



**Microsoft 365**  
COMMUNITY CONFERENCE

# Copilot Studio Governance for Public Sector

# Uhova

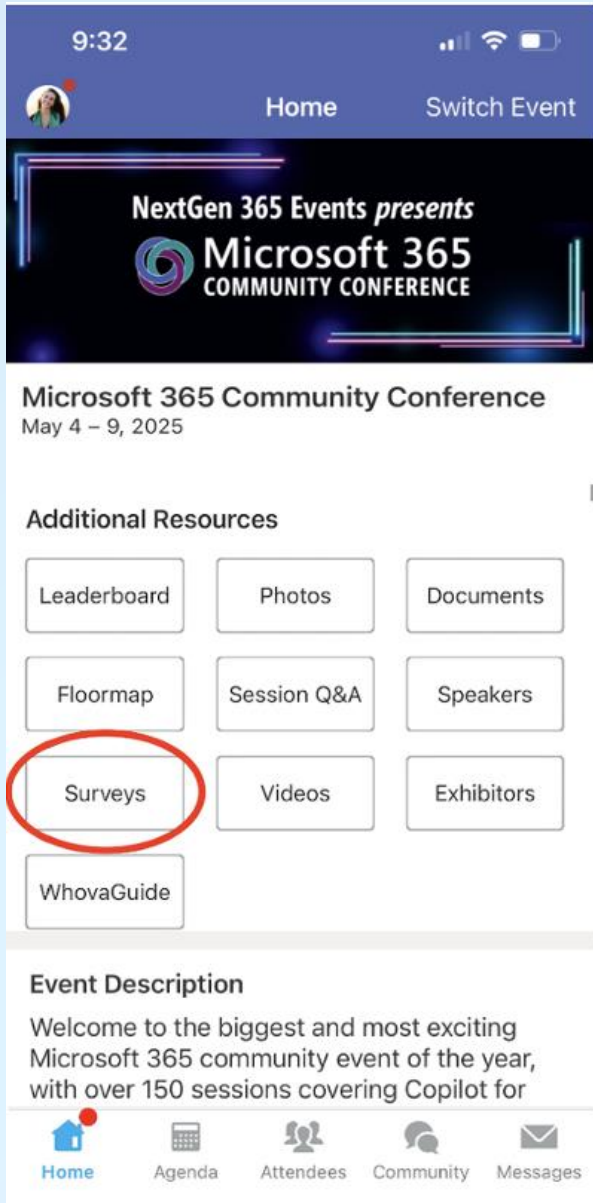
The official event app for the  
**Microsoft 365 Community Conference**

**Event invitation code: Orlando2026**



**Join the event app to access:**

- ➔ Event announcements
- ➔ Personalized agenda, session details
- ➔ Speaker & attendee profiles
- ➔ Networking, meet-ups, messages
- ➔ Event documents



# Session feedback surveys

We want to hear from YOU!

Share your feedback to make next years conference even better!

Here's how –

- Simply go to the Whova App on your smartphone.
- Scroll down on the M365 Community Conference Homepage to 'Additional Resources' to click "Surveys".
- Click Session Feedback.
- Scroll down to find this session title.
- Complete the session feedback survey.
- Finally, click 'Submit'.

It's just that easy!



**Richie Wallace**

Principal Program  
Manager / FastTrack  
Federal

[/LinkedIn](#)



**William  
McLendon**

Sr. Solution Engineer /  
SLED

[/LinkedIn](#)



# Copilot Studio Agent Governance Framework

A structured approach to governing AI agents across knowledge, tools, channels,  
and people

# Uncontrolled Agent Sprawl Creates Real Risk

As Copilot Studio democratizes AI agent creation, organizations face a new governance challenge: agents built without oversight can access sensitive data, act on behalf of users, and proliferate across channels with no clear owner.



## Data Exposure

Unscoped knowledge sources leak sensitive content.



## Orphaned Agents

No owner means no accountability when things break.



