



Artificial Intelligence (AI): Balancing Adoption and Cybersecurity

May 7th 2024



SYSTEMS
engineering

Hawaii's State Fish

- Reef Trigger Fish
- What is the Hawaiian name?





Understanding AI

Understanding Copilot for Microsoft 365

Demo

RiverWoods Overview and Q&A

Next steps

Open Q&A/Discussion

AI oversimplified




What is it?

AI is a technology that enables machines to learn from data and make predictions that typically require human intelligence.

- Machine Learning
- Natural Language Processing
- Computer Vision
- Artificial General Intelligence

Why the hype?

AI can automate tasks. However, its true value lies in how it can be embedded into everyday tools to assist human decision making.


- Navigation apps
- Social media feeds
- Language translation
- Ambient documentation
- ChatGPT & Microsoft Copilot 

For Copilot, why is ChatGPT important?

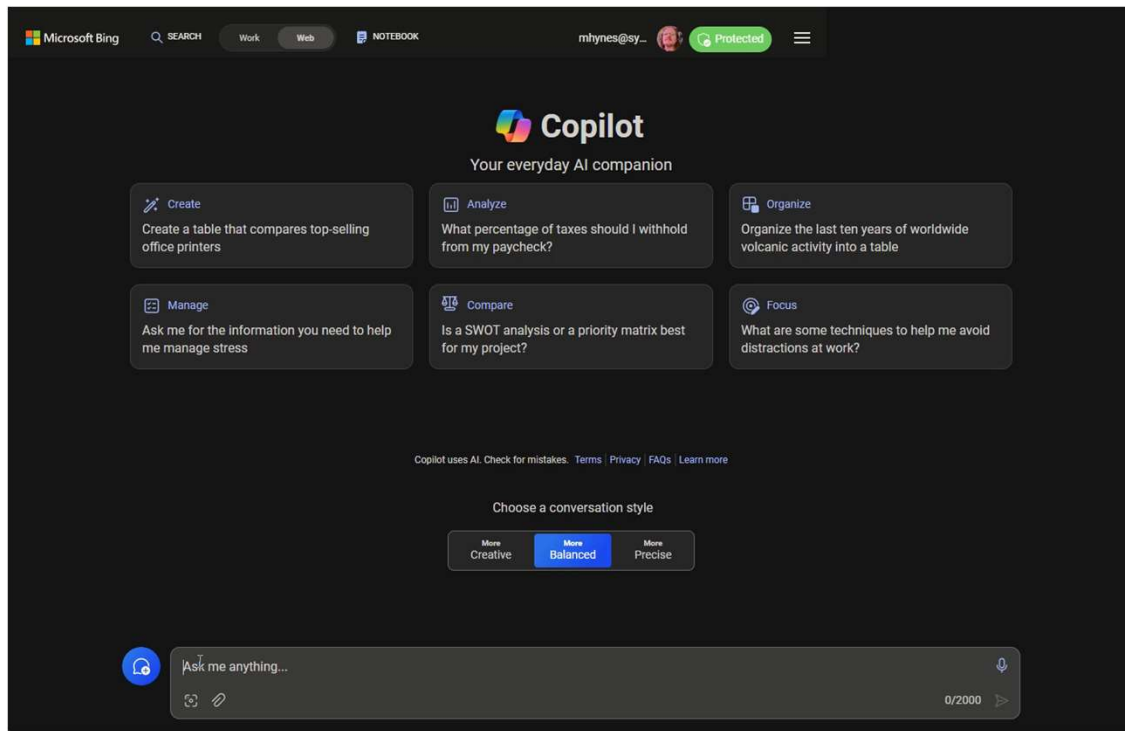
ChatGPT

- Large Language Model (LLM)
- Natural language processing
- Mimics human conversation
- Generates text responses
- Useful for composing essays, code, and more

Microsoft Copilot

- Copilot in Edge
- Copilot in Windows
- Copilot for Microsoft 365 (M365)
- Copilot Studio 
- Copilot for Power Platform
- Copilot for GitHub
- Copilot for Sales (Dynamics)
- Copilot for Service
- Copilot for Finance (Great Plains)
- Copilot Pro (Home)
- Security Copilot

How is Copilot for M365 used?



