

Deployment of Microsoft 365 Copilot

Best practices by Sword

Data Governance



Change Management

Data Governance

1

Assess & Readiness

- Tenant review
- Context validation
- Data location
- Validation of data structuring
- Validation of uses
- Security review

2

Data Readiness

- Assessment :
 - Content
 - Data quality
 - Sensitive data
 - Permissions
 - Tags
- Remediation plan

3

Security Readiness

- Planning, roadmap and matrix
- DLP design, policy, audit, testing
- License matrix
- Remediation plan

4

Data Optimization

- Data lifecycle management
- Audit
- eDiscovery

Change Management

1

Strategy of communication

- Impact analysis to assess risks of the change involved by implementing Copilot
- Communication strategy and plan around Copilot
 - Contents
 - Planning

2

Key users' workshops & business use cases

- Conduct of workshops on Copilot with key users
- Development of Copilot added value
- Using business use cases (Prompt template)

3

Training & support

- Creation of learning paths on Copilot
- Creation of training content on Copilot (user documentation)
- Organization of Copilot training sessions

4

Copilot for you Copilot for your team

- Comprehensive Training Programs on Copilot for your organisation
- Personalized support on Copilot for you and your team

5

Measure of adoption

- Implementation of actions to strengthen and perpetuate Copilot
- Setting up KPIs to ensure Copilot is adopted by users and for measuring Copilot's effectiveness
- Managing resistance to the implementation of Copilot within the organisation