AI & Produktivitet i Microsoft 365

Lidt om mig…

- Om Peter Schmidt
  - Cloud & Security Architect hos NeoConsulting
  - Dual Microsoft MVP: M365 & Security
  - MCM & MCSM: Exchange
  - Microsoft Certified Trainer (MCT)

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  - X (Twitter): @petsch
  - Blog: https://www.msdigest.net/
  - Mail: peter@neoconsulting.dk
  - User Group: www.wpninjas.dk

Workplace Ninja User Group Denmark

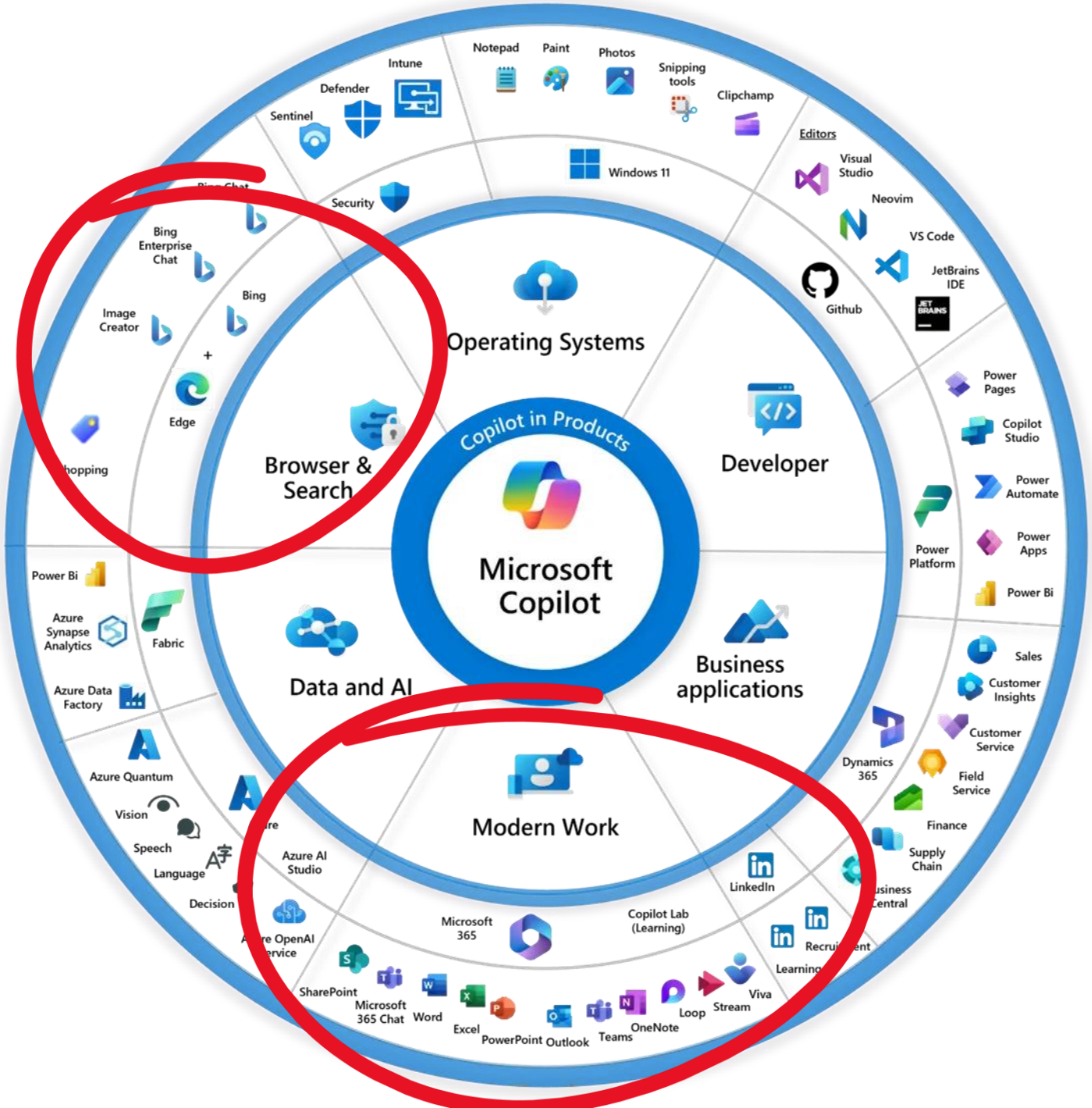
Microsoft MVP 2024 Most Valuable Professional

Microsoft CERTIFIED TRAINER MCT

Microsoft CERTIFIED CYBERSECURITY ARCHITECT EXPERT

Agenda

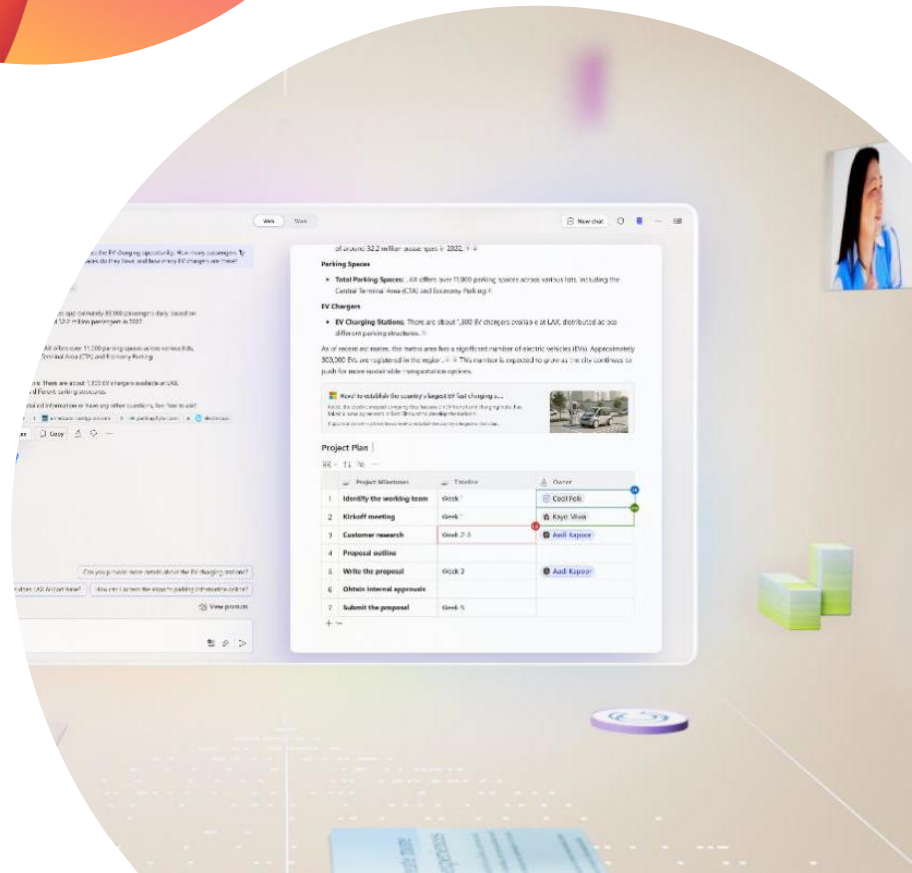
- Copilot overblik
- Microsoft 365 Copilot
- Copilot arkitektur
- Copilot Studio
- Sikkerhed & Compliance
- Hvordan kommer man igang


Microsoft Copilot
Copilot in Products
Operating Systems
Developer
Business applications
Modern Work
Data and AI
Browser & Search
Notepad
Paint
Photos
Snipping tools
Clipchamp
Windows 11
Intune
Defender
Sentinel
Security
Editors
Visual Studio
Neovim
VS Code
JetBrains IDE
Github
Bing Enterprise Chat
Bing
Image Creator
Edge
Power Pages
Copilot Studio
Power Automate
Power Apps
Power Bi
Power Platform
Sales
Customer Insights
Customer Service
Field Service
Finance
Supply Chain
Dynamics 365
LinkedIn
Power Bi
Azure Synapse Analytics
Fabric
Azure Data Factory
Azure Quantum
Vision
Speech
Language
Decision
Azure AI Studio
Microsoft 365
Copilot Lab (Learning)
SharePoint
Microsoft 365 Chat
Word
Excel
PowerPoint
Outlook
Teams
OneNote
Loop
Stream
Viva

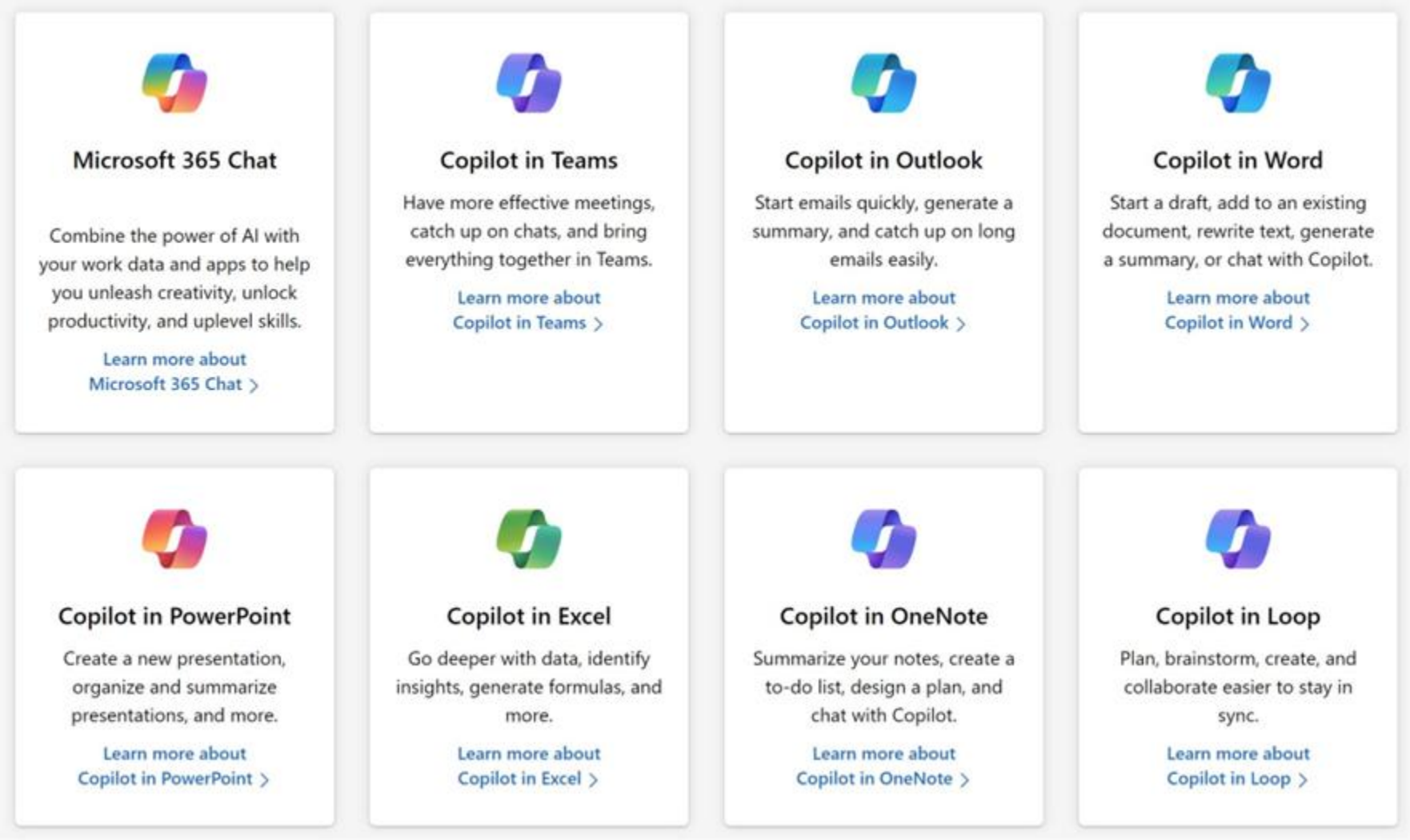
For Copilot Pro, a Microsoft 365 Personal or Family subscription is required to access Copilot in Word, Excel, PowerPoint, Outlook, and OneNote on PC, and soon on Mac, and iPad. Commercial Data Protection applies when users are signed into their work account using their organization's Entra ID.

