

Think like a People Scientist:

Bridging HR and IT for AI Success

April 9, 2025



Webinar Recording and Privacy

- This webinar is being recorded
- The recording will be available on the Viva Community post-event.
- Participant names will be visible to others during the meeting.
- We advise against using external AI bots to protect personal information and in the spirit of [Responsible AI](#).



Agenda

1. How AI is changing the game
2. People Science research on HR and IT differences in AI
3. Learnings from Microsoft's Employee Self Service journey
4. Q&A panel
5. Close



Speakers



Julie Morris

Program Manager
People Science R&D
Microsoft



Megan Benzing

Senior People Scientist
Product & Thought
Leadership
Microsoft



Craig Foster

Director of HR Digital
Transformation
Microsoft

**What does research
tell us about how HR
and IT are
experiencing AI
today?**



Let's hear from you first...

1. *At your organization, which team/s would you say is leading the AI strategy?*
2. *Which other teams (if any) do you feel should be included across the organization and why?*



“

IT is not always the center of AI use in companies...Making key features and products only accessible to IT functions and expecting them to build centralized solutions means that the tools are not in the hands of the people who will figure out the best use cases. There is a role for IT, obviously, but it is not always the traditional one it plays in technology adoption.”

Ethan Mollick, Associate Professor at the Wharton School. Author of Co-intelligence.

”

What challenges and priorities might IT & HR have when it comes to AI transformation?

IT

- Lack of guidance in rolling out AI to end users
 - How quickly?
 - How much?
 - To whom?
- Change management and adoption (breaking habits and forming new ones)
- Identifying business value and use cases that will most drive impact
- Skilling and employee engagement
- Balancing innovation with risk

HR

- Data privacy and confidentiality
- Ethics
- Fast change of pace
- Training and adoption
- Employee buy-in
- Professional caution
- Guarding human perspective

**Overview of AI
readiness research:**

**HR & IT
AI Perceptions**



HR's AI experience & strategy is in the footsteps of IT

While...

68% & **77%**
of IT employees of IT leaders

Believe that AI in their workplace will boost
revenue and financial success

Only...

55% & **63%**
of HR employees of HR leaders

Believe that AI in their workplace will boost
revenue and financial success

Almost half of HR employees have to BYOAI

More than two-thirds of HR and IT employees use AI at least once a week – but access to organization-sponsored AI tools is not equal.

	All or Most Access Provided	Some or No Access Provided
IT	72%	28%
HR	59%	41%

Based on responses to: "Are the gen AI tools you use at work provided by your organization?"

Without access, key transformation processes lag



Limited co-sharing and success stories

While 77% of IT employees feel inspired by stories of people successfully using AI at work, only 68% of HR employees feel the same.



Limited Realized Individual Value of AI (RIVA)

For both HR and IT employees with high access to AI tools, more than 75% report all six RIVA outcomes. When that access is low, reported RIVA drops by up to 17%.

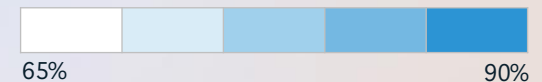
Access is a propellant of adoption and realized value

Extent of Company-Provided AI Tools Impacts Favorability on Realized Individual Value of AI (RIVA) for HR & IT Employees

Gen AI helps me...	HR – All or Most Access Provided	HR – Some or No Access Provided	IT – All or Most Access Provided	IT – Some or No Access Provided
Reduce my overall work stress	80%	67%	82%	77%
Make better decisions	77%	65%	86%	69%
Be more productive at work	85%	76%	88%	75%
Improve the quality of my work or output	82%	74%	86%	69%
Simplify my complex tasks	85%	70%	85%	71%
Complete tasks faster	82%	87%	89%	75%

Note: RIVA = Realized Individual Value of AI

Percent of employees who agreed or strongly agreed about the following statements on their experience with gen AI at work



Lean into HR & IT collaboration to accelerate AI transformation



Ensure equitable cross-functional training & resourcing



Increase experimentation and sharing between peers, teams, and business units



Leverage HR to bring employees closer to and more invested in AI transformation



Employee Self-Service agent (ESS) at Microsoft

Craig Foster
Director of HR Digital Transformation at Microsoft



At Microsoft, we are investing in an AI enabled experience that will enable HR to strategically support the business to create new value

From Optimization

Business Value – Productivity, Velocity, Quality...

Automating
Individual Tasks

Redefining E2E
Processes

Reshaping Roles
and Orgs

To Transformation

Strategic, Elastic Services

Reinventing the Function &
how it enables the business



Microsoft 365 Copilot

Employee Self-Service Agent

Simplify IT and HR-related tasks with Microsoft 365 Copilot

Retrieve

Retrieve information from authoritative sources and deliver personalized responses based on employee context

Take Action

Take action on essential HR and IT tasks-in line without navigating multiple tools and workspaces

Customize

Customize with pre-configured, OOB templates, workflows, and connectors to 3P systems all in one place

Private preview



Microsoft 365 Copilot

Employee Self-Service Agent at Microsoft

Human Resources

"We're moving employee experiences with our team from a cacophony to a symphony. Copilot reduces the cognitive load for employees by understanding their requests in natural language and providing accurate, personalized answers so they don't have to manually navigate different tools and applications to find what they need."



Christopher Fernandez

Employee Self-Service

How we prepared

Key activities and milestones as we developed and deployed Employee Self-Service

1

Plan top down and
ground up, get buy-in
early

2

Examine all signals
to plan your
roadmap

3

Start executing on a
knowledge & content
strategy

Employee Self-Service

Early Results

Impact of Copilot on Employee Self-Service at Microsoft

25%

More likely to retrieve a correct response when compared with current HR chat bot

31%

Less likely to create a support ticket when compared with current HR chat bot

36%

Increase in IT self-help success rate when compared to current support channel

Employee Self-Service

Learning & Reflections

What we learned along the way on our deployment of Employee Self-Service



Growth mindset



Measure from the start



Incremental and revolutionary



AI is not one-size-fits-all

Q&A



Register for this month's events

Building Psychological Safety

[April 10, 9am PDT](#)

People-Centric AI Transformation Cohort Meeting

[April 15, 8am PDT](#)

Technology Cohort Meeting

[April 22, 9am PDT](#)

Building Psychological Safety Amidst Change

[April 22, 10am PDT](#)

Learning Circles: Q2 Edition

[April 30, 8am PDT](#)

Think Like a People Scientist: Driving AI Change with Employee Sentiment

[May 6, 8 am PDT](#)

Viva Glint Town Hall

[Option 1: May 6 at 3pm BST](#)

[Option 2: May 6 at 1pm EDT](#)

[Option 3: May 8 at 1pm SGT](#)

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