

**AI e governance
degli agenti:
adozione
consapevole
per le imprese**

WEBINAR

**18 febbraio 2026
ore 14.30**



 **Microsoft**
Solutions Partner
Modern Work

 **infostar**
TECNOLOGIE DIGITALI

 **TD SYNnex**

Agentic AI

Adozione



Lorenzo Tempesti
Microsoft AI Specialist

Rischi



Giacomo Pirioni
Industrial Cybersecurity
Enthusiast

Soluzioni

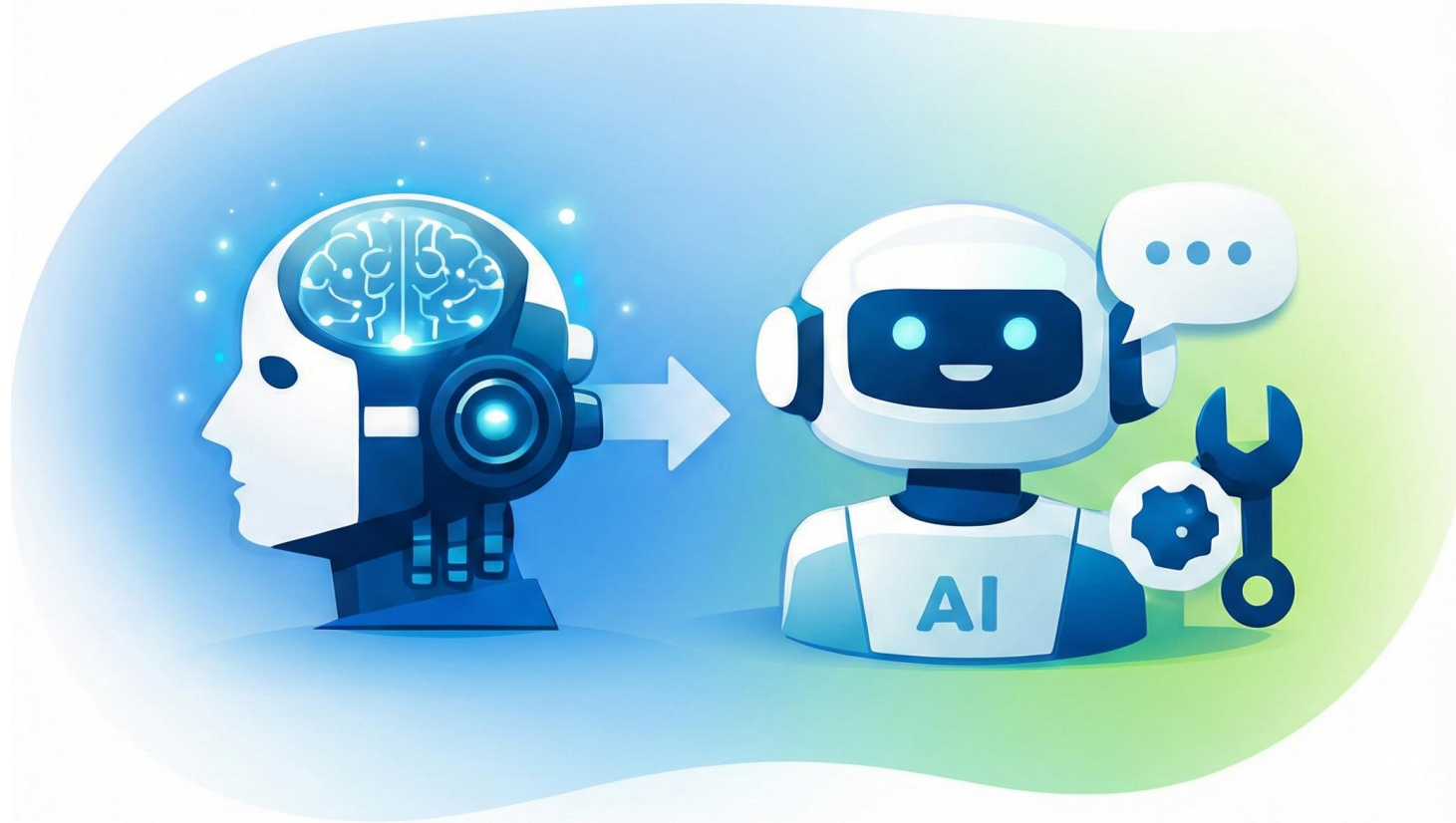


Michele Ruberti
