

AI: A Much-Discussed Topic: Microsoft Copilot365

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AI, a common subject

- › [There's An AI For That - Discover The Newest And Best AI Tools \(theresanaiforthat.com\)](https://theresanaiforthat.com)
- › [AI Code Tools: The Ultimate Guide in 2024 \(codesubmit.io\)](https://codesubmit.io)
- › [Chatbot App - ChatGPT Powered Chatbot \(ChatGPT-0 – Let chat think for you\)](#)

A paradise for anyone as enthusiastic as we are:

- › The first central government with AI in the workplace.
- › Started with an experiment in collaboration with the Digital Innovation Lab (RVO)
 - Creating an environment to use Copilot on a larger scale



Experiment, just to learn (SG min van EZ) - Copilot

Beforehand

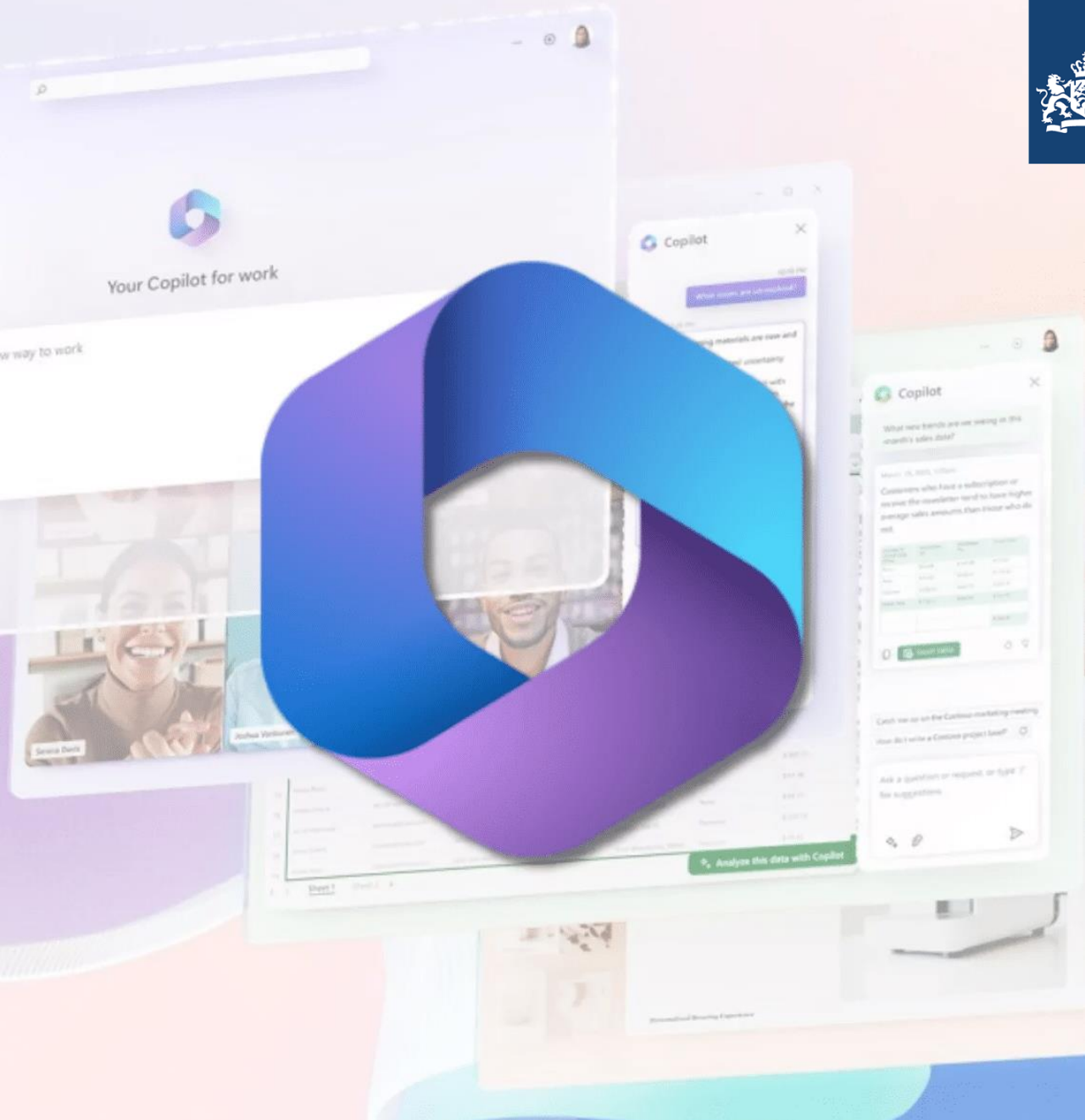
- Everything is possible, but not everything is allowed
 - Be aware of the usage
 - Keep an eye on the guidelines
 - Involve the right parties in time
 - IAMA (Impact Assessment Human Rights and Algorithms), DPIA and Ethics
- › Besides of all:
- Ensure internal housekeeping is in order
 - We started the experiment, small - enthusiastic - looking at possibilities



Digital Innovation Lab

“facilitating the change within RVO
with new technology”

inova



RVO-DICTU Experiment

Microsoft Copilot365



1. The need



What problems can Copilot solve??

