

NEED TO KNOW

Microsoft Copilot and your data

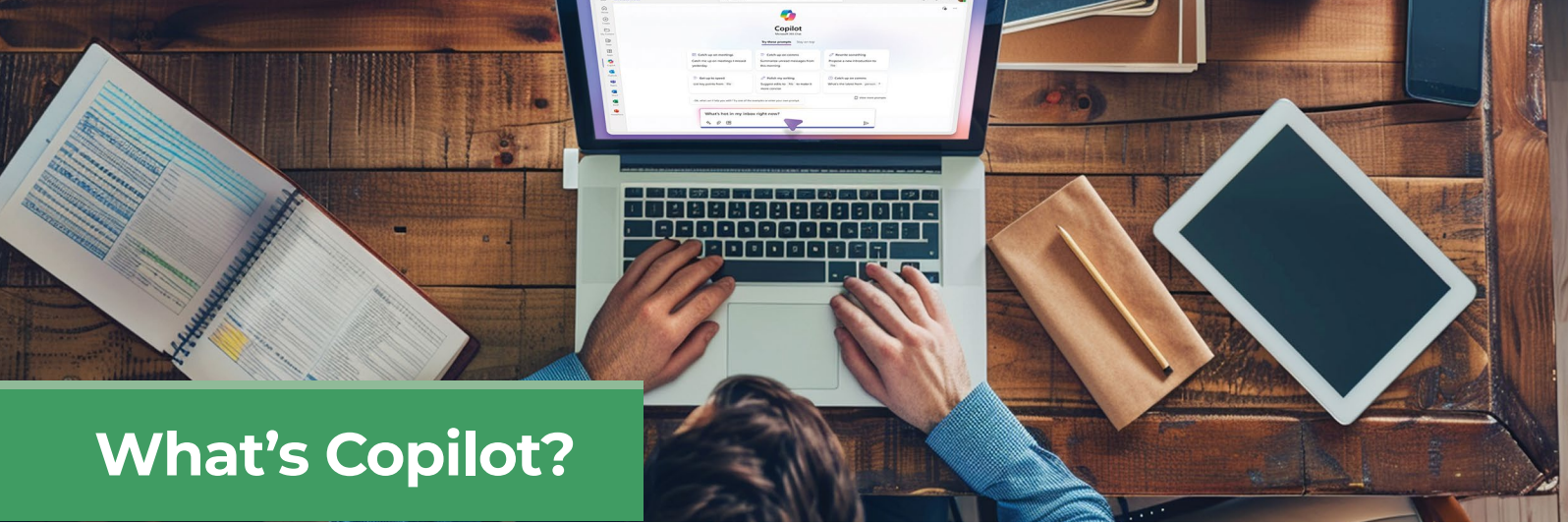
Understandably, most colleges and universities express equal parts interest and trepidation towards AI. The benefits of AI for students, faculty, and administrators are many and the technology will most certainly become an important part of a school's IT infrastructure in the near future. But what about data security? **As with any application, the processes you have in place for storage, access, protection, and control of data are key components to keeping your data secure within an AI platform.**



One of the most common AI technologies among Dynamic Campus clients is Microsoft Copilot, which is built into the Microsoft 365 ecosystem. Dynamic Campus created this primer to provide an overview of the important concepts you'll benefit from understanding about Copilot, the ways it uses your data, and the environment it operates in.

If you're already using M365 (email, OneDrive etc.), it's important to understand that Microsoft is already storing and encrypting your documents and that it operates within a shared responsibility model. Microsoft is responsible for the delivery of services while Microsoft's data policies prioritize giving customers full control over their data, from how it can be shared to where it can be accessed, and more.

Since Microsoft is relying on customers to establish critical rules and policies that impact data security, Dynamic Campus strongly recommends having a Microsoft 365 security strategy in place and documented well before rolling out Copilot.



What's Copilot?

Copilot is a suite of advanced AI tools from Microsoft. It includes technologies for a variety of tasks, like generating images, writing code, and answering questions using the data you provide. Essentially, it's like having a smart assistant that can handle a wide range of tasks.

- **Copilot is not one technology, but multiple generative AI models and services based in everything from image and code generation to contextual answers using your data** (including DALL-E 3 and GPT-4). Generative artificial intelligence (generative AI, GenAI, or GAI) is artificial intelligence capable of generating text, images, videos, or other data using generative models, often in response to prompts. Generative AI models learn the patterns and structure of their input training data and then generate new data that has similar characteristics.
- **Copilot is contextual.** For instance, if a user is in a meeting, the user will be provided content relevant to that meeting that may exist anywhere in the Microsoft 365 environment.
- Copilot also has **extensible plugins** that can be used in applications like Outlook and Visual Studio Code.

