



Elevate your Work with Copilot

A discovery session for the State of North Carolina

Presented by John Parrott · Planet Technologies

Government Community Cloud (GCC)



What we'll cover



What is Copilot?

The plain-English definition — and what it means inside your GCC boundary.



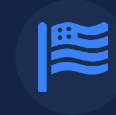
How does it work?

Generative AI, grounded in the data you already have access to.



Where does it work?

Across the Microsoft 365 apps South Carolina staff use every day.



What's different in GCC?

Data residency, compliance, and the government feature roadmap.



What are the traps?

The habits and governance gaps that quietly derail adoption.



What do we need to learn?

From deploying tools to changing how South Carolina works.



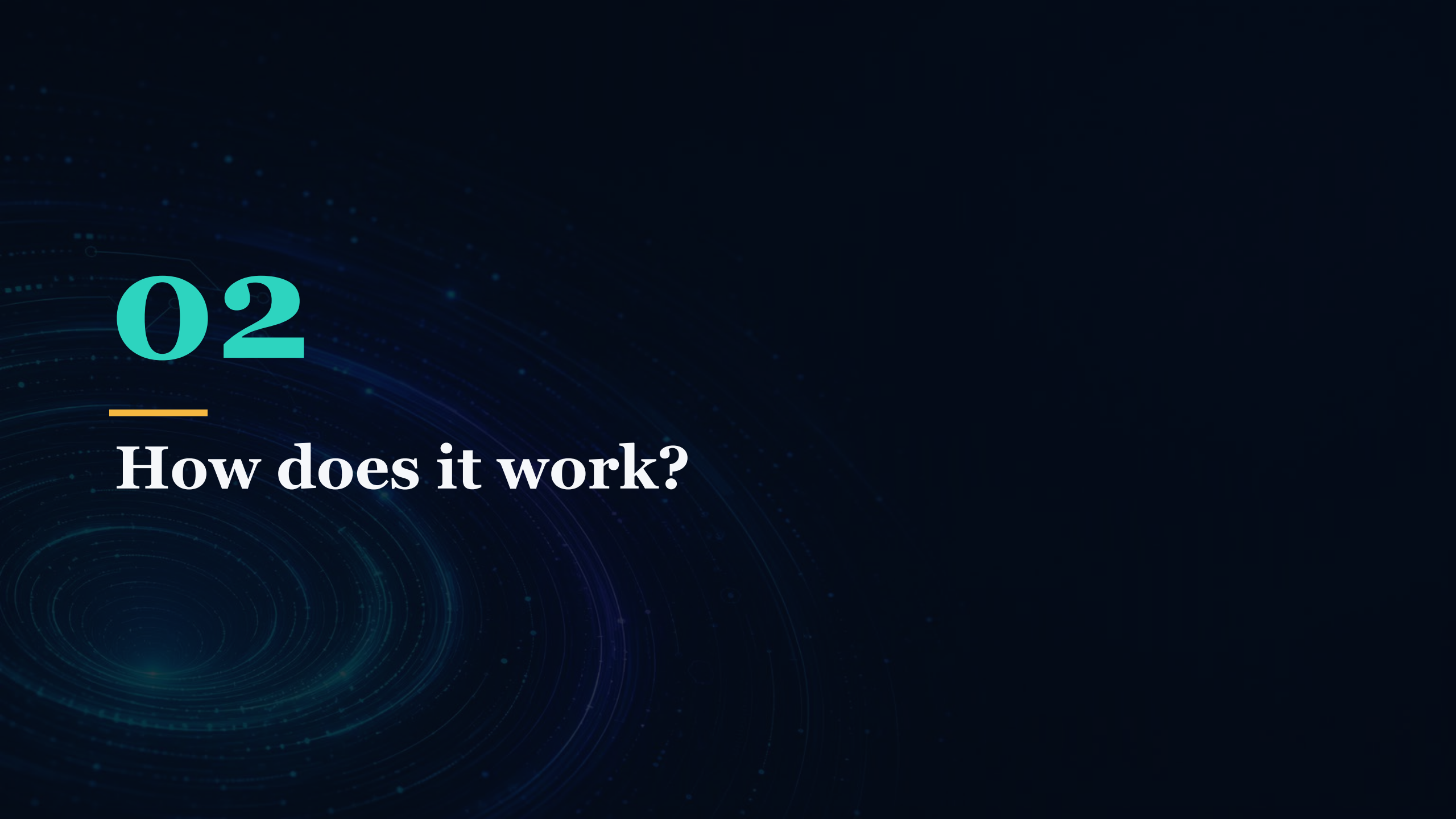
01

What is Copilot?