Microsoft 365 Copilot - wave 2

- Copilot Pages in Business Chat (BizChat)
- Copilot Agents
- Copilot update to Microsoft Apps



Microsoft 365 Copilot



Copilot for Microsoft 365

Natural language

Large Language Models

+

Microsoft Graph - your data -

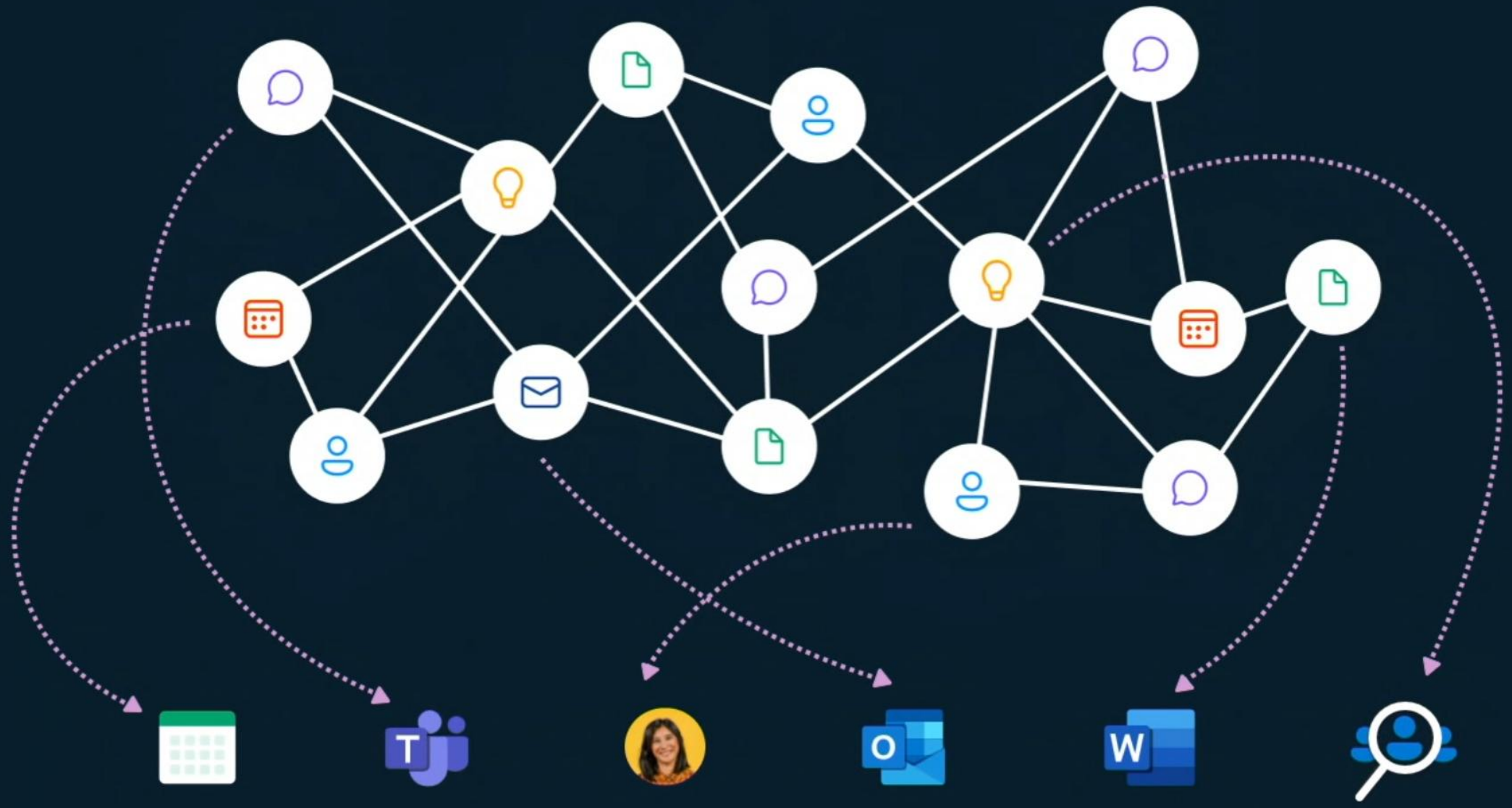
+

Microsoft 365 Apps

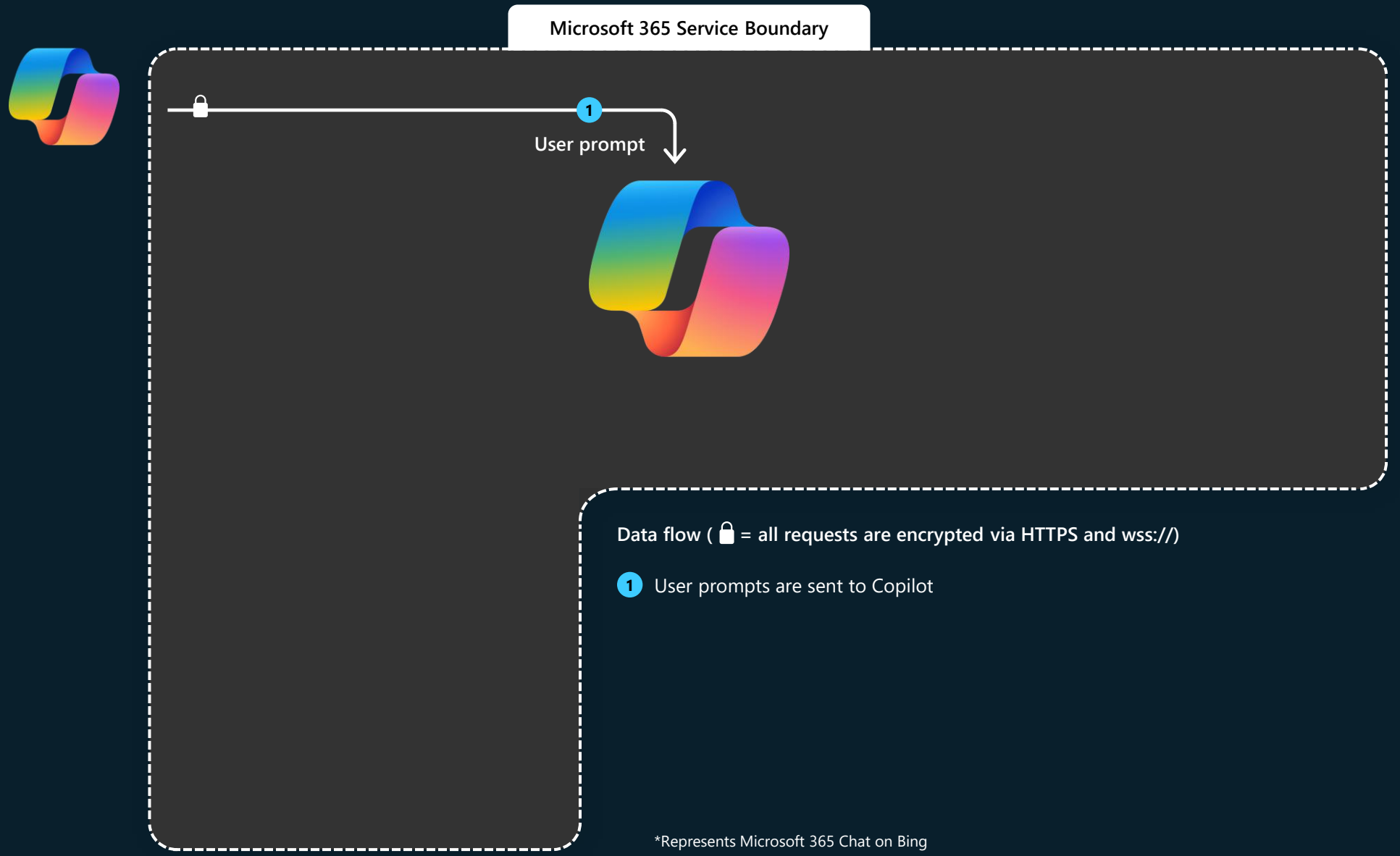
+

The web

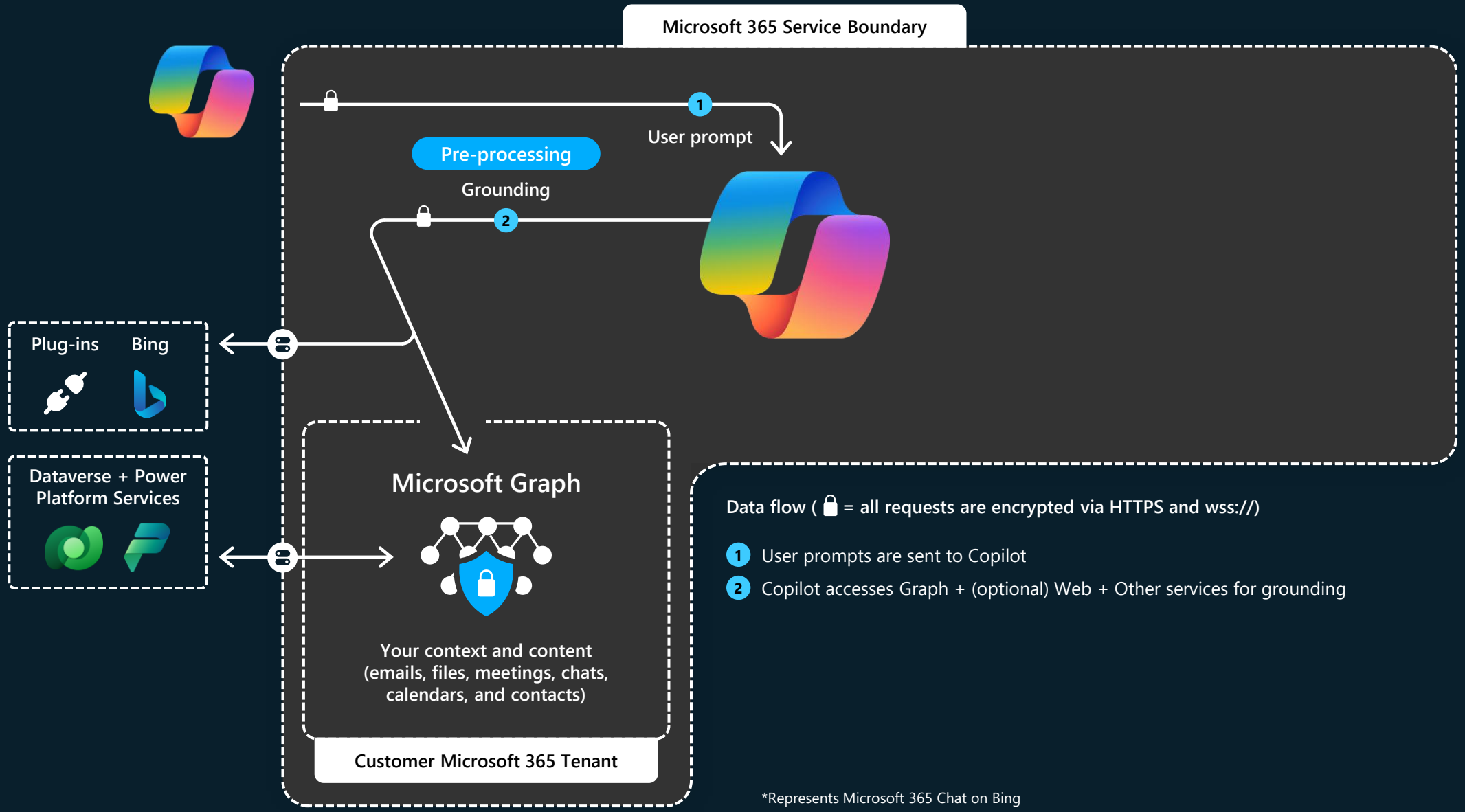
Microsoft Graph



