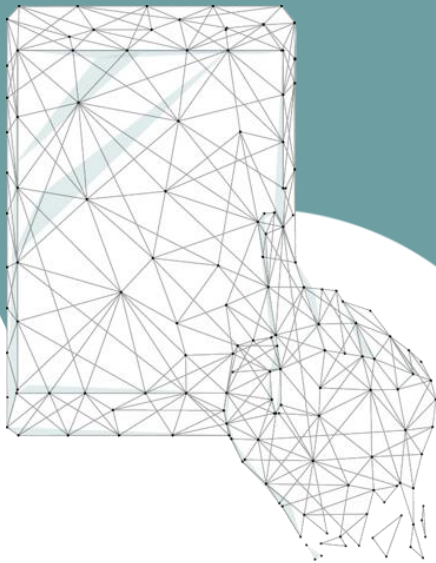


G Cloud - Support

Service Definition Document

Microsoft Copilot



SERVICE DESCRIPTION

In this rapidly evolving era of AI, Microsoft Copilot stands as a significant leap forward, revolutionising the way we interact with technology and unlocking boundless potential for productivity and creativity. With its broad range of services, it promises to be a game-changer in various industries. But as we embrace this transformative technology, we must also consider organisational privacy requirements. It is imperative for businesses to carefully assess Copilot's suitability in terms of data security and privacy concerns.

As you navigate this exciting frontier of AI, Quorum is here to assist you. If you have questions, need guidance, or require help with implementing Microsoft's Copilot while ensuring the utmost data security and privacy, do not hesitate to reach out to us. Our team of experts is ready to support your journey into this transformative technology.