Use cases

- Research tool
 - Conversational
 - Public or corporate data
- Content generation
 - Public or corporate data
 - Tone & style
- Transcription
 - Summaries

Important: What does Copilot for M365 see?

Web - Everything

Outlook - Email & calendar

File Locations - SharePoint, OneDrive, Teams, and Viva Engage

File Contents - Word, Excel, PowerPoint, and OneNote

Teams - Chats & transcriptions (only within chat/meeting)

Other - Planner

Copilot sees what YOU have permission to see!

Important: What can't Copilot for M365 see?

File Locations - SharePoint sites & files types that have been blocked by an administrator and files you don't have rights to see. Files in non-Microsoft locations (Webex, 3rd party apps)

Outlook - Mailboxes and calendars that aren't yours

File Contents - Some non-standard file types

Structured Data - SharePoint lists, databases, and 3rd party apps *

* There are ways to expose this data using Copilot Studio



Other features & limitations

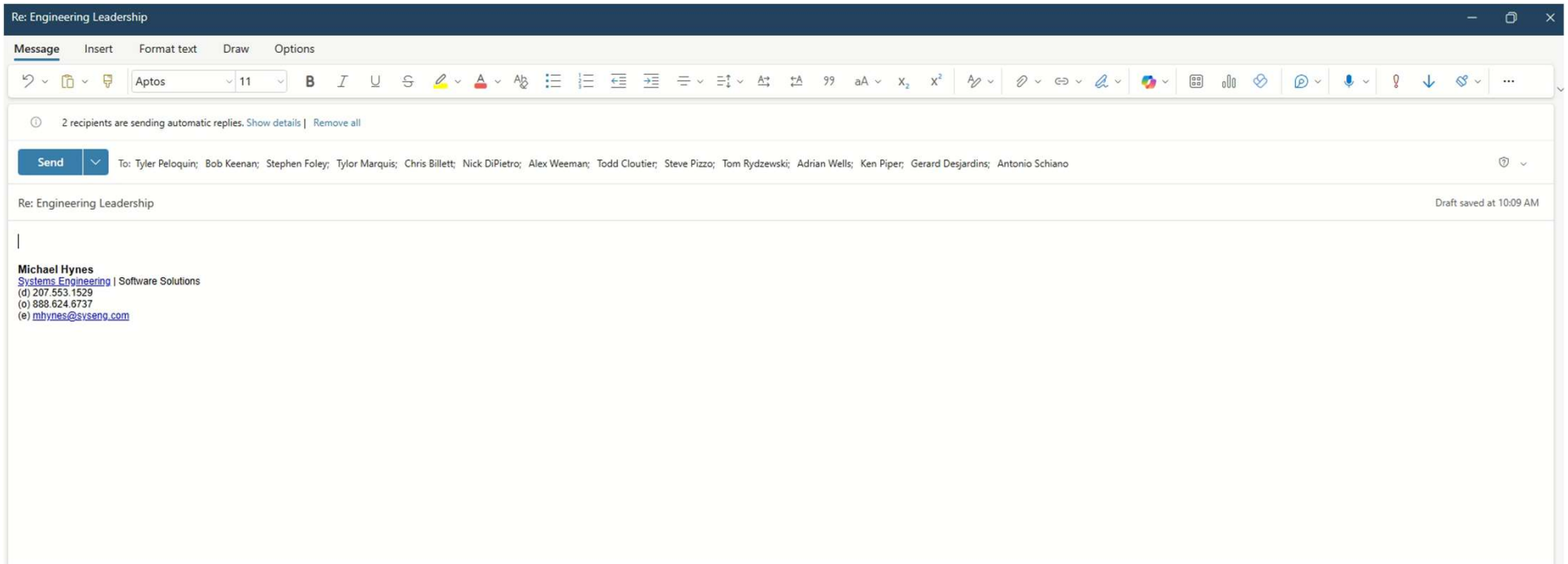
Features

- Inferred mood and feelings
- Includes source links
- Write as...
- Sensitivity label inheritance
- Adjustable content filtering
- Compliance policy detection (E5)
 - Sensitive information types
 - Keywords
 - Trainable classifiers