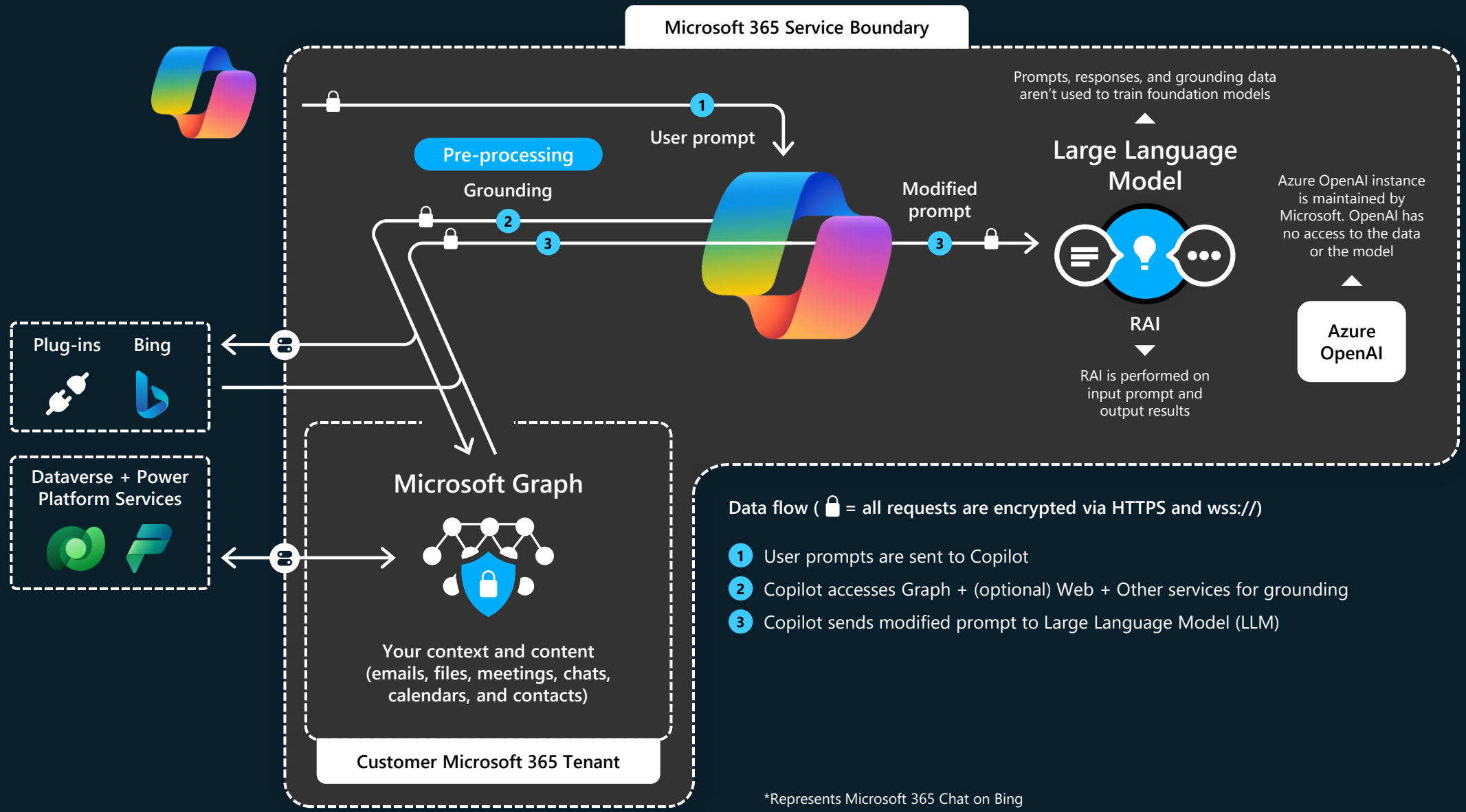
Microsoft Copilot for Microsoft 365 architecture



Microsoft Copilot for Microsoft 365 architecture



Microsoft Copilot for Microsoft 365 architecture

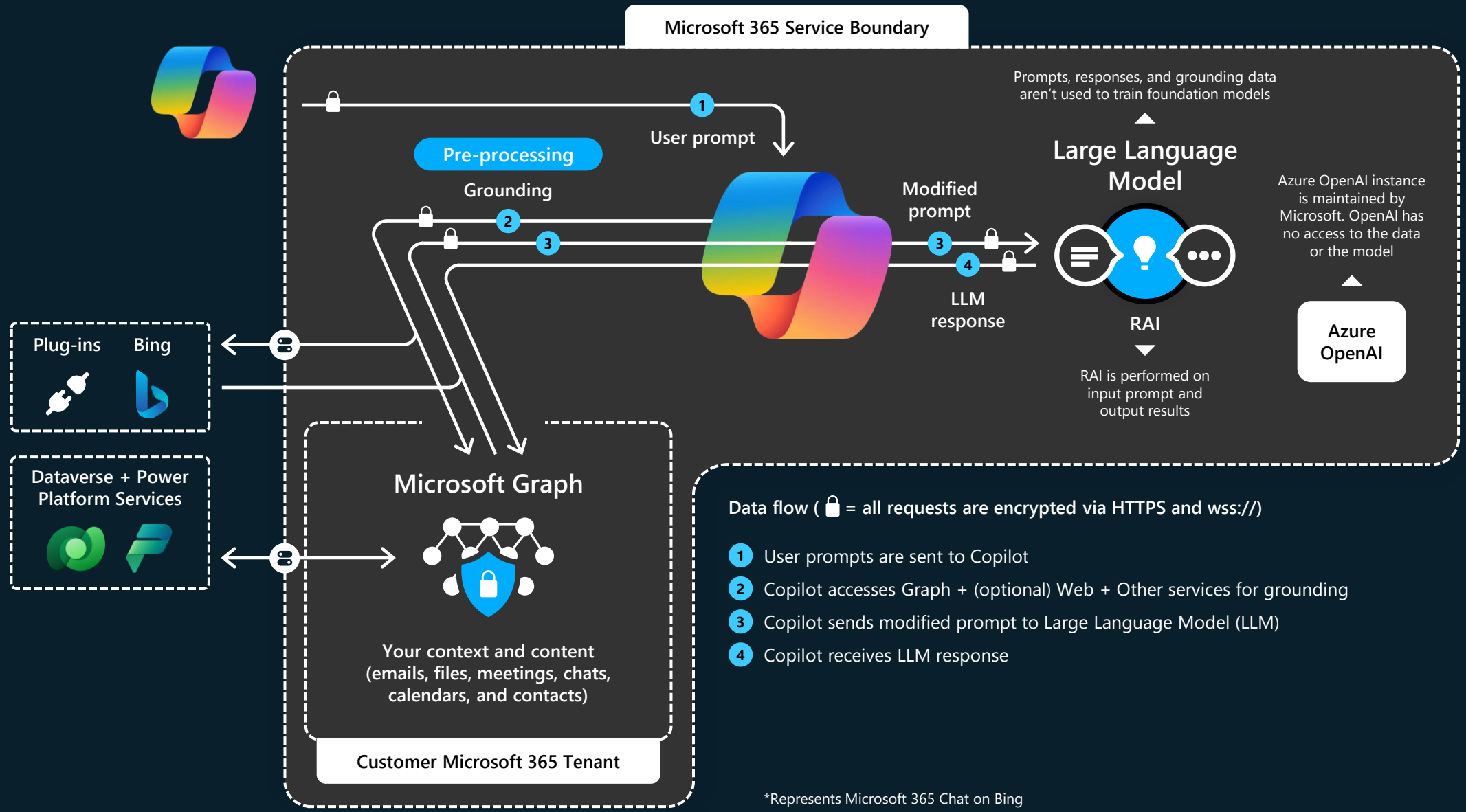


Data flow (= all requests are encrypted via HTTPS and wss://)

1. User prompts are sent to Copilot
2. Copilot accesses Graph + (optional) Web + Other services for grounding
3. Copilot sends modified prompt to Large Language Model (LLM)

