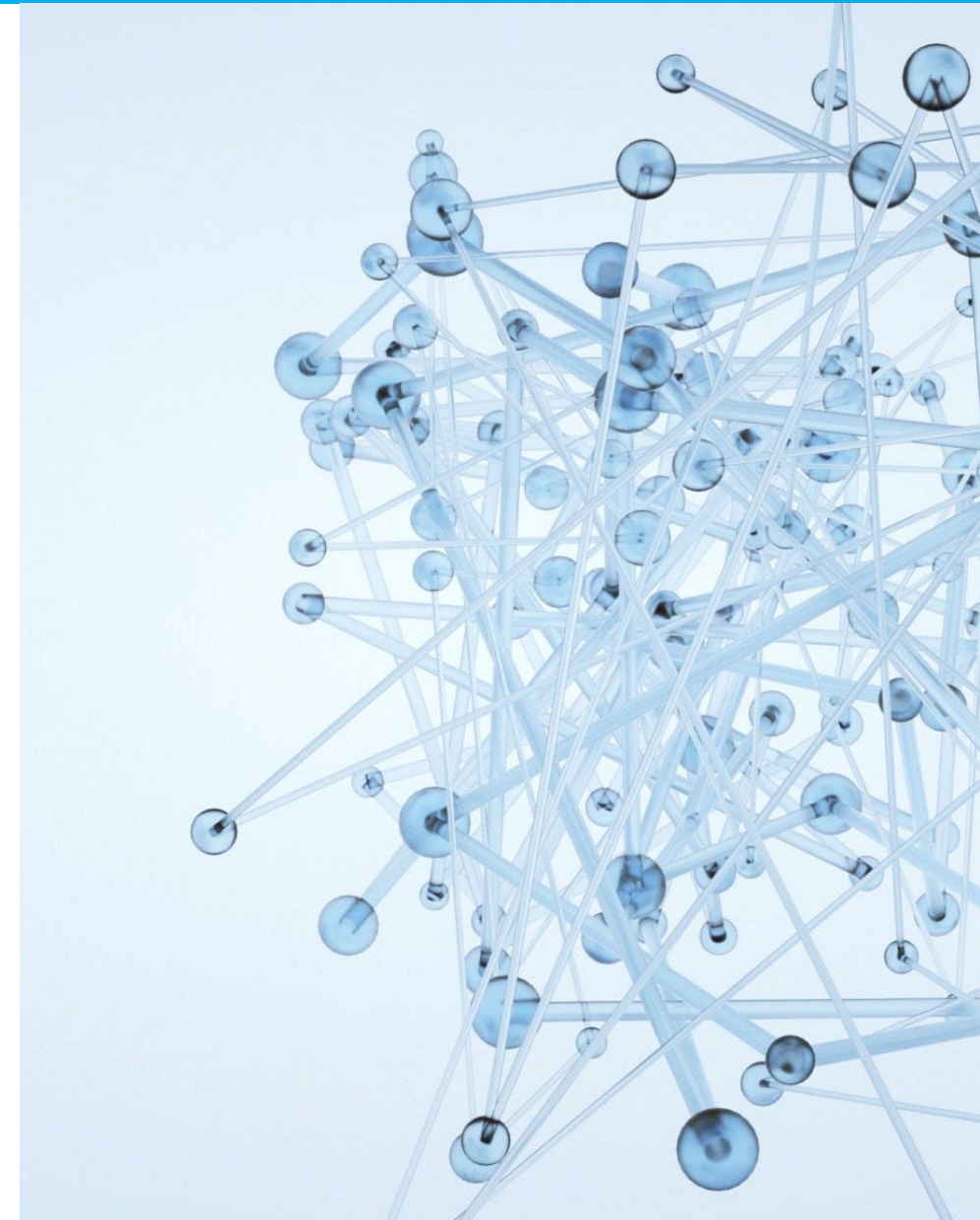 - Identify personas and their associated use cases
- **Training**
  - Develop training to cover users, administrators and support staff.
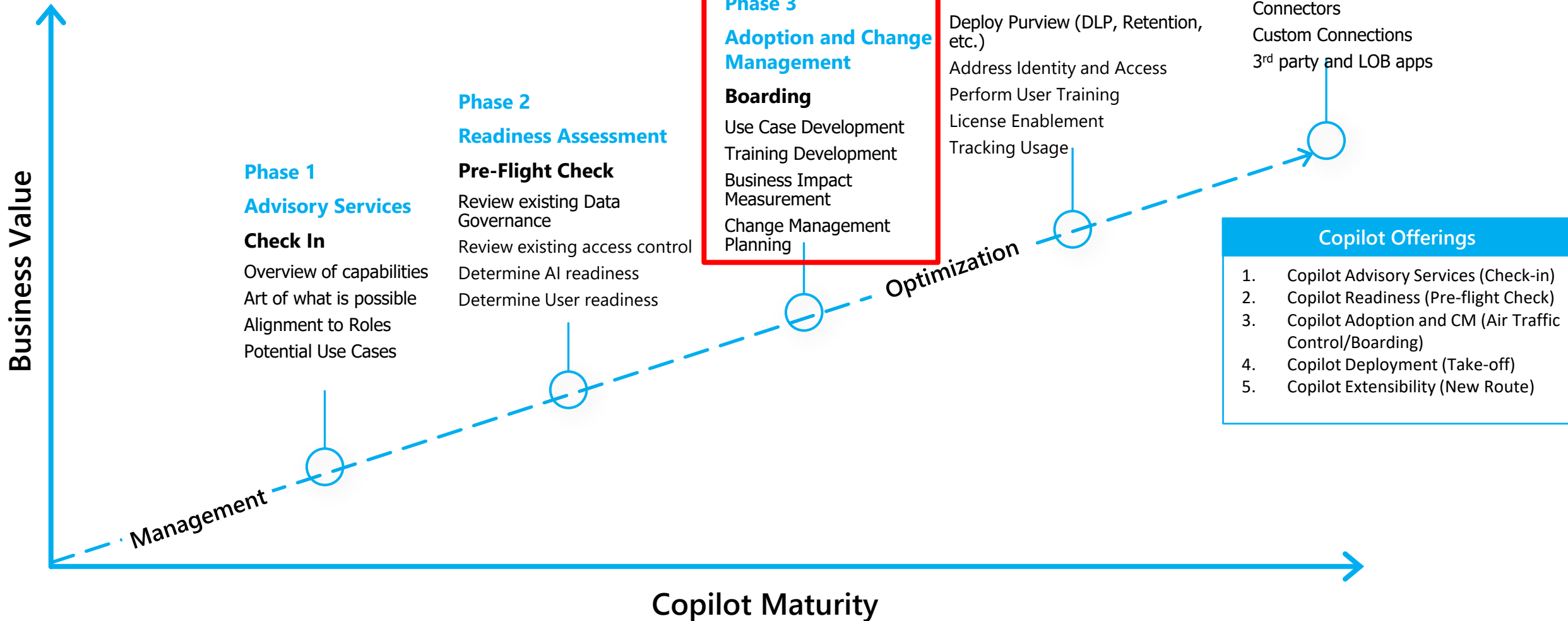- **Change Management**
  - Determine how to best determine Business Impact and Returns on Investment
  - Look at tracking and reporting
  - **Develop roadmaps for deployment.**

