Dear Mayor and Council,

In the interest of keeping you posted on using technology to enable our businesses/customer service, this is just a heads up to let you know that starting tomorrow (April 18, 2024), Microsoft Copilot, an artificial intelligence (AI)-powered chat service will be available for use by City staff.

- Copilot is a chat interface tool that can be used to get answers, insights, and assistance for work-related tasks, e.g., to analyze or compare data, summarize documents, generate draft content …   it provides complete, verifiable answers with citations, along with visual answers such as graphs and charts.

- There is appropriate data protection incorporated into the City's use of Microsoft Copilot, to ensure our corporate data will be kept secure. In " protected mode, " users can enter confidential data in the chat, and, once the sessions is over, the chat history is deleted. As an important added protection, Copilot will not have access to City data within Microsoft 365, OneDrive, emails and/or other applications.

- We will be publishing a range of instructional materials on **Currents** and Service Now tomorrow to support users as they start to use Copilot for work.

Thanks,

Karen

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Karen Levitt, Deputy City Manager (she/her)

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm/Musqueam, Sḵwx̱wú7mesh/Squamish and səlilwətaɬ/Tsleil-Waututh nations