

Introduction

The Rise of Generative Artificial Intelligence (AI) is Transforming the Business Landscape.

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Gartner Predicts that 80% of enterprises will integrate generative AI by 2026, up from less than 5% in 2023. This shift promises to enhance productivity, streamline tasks, and drive significant economic growth. According to McKinsey, AI could contribute \$4.4 trillion annually to the global economy by 2030.

75% of C-suite executives believe that they need to scale AI or risk going out of business

One popular AI solution for organisations is Copilot for Microsoft 365. Built on familiar tools, Copilot integrates AI into daily operations, enabling quick adoption and sustained benefits. However, acquiring the software and necessary licences isn't enough. A clear AI strategy is crucial for leaders and their teams to fully leverage Copilot's potential.

Organisations that successfully scale AI adoption see triple the return on investment compared to those stuck in the pilot stage. This whitepaper guides you through key actions to prepare for Copilot for Microsoft 365, from securing your data to optimising operations and maintaining your content. With a well-planned strategy, your organisation can maximise the benefits of Copilot for Microsoft 365.

Understanding

Copilot for Microsoft 365



What is Copilot for Microsoft 365?

Copilot for Microsoft 365 is an AI-powered assistant designed to enhance productivity by integrating seamlessly with Microsoft 365 applications. It leverages AI to provide insights, automate tasks, and support decision-making processes. By using Copilot, organisations can improve efficiency, enhance employee skills, and drive innovation.

- Copilot saves time, improves productivity, and enhances collaboration
- Microsoft 365 Copilot leverages artificial intelligence to assist creating and editing documents, presentations, emails, and more.
- Copilot generates high-quality content, suggests relevant information, and provides feedback and guidance along the way.

Key Features

Seamless Integration: Built into the Microsoft 365 ecosystem, ensuring users can adopt the technology without significant changes to their workflow.

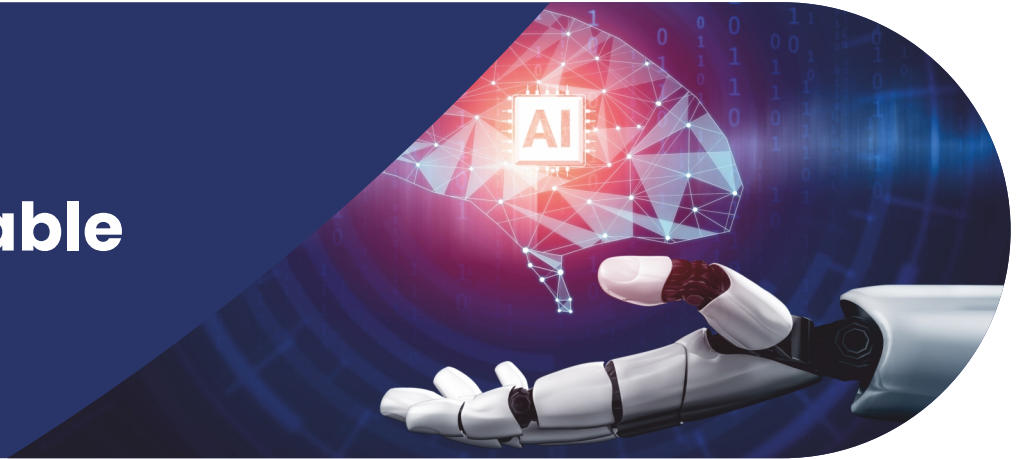
AI-Driven Insights: Provides actionable recommendations based on data analysis.

Task Automation: Automates routine tasks, allowing employees to focus on more strategic activities.

Enhanced Collaboration: Improves team collaboration through AI-powered tools and features.

Best Practices

for Sustainable AI Adoption



Optimise Your Operations

To ensure sustainable AI success, businesses need to elevate their data management practices and implement governance controls.

Proper data management is foundational for AI tools like Copilot for Microsoft 365. Here are essential steps to optimise your operations:

Centralise Your Data: Centralise all business-critical data within Microsoft 365. Copilot for Microsoft 365 relies on the data available in this environment to provide accurate and comprehensive insights. Migrate all relevant content to Microsoft 365 to enable Copilot to analyse and make recommendations based on complete and relevant data.

Improve Data Quality: Conduct a discovery and analysis exercise to understand your data landscape. Identify redundant, outdated, or trivial (ROT) data that may clutter your environment and skew AI results. Clean up your data to remove duplicates and redundancies and establish information management processes and data governance policies to maintain high data quality over time.

Classify Your Content: Organise your data using metadata, labels, and tags within Microsoft 365. Proper classification makes your data more searchable, discoverable, and manageable, improving the accuracy and relevance of AI results.

