

Capita Microsoft 365 Copilot Enablement as a Service

Service Definition

G-Cloud 15



Contents

1 Overview1

2 Service Features1

3 Service Benefits3

4 Service Scope5

5 Disclaimer6

1 Overview

Capita Microsoft 365 Copilot Enablement as a Service helps public-sector organisations adopt, embed, and scale Copilot safely and measurably. The service spans readiness assessment, secure deployment, change and adoption, training, prompt engineering, agent enablement, analytics, and in life support, delivered by agile, multidisciplinary teams.

A core pillar is Build. We offer two engagement options:

- **Enable-to-Build:** We upskill and coach your teams to build their own Copilot agents, providing structured training, playbooks, exemplars, code patterns, and co-development support.
- **CapitaBuild:** Capita designs and builds Copilot agents for you, delivering production ready components with runbooks, governance controls, and handover.

We provide best practice for multiagent environments, including agent-to-agent handoff, orchestration patterns, conversation routing, safety tests, and telemetry, ensuring agents collaborate effectively, transparently, and in line with policy expectations.

The service is cloud aligned and platformneutral within Microsoft 365, focusing on secure configuration, data boundaries, permissions, and responsible use. Designs embed human oversight, explainability, auditability, privacy controls, and clear escalation paths to sustain trust while unlocking measurable productivity and service improvements.

What the service includes

Readiness & governance: assessment of environment, permissions, data boundaries, risk posture, and success metrics.

Secure deployment & configuration: tenant, identity, connectors, extensibility, and policy guardrails.

Adoption & training: role based enablement, prompt engineering bootcamps, champions networks, curated playbooks.

Agent enablement & Build: guided co-development or fully managed agent build; templates, testing, production hardening.

Multiagent best practice: orchestration, agent-to-agent handoff, routing, safety testing, and telemetry.

Measurement & optimisation: usage analytics, outcome tracking, safe use conformance, and continuous improvement dashboards.

Operational support: helpdesk enablement, runbooks, change communications, floor walking, and capability uplift.

Service outcomes

- Faster time to value through safe deployment, prompt mastery, and proven patterns.
- Reduced manual effort and higher content quality via effective Copilot usage.

- Targeted agentisation where evidence shows significant operational benefit.
- Sustainable adoption via governance, champions networks, and skills transfer.
- Scalable operations using reusable assets, playbooks, and analytics led improvements.

2 Service Features

1. Readiness assessment covering governance, data boundaries, and risk posture.
2. Secure tenant configuration, permissions, connectors, and extensibility set-up.
3. Role based training, prompt bootcamps, champions networks, curated playbooks.
4. Enable customers to build Copilot agents through guided co-development.
5. Capita-built Copilot agents delivered as managed build engagements.
6. Multiagent patterns, orchestration guidance, agent-to-agent handoffs.
7. Guardrails: human oversight, transparency, privacy, and auditability controls.
8. Adoption communications, helpdesk enablement, and floor-walking support.
9. Analytics dashboards tracking usage, value, risk, and sentiment.
10. Continuous improvement playbooks supporting safe scale-out.

3 Service Benefits

1. Accelerate safe Copilot adoption with clear governance and controls.
2. Reduce manual effort through effective prompts and agent enablement.
3. Improve content quality, consistency, accessibility for all users.
4. Build agents faster using patterns, templates, and co-development.
5. Ensure multi-agent collaboration via tested handoff and orchestration approaches.
6. Strengthen assurance with auditable policies, permissions, and guardrails.
7. Increase adoption using champions, role based learning, and comms support.
8. Track measurable value via usage, outcome, and telemetry analytics.
9. Upskill internal teams for sustainable, self-service agent development.
10. Scale confidently with playbooks for optimisation and expansion.

4 Service Scope

Functionality

The service includes readiness assessment, governance setup, secure deployment, change management, adoption and training, prompt engineering, agent enablement, analytics, optimisation, and (optionally) agent build or co-build using Copilot Studio.

Hosting & Platform Model

The service operates entirely within the customer's Microsoft 365 environment. Capita does not host customer data; all configuration, policies, and agents are deployed into the customer's Microsoft cloud tenancy.

Updates & Roadmap

Capita continuously updates training materials, prompt playbooks, governance frameworks, and adoption accelerators to remain aligned with Microsoft's evolving roadmap. Copilot agents built during the service can be updated under extended support.

Support

Support includes deployment assistance, champions enablement, floorwalking, helpdesk guidance, training, and early-life value tracking. Extended support packages are available for optimisation, multi-agent best practice, and ongoing analytics.

Licensing Model

Copilot licences must be procured by the customer or through an agreed reseller model. Capita's enablement activities are delivered as professional services; agents built during the service operate under the customer's Microsoft licence.

Standard Requirements Statement

All deployment, governance, extensibility, training, and agent-building requirements will be defined and refined jointly with the customer through structured exploration, workshops, and readiness assessment.

5 Disclaimer

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