Business Developer Manager
Microsoft MVP

1. Le opportunità dell'Agentic AI



Da Intelligenza Artificiale general-purpose a task-oriented



Riduzione dei rischi di affidabilità



Maggiore aderenza ai processi aziendali



Esempi pratici



2. Il percorso di adozione



Processi Aziendali

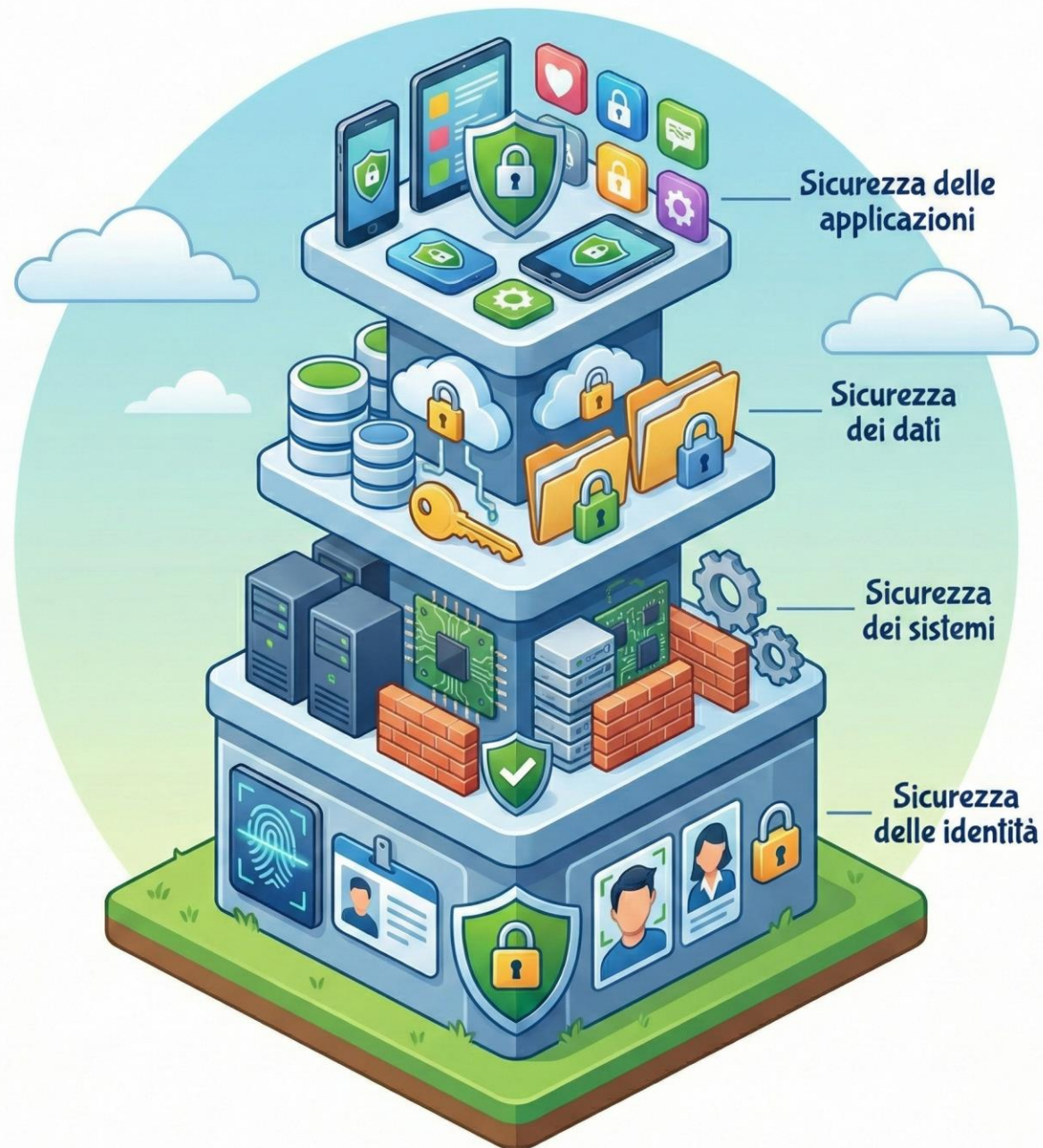
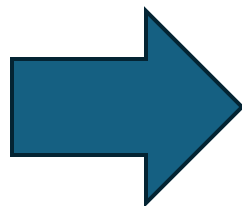
Valutazione dei rischi

