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.

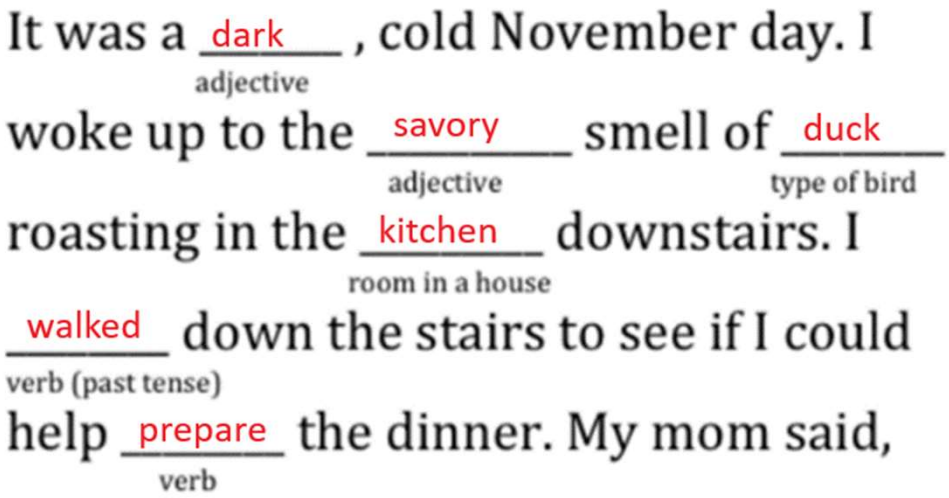
- Navigation apps
- Social media feeds
- Language translation
- Ambient documentation
- ChatGPT & Microsoft Copilot

To understand Copilot, understand ChatGPT

Huge oversimplification of ChatGPT

- Large Language Model (LLM) - What if you had a computer to play Mad Libs a million times and each time you graded the results as good or bad?
- Responsive Search - What if you had the LLM searching important data and you could keep asking it for more information?

Conclusion - ChatGPT is a Mad Libs pro!



For Copilot, why is ChatGPT important?