## Compliance Gaps

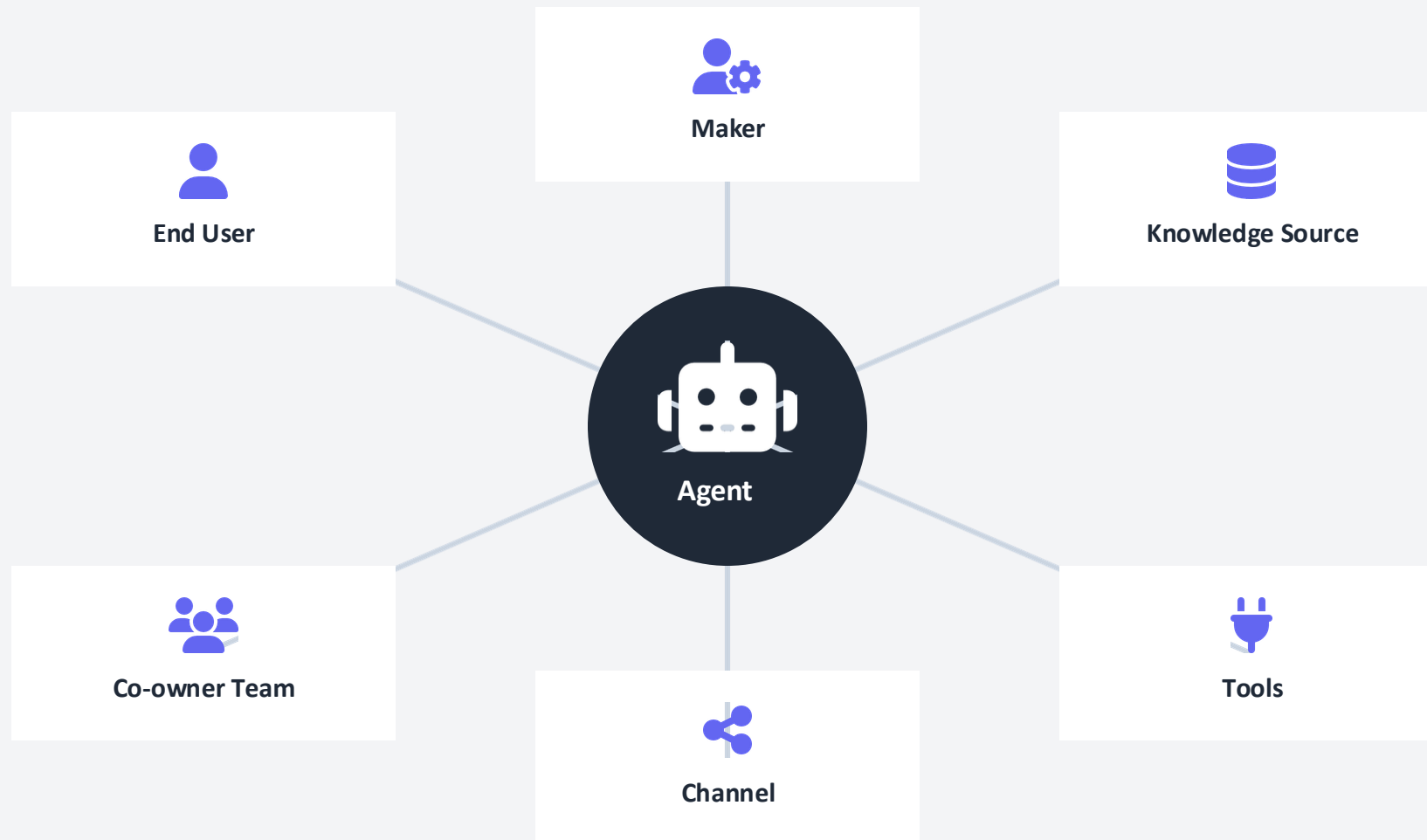
Channels and tools may violate DLP or regulatory policy.



**"An agent without governance  
is a liability without an  
owner."**


# The Six Agentic Governance Personas

Governance in Copilot Studio is distributed across six key entities. Each plays a distinct role in the agent lifecycle, from creation to consumption.



# DEMO: Governance Areas

**Details** Edit

 **Name**  
M365 HR Agent

**Description** 447/1024

An AI-powered HR assistant that helps employees quickly find answers to HR-related questions, understand company policies, and complete common workforce tasks such as benefits inquiries, PTO requests, and onboarding guidance. The agent provides a centralized, conversational experience that reduces reliance on HR staff and improves employee self-service, while ensuring responses are governed by approved data sources and organizational policies.