*Represents Microsoft 365 Chat on Bing

Microsoft Copilot for Microsoft 365 architecture



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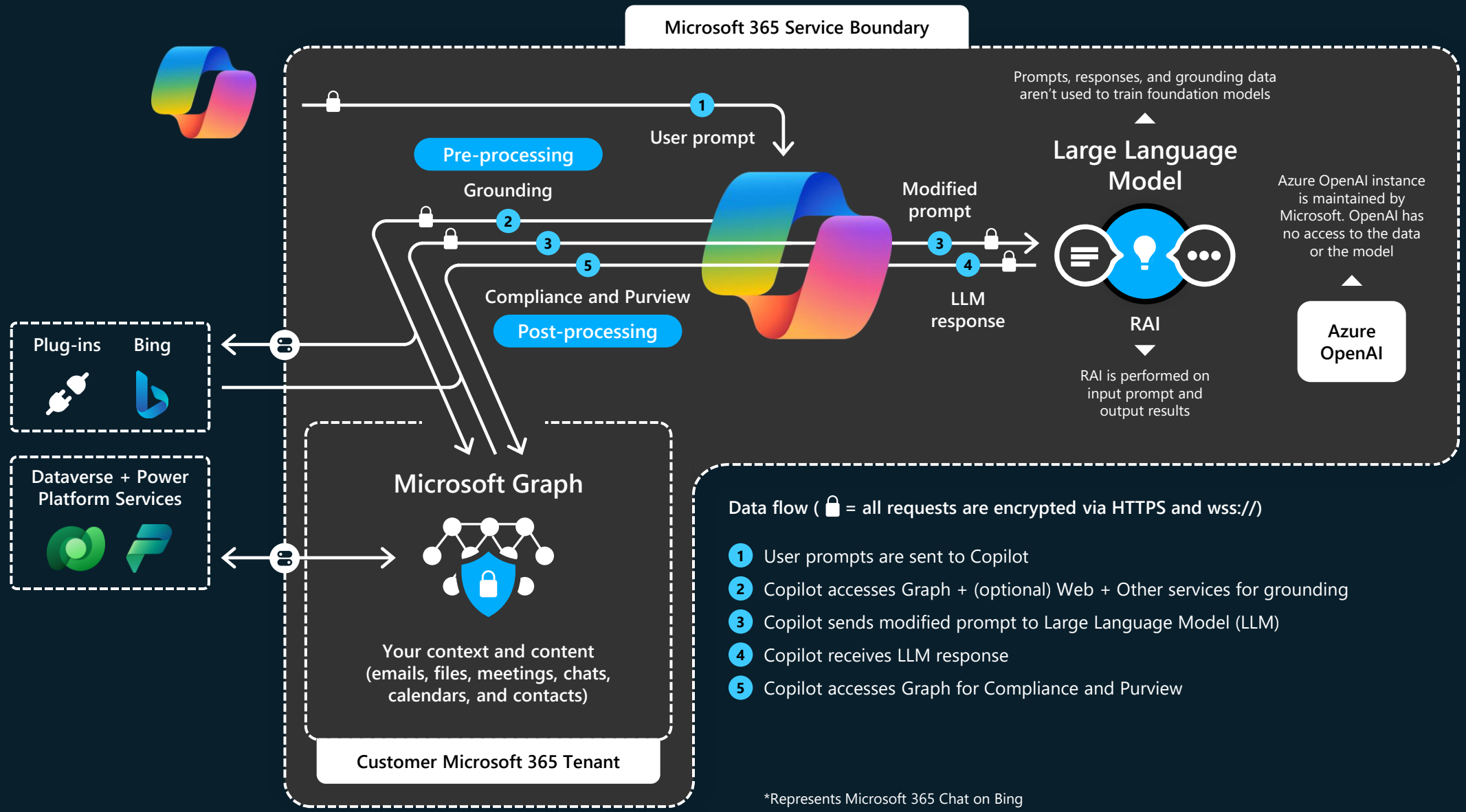
Microsoft Copilot for Microsoft 365 architecture



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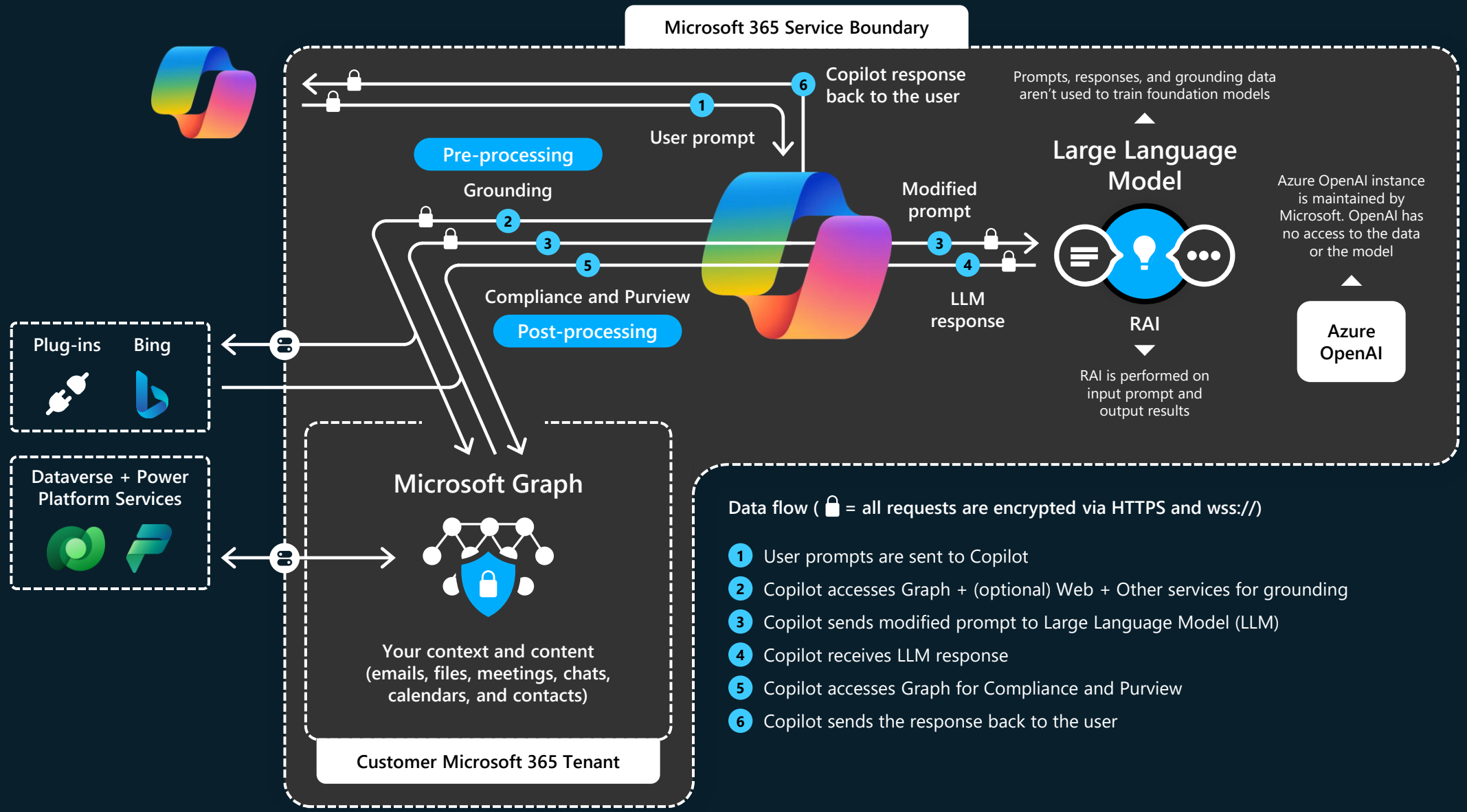
4. Copilot receives LLM response
5. Copilot accesses Graph for Compliance and Purview

*Represents Microsoft 365 Chat on Bing

Microsoft Copilot for Microsoft 365 architecture



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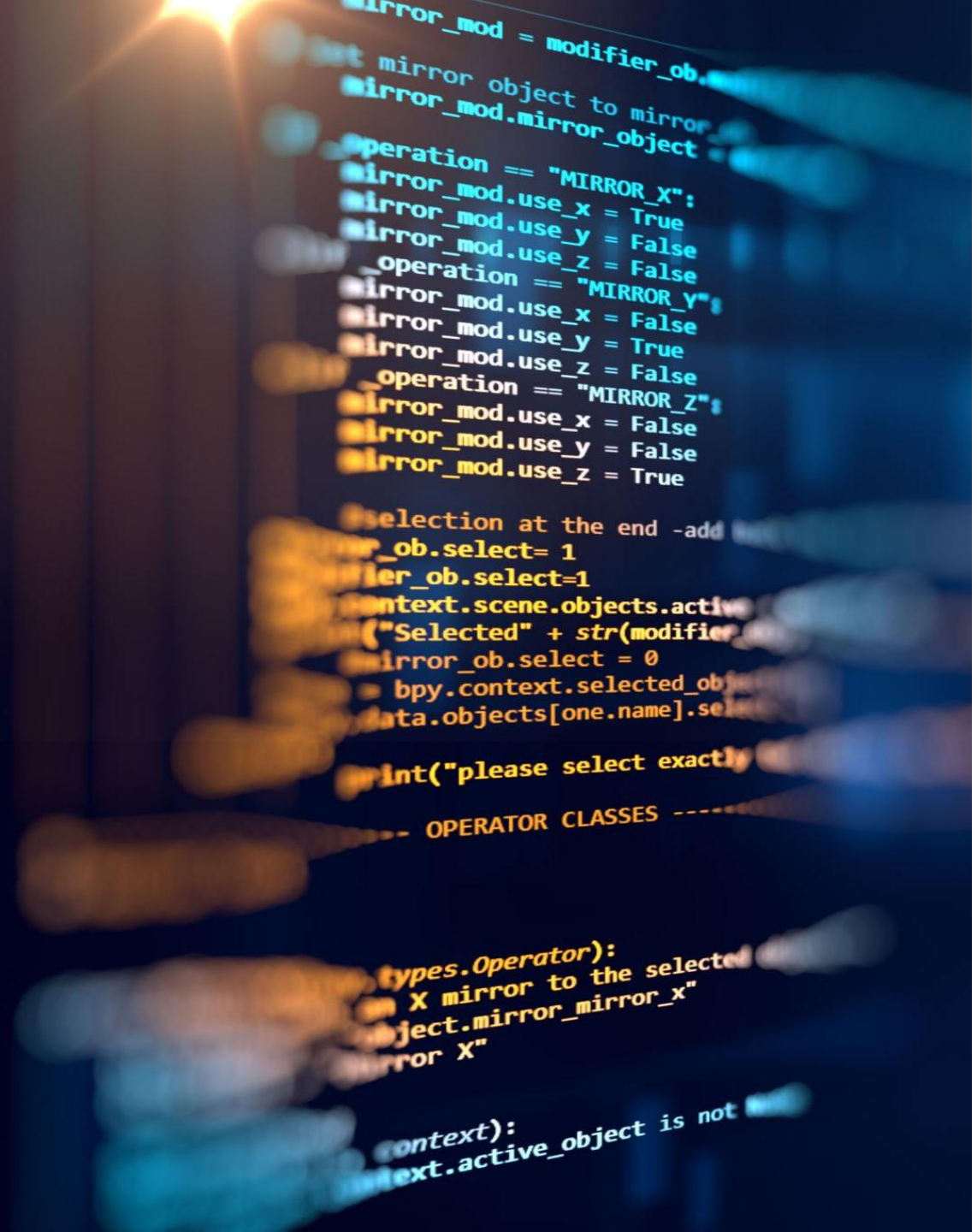
4. Copilot receives LLM response
5. Copilot accesses Graph for Compliance and Purview
6. Copilot sends the response back to the user