AI Act





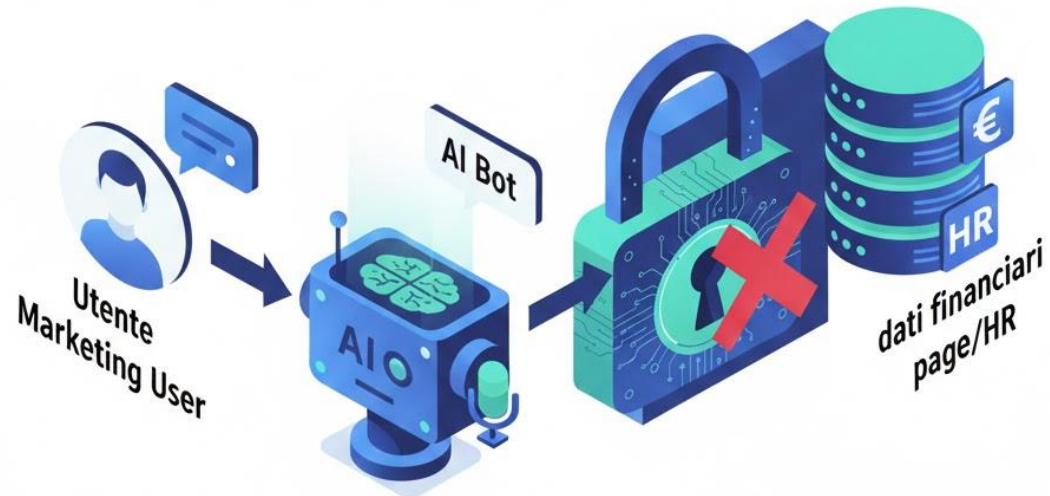
Scatola Magica (AI)



3. La sicurezza nell'era dell' AI



Identità: La Base della Fiducia



SEGREGATION OF DUTIES (SOD) nell'AI

Infrastruttura e Sistemi



Informazioni e dati



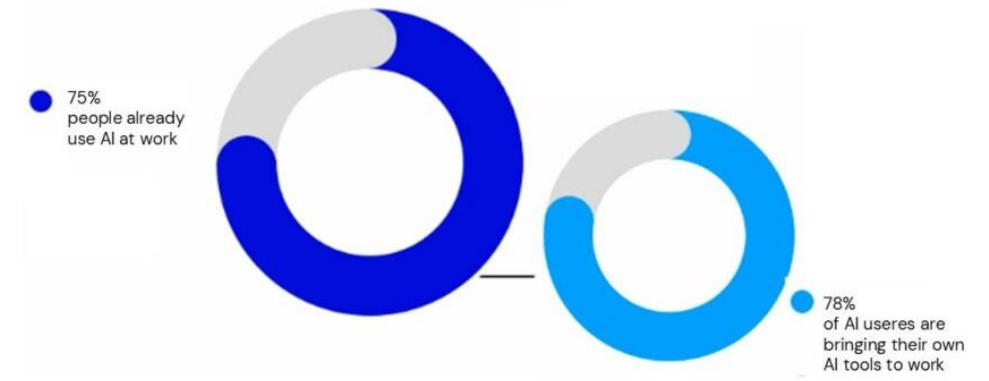
Applicazioni



AI nelle PMI il 95% resta fuori per paura di perdere il controllo dei dati



No Cloud = Tanti Cloud No AI = Tante AI



Microsoft 365
Copilot



Perché serve un'adozione consapevole?