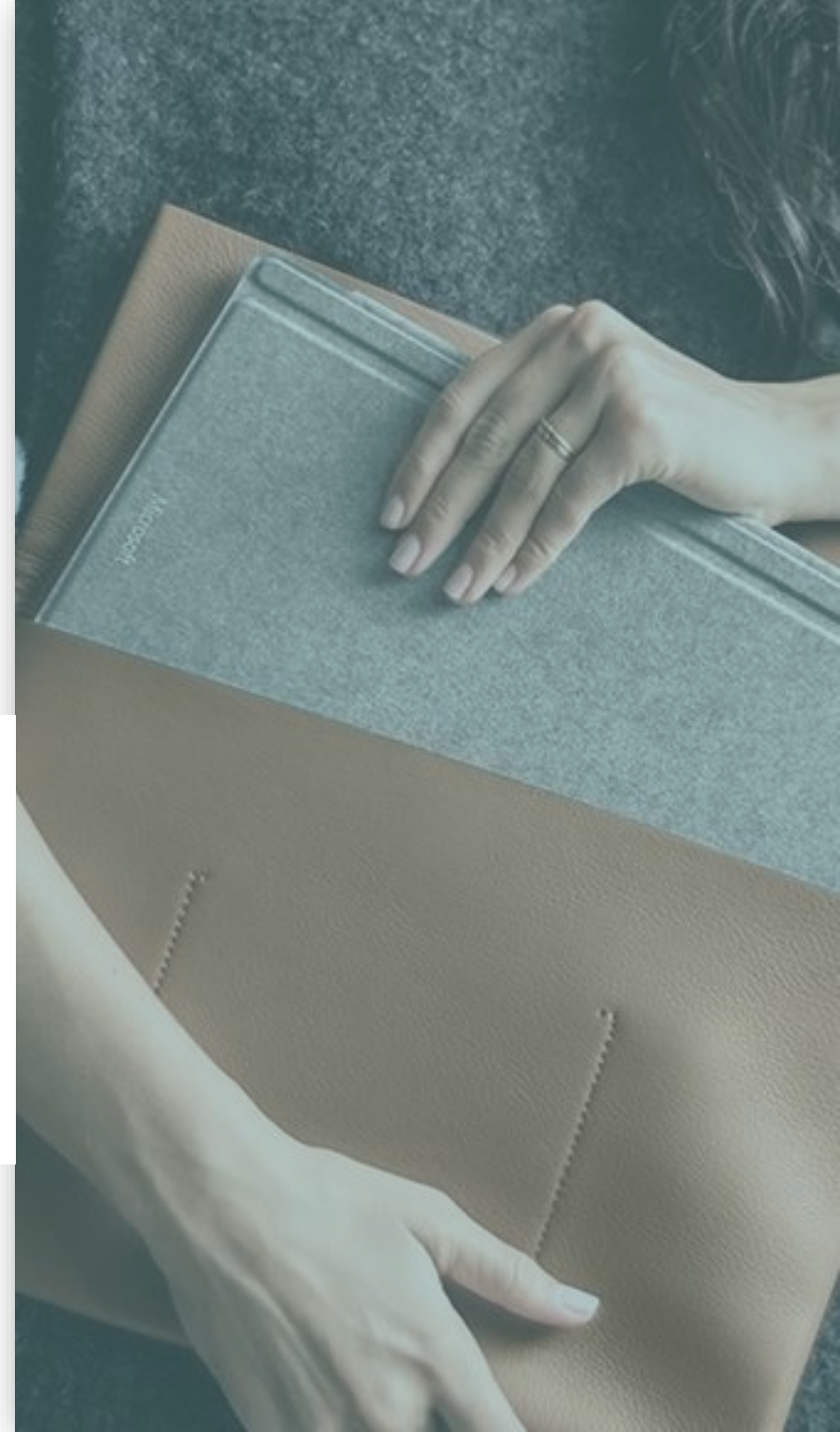
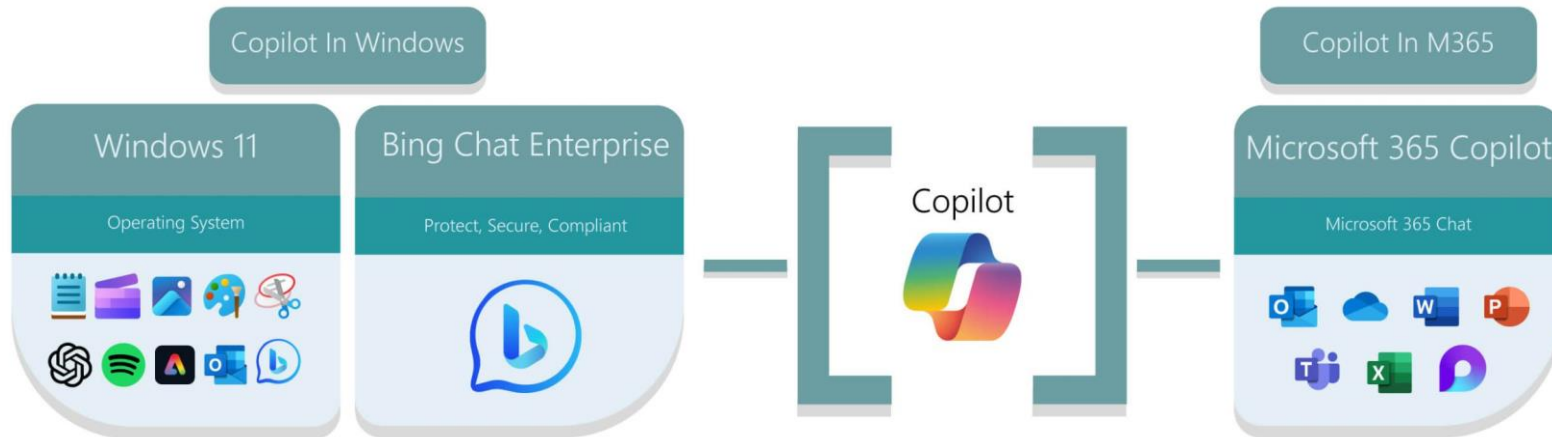
We can work with you to define each package of work that can be delivered as outcomes, or we can embed our team within your existing internal project teams to support and educate your own staff and lead you through the adoption of Copilot.



WHAT IS COPILOT?

Copilot is the name Microsoft use for their generative Artificial Intelligence (AI) products across Windows, Microsoft 365, Edge, Dynamics 365, GitHub, Defender, Power BI and other products.

Copilot can help employees create, complete, and connect with natural language commands and generative AI, allowing employees to create, summarise, analyse, collaborate, and automate using their content and context.