Microsoft 365 Copilot

Licenser

- **Microsoft Copilot** (Edge)
  - Gratis med Microsoft 365 E3/E5/Business Standard/Business Premium/A3/A5

- **Microsoft 365 Copilot**
  - Add-on til Microsoft 365 E3 / E5 licenser
  - Pris: 30 USD pr. bruger / md

Dette billede efter Ukendt forfatter er licenseret under CC BY

Extend and customize Microsoft Copilot

Pro Code

Visual Studio Code

Low Code

Microsoft Copilot Studio

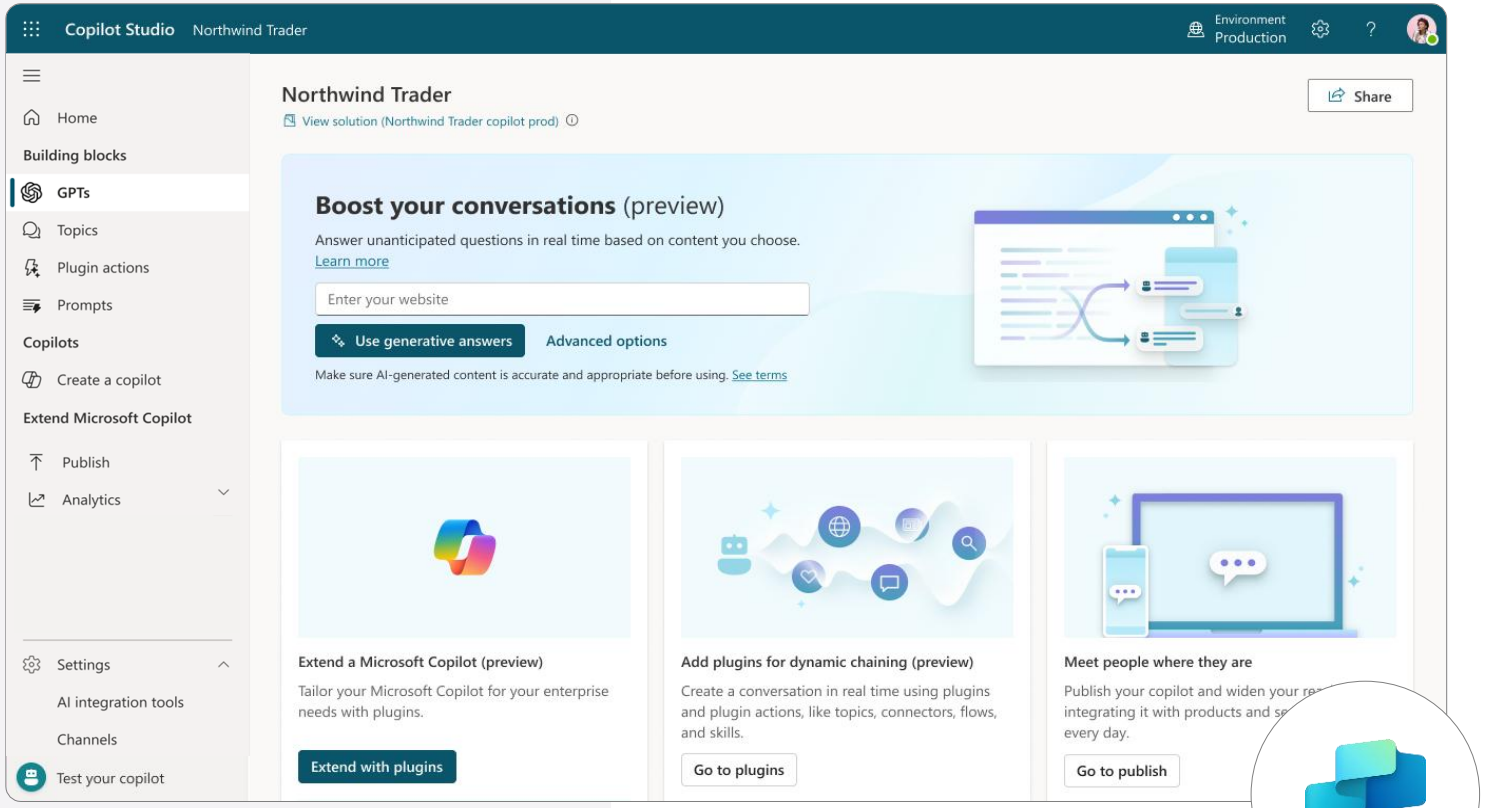
Microsoft Copilot Studio

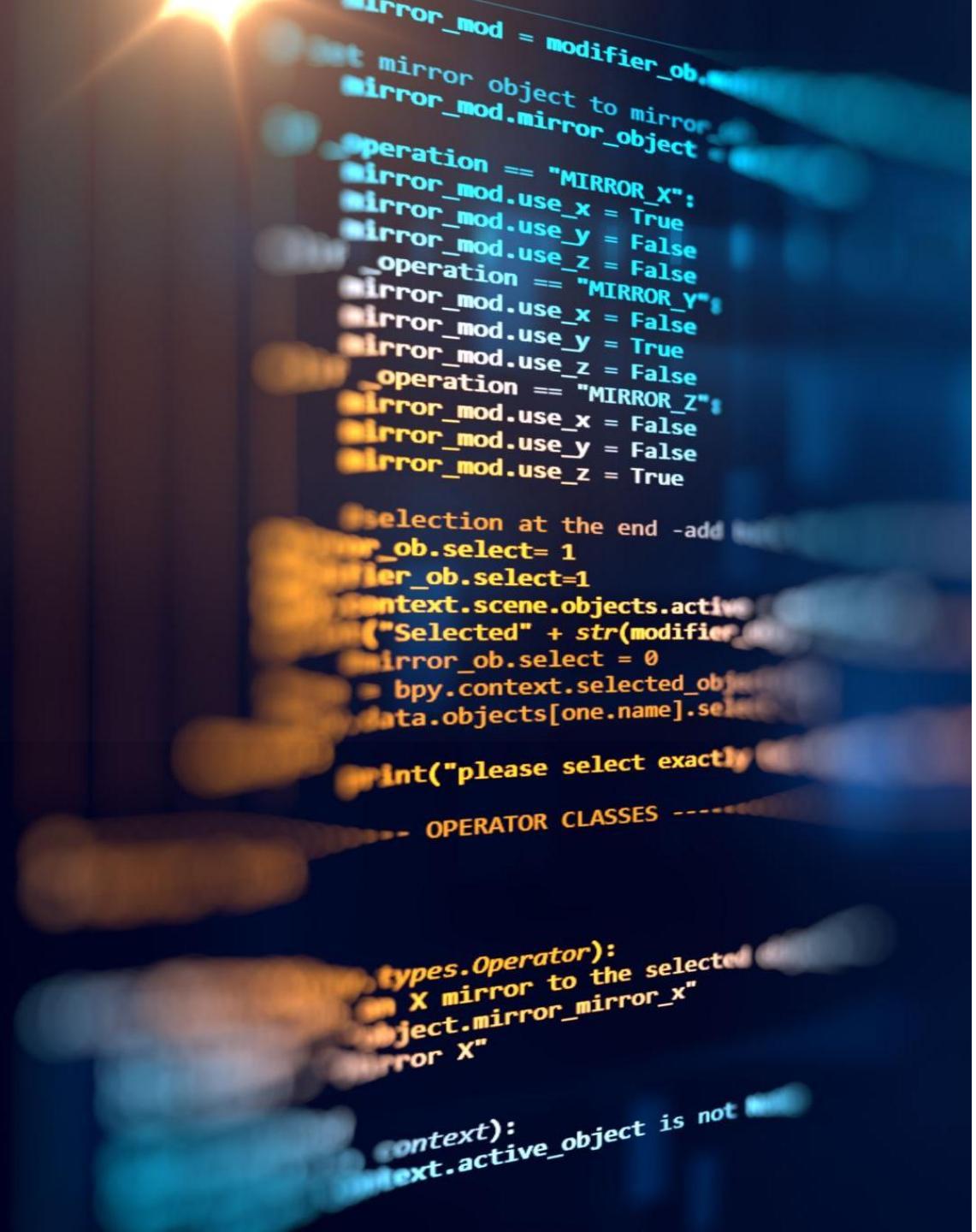
Build your own agents
Create and publish a custom agent for your organization using the intuitive building experience enhanced with large language models and generative AI

Customize Microsoft Copilot
Extend and customize 1st party agents with your own enterprise scenarios. Copilot Studio will be included with the Microsoft 365 Copilot SKU.

Connected platform
Integrates and exposes various Microsoft's conversational AI technology stacks – integrated with Azure AI Studio, Azure Cognitive Services, Azure Bot Framework, Power Platforms AI models, and more

Manage experiences
Governance and control features to monitor usage with full visibility of customizations, standalone agents as well as who is building and customizing them.