“Microsoft 365 Copilot is an AI assistant built into the apps you already use, **surfacing answers from your organization’s files, meetings, chats, and people** — all through everyday language, and all inside your GCC boundary.”



It's **ChatGPT** applied to
organizational data and apps —
kept within the government cloud.

The background features a dark blue gradient with faint, glowing concentric circles and scattered dots, creating a sense of depth and movement.

02

How does it work?

It uses **generative AI** models that learn the patterns of language, then produce new, useful text in response to what you ask.

Copilot, grounded inside your GCC boundary

1

Your prompt

You ask a question in natural language.

2

Grounding (Microsoft Graph)

Copilot pulls only the SC content you're allowed to see.

3

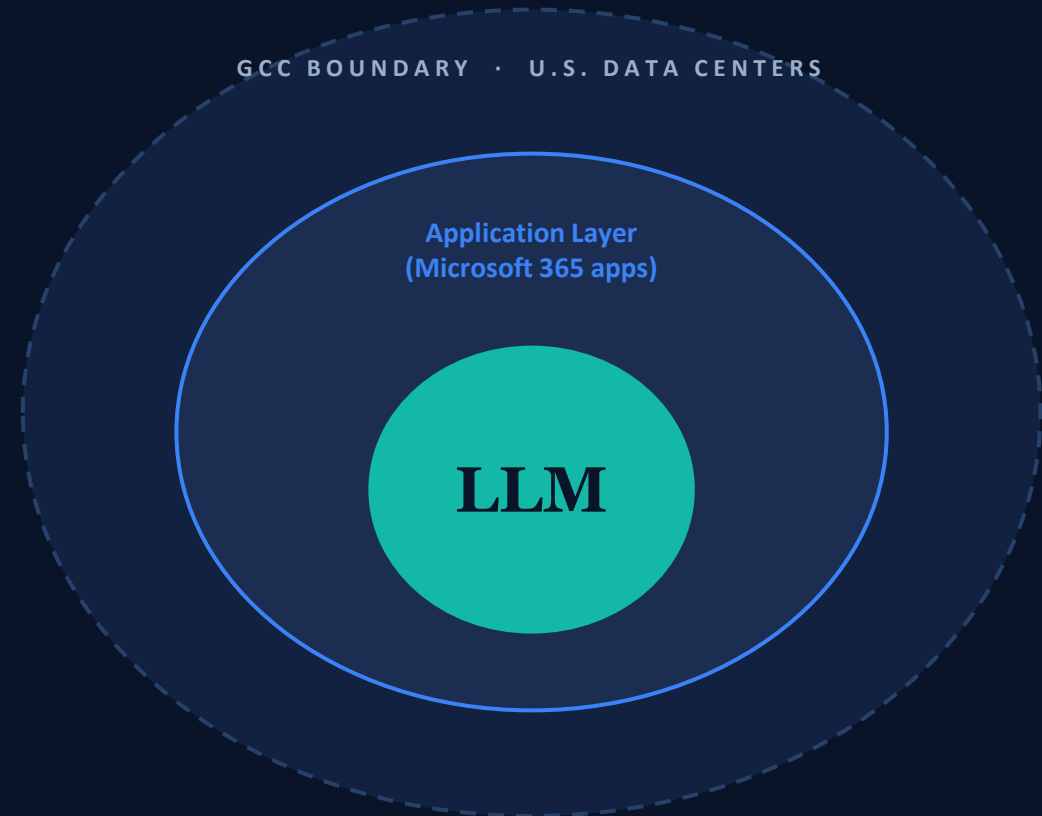
The LLM

The model reasons over that content to draft a response.