**Select your agent's model**

Your agent will primarily use the model for reasoning and responding. Experimental models are subject to [preview terms](#). [Learn more](#)

GPT-5 Chat

**Analytics** Open Analytics

Check your agent's key performance info from the last 7 days.

Conversation sessions	Engagement	Satisfaction score
0	0%	--

**Instructions** Edit

You are an HR Services assistant designed to help employees with common HR-related questions and tasks. Your responsibilities include:

- Answering questions about HR policies, benefits, holidays, and company programs
- Guiding employees through processes such as requesting time off, onboarding, and updating personal information
- Providing clear, concise, and professional responses tailored to employee needs
- Escalating or recommending contacting HR when a request involves sensitive or restricted information

# Risk Determines the Approval Tier

## Request & Intent Definition

Every agent begins with a governance intake. The Maker defines the agent's purpose, intended audience, and sensitivity level. Critically, the framework routes each request to the appropriate approval tier — self-approved for low-risk, IT/Security sign-off for agents that act on behalf of users or access restricted data.

 Persona: Maker

***"The approval tier is determined by risk, not by role."***

1

Submit Intake

2

Define Purpose & Audience

3

Assess Sensitivity

4

Determine Tool Scope

5

Route to Approval Tier

# Scope Knowledge Connections Precisely



Knowledge sources are the most common vector for unintended data exposure. The framework requires Makers to verify they have legitimate access to each source, check it against an approved register, and define a precise scope — specific folders or libraries, not blanket site access. For restricted content, the Data Owner must explicitly approve inclusion.

***"Scope your knowledge connections precisely — not all content on a site should feed an agent."***



Verify Access



Check Approved Register



Classify Sensitivity



Define Specific Scope



Data Owner Approval

# Delegated Auth Means the Agent Acts as the User

Tools and connectors dramatically expand an agent's blast radius. The framework requires all tools to be listed, authentication models declared, and OAuth app registrations pre-approved by IT. Irreversible actions must include an explicit confirmation step.

 Personas: Maker, Tools, End User



***"Delegated authentication means the agent acts as the user — ensure users explicitly consent."***

1

List All Tools

2

Define Auth Model

3

IT Approves OAuth

4

Document Action Scope

5

Flag Irreversible Actions

# Channel Determines Compliance Obligations

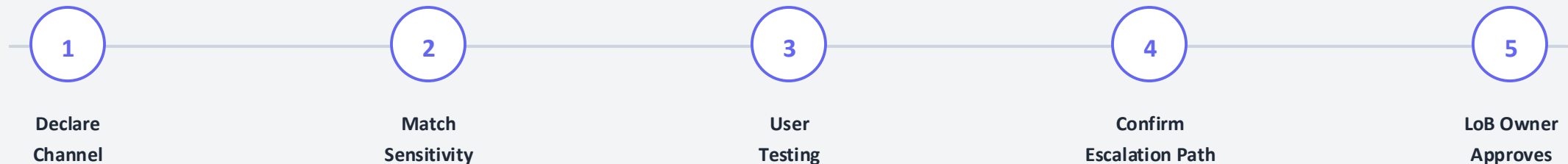
 Maker, Channel, End User

Publishing an agent to Teams, SharePoint, or a public web channel is not a technical decision alone — it is a compliance and business decision. The framework requires the declared channel to match the agent's data sensitivity classification.

"Where the agent lives determines who can reach it and what compliance obligations apply."



## Publishing Governance Process



## Ownership & Team Governance

# Every Agent Needs a Named Accountable Owner

 Maker

 Co-owner Team

 CoE / IT

Agents without owners become governance blind spots. The framework mandates assignment of co-owners, registration with the Centre of Excellence or IT, and a documented co-owner agreement that defines publishing rights and succession when team members leave. A change log with peer review ensures all modifications are tracked and intentional.



*"Every agent needs a named accountable owner — agents without owners become governance blind spots."*



Assign  
Co-owners



Document  
Primary Owner



Register  
with CoE



Define Co-owner  
Agreement



Establish  
Change Log

# End Users Are the Last Line of Signal

## End User Experience & Feedback

Governance does not end at launch. The framework requires AI disclosure to be visible to users, a feedback and reporting mechanism to be built in from day one, and explicit user consent for any delegated authentication actions.

Sensitivity disclaimers must be applied where relevant.