Copilot Studio

Microsoft Copilot Studio Licenser

Summary of Copilot Studio

Plans	Copilot Studio Subscription RECOMMENDED MOTION Copilot Studio $200 per tenant/month	Copilot Studio use rights with Copilot for Microsoft 365 **Copilot Studio in Copilot for Microsoft 365** Use rights with Copilot for Microsoft 365 licenses $30 per user/month	Copilot Studio use rights included with: **Copilot Studio for Teams** (was PVA for Teams) Use rights included with select M/O365 licenses
Messages/tenant/month	25,000 Messages [1]	Unlimited	Unlimited [2] (Teams only)
Gen AI: AI-enabled conversations	• [3, 4]	•	
Create and Publish your own standalone copilot	•		
Create and Publish plugins to customize Copilot for Microsoft 365		•	
Create and iterate on copilot topics using expanded natural language capabilities [5]	•		•
Power Automate for Copilot Studio cloud flows (Automated, instant, and scheduled flows) within the context of Copilot Studio creations	•	•	
Standard Power Platform connectors	•	•	•
Premium and Custom Power Platform connectors	•	•	

Hvordan kommer vi igang med Copilot

3 essentials for Copilot success

Leadership

Develop leadership capabilities to leverage AI for business outcomes

- Executive sponsorship
- Align AI to business strategy
- Providing clarity and prioritization
- **Best practice:** AI Council

Human change

Manage the human transformation with robust user enablement programs

- User enablement program
- Communications and community
- Skilling and training
- **Best practice:** Community of Practice and Copilot Dashboard

Technical readiness

Build and iterate technical skills to deliver on business results

- Secure your data infrastructure
- Policy review
- Extend to new high value line of business scenarios
- **Best practice:** Optimization Assessment

Responsible AI principles

Securing and governing Microsoft 365 Copilot

Baseline

Microsoft 365 Copilot
+ Office 365 E3

Multi-factor authentication

Audit logging

Core

Microsoft 365 Copilot
+ Microsoft 365 E3
+ SharePoint Advanced Management

Conditional Access

Manual sensitivity labels

Data loss prevention policies

Advanced SharePoint sitewide access controls and reporting

Unified endpoint management

Best-in-class

Microsoft 365 Copilot
+ Microsoft 365 E5
+ SharePoint Advanced Management

Conditional Access based on identity risk

Automatically apply sensitivity labels

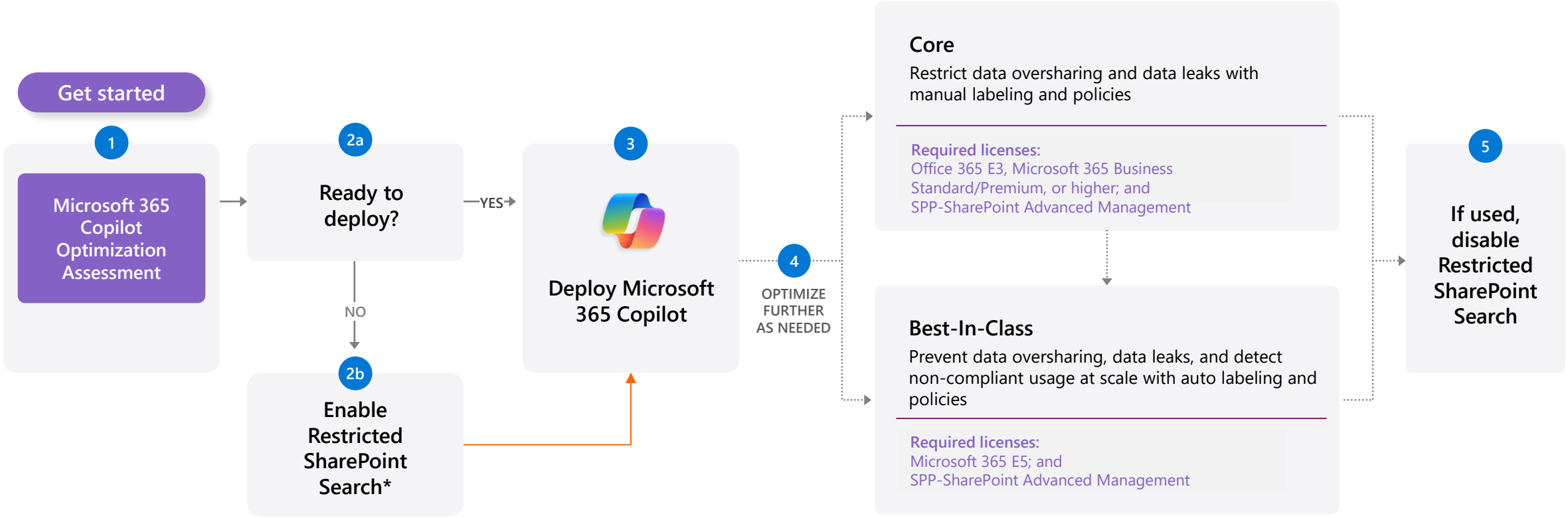
Automatically remove inactive content

Prevent data leak on endpoint devices

Detect non-compliant usage

Data Security

Get started quickly and continue to optimize along the way



*Restricted SharePoint Search will limit Copilot for Microsoft 365 experiences and organization-wide search. It is a temporary option which gives you time to address oversharing concerns while getting started on your Copilot journey.

Restricted SharePoint Search

This is intended as a temporary solution to give you time to review and audit site permissions, while implementing robust data security solutions from Microsoft Purview and content management with SharePoint Advanced Management.

- **Restricted SharePoint Search** is designed for organizations particularly concerned about unintentional oversharing of content
- When enabled, Copilot experiences and organization-wide search are limited to a select set of SharePoint sites, as well as the individual user's files and content

PREREQUISITES

- Available to tenants with Microsoft 365 Copilot subscriptions
- Activation requires Global/Tenant/SharePoint admin rights

IMPACT

Restricted SharePoint Search disables organization-wide search, while allowing you to select sites that you trust. This means users in your organization can use Copilot to reason over:

- An allowed list of curated SharePoint sites set up by admins (up to 100 SharePoint sites), honoring existing permissions on a site
- Users' OneDrive for Business, chats they are part of, emails they send and receive, calendars to which they have access, etc.
- Files that are shared with, and accessed by users
- Content from users' frequently visited sites

Turning on Restricted SharePoint Search does not affect the site's index or associated DLP and labeling policies.

Access this blog for more info.

Microsoft 365 admin center

Search

Home

Users

Active users

Contacts

Guest users

Deleted users

Teams & groups

Roles

Resources

Billing

Support

Settings

Setup

Reports

Health

Admin centers

Security

Compliance

Endpoint Manager

Identity

Home > Active users

Active users

Add a user | Multi-factor authenti

Display name ↑
Adele Vance
Alex Wilber
Allan Deyoung
Automate Bot
Bianca Pisani
Brian Johnson (TAILSPIN)
Cameron White
Christie Cline
Conf Room Adams
Conf Room Baker
Conf Room Crystal
Conf Room Hood
Conf Room Rainier

Change photo

Adele Vance

Reset password | Block sign-in | Delete user

Account | Devices | Licenses and apps | Mail | OneDrive

Select location *

United States

Licenses (2)

- **Microsoft 365 E3**
  4 of 20 licenses available
- **Microsoft 365 Copilot**
  7 of 20 licenses available

Apps (73)

Show apps for:

Microsoft 365 E3

Save changes

Home
Cloud Update
Customization
Device Configuration
Policy Management
What's New Management
Health
Inventory
Learn More
Setup