Secure Your Data: Data security is a top concern with AI implementation. Generative AI tools must be securely integrated to protect sensitive information. Implement robust security measures to secure your data and control AI access. Here are critical steps to secure your data:

Run a Risk Assessment: Identify sensitive and overshared data in Microsoft 365, such as unprotected Personally Identifiable Information (PII) or financial data. Conduct a risk assessment to uncover security risks and address them proactively. This step prevents inadvertent data security vulnerabilities.

Clean Up Permissions and Enforce Policies: Adopt a least privilege access model, especially for sensitive content, to ensure Copilot for Microsoft 365's output excludes information not intended for widespread access. Implement policies that mandate secure practices and train users on proper data security controls.

Maintain Security Measures: Regularly review and update your security policies to keep them current. Monitor user activity, permissions, and access controls to address new and emerging concerns. Automated reporting tools can help identify and act on potential security issues promptly.

Implementing

AI Governance & Compliance



Establish a Governance Framework

A strong governance framework ensures that AI tools like Copilot for Microsoft 365 are used responsibly and effectively. This framework should include:

Policies and Procedures: Develop comprehensive policies and procedures for AI use, including data management, security, and ethical considerations. Ensure these policies are communicated clearly to all stakeholders.

Roles and Responsibilities: Define roles and responsibilities for AI governance. Assign specific tasks to individuals or teams to ensure accountability and oversight.

Regular Audits and Reviews: Conduct regular audits and reviews of AI practices to ensure compliance with policies and identify areas for improvement.

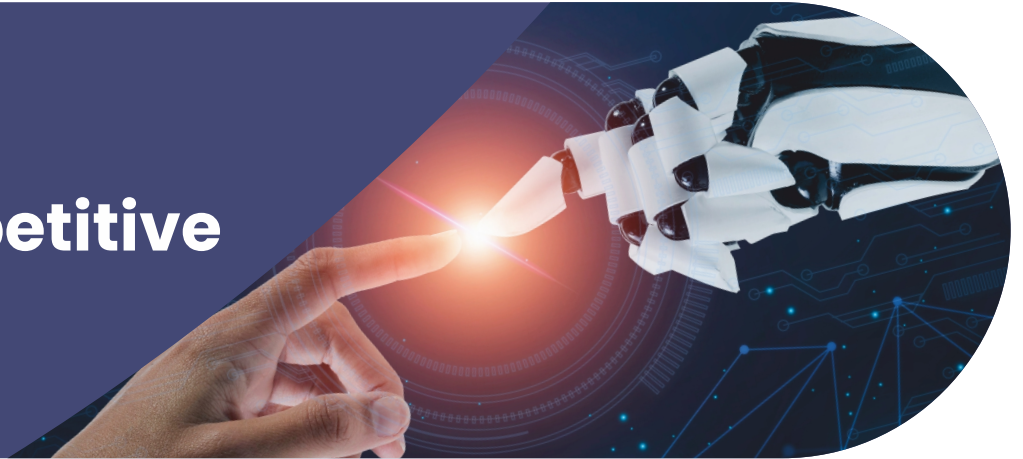
Ethical Considerations are critical in AI implementation. Ensure that your AI practices align with ethical standards and guidelines, addressing issues such as bias, transparency, and accountability.

Bias Mitigation: Implement strategies to identify and mitigate biases in AI algorithms. Regularly review and update your models to ensure fairness and accuracy.

Transparency: Maintain transparency in AI practices by clearly communicating how AI tools are used and how decisions are made. Provide stakeholders with access to relevant information and documentation.

Leveraging

AI for Competitive Advantage



Enhancing Productivity

AI tools like Copilot for Microsoft 365 can significantly enhance productivity by automating routine tasks and providing actionable insights. This allows employees to focus on more strategic activities and drive innovation. Make a list of processes that are AI candidates and assess them as AI priorities based on task frequency and effort.

Improving Decision-Making

By analysing large volumes of data, AI can provide valuable insights that support decision-making processes. This leads to more informed and effective decisions, ultimately driving business success.

Driving Innovation

AI fosters innovation by enabling rapid experimentation and iteration. Organisations can quickly test new ideas, gather feedback, and make improvements, leading to faster development of innovative solutions.

Conclusion

Generative AI is transforming the business landscape, and organisations must adopt it strategically to realise its benefits. Kinetics is here to help you navigate AI integration, ensuring your data is secure, well-managed, and optimised for success. With our expertise and support, you can establish a solid foundation for AI adoption, leveraging Copilot for Microsoft 365 to drive long-term value and competitive advantage.

Connect Us, for more information on how Kinetics can support your AI journey



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