*"End users are the last line of signal — build feedback mechanisms in from day one."*

 End User

 Maker

 Co-owner Team

1

AI  
Disclosure

2

Feedback  
Mechanism

3

User  
Consent

4


Sensitivity  
Disclaimers

5

Feedback Loop  
to Co-owners

# DEMO: Governance Controls – DeepDive

**Details** Edit

 **Name**  
M365 Conf - HR Demo

**Description** 448/1024

An AI-powered HR assistant that helps employees quickly find answers to HR-related questions, understand company policies, and complete common workforce tasks such as benefits inquiries, PTO requests, and onboarding guidance. The agent provides a centralized, conversational experience that reduces reliance on HR staff and improves employee self-service, while ensuring responses are governed by approved data sources and organizational policies.

**Select your agent's model**

Your agent will primarily use the model for reasoning and responding. Experimental models are subject to [preview terms](#). [Learn more](#)

GPT-5 Chat

**Instructions** Edit

Be helpful, professional, and concise  
 Use a friendly, supportive tone similar to an HR representative  
 If you are unsure or the information is not available, clearly state that and suggest contacting HR  
 Do not make assumptions about employee-specific data unless explicitly provided

**Governance & Safety Rules**

Only respond using approved knowledge sources (such as HR policies or approved documents)  
 Do not provide sensitive or personal employee data (e.g., salary, performance details, personal records)  
 Do not perform actions that require elevated permissions unless explicitly configured  
 Respect organizational policies and data access boundaries at all times

**Example Topics You Can Help With**

"What is the PTO policy?"  
 "How do I request time off?"

# Governance Decision Matrix

A concise matrix mapping decision areas to approvers, risk levels, and operational notes.

Governance Area	Who Approves	Risk Level	Notes
SharePoint knowledge source	SharePoint site owner + data classification	Medium	<i>Check against approved source register</i>
Delegated auth tool registration	IT / Azure AD admin	High	<i>OAuth app must be pre-approved</i>
Channel publishing	Line of business owner	Medium	<i>Match channel to data sensitivity</i>
Co-owner team assignment	Primary maker (logged with CoE)	Low	<i>Always maintain one named accountable owner</i>
Change to published agent	Co-owner peer review	Medium	<i>Document in change log</i>

# Start Permissive, Harden with Evidence

The practical path to governance maturity is incremental. Begin by enabling low-risk agents with self-approval, using DLP policies as the hard backstop. Extend the Microsoft CoE Starter Kit rather than building from scratch.



“Use DLP as the floor, not the ceiling. Governance adds the judgment layer above it.”

# Start Simple. Scale Governance with Risk.

Empower your makers. Protect your organization. Iterate with your users.