4

The response

You get an answer with links back to the source files.



Copilot is like a helpful, eager *intern* — it drafts, edits,
and finds things *with* you.

You stay the expert who reviews and decides.



But you are the pilot.

Copilot handles the busywork. You set the direction, apply judgment, and own the outcome — especially for regulatory, legal, and compliance-sensitive work.

You just prompt — and you only ever see results from
data **you already have permission to access.**

Copilot does not train on your data.

What happens in your tenant, stays in your tenant.



Stays in U.S. GCC data centers

Your prompts and responses are stored at rest inside the U.S. government cloud.



Encrypted & access-controlled

Data is encrypted in transit and at rest; Entra ID enforces role-based access.



No cross-sovereign movement

Content never leaves the FedRAMP-authorized GCC compliance boundary.



03

Where does it work?

Across the Microsoft 365 apps you already use



Word

Draft & rewrite



Excel

Analyze data



PowerPoint

Build decks



Outlook

Summarize & reply



Teams

Meeting recaps



OneNote

Organize notes



SharePoint

Find & ground



Copilot Chat

Ask anything

Note: some capabilities arrive in GCC after the commercial cloud. We validate availability before each phase.

Four returns your teams will feel



Efficiency

Cut the busywork — email triage, meeting recaps, and first drafts in seconds, not hours.



Quality

Consistent, polished, audit-ready documents and constituent communications.



Insights

Ask Excel and long reports plain-language questions and get answers fast.



Creativity

A thought partner for problem-solving, options, and stress-testing decisions.

Real problems — and how Copilot helps

The daily challenge	How Copilot helps
Too many emails to catch up on	Surfaces what matters and summarizes the rest.
Back-to-back meetings	Recaps decisions and action items — you don't have to attend them all.
A 30-page policy to read by EOD	Summarizes it and builds an FAQ in minutes.
Can't find the right document	Searches by author, date, topic, and file type in plain language.
Wish I had better Excel skills	Crunches the numbers — or shows you how.
Long email thread to untangle	Summarizes it and suggests how to reply.

Top Copilot use cases

10

Teams meeting recaps with action items

All roles

10

Summarize long documents and reports

All roles

10

Draft & synthesize documents from rough notes

Program Mgrs / IT

9

Search & compare content across documents

Contracts / Legal

9

Excel bid & budget data analysis

Finance / Procurement

9

Translate technical content into plain language

Comms / Program

Save time · Stay current · Move fast



Save time

- Summarize an email thread
- Suggest replies
- Catch up on your inbox

Save time



Stay current

- “What did I miss?” in a meeting
- Summarize what was said
- Auto-draft meeting minutes

Stay current



Move fast

- Turn a spreadsheet into a chart
- Narrative from tracker data
- Brief a leader in five lines

Move fast



04

What's different in GCC?

GCC: what to expect



Web grounding is OFF by default

GCC keeps Copilot inside the compliance boundary. Turning it on is a documented, deliberate decision.



Feature parity lags commercial

Capabilities arrive in GCC after the commercial cloud — we track the roadmap and set expectations.



Sovereign .us admin portals

Runbooks and training reference admin.microsoft.us and compliance.microsoft.us.



Agents & Copilot Studio

Analyst, Researcher, and Agent Builder are now available in GCC — governed by an approval workflow.

Residency, isolation & the regulations you answer to



Your data, on U.S. soil

- All data remains in U.S.-based GCC data centers
- Managed by screened U.S. personnel
- FedRAMP-authorized compliance boundary
- Every Copilot interaction is captured in the Unified Audit Log

Aligned to the frameworks you already meet:



FedRAMP



CJIS Security Policy



IRS Publication 1075



SC FOIA & records



SC state security policy



PII / DLP controls

The background features a dark blue field with intricate, glowing patterns. On the left, there are concentric, swirling lines in shades of blue and orange, resembling a stylized galaxy or a complex data visualization. Scattered throughout the background are numerous small, bright dots and thin, intersecting lines, creating a sense of depth and technological complexity.