SERVICE FEATURES – Copilot

- Microsoft Copilot, the publicly available AI service, provides a chat-based interface that enhances online search and browsing experiences and can help with everyday tasks, like summarising web pages, learning new skills, writing reports or developing new code and can boost creativity by suggesting new ideas, formats and content based on context and preferences and the internet.
- Copilot can be enhanced with Commercial Data Protection via Microsoft 365 licensing to ensure employee and business data is not unintentionally leaked from your environment.
- Three conversation styles cater to different needs: Creative, Balanced and Precise.
- Copilot in Windows makes use of Copilot by default and can help employees get answers from the internet using natural language prompts, quickly analyse and generate content and images, as well as performing tasks like adjusting PC settings.



SERVICE FEATURES – Copilot for M365

- Copilot for Microsoft 365 integrates with your Microsoft 365 data to provide real-time intelligent assistance, enabling employees to enhance their creativity, productivity, and skills. It can discover and surface data from across your organisation (emails, meetings, chats, documents and more), as well as the internet to help solve problems at work.
- Create meeting agendas based on chat history, identifying the right people to follow up with, and scheduling meetings. Summarise meetings and long email threads with multiple people to understand not only what has been said but also each person's different points of view and unanswered questions.
- Perform data analytics, financial analysis, market research and gap analysis.
- Transform written documents into complete presentations, even with notes and fonts to reinforce your presentation.
- Condense long presentations and adjust the layout, reformat text, or perfectly synchronise animations using natural language prompts.
- Identify trends, create visualisations, and ask for recommendations to gain greater depth.



SERVICE BENEFITS

- **Real-time Assistance:** Copilot for Microsoft 365 combines the power of large language models (LLMs) with your organisation's data, providing real-time intelligent assistance, enabling employees to enhance their creativity, productivity, and skills.
- **Built-in:** Copilot for Microsoft 365 is built into Microsoft 365 Apps including Word, Excel, PowerPoint, Outlook, and Teams, as well as Microsoft 365 Chat, a new AI assistant, which is available in Office apps as well as Copilot for Windows and the Edge sidebar.
- **Cross Organisational Search:** Copilot for Microsoft 365 can discover and surface data from across your organisation (emails, meetings, chats, documents and more), as well as the internet to help solve problems at work. It inherits employees' view access to organisational data within Microsoft 365 services, to reference and surface data applicable to them.
- **Extensibility:** Through plugins and graph connectors, Copilot for Microsoft 365 can be extended with additional skills and data. This allows organisations to bring in further data and skills from other sources such as line of business applications which do not reside directly in Microsoft 365



Creativity
Productivity



Cross Search
Extensible

SERVICE BENEFITS continued

- **Integration:** Copilot for Microsoft 365 integrates with existing Microsoft 365 security, privacy, and compliance controls to ensure all data processing happens inside your Microsoft 365 tenant and will use your employees existing access to organisational data residing in Microsoft 365. Existing access controls and memberships should be reviewed to ensure appropriate segregation of data.
- **Compliance:** Compliant with Microsoft's existing privacy, security, and compliance commitments to Microsoft 365 commercial customers, including the General Data Protection Regulation (GDPR) and European Union (EU) Data Boundary, and prompts, responses, and data accessed through Microsoft Graph aren't used to train foundation LLMs, including those used by Copilot for Microsoft 365.