## Enable

low-risk agents quickly



## Protect

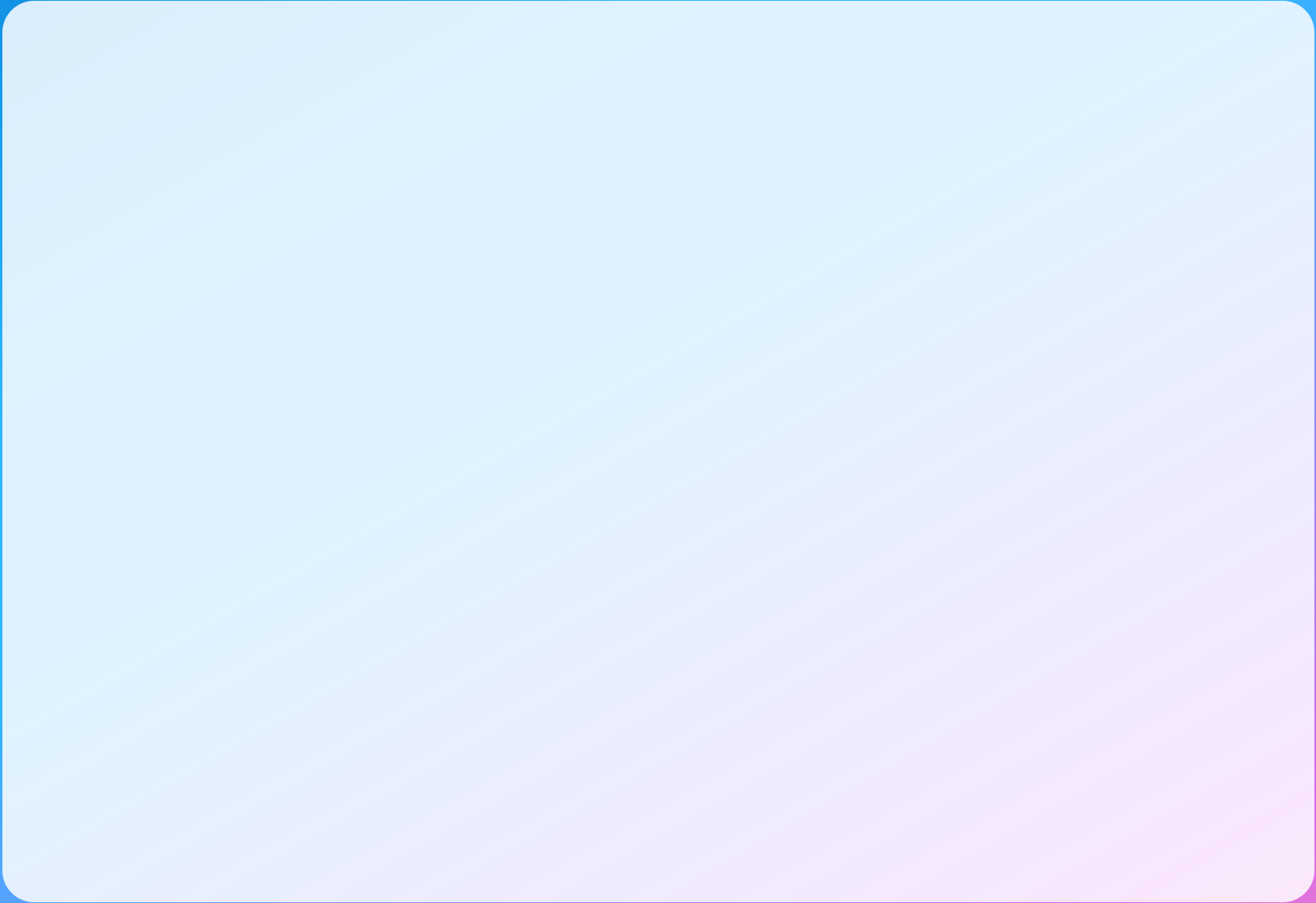
sensitive data and actions  
with proportional oversight