RISCHI SENZA
GOVERNANCE



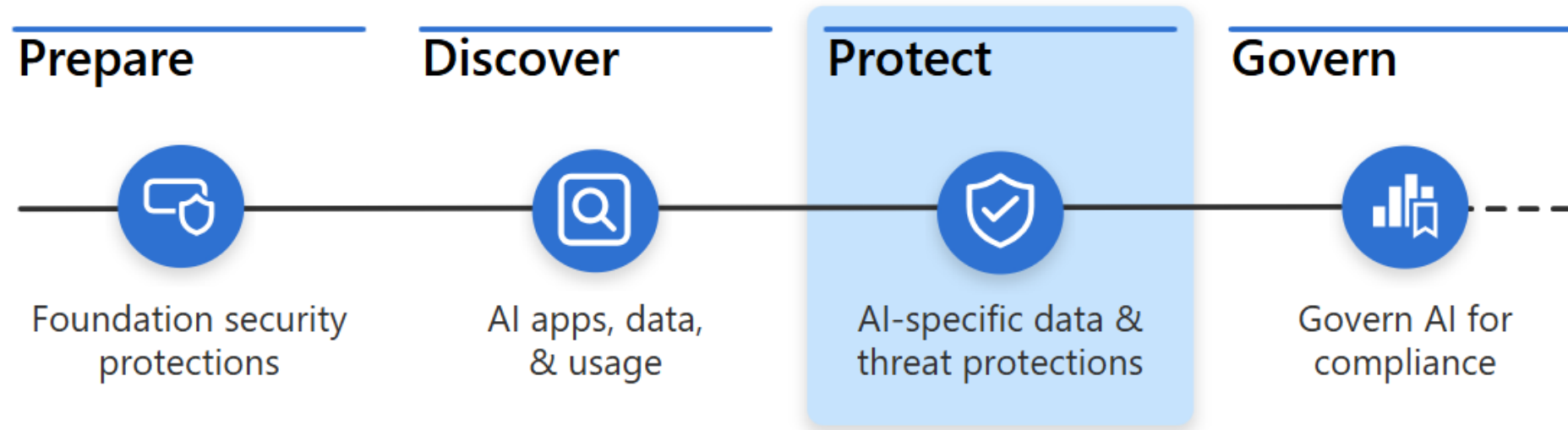
COMPLIANCE
NORMATIVA



IMPATTO ETICO
E SOCIALE

*La potenza è
nulla senza
controllo.*

Build a strong security posture for AI



<https://learn.microsoft.com/it-it/security/security-for-ai/protect>

Best Practice

Best practice per sicurezza AI

- Checklist sviluppatori
- Policy IT
- Gestione accessi

Governance AI in azienda

- Definizione
- Obiettivi principali
- Approccio strutturato

Microsoft 365 Copilot Governance

- Controlli disponibili
- Policy M365
- Amministrazione centralizzata

Gestione permessi e accessi

- Principio Zero Trust
- Least privilege
- Controllo granulare

Monitoring e auditing

- Tracciabilità delle azioni AI
- Audit log
- Reportistica

Framework di Governance in 3 step

- Definizione policy
- Applicazione controlli
- Monitoraggio continuo

Why Copilot Chat?

