

City of London Corporation Committee Report

Committee(s): Digital Services Committee – For Information	Dated: 15/05/25
Subject: Copilot – Proof of Value Report	Public report: For Information
This proposal: <ul style="list-style-type: none">• delivers Corporate Plan 2024-29 outcomes	Providing Excellent Services
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	£0
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of:	Chamberlain
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Summary

The attached report summarises the findings of a recent discovery exercise completed by Phoenix Software Limited, into the use of Copilot for M365 across several City of London Corporation departments. Copilot for M365 is the Generative Artificial Intelligence (GenAI) solution provided by Microsoft, which was made available across the City of London Corporation in September 2024. The report provides a very positive picture of the use of Copilot, identifying key use cases and benefits.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. Copilot for M365 is an innovative tool provided by Microsoft that integrates Generative AI capabilities into the Microsoft 365 suite of applications. It assists users in performing tasks more efficiently by automating repetitive processes, generating content, and providing real-time prompts and suggestions.

Current Position

2. Since September 2024 the City of London Corporation has made Copilot for M365 available to users on a departmentally funded basis. At the time of writing this report, the number of licenced users has increased to 306 across 8 different departments. This approach has proved successful with adoption rates typically up to 98%, which compares very favourably to other organisations at a similar stage of rollout.
3. The Digital, Information and Technology Service have engaged Phoenix Software Limited to complete a discovery exercise into how departments have been making use of Copilot for M365. Through a series of interviews with key departmental contacts, the attached reports seeks to highlight how Copilot for M365 has been positively impacting the work of departments and delivering significant time savings and efficiencies.

Key Data

4. Microsoft Copilot for M365 is currently in use by 308 staff members across 8 departments. These licences have been funded on a departmental basis.
5. The City of London Corporation has derived significant value from the adoption of Copilot for M365, with the impact of Copilot increasing month on month as users integrate Copilot into their everyday working and find new and innovative ways to utilise Generative AI. The number of Copilot actions taken each week has now increased to more than 4000, with around 250 'Copilot Assisted Hours' each and every week. Some the most frequent actions over the last 4 weeks include meeting summaries (2,972), e-mail generation (1,441) and documents created (478), as well as 3,583 prompts being used with Copilot Chat.

Corporate & Strategic Implications

Strategic implications – The adoption of Copilot for M365 has the potential to positively impact all departments and services using Generative Artificial Intelligence (GenAI) which has been demonstrated to deliver significant time savings and efficiencies.

Financial implications – Initial indications are that City of London Corporation staff are benefitting from time savings estimated to equate to 3-4 times the cost of the licences (£25.50 per month). The hourly cost of a Grade E member of staff equates to around £25.

Resource implications – Copilot for M365 has been demonstrated to greatly reduce the resource impact of administrative tasks such as creating meeting notes, drafting documents and managing e-mails. This has enabled staff to focus on higher value add tasks.

Legal implications – There are legal implications around the ethical use of AI and departments have been advised to proceed with caution. There are clear guidelines or requirements around the use of GenAI for certain statutory functions which departments must consider.

Risk implications – There are risks associated with the ethical use of GenAI and ensuring that departments adhere to guidance and restrictions in the use of GenAI around certain

statutory functions. Microsoft's Enterprise Data Security approach ensures that Copilot is unable to access any information that the staff members can not already access and greatly reduces the risk of data breach as nothing leaves the COL tenancy.

Equalities implications – none

Climate implications – none

Security implications – Access to data and the risk of data breach are effectively managed through Microsoft's Enterprise Data Security model.

Conclusion

6. The attached report provides a summary of the Departmental Discovery exercise completed by Phoenix Software Limited. The report is intended to highlight areas where Copilot for M365 is delivering benefit to the City of London Corporation.

Appendices

- Appendix 1 – Copilot for M365 - Departmental Discovery Report

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