Integration



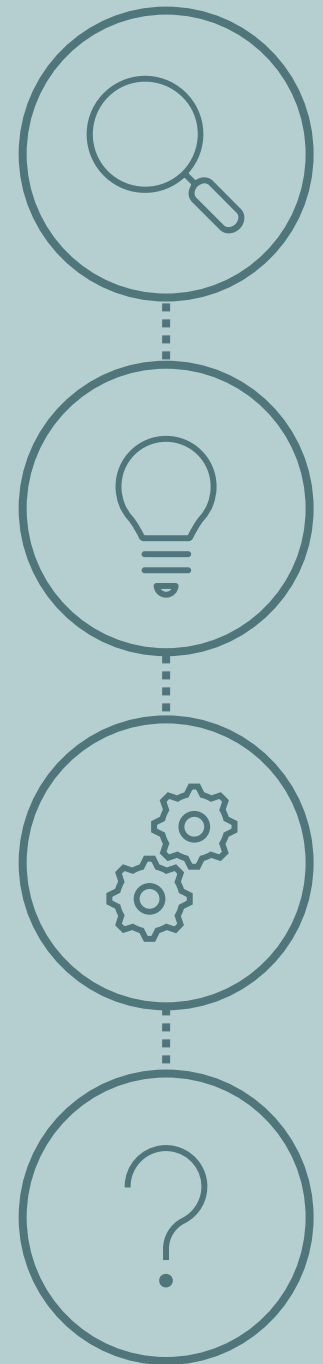
Compliance

ADOPTION CONSIDERATIONS

Organisations looking to adopt generative AI services should consider their use case and organisational privacy and data security requirements to ensure accurate product selection. Access to organisational data provides a key differentiator between publicly available services like Copilot, Copilot for Microsoft 365 and other generative AI options.

Adoption of publicly available services such as Microsoft Copilot will involve consideration relating to sensitive data that employees may enter as chat prompts, and the processing and storage of that data outside organisational boundaries.

Copilot for Microsoft 365 considerations include which employees would benefit from the cost associated with Copilot for Microsoft 365 licensing, as well as assessing existing access controls for data within Microsoft 365; auditing and verifying access to, and membership of, Microsoft Teams, Exchange Shared Mailboxes, Microsoft 365 Groups and SharePoint sites, and any sharing links in use across those service, to ensure Copilot for Microsoft 365 does not inadvertently surface data that employees should not have had access to in the first place.



SERVICE PROVISION

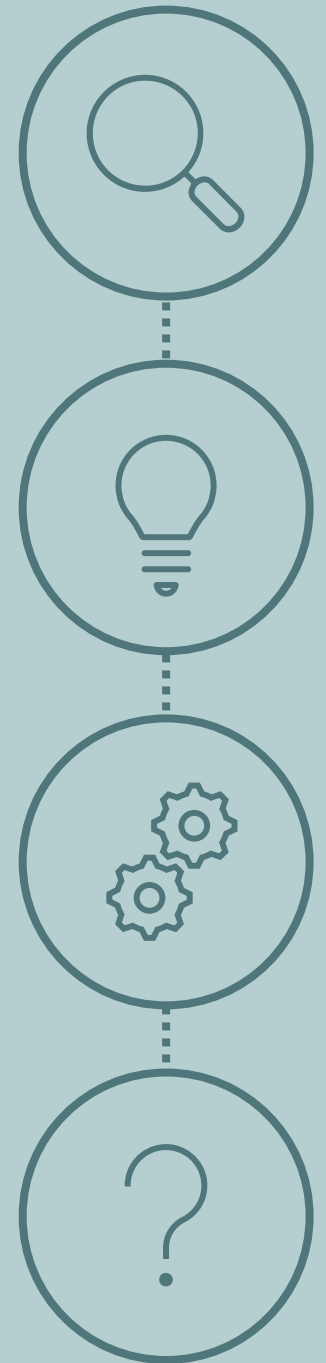
Onboarding

Our project and professional services professionals will require access to:

- Agreed business and technology stakeholders
- Environments, systems and platforms with appropriate rights and privileges
- On-site or remote access identities and operating environments
- Client security policies and standards
- Internal PMO processes and templates (can be provided if not available internally)

Key Roles

- Agile Project Manager
- Modern Workplace Architect(s) & Engineer(s)
- Security & Identity Engineer(s)



SERVICE SUPPORT

Quorum provide different options for clients looking for support. We offer the following (price dependent on client requirement):

Full Managed Service

Full responsibility for all your IT services end-to-end, including external suppliers and project delivery. 24x7x365 support is available by agreement and incurs an additional charge.

IT Director as a Service

Our IT Director Service gives access to senior IT Directors on a part time basis who can work with you to review your current IT capability and develop your IT roadmap, ensuring that IT is aligned to the changing needs of your business.

End User and Infrastructure Support

As your outsourced infrastructure team, we will take responsibility for proactively monitoring, patching and managing your servers, storage and network devices, ensuring they remain highly available, performant and healthy.

All clients will be assigned a designated Account Manager and if required, a lead Cloud Architect.