GPT-5 is here

Copilot Chat powered by GPT-5

Try the latest model from OpenAI today

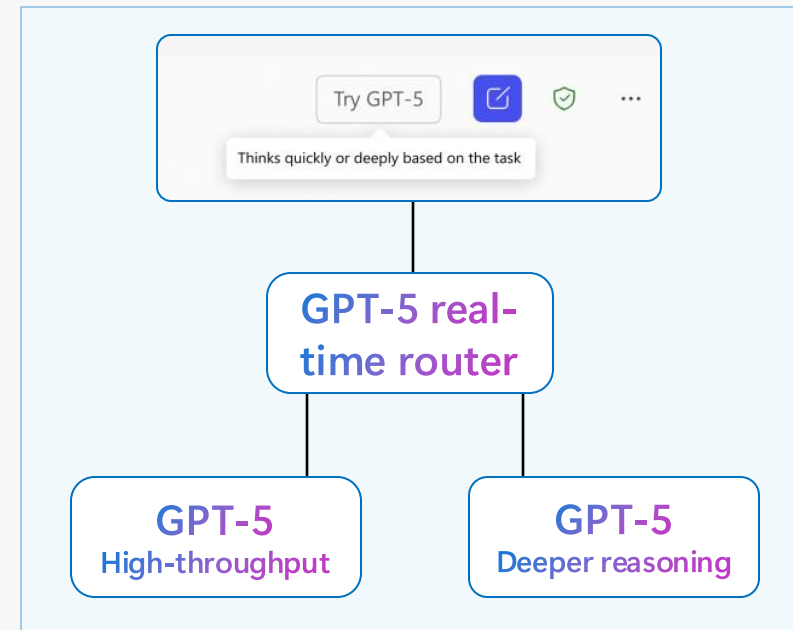
Copilot Chat with GPT-4o



- Prompt sent to GPT-4o

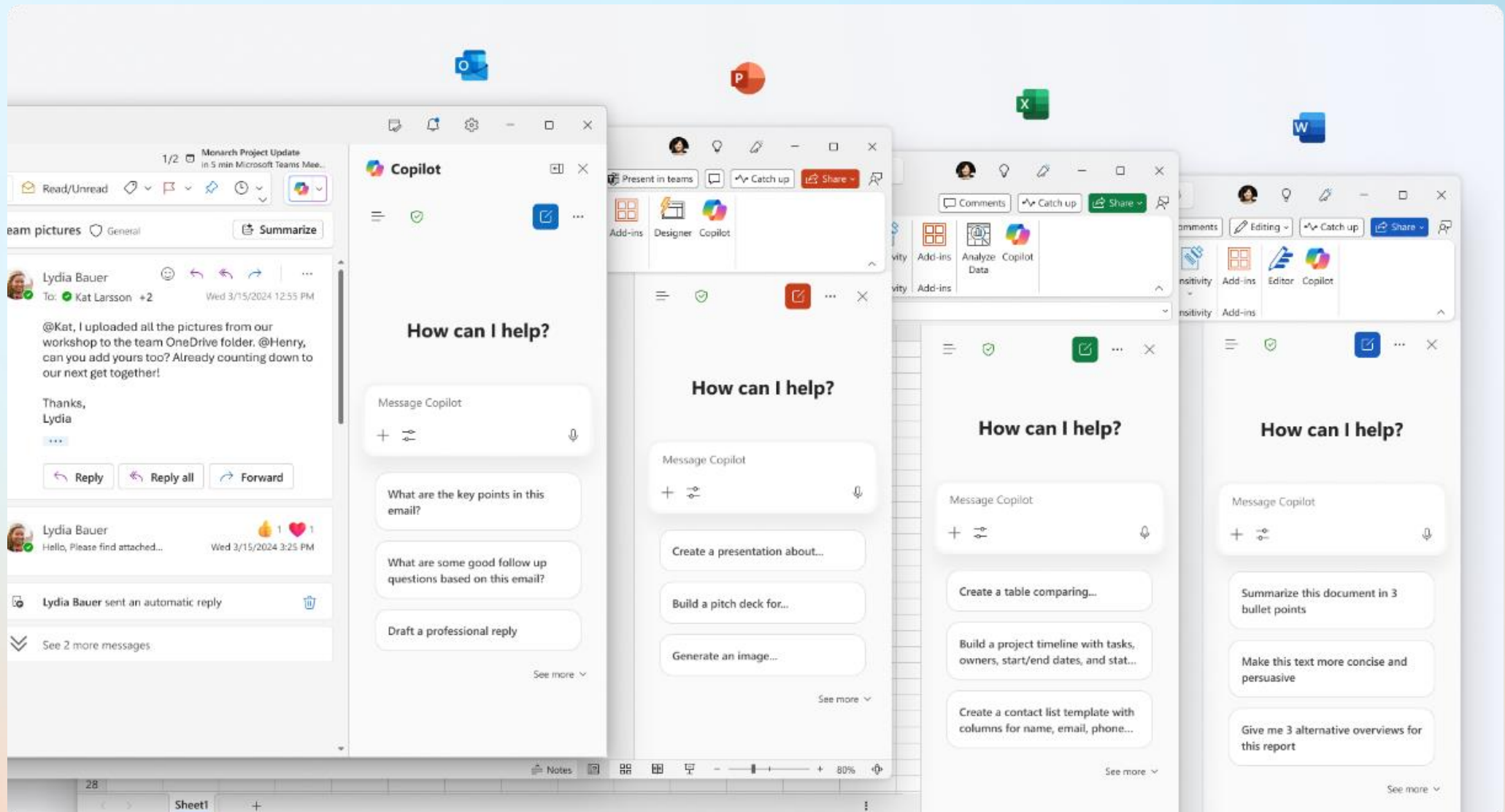
Try GPT-5

Copilot Chat with GPT-5



- GPT-5 real-time router analyzes complexity of prompt
- Simple prompts routed to GPT-5 high-throughput model
- Complex prompts routed to GPT-5 deeper reasoning model

Access Copilot Chat from your M365 apps



The Art of Prompting

Writing an effective prompt

Include the right prompt ingredients

To get the best response, it's important to focus on some of the **key elements** when phrasing your Copilot prompts.