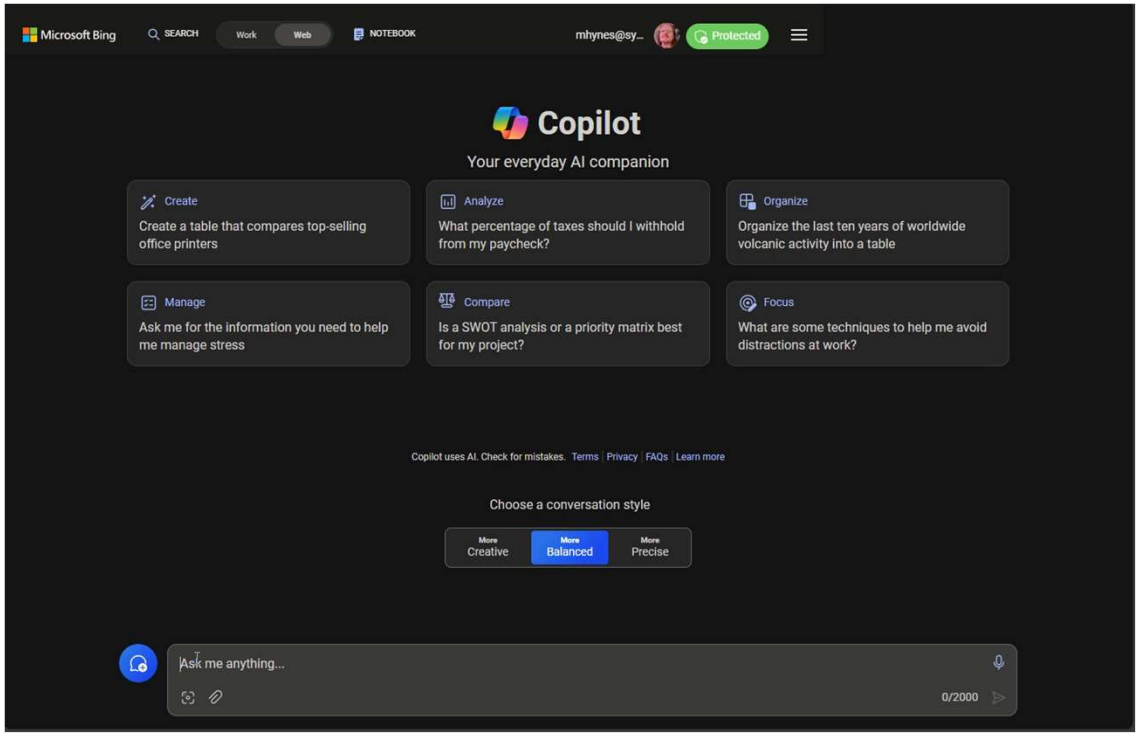
ChatGPT

- 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

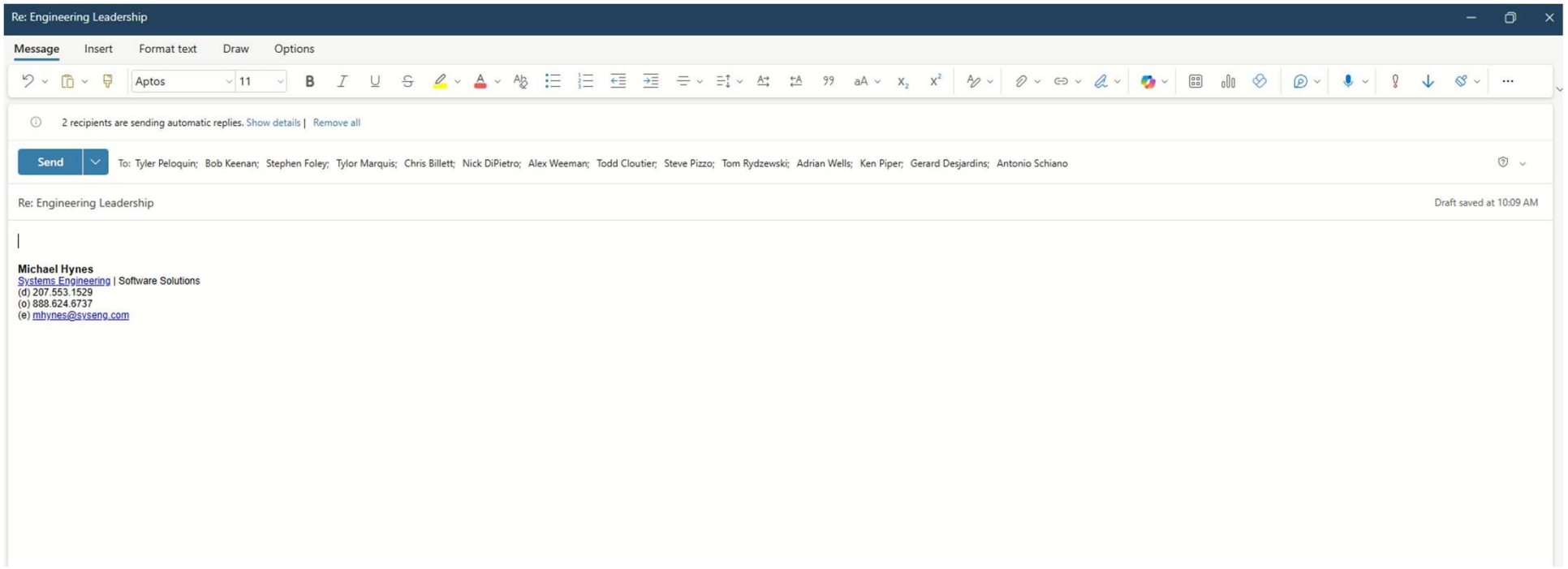
Features

- 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

