

# UK Government's Cross-Government Microsoft 365 Copilot Experiment

AI in the Public Sector · Good practice · United Kingdom

Quality score: 73/100

Evidence strength: Descriptive / self-reported

## Summary

The UK Cabinet Office trialled Microsoft 365 Copilot with 20,000+ civil servants across departments including Companies House and the DWP, reporting self-reported average savings of 26 minutes a day — but the methodology relied on self-report, not independent measurement.

## Key dimensions

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

Evaluated by C-NAPSE

## Data sources

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

[Government Digital Service \(GDS\), Cabinet Office, UK Government, with Microsoft](#) — accessed 2026-07-13

[GOV.UK official announcement](#) — accessed 2026-07-13

[Microsoft UK: trial coverage](#) — accessed 2026-07-13

[Government Transformation: trial results](#) — accessed 2026-07-13

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