

Australia's Whole-of-Government Microsoft 365 Copilot Trial

AI in the Public Sector · Good practice · Australia

Quality score: 93/100

Evidence strength: Descriptive / self-reported

Summary

Australia's DTA ran the world's largest whole-of-government Copilot trial — 5,000+ staff, almost 60 agencies — with an independent Nous Group evaluation finding up to an hour a day saved and 77% satisfaction, while openly flagging job-displacement and de-skilling risks.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	3/3
Transferability / demonstrated replication	3/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-13

[Digital Transformation Agency \(DTA\), Australian Government, with independent evaluation by Nous Group](#) — accessed 2026-07-13

[Digital Transformation Agency — Australian Government trial of Microsoft 365 Copilot](#) — accessed 2026-07-13

[The Canberra Times — Microsoft AI Copilot saves hour of work a day for public servants](#) — accessed 2026-07-13

[The Mandarin — Copilot comes to Canberra: Lessons from the world's largest whole-of-government AI trial](#) — accessed 2026-07-13

Cite this — Evidoria. *Australia's Whole-of-Government Microsoft 365 Copilot Trial*. Persistent ID: 54633808-ab4e-41cb-8c42-b3496b8beabf.