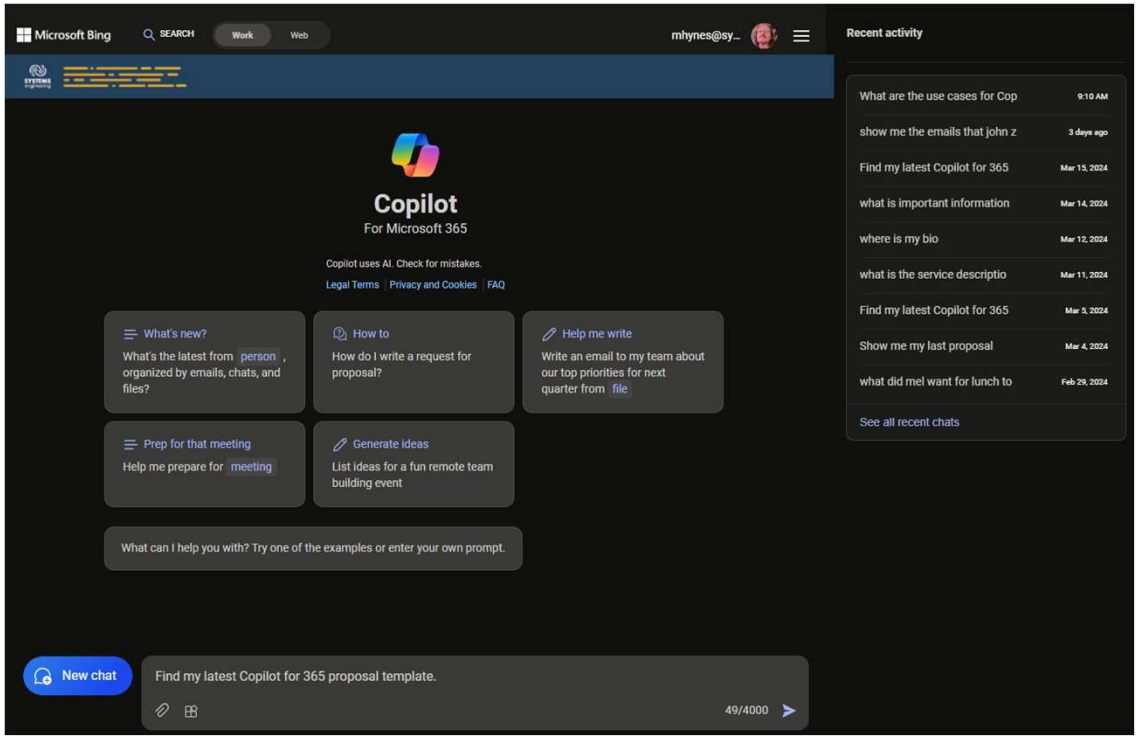
Limitations

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

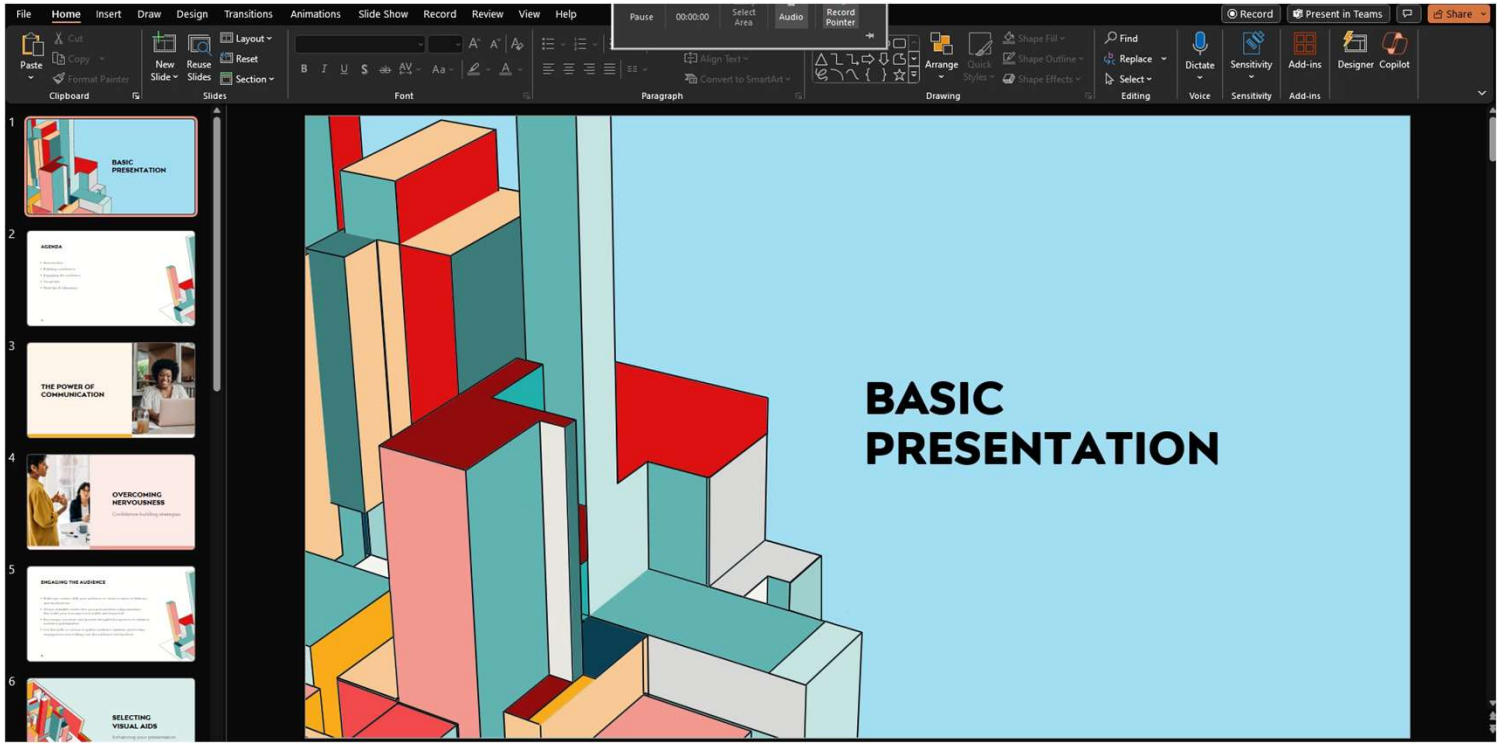
Demo: Copilot in Outlook