Limitations

- It's not always right! Copilot not autopilot!
- Every app uses Copilot differently
- Image search but no image generation

Demo: Copilot in Outlook



Demo: Copilot in Edge

The screenshot shows the Microsoft Copilot interface within the Microsoft Edge browser. At the top, the browser's address bar displays "Microsoft Bing" and "SEARCH" buttons for "Work" and "Web". The user's email "mhymes@sy..." is visible in the top right corner. The main content area features the Copilot logo and the text "Copilot For Microsoft 365". Below this, a message states "Copilot uses AI. Check for mistakes." with links for "Legal Terms", "Privacy and Cookies", and "FAQ".

There are several interactive cards for user assistance:

- What's new?**: "What's the latest from person, organized by emails, chats, and files?"
- How to**: "How do I write a request for proposal?"
- Help me write**: "Write an email to my team about our top priorities for next quarter from file"
- Prep for that meeting**: "Help me prepare for meeting"
- Generate ideas**: "List ideas for a fun remote team building event"

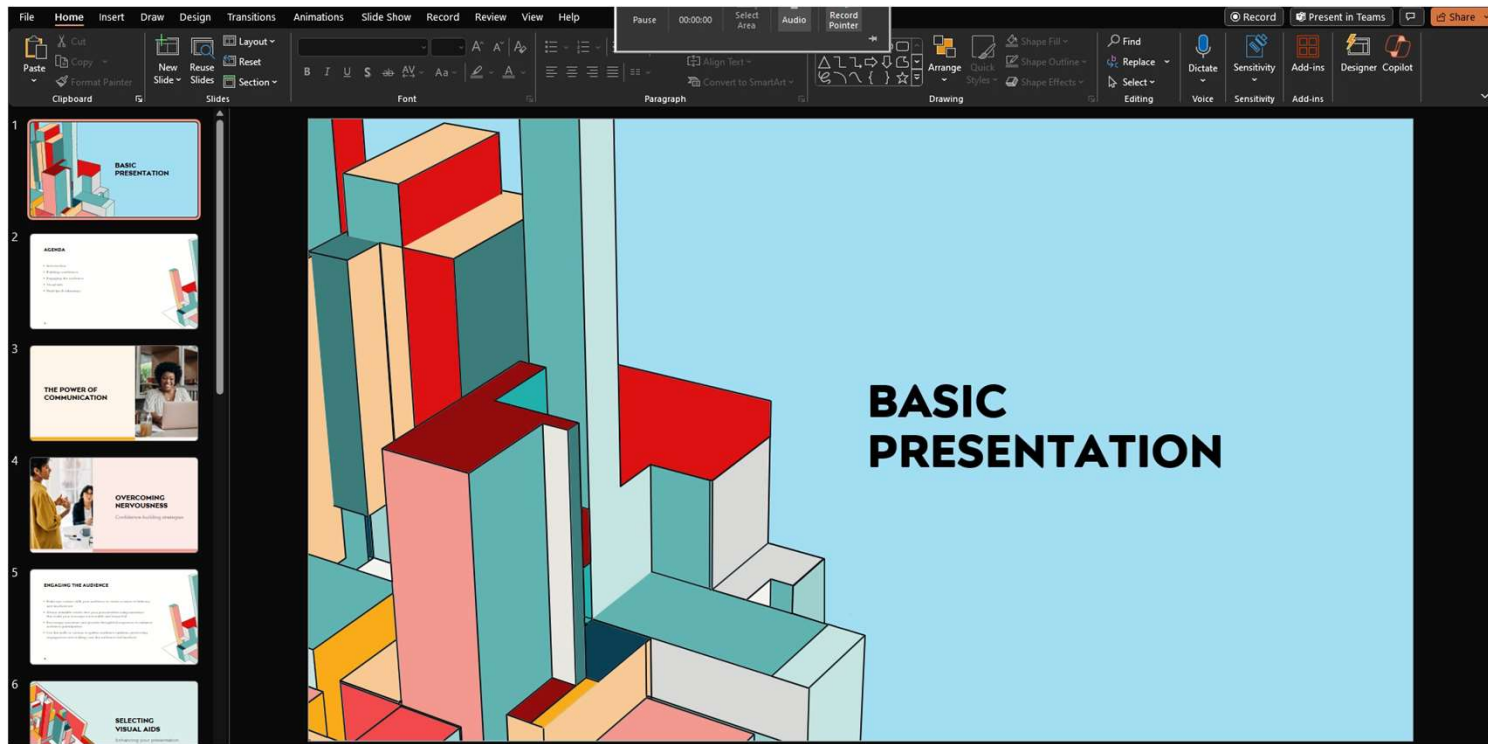
A text input field at the bottom asks, "What can I help you with? Try one of the examples or enter your own prompt." Below this is a "New chat" button and a chat input area containing the text "Find my latest Copilot for 365 proposal template." with a character count of "49/4000".

