

Copilot for Flanders — Digitaal Vlaanderen's Civil-Service AI Pilot Scales Into a 10,000-Licence Government Rollout

AI in the Public Sector · Good practice · Belgium

Quality score: 87/100

Evidence strength: Observational / pre–post

Summary

A 20-entity, 300-civil-servant pilot of Microsoft 365 Copilot run by Digitaal Vlaanderen found 41% more productive and 64% wanting to continue after 12 weeks — evidence Flanders used to scale Copilot government-wide toward 10,000 licences.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-19

[Digitaal Vlaanderen \(Flemish Government digital agency\)](#) — accessed 2026-08-19

[Flemish Parliament — Written Answer to Question No. 62 \(Copilot pilot results\)](#) — accessed 2026-08-19

[Flemish Parliament — Written Answer to Question No. 577 \(Copilot rollout by department\)](#) — accessed 2026-08-19

[ITdaily — Vlaamse overheid gaat Copilot gebruiken](#) — accessed 2026-08-19

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