Context

Why do you need it and who is involved?

Goal

What responses do you want from Copilot?

Source

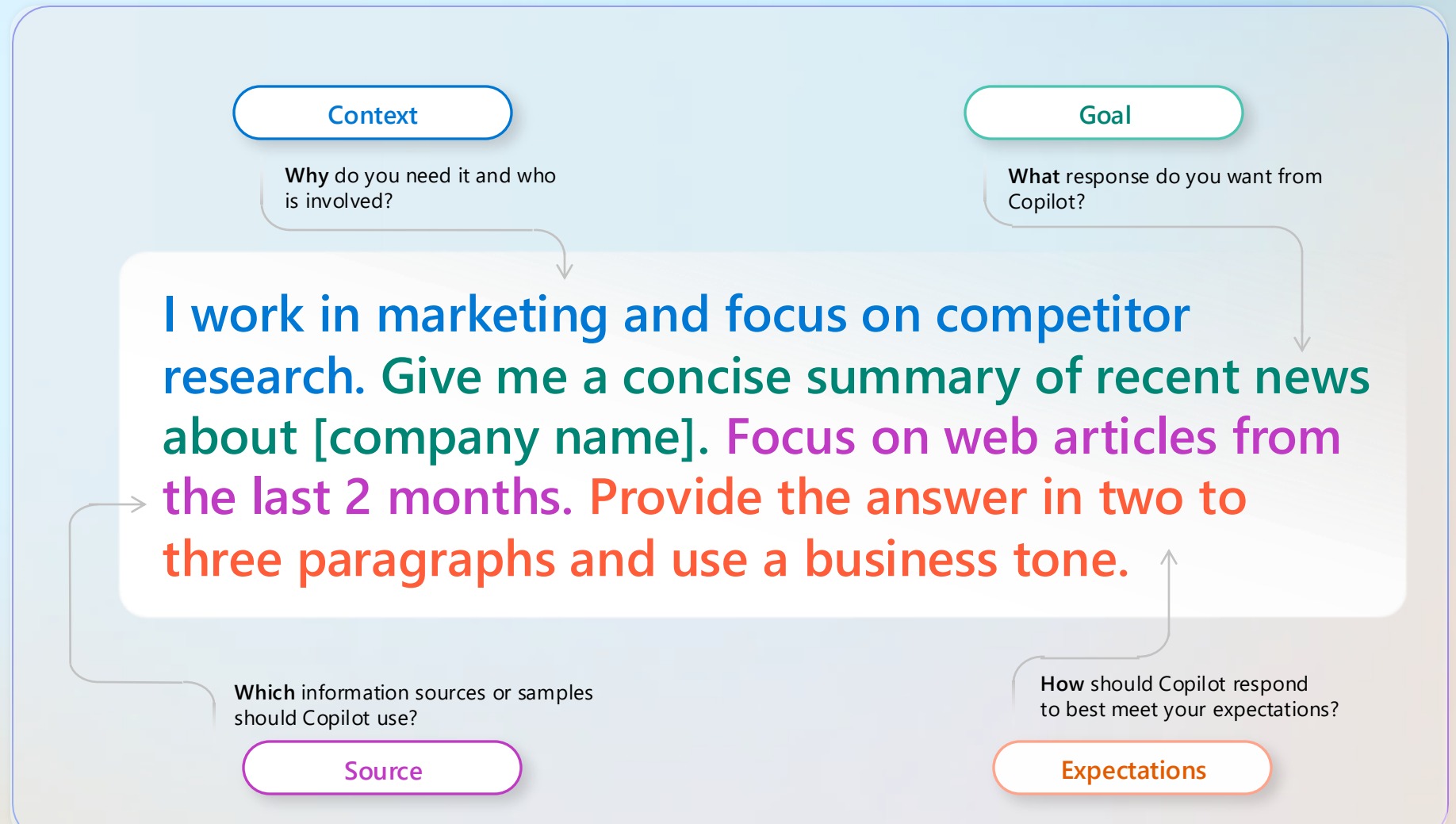
Which information sources or samples should Copilot use?

Expectations

How should Copilot respond to best meet your expectations?

Writing an effective prompt part 2

To get the best response, it's important to focus on some of the **key elements** when phrasing your Copilot prompts.