On the right side, a "Recent activity" panel lists several previous prompts and their timestamps:

- What are the use cases for Cop (9:10 AM)
- show me the emails that john z (3 days ago)
- Find my latest Copilot for 365 (Mar 13, 2024)
- what is important information (Mar 14, 2024)
- where is my bio (Mar 12, 2024)
- what is the service descriptio (Mar 11, 2024)
- Find my latest Copilot for 365 (Mar 9, 2024)
- Show me my last proposal (Mar 4, 2024)
- what did mel want for lunch to (Feb 29, 2024)

A link "See all recent chats" is located at the bottom of this panel.

Demo: Copilot in PowerPoint



Demo: Copilot in Teams

The screenshot displays the Microsoft Teams chat interface for a meeting titled "Copilot Presentation Re...". The top navigation bar includes tabs for "Chat", "Files", "Recap", and "Attendance", along with a "Join" button and a participant count of 2. The chat history shows two messages: "Michael Hynes added Nick Saunders to the chat." and "Michael Hynes named the meeting Copilot Presentation Review." A "View recap" button is visible next to the second message. Below the messages, a "Transcript" document icon is shown. The right-hand side of the interface features a "Copilot" panel with three main sections: "Get key info from the chat" (describing Copilot's ability to answer questions and summarize), "Try out all the prompts" (explaining that prompts make it easy to get needed info), and "It's your Copilot" (noting that other chat participants cannot see this conversation). At the bottom of the Copilot panel, there is a "Recap the meeting" button and a text input field with the placeholder "Ask a question about this chat". The main chat area at the bottom has a "Type a message" input field and a rich text toolbar with various icons for formatting and actions.



RiverWoods

- RiverWoods is Northern New England's largest family of not-for-profit Continuing Care Retirement Communities.
- Founded by residents in 1994, RiverWoods is now a recognized industry leader, with communities in Exeter, Manchester and Durham, New Hampshire
- RiverWoods provides community, purpose and peace of mind to smart, active independent adults. Together, we make life better.



How is Copilot being used today?

Copilot for M365

- Teams meeting transcription & recaps #1
- File & email searching
- PowerPoint presentation creation
- Word content editing

Copilot Studio

- Knowledge base chatbot
- Chatbot interface for existing application data, saving clicks



Is Copilot for M365 worth it?

Yes, if these are true:

- Educated workforce that is willing to adopt new tools
- Users have a good use case
 - Research - Marketing, executives
 - Content - Sales, marketing, project managers, executives
 - Transcription - Project managers, meeting coordinators

Yes, if the ROI makes sense:

- User
 - Licensing \$360 per year
 - Training ~2 hours
- Organization
 - Governance ~\$5,000 per year
 - Implementation ~\$10,000 one-time
 - Rollout project
 - Permission auditing
 - Training materials



Next steps?



Prepare - Think about the impact of Copilot on your organizational

Identify - Who would benefit from having Copilot?

Audit - Review permissions in all the places Copilot for M365 can reach

Train - Make sure you have training resources ready to go on day one

Talk to Systems Engineering!

Questions/Open Discussion



Hawaii's State Fish

- humuhumunukunukuapua'a
- Pronounced: who-moo-who-moo-noo-koo-noo-koo-ah-pooah-ah





Enabling the
EXCEPTIONAL