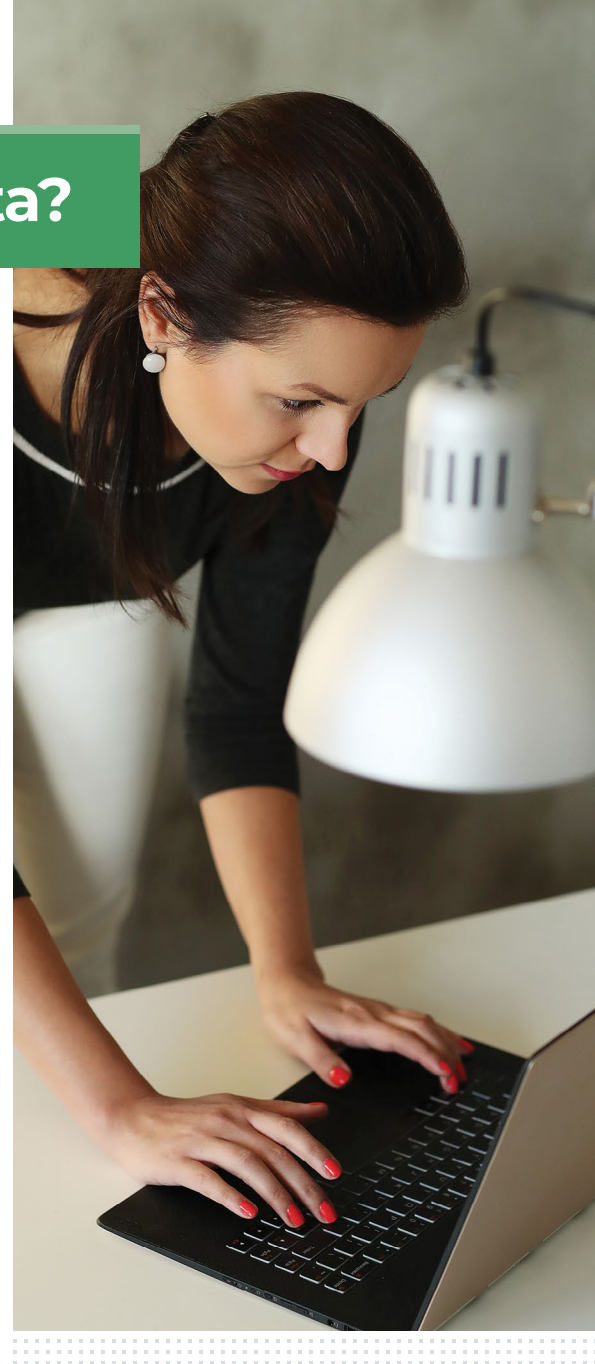
What can Copilot do?

- Fundamentally, **Copilot can search both the internet and your data to create answers from natural language questions as well as generative AI.**
- **Copilot can generate responses based on information anchored in your data** (your calendar, emails, chats, meetings, contacts, etc.).
- You can use it to **create your own Copilot Chatbot.** Here's what Copilot itself says about ways it can be used:
 - **Answering Questions:** Whether it's about general knowledge, recent events, or specific topics, Copilot can provide information and insights. Copilot searches both the internet and your data to provide clear answers to your questions.
 - **Productivity Tasks:** Copilot can help with scheduling, reminders, drafting emails, and more.
 - **Creative Assistance:** Copilot can help brainstorming ideas, writing content, or even generating images.
 - **Technical Support:** Copilot can assist with troubleshooting common tech issues or providing guidance on using various software.
 - **Learning and Education:** Copilot can explain concepts, help with homework, and provide resources for learning new skills.
 - [Click here for more about what you can do with Microsoft Copilot for Microsoft 365.](#)

© 2019 Dynamic Campus Solutions, Inc. All rights reserved.

How does Copilot use your data?

- No prompts, responses, or data accessed through Copilot are used to train LLMs.
- **Microsoft has published a document on Responsible AI Standards.** This document includes tenets including transparency, data governance, monitoring for abuse and impact, and privacy and security. [Click here to view the document.](#)
- **Microsoft will only surface organizational data that the requesting user has access to.** So, setting up permissions structures in SharePoint, Teams, and OneDrive are very important.
 - Take special care if you participate in an inter-tenant collaboration with vendors or third parties, as these permissions extend to Copilot as well.
 - Utilizing sensitivity labels is advised prior to implementing Copilot widely.
- When you enter prompts using Microsoft Copilot for Microsoft 365, the information contained within your prompts, the data they retrieve, and the generated responses remain within the Microsoft 365 service boundary, in keeping with Microsoft's current privacy, security, and compliance commitments.
- Microsoft Copilot for Microsoft 365 uses Azure OpenAI services for processing, not OpenAI's publicly available services. **Azure OpenAI doesn't cache customer content and Copilot modified prompts** for Copilot for Microsoft 365.
- When eligible users sign in with their work or school accounts (Entra ID), **Copilot adds commercial data protection.**
- **All Copilot sources can be verified.**



WHAT HAPPENS IF I END MY COPILOT SUBSCRIPTION?

When a customer ends their Copilot subscription, Microsoft retains the data in a limited-function account for 90 days to allow data extraction. After this period, the data is deleted unless required otherwise by law.



Summary

- Microsoft delivers the data, you create the security environment.
- The information provided herein is accurate (as of September 2024) and aligns with Microsoft's official documentation.
- Copilot is continuously evolving, with new features and improvements being added regularly.
- While Copilot is powerful, it's important to remember that it's an AI tool and should be used in conjunction with human judgment, especially for critical business decisions and data security.
- Training and guidelines for employees on how to effectively and responsibly use Copilot can maximize its benefits while minimizing potential risks.
- Consider the potential impact on roles and workflows within your organization, as Copilot may change how certain tasks are performed.

By understanding and properly implementing Microsoft Copilot, you can potentially enhance your organization's efficiency and innovation capabilities while maintaining data security and compliance.

FOR MORE DETAILED INFORMATION, START WITH THE LINKS BELOW.

→ **DATA, PRIVACY,
AND SECURITY**

→ **SHARED
RESPONSIBILITY**

→ **SECURITY
QUICK LINKS**

→ **RESPONSIBLE
AI STANDARD**

→ **HOW TO USE
COPILOT PRO**

→ **EMPOWER YOUR
ORGANIZATION**

→ **AI
SOLUTIONS**

→ **COPILOT
OVERVIEW**