Edit Office Customization Tool

Learn more about the Office Customization Tool

CopilotStandard .xml *

Saved | Done | Download | Reset

Project

Select Project product

Additional products

Select Additional product

Update channel

Learn more about update channels

Select the update channel

Monthly Enterprise Channel

Select the version

Latest

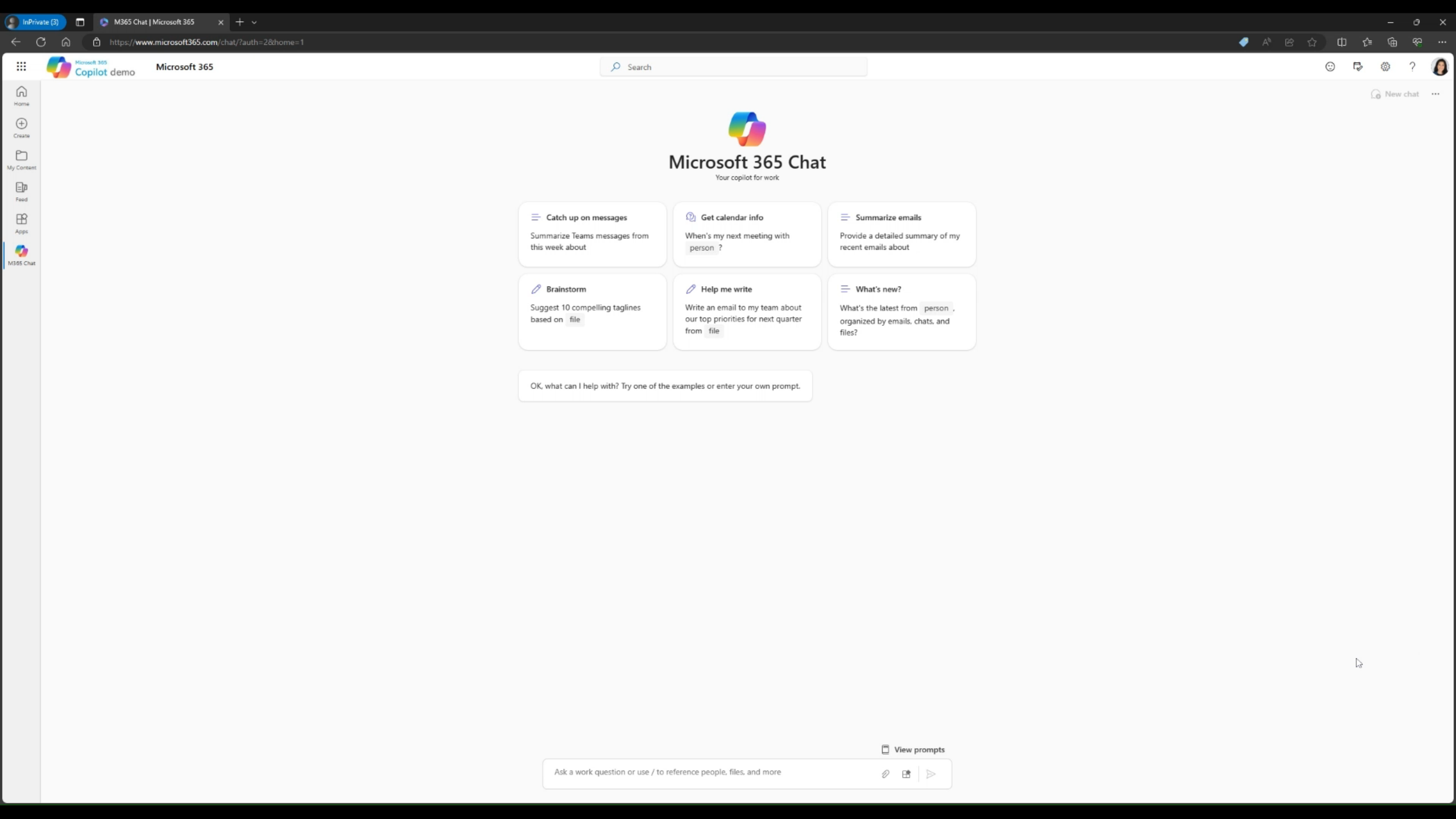
Apps

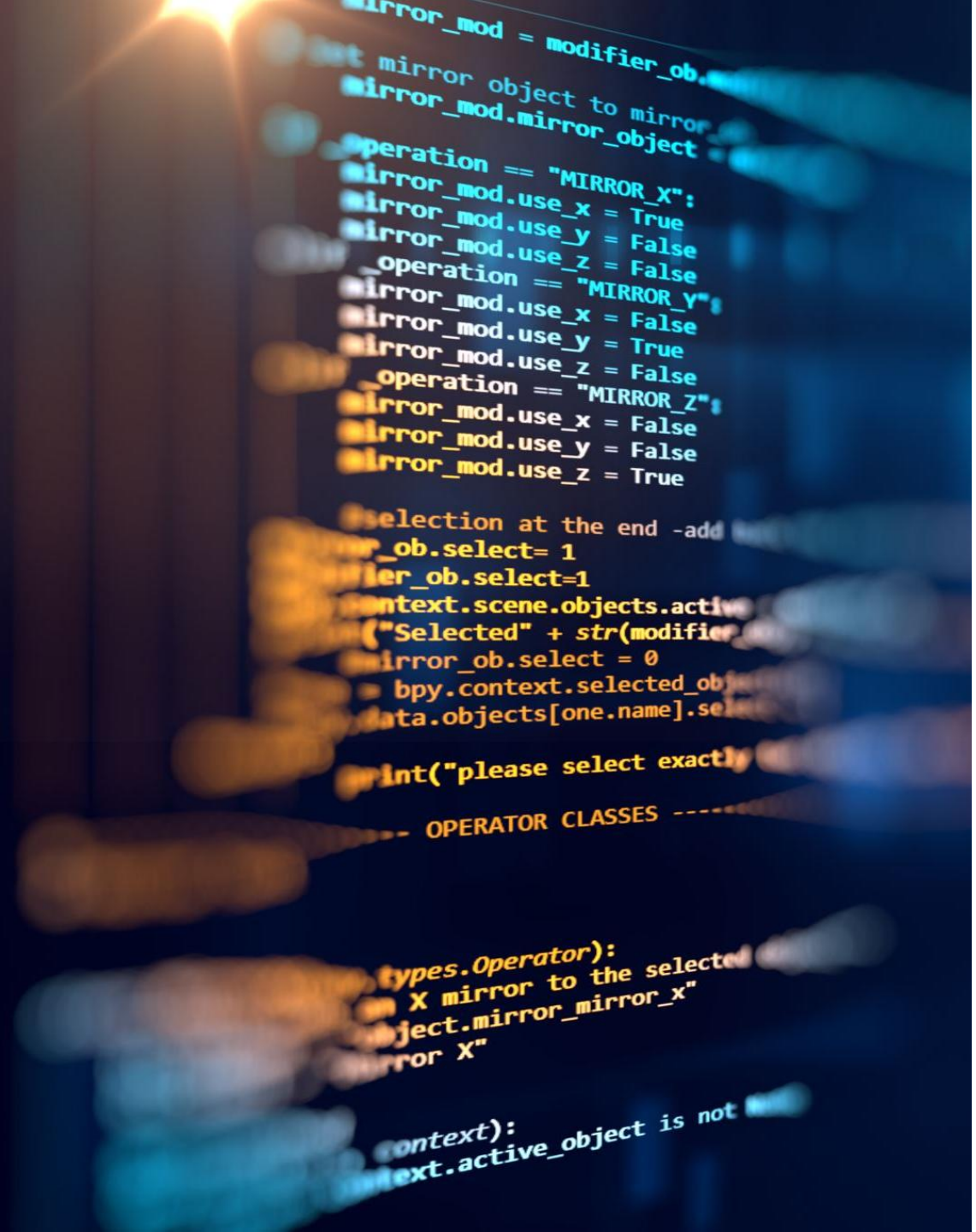
Turn apps on or off to include or exclude them from being deployed

Access On

Excel On

Languages
Installation options
Show installation to user
Shut down running applications
Update and upgrade options
Automatically check for updates
Remove MSI products
Match MSI products languages
Automatically upgrade to the selected architecture
Licensing and activation
Product key
Accept EULA


InPrivate (3)
M365 Chat | Microsoft 365
https://www.microsoft365.com/chat/?auth=2&home=1
Microsoft 365 Copilot demo
Microsoft 365
Search
Home
Create
My Content
Feed
Apps
M365 Chat
New chat
Microsoft 365 Chat
Your copilot for work
Catch up on messages
Summarize Teams messages from this week about
Get calendar info
When's my next meeting with person ?
Summarize emails
Provide a detailed summary of my recent emails about
Brainstorm
Suggest 10 compelling taglines based on file
Help me write
Write an email to my team about our top priorities for next quarter from file
What's new?
What's the latest from person , organized by emails, chats, and files?
OK, what can I help with? Try one of the examples or enter your own prompt.
View prompts
Ask a work question or use / to reference people, files, and more

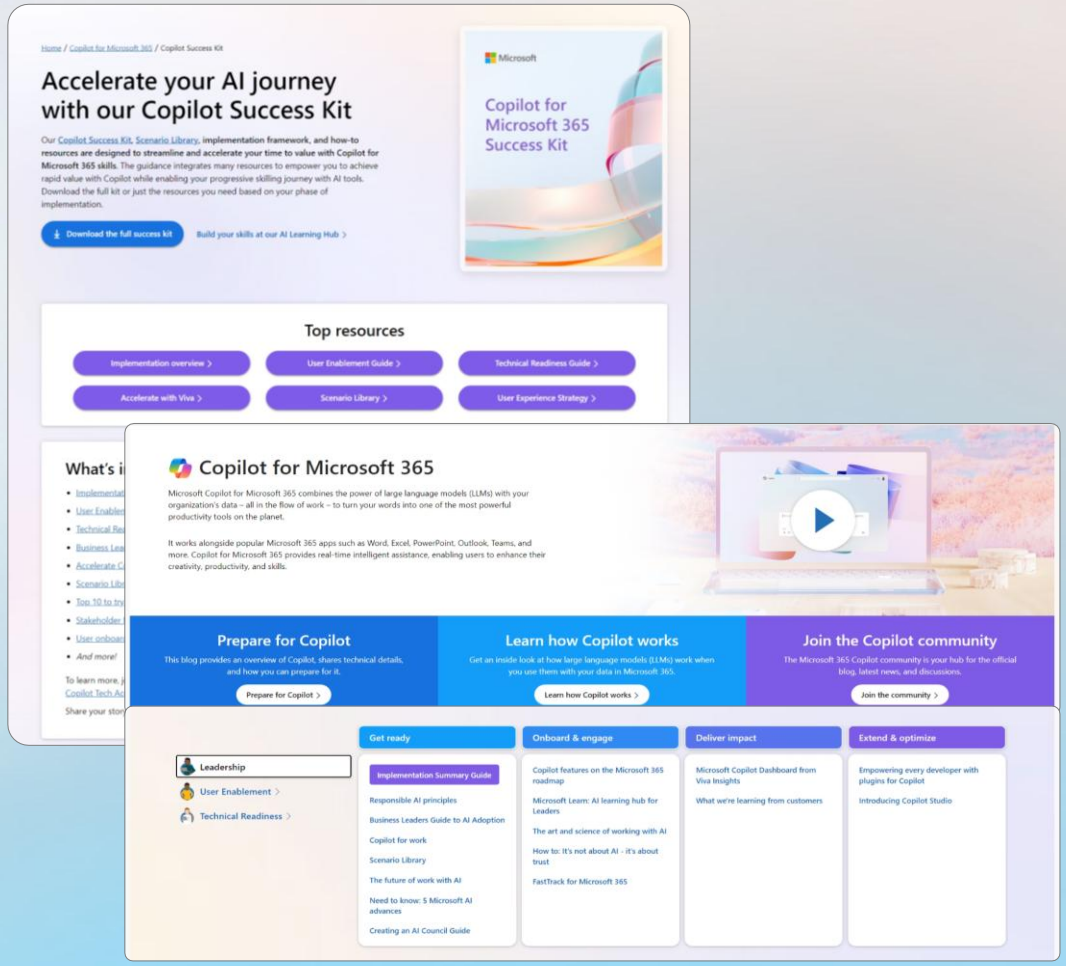


Adoption & Insight

Træning til brugerne

https://adoption.microsoft.com/copilot

- Resources by role
- Interactive Scenario Library
- Product announcements and news
- Links to all other Microsoft sites
- Extended links for Small/Medium business, Copilot in Sales, Microsoft Viva, and more



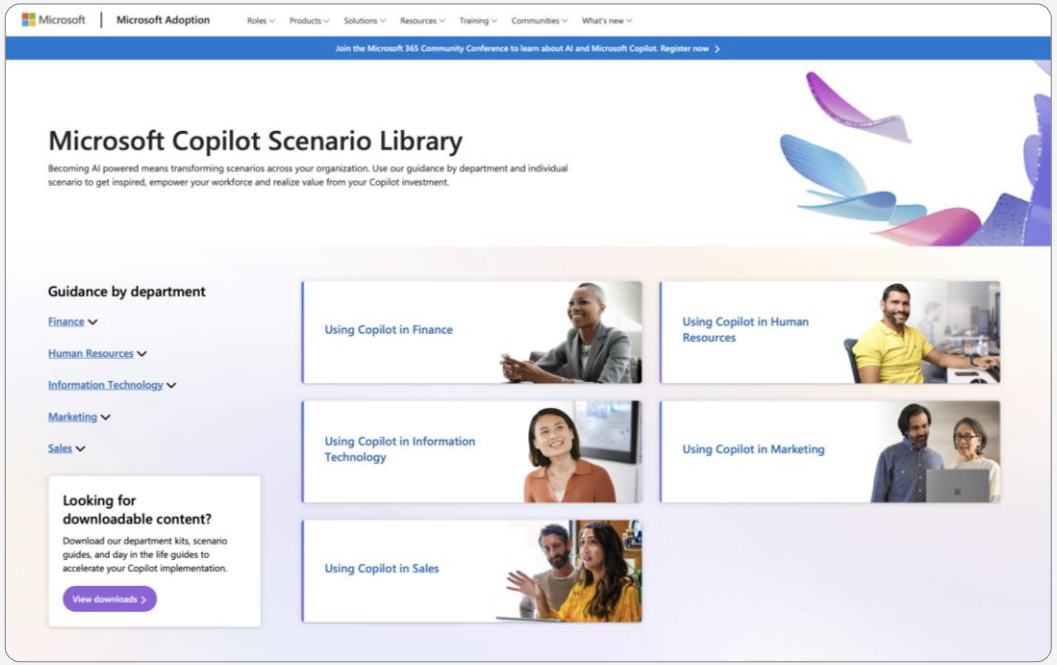
Skilling

Copilot Scenario Library

Copilot brings AI value across lines of business

Use the Scenario Library to identify top use cases and business metrics you would like to improve in that functional area.