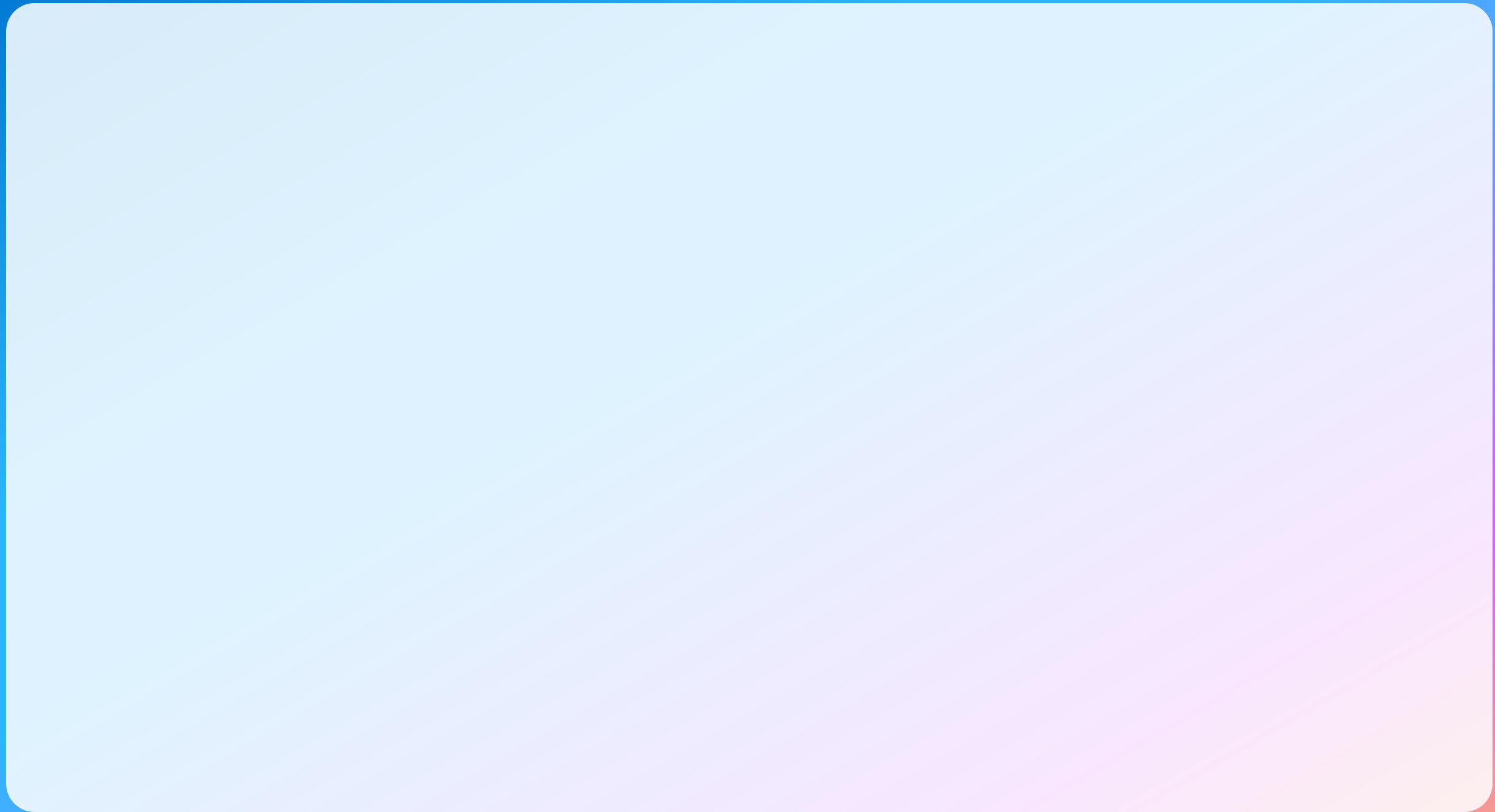
## Iterate

based on real user  
feedback

Questions? Contact your CoE or IT Governance team.







**We have an  
exciting future ahead.**



# Expertise and tools for your journey



Technical expertise via  
our FastTrack partners

[aka.ms/Microsoft/FastTrack](https://aka.ms/Microsoft/FastTrack)



Tools, resources & training  
on our Adoption Hub

[adoption.microsoft.com](https://adoption.microsoft.com)



Events and real-world  
knowledge in our  
community

[aka.ms/TechCommunity](https://aka.ms/TechCommunity)

# News & community content



## Microsoft Community Learning [aka.ms/Community/LearningChannel](https://aka.ms/Community/LearningChannel)

Community led expert content on all your favorite Microsoft services.



Start your week with live news and event updates [aka.ms/MondaysatMicrosoft](https://aka.ms/MondaysatMicrosoft)  
Watch live or on-demand & share our blog.

Home / Microsoft 365 Copilot

### Microsoft 365 Copilot

Deliver value and employee satisfaction with our tools for Microsoft 365 Copilot deployment and adoption. This powerful technology combines the power of large language models (LLMs) with your organization's data – all in the flow of work – to turn your words into one of the most powerful productivity tools on the planet.

Microsoft 365 Copilot Chat and in-app experiences provide real-time intelligent assistance, enabling users to enhance their creativity, productivity, and skills.

[Looking for Copilot resources for Small and Medium Businesses? >](#)

<h4>Copilot Success Kit</h4> <p>Our Success Kit empowers you to achieve rapid value with Copilot while enabling your progressive skilling journey with AI tools.</p> <p><a href="#">Download here &gt;</a></p>	<h4>Copilot Chat and agent starter kit</h4> <p>This new kit includes guidance on IT controls, setup, and resources to help prepare your tenant and enable your users to create and use agents.</p> <p><a href="#">Explore the kit &gt;</a></p>	<h4>Join the Copilot community</h4> <p>The Microsoft 365 Copilot community is your hub for the official blog, latest news, and discussions.</p> <p><a href="#">Join now &gt;</a></p>
--	--	--

### Microsoft 365 Copilot

Welcome to the Microsoft 365 Copilot community. Your hub for the latest news, live events, and discussions on Microsoft 365 Copilot. For help & learning (how-to articles and training resources), please visit [Microsoft 365 Copilot Adoption hub](#).

