

DBT's Microsoft 365 Copilot Pilot — a UK Government AI Trial That Found No Productivity Gain

AI in the Public Sector · Good practice · United Kingdom

Quality score: 60/100

Evidence strength: Observational / pre–post

Summary

The UK's DBT piloted Microsoft 365 Copilot with 1,000 licences for three months. Usage stayed thin — 1.14 actions per user per day — and while 72% were satisfied, DBT's own evaluation found no evidence that time saved translated into measurably higher productivity.

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	1/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

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

[UK Department for Business and Trade \(DBT\)](#) — accessed 2026-07-13

[GOV.UK: Microsoft 365 Copilot pilot: DBT evaluation report](#) — accessed 2026-07-13

[The Register: M365 Copilot fails to up productivity in UK government trial](#) — accessed 2026-07-13

[Computing: UK government trial of Microsoft 365 Copilot reveals no clear productivity boost](#) — accessed 2026-07-13

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