Final Deliverables

- Roadmaps
- Use Cases
- Training Plans
- User Communication

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Copilot for Microsoft 365 Flight Plan to Secured Deployments

Business Value (vertical axis)

Copilot Maturity (horizontal axis)

Phase 1
Advisory Services
Check In
Overview of capabilities
Art of what is possible
Alignment to Roles
Potential Use Cases

Phase 2
Readiness Assessment
Pre-Flight Check
Review existing Data Governance
Review existing access control
Determine AI readiness
Determine User readiness

Phase 3
Adoption and Change Management
Boarding
Use Case Development
Training Development
Business Impact Measurement
Change Management Planning

Phase 4
Deployment
Take-Off
Deploy Purview (DLP, Retention, etc.)
Address Identity and Access
Perform User Training
License Enablement
Tracking Usage

Phase 5
Extensibility
New Routes
Plugins
Connectors
Custom Connections
3rd party and LOB apps

Management

Optimization

Copilot Offerings
1. Copilot Advisory Services (Check-in)
2. Copilot Readiness (Pre-flight Check)
3. Copilot Adoption and CM (Air Traffic Control/Boarding)
4. Copilot Deployment (Take-off)
5. Copilot Extensibility (New Route)

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Phase 3: Copilot Boarding (Adoption and change management)

- Focus on Use Case Development
  - Identify up to 3 personas to target with Copilot
  - Identify/Create up to 3 use cases for the personas
- Create a Training plan for support, admins, and users
  - Develop specified training for the personas
  - Record up to 3 training sessions (1 per persona)
- Identify ways to create a Business Impact Measurement
  - Review with personas the benefit they will get
  - Calculate the potential ROI for the deployment
- Generate Change Management collateral and planning
  - Work defining terms of use (1 policy)
  - Work on roadmap for deployment
  - Develop communication for users (1 per persona)

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Thank You

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