Australian Government
Digital Transformation Agency

dta

Microsoft 365 Copilot trial

Evaluation briefing

dta.gov.au

Lucy Poole

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Acknowledgement of Country

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Agenda

Lucy Poole

Probity notice
Setting the context

Lauren Mills

How the trial evaluation worked
Findings
Recommendations
What's next

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Probity notice

To maintain fairness, we're unable to discuss matters related to the ongoing tender processes for the Cloud Marketplace and Digital Marketplace 2 panels.

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Digital Marketplace contact officer
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Today's focus

What the recommendations mean in the whole-of-government context.

Copilot evaluation briefing

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The DTA guides how the Australian Government approaches AI technologies.

What we've done so far

AI in Government Taskforce
CO-LED WITH DISR

Interim guidance for agency use of public generative AI tools

Trial and evaluation of Microsoft 365 Copilot

Policy for the responsible use of AI in government

Accountable officials
MANDATORY STANDARD

Transparency statements
MANDATORY STANDARD

'Fundamentals' staff training
STRONGLY RECOMMENDED

What we're working on now

Updates to the whole-of-government policy

Australian Government AI assurance framework
PILOT UNDERWAY

AI technical standards
IN DEVELOPMENT

Learn more at digital.gov.au/ai

Friday, 25 October 2024   Copilot evaluation briefing

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Lauren Mills

Manager
Strategy and Prioritisation branch

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The trial

The DTA purchased Copilot licences and distributed them to agencies.

Agencies assigned licences to staff and coordinated participation in the evaluation.

The DTA coordinated with agency leads and operated an issues register.

Microsoft provided staff training sessions and, where required, further technical support.

The evaluation

The DTA and Australian Centre for Evaluation (Treasury) co-designed evaluation objectives.

Trial participants were asked to complete 3 surveys: pre-trial, pulse (midway) and post-trial.

Respondents entered their agency-issued Copilot ID to remain anonymous to the DTA.

To produce the evaluation reports, Nous Group:
- analysed surveys and issues register
- held interviews and focus groups
- conducted desktop research.

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There were insights <u>during</u> the trial.

Agencies had different levels of AI maturity
but there were common themes.

| Security | Data governance | Privacy | Recordkeeping |

Four clear themes emerged from the post-trial evaluation.

Employee-related outcomes
Copilot use was moderate and focused on a few use cases

Productivity
Staff perceived improvements to efficiency and quality of work

Adoption
Adoption requires a concerted effort to address barriers

Unintended outcomes
There are broader concerns on AI that require active monitoring

Explore detailed user, technical and security findings in the full report.

Clear recommendations for APS agencies considering generative AI.

Detailed and adaptive implementation

Make an appropriate product selection

Configure your systems and permissions

Provide use-case specific training

Use champions in your change management

APS must provide clear guidance for use

Encourage greater adoption

Analyse workflows to identify the best uses

Share your use cases with other agencies

Proactive risk management

Proactively monitor workforce and other impacts

Where to from here?

Agencies are responsible for how they choose to adopt generative AI, but the DTA has the policies, guides and advice to help at **digital.gov.au/ai** , with even more to come.

Learn about buying and selling digital and ICT for government at **buyict.gov.au**

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