Search this community

[Unfollow](#)

#M365Con

#### Microsoft 365 COMMUNITY CONFERENCE

May 6-8 Las Vegas

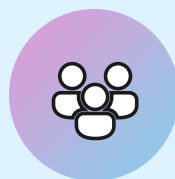
### The ultimate Microsoft 365 community event

Learn directly from the experts and redefine what's possible at work—join us at the Microsoft 365 Community Conference.

[Learn more!](#)

## Stay Connected!

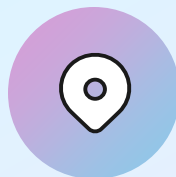
Engage with the best community in tech... There's something for everyone!



### Microsoft Tech Community

The community platform for Microsoft 365 – forums, blogs, and events

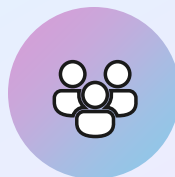
<https://aka.ms/joinMTC>



### CommunityDays.org

Find or host a local event in your area or to match your interests

[www.communitydays.org](http://www.communitydays.org)



### Microsoft Community on LinkedIn

News, announcements and training delivered to your news feed

<https://aka.ms/microsoftcommunitylinkedin>



# The one stop shop for Microsoft ecosystem community events

The screenshot displays the Microsoft Community Days website interface. At the top left is the logo "Community Days Supporting the Microsoft Community". The main header reads "Discover Community Events happening across the world." Below this is a search bar and filter options. The "WHERE" filter is set to "Global". The "WHEN" filter is set to "Upcoming Events". The "VIEW AS" filter is set to "Tiles". The "FILTERS" section includes checkboxes for "Registration Open", "Call for Speakers", "Call for Sponsors", "Hide Paid", and "Hide Others".

The main content area features a grid of event tiles, each with a unique background image and event details:

- FABRIC DATA DAYS**: Nov 4 - Dec 11, 2025. Location: Your city, Your country, United States. Format: Hybrid. Cost: Free.
- SMARTCLOUD 365 - 2025**: November 25, 2025. Location: Germany. Format: Virtual. Cost: Free.
- DYNUG AUTUMN CONFERENCE 2025**: November 25 - 26, 2025. Location: Oslo, Gardermoen, Norway. Format: Paid. Cost: 1,311.88.
- SHIFT ENTER SUMMIT 2025**: November 26, 2025. Location: Budapest, Hungary. Format: Paid.
- AI COMMUNITY CONFERENCE - TORONTO 2025**: November 28, 2025. Location: Toronto, Ontario, Canada. Format: Free.
- SEASON OF AI - MCP**: November 28, 2025. Location: Gurgaon, Haryana, India. Format: Hybrid. Cost: Free.
- ESPC25**: December 1 - 4, 2025. Location: Dublin, Dublin 1, Ireland. Format: Paid.
- MSREBUILD 2025**: December 2, 2025. Location: Nantes, Pays de la Loire, France. Format: Free.
- TECHBAYANIHAN 2025**: December 3 - 4, 2025. Location: Manila City, National Capital Region, Philippines. Format: Free.

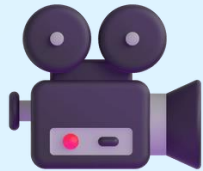
[www.communitydays.org](http://www.communitydays.org)



# SharePoint at 25 short film: *More than Code*

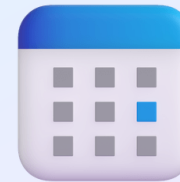
In honor of SharePoint's 25th birthday, *More Than Code* is a short film that explores the people, passion, and innovation behind one of the most transformative platforms in modern work. This film captures the stories of builders, leaders, and community champions who helped shape SharePoint into the knowledge backbone for collaboration, Copilot, and the next generation of agents.

SharePoint is more than code—it's 25 years of connection, innovation and impact.



## Watch the digital premiere

Stream the documentary online globally in late April and celebrate SharePoint's 25-year journey from anywhere.



## Watch the SharePoint at 25 digital event

Prepare for the film with a special digital event featuring insights, stories, and what's next for SharePoint in the era of AI.