1. Use of free, non-contracted Gen AI – safe alternative
2. High workload employee - reduce
3. Data analysis and -reporting – higher Quality
4. Effective communication and collaboration – better collaboration/communication
5. Creative tasks and information management – getting more out of the employee



The goal of the Microsoft Copilot in Office365 experiment is to explore and evaluate the functionalities and benefits of Copilot in Office365 within RVO and DICTU.



2. Start of the experiment



Our assumptions/expectations:

- › The use of Copilot yields productivity gains
- › The quality of work goes up for users who use Copilot
- › Users can improve their Copilot skills during the experiment
- › Making Copilot available to employees contributes to the appreciation as an employer





The set-up

- › 50 participants, various compositions
 - Content creators
 - Developers
 - HR
 - Management
 - Analysts
- › 3 months access to Copilot365
- › 2 measuring moments





The timeline of the experiment

May 31, 2024
Start experiment

1 July
Questionnaire 1
41/50 responses

12 August
Questionnaire 2
40/50 responses

August 26
End of experiment



June 13
Workshop 1:
Prompting

11 July
Workshop 2: Excel and
documents
Questioning+ group
discussion

22 August
Workshop 3:
Collective reflection

Nov/dec
Start with the
validation fase



3. Outcomes of the experiment

1st measurement moment - after 1 month of use

2nd measurement moment - after 3 months of use



How to use

- › The majority (83%) used Copilot365 at least 2 to 3 times a week.
- › 85% were satisfied with the use.
- › 80% think the quality of work has improved.
- › 85% feel they are safe to use Copilot.

"Tasks that are not part of your primary work, going through endless emails every time. And yes, that saves you a lot, so I think you have more time for the things that are really important for your work."



What Copilot has helped with

GENERAL TASKS

- > Summarizing documents and meetings, including transcripts.
- > Generating, summarizing, and managing emails and inboxes.
- > Creation initial drafts for presentations, documents and Excel formulas.
- > Find relevant emails and prepare for appointments.
- > Stimulate creative thinking process and formulate action points from MS Teams meetings.

ROLE-SPECIFIC TASKS

- > Performing analyses in large Excel files and support in writing Python code.
- > Coming up with interview questions and creating job descriptions and vacancy texts.
- > Generating PowerPoint slides and assistance with the design and layout of advisory reports.
- > Sparring partner for drawing up content strategies and campaigns and answering technical questions.

"I used Copilot a few times to supplement or respond from a perspective/persona, and some pretty sensible things came out of that."

"After a short vacation, Copilot helped me very well in prioritizing and getting an overview of many open emails."



Effect of use

- > 80% said overall productivity has improved (+29% compared to 1 month of use)
- > 73% said they saved more than 1 hour per week.
- > In fact, 40% saved more than 2 hours per week.

The cost of a license per month is 40 Euro. With the savings of 2 hours per week ...

"At one point, I just used it all day long to sharpen and complement my own work."



Use alternatives

- › 73% have reduced their use of alternative chat services, of which 48% have significantly reduced. (after 3 months)
- › The remaining group did not use an alternative or made any changes in their use of alternatives.

"I started using ChatGPT less because Copilot offers me the opportunity to do more with AI (using internal documents)."



Skills

- › 84% feel that their skills have improved compared to the start of the experiment.
- › The participants indicated that the Teams channel, the workshops, walk-in moments and 1-on-1 support sessions (MS partner) have helped.
- › But that their skills have also grown mainly through their own use and help from colleagues.

"I think it's going to be difficult if you just let go of Copilot and don't do anything else with it."



Obstacles

- › Participants mention that you can't assume that Copilot is always right, you can't completely the work.

"Suggestions that were insufficient or incorrect. After 're-generating' several times, I finally picked it up myself. In other words, less efficiency."



Counseling ethics session

Identifying and addressing ethical issues around the implementation of new technologies.

Dilemma's:

- > Privacy and Security
- > Transparency and explainability
- > Autonomy and freedom
- > Environmental impact

Options for action:

- > Technology
- > Environment
- > People

"I found it a very effective method to quickly gather input in a relatively short period of time from a relatively large group."

"I found the several sessions to be very useful and inspiring. Good to do the session with such a diverse composition. The approach is a good start for a further conversation about dealing with AI in an ethical way."



The next step in the Copilot experiment in Office365

Validation phase: Ambition to work with 250 participants using the lessons learned from the experiment.

Continuing the experiment to the validation phase

- > Further exploration of use cases during the validation phase
- > Evaluate the results of the validation phase and create a business case and proposal for roll-out based on the results

Training, support and adoption

Communication & Engagement

- > **Communication plan:** Develop a communication plan to clearly highlight the benefits and use of Copilot.
- > **Knowledge sharing:** Create Teams channels where employees can share their experiences and help each other with questions.
- > **Feedback mechanisms:** Create Teams channels for employees to provide feedback on their experiences with Copilot, so you can continuously improve.



Possibilities

- > More customers/clients within the ministry want to use Copilot
- > the use of Copilot on a broader level:
 - Github Copilot: Development - developers
 - Code Development Assistance
- > Copilot for Security
 - Opportunities for the SOC and assistance in increasing safety

AI is here to stay, and it will change the way we work and process



Thank you

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