Library PPT deck: https://aka.ms/CopilotScenarioLibrarySlides

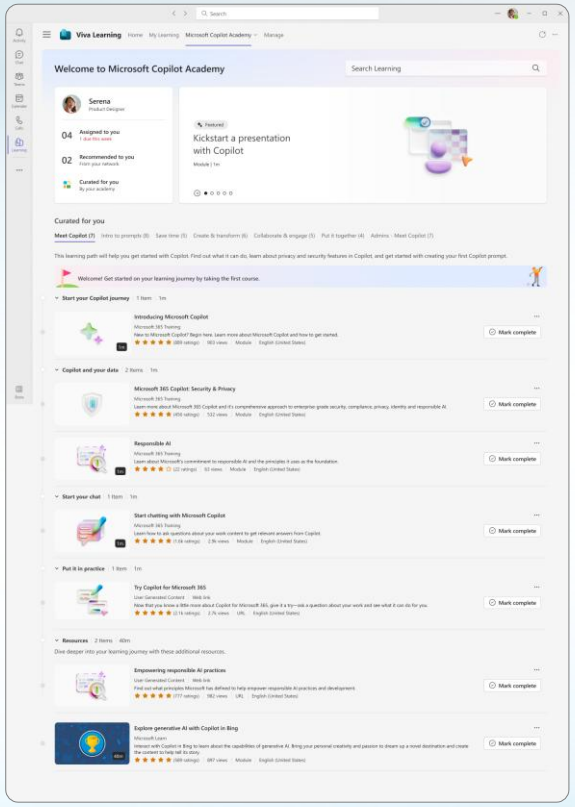


All roles & execs	HR	Marketing	Operations	IT	Sales	Finance
Improve meetings	Cost per hire	Leads created	Customer retention	Outstanding support tickets	Number of opportunities	Accelerate cash flow
Content creation	Employee turnover	Brand value	Product time to market	Application downtime	Close rate	Spend on ERP system
Manage daily agenda	Compliance risk reduction	Cost per lead	Supply chain efficiencies	Departmental spending	Revenue per sale	Risk reduction

https://aka.ms/Copilot/ScenarioLibrary

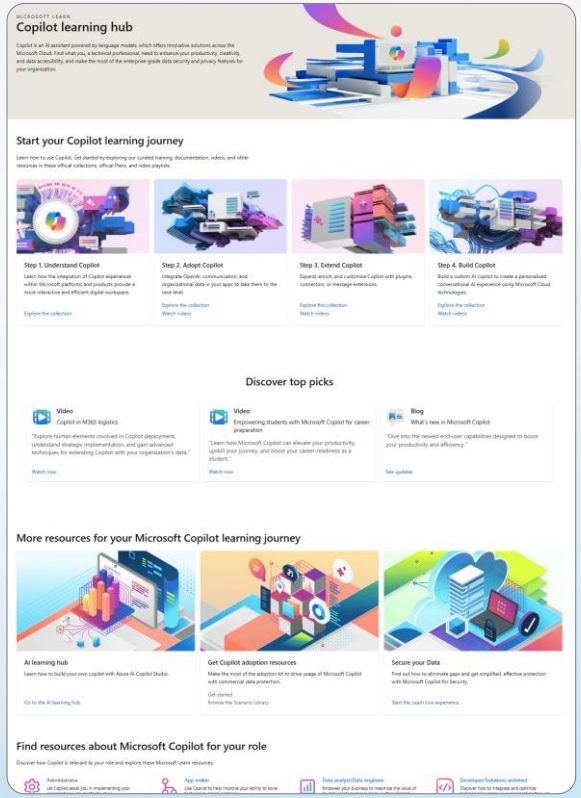
Microsoft 365 Copilot

Additional skilling experiences



Microsoft Copilot Academy

- Centralized location to help with the basics of Copilot learning and upskilling, pulling the best content from available free Microsoft sources
- Structured content in easily consumable learning paths curated by Microsoft experts
- Develop your AI interaction skills from your Viva Learning app in Teams or webapp



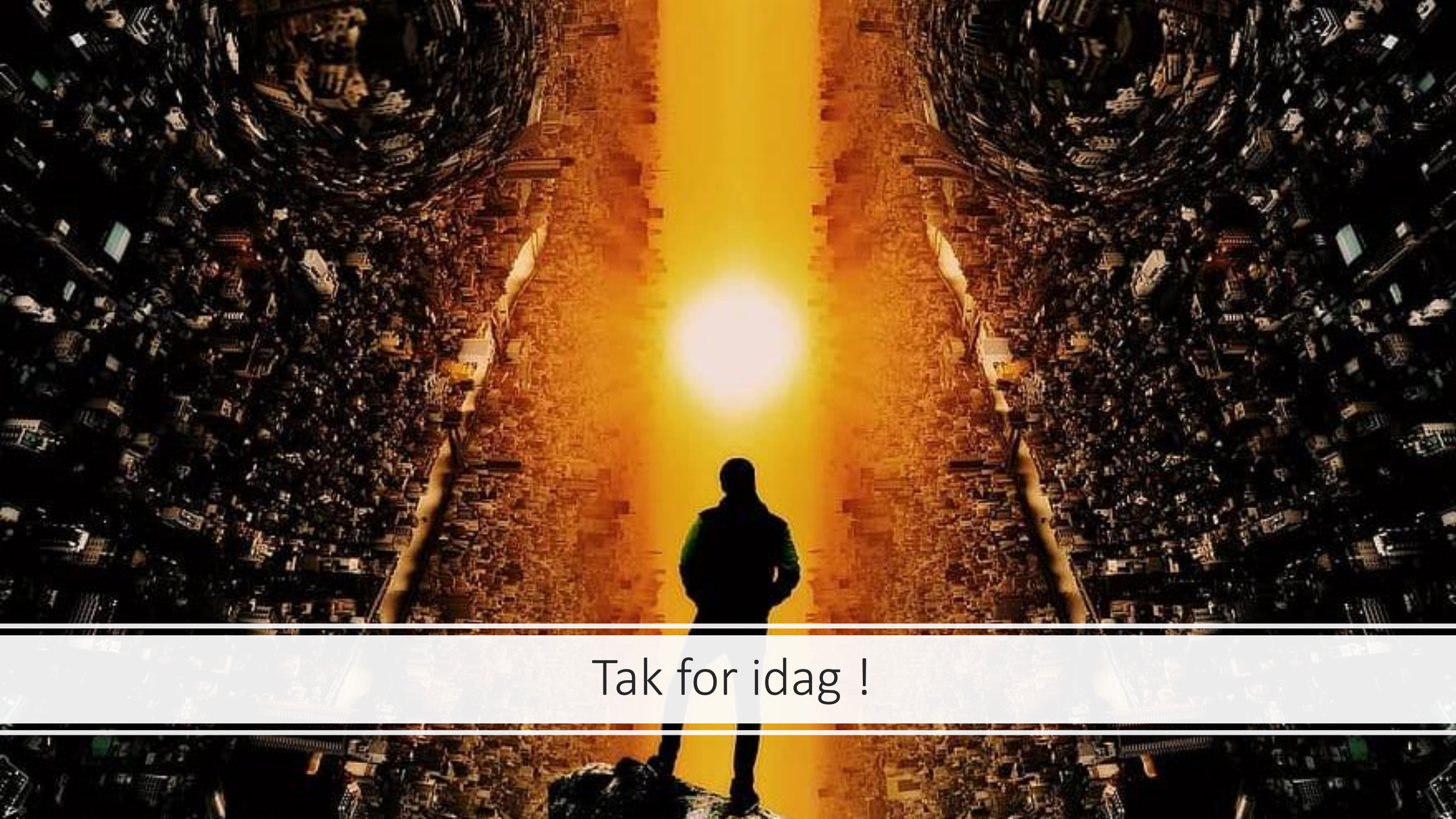
Copilot learning hub

- Free, on-demand training content for skill development
- Step-by-step exercises guiding learners through common Copilot prompts and use cases
- Training content by role
- Short training videos to quickly level up your work and gain new skills

Downloadable assets for customization available at adoption.microsoft.com/copilot

- Have en god plan – hvad er det i vil opnå med Copilot
  - Har i en AI strategi ?
- Tekniske forudsætninger på plads
- Den nødvendige data governance
- Uddannelse af brugere
  - https://adoption.microsoft.com/en-us/copilot/

Spørgsmål



Tak for idag !

Copilot Resources

Microsoft Copilot Scenario Library
https://aka.ms/Copilot/ScenarioLibrary

How to get ready for Microsoft Copilot for Microsoft 365
https://aka.ms/GetReadyforCopilot

Copilot Adoption
https://adoption.microsoft.com/en-us/copilot/

Prompt Buddy
https://aka.ms/getPromptBuddy

Copilot Lab – Start your Copilot Journey
https://copilot.cloud.microsoft/en-US/prompts

Links to learn more (1 of 2)

Copilot Readiness Hub

What is Copilot?

- Introducing Copilot for Microsoft 365
- The Copilot System
- ChatGPT vs. Copilot for Microsoft 365: What's the difference?

How Copilot works

- How Copilot for Microsoft 365 works: Microsoft Mechanics video
- Semantic Index for Copilot
- Microsoft Graph
- Microsoft Graph connectors
- Additional copilot experiences across the Microsoft Cloud
  - Microsoft Dynamics 365 Copilot
  - Copilot in Power Platform
  - Microsoft Security Copilot
  - GitHub Copilot
  - Copilot in Microsoft Stream

Privacy

- Microsoft's privacy policy
- Microsoft Privacy Statement
- Trust Center data protection and privacy
- Data, privacy, and security for Copilot for Microsoft 365
- Data, privacy, and security for Azure OpenAI Service
- Role-based access control
- User permissions and permission levels in SharePoint Server
- Customer Lockbox requests
- Microsoft 365 isolation controls
- Data Protection Addendum

Links to learn more (2 of 2)

Data residency and storage

- EU Data Boundary
  - Website
  - Blog
  - Documentation

Compliance

- Microsoft Compliance
- Service Trust Portal
- Compliance offering definitions
- General Dat Protection Regulation (GDPR)
  - Full summary
  - Short summary

Security

- Configure usage rights for Azure Information Protection (AIP)
- Universal Licensing Terms for Online Services
- Data Protection Addendum
- Isolation and Access Control in Microsoft 365

How to prepare for Copilot for Microsoft 365

- Learn about Microsoft feedback for your organization
- Manage Microsoft feedback for your organization
- How to manage Microsoft Search
- Microsoft 365 Product Terms
- Content management and security in SharePoint, OneDrive, and Teams
- Transcription Management in Copilot for Microsoft 365

Responsible AI

- Responsible AI core principles
  - Videos
  - Documentation
- Microsoft Responsible AI Standard
- Governing AI: A Blueprint for the Future