Demo

The background is a dark blue gradient with a series of concentric, glowing circles and scattered dots, creating a sense of depth and movement, similar to a stylized galaxy or a data visualization.

05

What are the traps?

Three ways users trip themselves up



Overconfident

WE STOP CHECKING

We trust Copilot too much and skip our due diligence. Always verify the citations.



Skeptical

WE GIVE UP TOO SOON

One wrong result early on and we never come back. Give it another, better prompt.



Confused

WE LOSE THE THREAD

We wander in open-ended chat without a clear ask. Be specific about what you want.

The traps we design out before go-live



Oversharing

Copilot surfaces existing content faster. Remediate broad-sharing before licenses are assigned.



Weak permissions

Copilot inherits each user's access exactly. Fix broken inheritance and ownerless sites first.



Missing labels

Under 1% of content is classified. Sensitivity labels + DLP gate what Copilot can touch.



Web grounding on by default

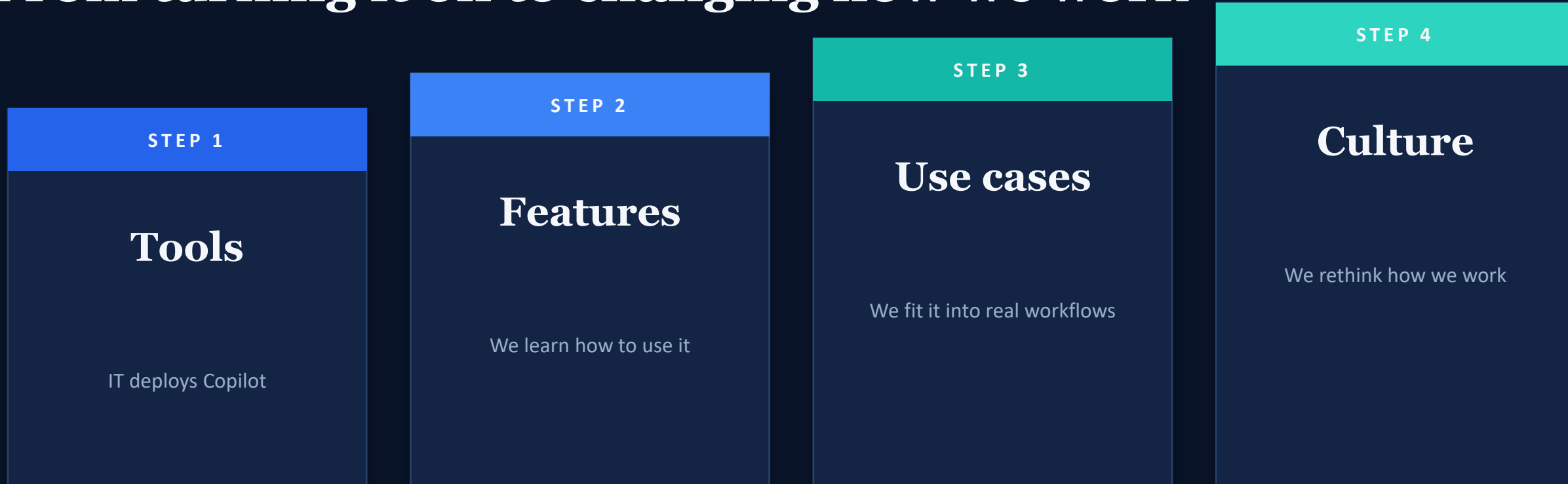
In GCC it's off by default. Any change is a documented, signed risk acceptance.



06

What do we need to learn?

From turning it on to changing how we work



IT & operations focus

Culture & leadership focus

Eight habits that make Copilot work



Practice data hygiene



Manage your permissions



Use Copilot in your apps



Fact-check every output



Use it responsibly



Learn the art of the prompt



Share your best practices



Find your own use cases



Thank you.

Everything we did today stayed within sovereign government cloud.
That's Copilot, built for government.

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