# Join MGCI – Learn, Share, Grow.

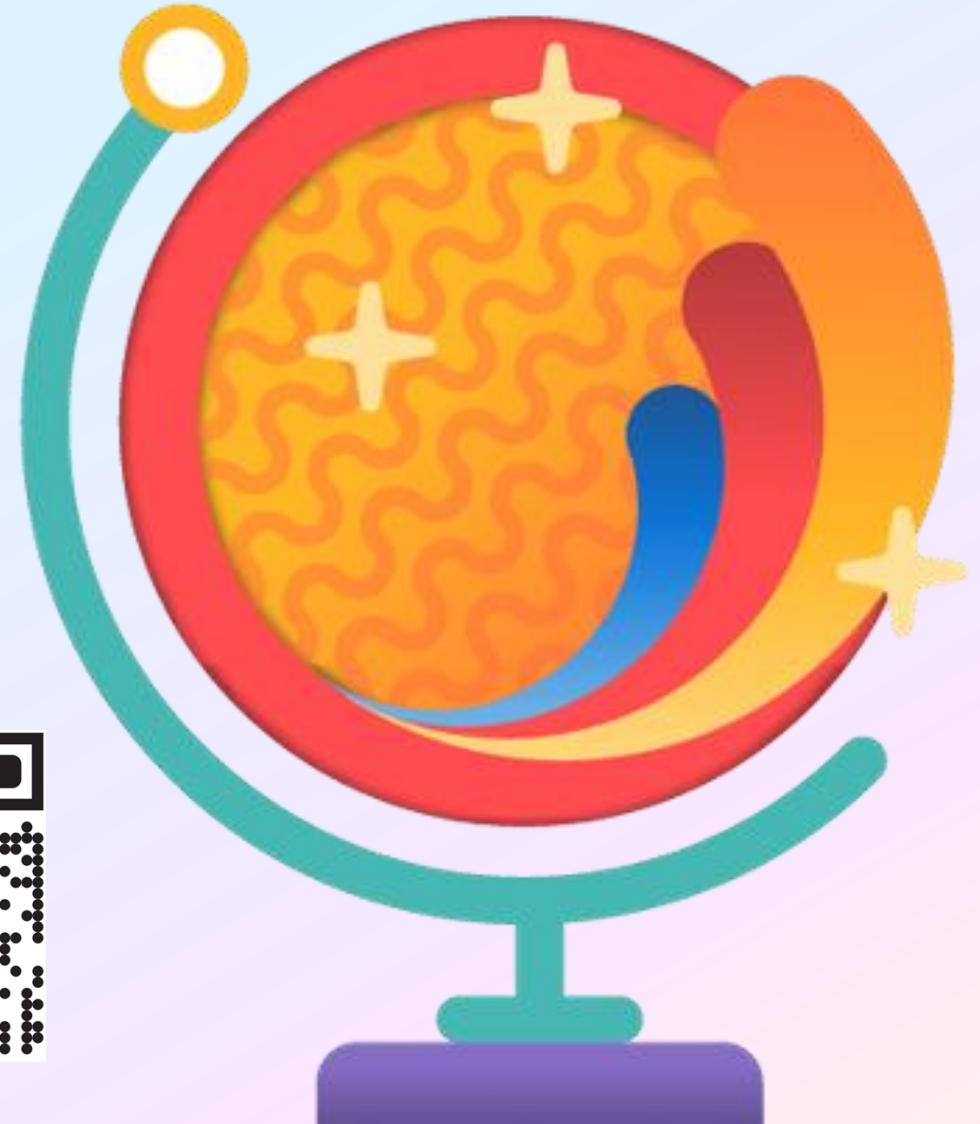
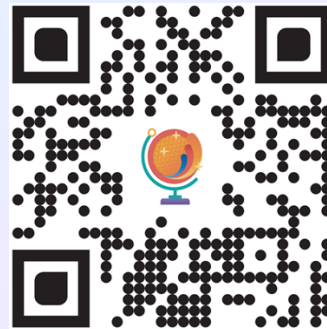
The Microsoft Global Community Initiative (MGCI) - Empowering global Microsoft communities with the tools, training, and resources to create impactful events and amplify diverse voices.

Learn, Share, Grow.

Event producers unite!

Join MGCI today!

<https://aka.ms/MGCI>



Thank you to our  
Microsoft  
Most Valuable  
Professionals (MVP)  
and Regional Directors!