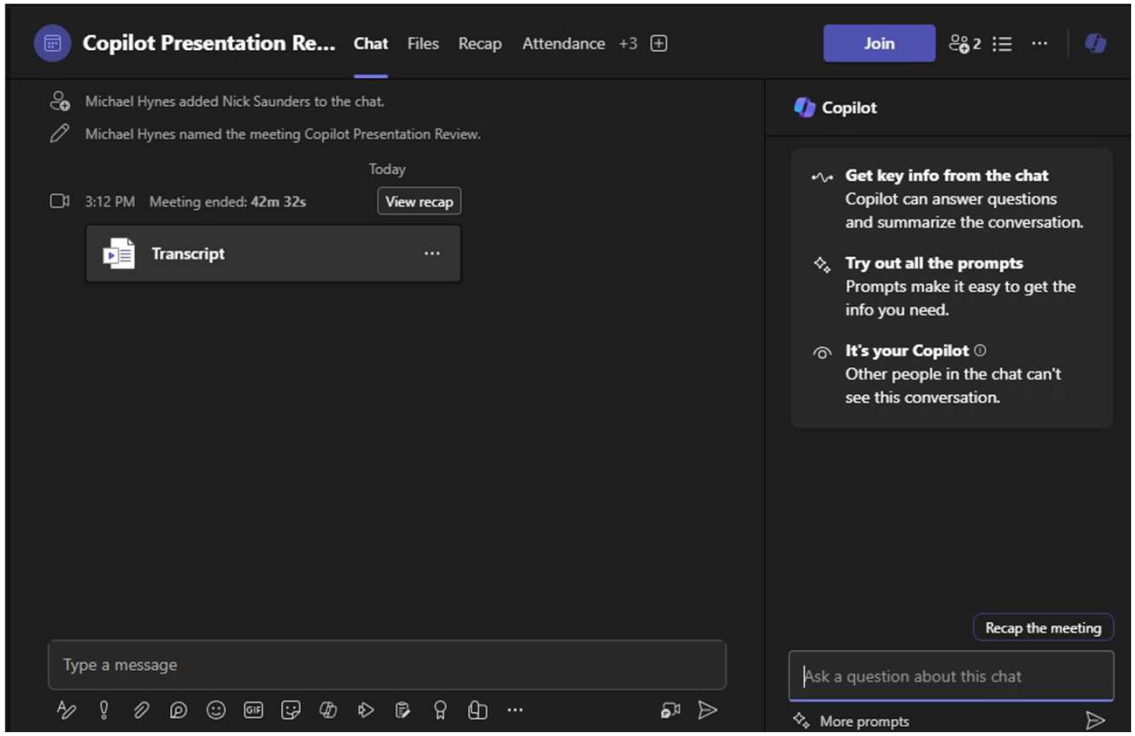
Demo: Copilot in Edge



Demo: Copilot in PowerPoint



Demo: Copilot in Teams



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