

Ontario's Microsoft 365 Copilot Rollout — Productivity Gains Undercut by Shadow AI and Skipped Training

AI in the Public Sector · Good practice · Canada

Quality score: 47/100

Evidence strength: Moderate

Summary

Weekly Copilot Chat use by 15,000+ Ontario public servants saved nearly 3 hours/week each, but the province's Auditor General found the sanctioned tool handled just 6% of staff AI use, versus 94% on unsanctioned sites, with only 3% trained.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	0/3

Evaluated by C-NAPSE

Data sources

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

[Government of Ontario / Ontario Public Service](#) — accessed 2026-07-13

[Global News coverage](#) — accessed 2026-07-13

[Office of the Auditor General of Ontario — Special Report on AI \(May 2026\)](#) — accessed 2026-07-13

[CP24 coverage of the audit](#) — accessed 2026-07-13

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