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DGI:

Strong Anchoring and Secure Implementation of Copilot at DGI

From the outset, DGI has prioritized strong internal anchoring of its Copilot project, focusing on secure implementation and training for its approximately 600 employees.

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MARTIN HOLMQVIST OLSSON
MEMBER OF DGI’S NATIONAL AI GROUP

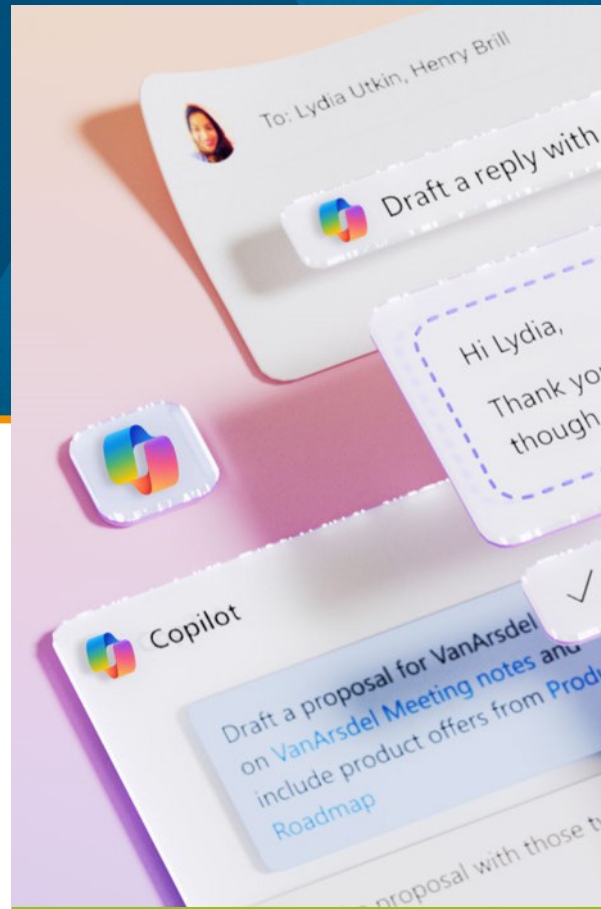
»We noticed that more and more of our employees had independently started using AI tools like ChatGPT. We didn’t want uncritical use of AI tools—instead, we wanted to train our employees to use the tools for meaningful use cases.«

This is how Martin Holmqvist Olsson begins the story of DGI’s AI journey, which gained significant momentum in the spring of 2023. In addition to being the department head at DGI Nordsjælland, Martin is a member of DGI’s national digital steering committee and AI group, where he plays strategic, tactical, and operational roles.

STRONG INTERNAL ANCHORING AT DGI – THE AI POLICY IS THE CORNERSTONE

From the beginning, DGI’s Copilot project has been strongly anchored internally. By fall 2023, the first version of DGI’s national AI policy was in place, and in spring 2024, the choice to implement Copilot was finalized.

»In our AI policy, we’ve put a lot of thought into ethics. We hosted a webinar about our AI policy for all employees, not just explaining the policy but also discussing the considerations we faced and



the reasons behind our decisions,« explains Martin Holmqvist Olsson.

»From the start, we emphasized in our AI policy that Copilot can’t be used for everything. We’ve been very clear on this—it doesn’t make sense to prompt everything; in many cases, tasks should simply be executed.«

HOW DO YOU TRAIN 600 EMPLOYEES?

»We wanted to capitalize on the general hype surrounding AI to start quickly and go far in training our employees. But how do you train 600 people? Microsoft made it clear that if you just roll out Copilot without training, the results will be poor,« says Martin Holmqvist Olsson.

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DGI’s solution was to implement Copilot in a three-phase process in close collaboration with Automize.

»Automize’s strong knowledge of Microsoft’s roadmap has been crucial—they’ve helped us prioritize what to train our employees on and when,« Martin Holmqvist Olsson emphasizes.

»First, our Copilot trainer group—five colleagues and myself—met with Automize to jointly decide how onboarding and training should be approached. Automize began by training the six of us. Based on our feedback and adjustments, we were ready to host first-mover workshops for the first 50 employees. Automize participated in the first workshop, and

afterward, the six of us in the trainer group led the rest of the sessions.«

»The third phase, which we’re ready to launch now, will involve workshops across the country for the remaining employees, with the trainer group conducting workshops alongside local first movers. From there, the first movers will take responsibility as superusers locally,« says Martin Holmqvist Olsson.

EVERYTHING WE PROMPT IN COPILOT STAYS IN OUR TENANT

»One of the common questions asked in our workshops is whether it’s possible to accidentally share confidential business information through

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Copilot. Here, we’ve been able to confidently reassure our employees. Microsoft’s answer is clear: everything we prompt in Copilot stays within our tenant,« Martin Holmqvist Olsson states.

»It’s reassuring that we chose Copilot as our AI tool, with Microsoft guaranteeing data security,« Martin Holmqvist Olsson concludes.

A DATA-DRIVEN APPROACH TO IMPLEMENTING AND USING COPILOT

DGI’s implementation and use of Copilot rely heavily on a data-driven approach.

»We know our employees spend a lot of time in Outlook, Teams, and Word. It made sense for us to start using Copilot in those applications—for example, to get a head start on preparing a meeting summary by having Copilot create an initial draft for further refinement,« Martin Holmqvist Olsson explains.

»We measure Copilot adoption as part of our data-driven approach. As the project progresses and all employees have gone through training and workshops, we’ll also start measuring satisfaction. Adoption and satisfaction need to go hand in hand. There’s no point in high adoption if users aren’t satisfied,« he concludes.

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