Microsoft 365 Copilot:

Prompting **DOs** and **DON'Ts**

Do's

Be clear and specific.

Provide specific instructions to Copilot, such as topic, purpose, tone, and required length.

Keep it conversational.

Give feedback to Copilot based on the quality of its responses to help the AI learn and match your preferences.

Give examples.

Use clear and specific keywords or phrases when asking Copilot to write a piece of text for you. This helps it generate more relevant and creative copy.

Ask for feedback.

Requesting feedback from Copilot helps it to understand your needs and preferences, and to provide you with more relevant, helpful responses.

Check for accuracy.

Occasionally, Copilot may make mistakes. Always check Copilot's responses for accuracy, grammar, and style, and watch out for irrelevant or inappropriate content.

Provide details.

Provide Copilot with contextual details to help it generate more accurate, consistent responses. For example, the genre, characters, and plot to a story.

Write legibly.

Use correct punctuation, capitalization, and grammar when writing prompts, as this will help the AI produce better quality text and responses.

Be polite.

Using kind and respectful language when chatting with Copilot helps foster collaboration and improves the AI's responsiveness and performance.

Don'ts

Be vague.

When prompting Copilot, avoid using vague language, and be as clear as possible to receive better-quality responses.

Request inappropriate or unethical content.

Copilot is not responsible for the content or the consequences of your writing. You should respect local laws, rules, and the rights of others.

Use slang, jargon, or informal language.

This may cause Copilot to give low-quality, inappropriate or unprofessional responses.

Give conflicting instructions.

Prompting Copilot to perform a task that includes multiple or conflicting pieces of information in the same request can confuse the AI and result in lower quality responses.

Interrupt or change topics abruptly.

This could disrupt Copilot's writing process. Always close or finish a task before starting a new one. When starting a new task, write "New task."

Get the most out of Copilot and avoid common pitfalls by learning **what to do** and **what not to do** when writing prompts.

Top 10 to try first with Microsoft 365 Copilot Chat



1

Ask a question

Get insights and answers to your questions.

- **How does [product] compare to [competitor product]? Provide the comparison in a table.**



2

Draft a recap email

Generate a recap email based on an open email thread and personalize the tone and length.

- **Write a recap email for my team based on the discussion in this email thread. Make it short and casual in tone.**



3

Summarize a document

Simplify a long open document to catch up on your work.

- **Give me a bulleted list of key points from this document.**



4

Generate new ideas

Boost your creativity with ideas for your tasks such as agendas, image creation, social media posts, etc.

- **Suggest 10 compelling taglines based on <insert file>.**



5

Write an intro paragraph

Quickly get a strong introduction written based on the open file you're working on.

- **Write a compelling intro paragraph for this document.**



6

Prepare for a presentation

Get suggested questions your audience may ask to help you get ready for your open presentation.

- **What are some potential questions that I might be asked by the audience?**



7

Understand top insights and trends

Pull top insights and data trends from your open spreadsheet.

- **Share the top insights and trends of this data.**



8

Create images for your slides

Copilot can generate images from a prompt to use in the design of your presentation deck.

- **Create an image of coffee cups besides a coffee machine.**



9

Translate a message

Read and write content in other languages.

- **Translate the following text into French: [text].**



10

Visualize data

Turn your data into charts and graphs for project pitch decks or monthly reports.

- **Create a data visualization of the sales data over time.**

For more prompt examples, select "View prompts" above the Copilot Chat prompt box

Microsoft 365 Copilot



Microsoft 365 Copilot Chat

- Usa chat AI sicura e basata sul web, alimentata dai più recenti grandi modelli linguistici
- Ottieni la chat di Copilot in alcune app Microsoft 365
- Agenti di accesso e utilizzo, con prezzi limitati
- Mantenere il controllo IT, inclusa la protezione dei dati aziendali e la gestione degli agenti

Incluso + Misurato



Microsoft 365 Copilot

Tutto in Microsoft 365 Copilot Chat, più a:

- Chat basata su AI fondata su dati aziendali
- Accedi a Copilot con base lavorativa nelle app
- Crea e usa agenti con Copilot Studio
- Vivi sicurezza, privacy e conformità di livello enterprise

26,00 euro utente/mese

NEW



Microsoft 365 Copilot Business

- Pensato per piccole imprese
- Disponibile fino a 300 utenti
- Richiede la M365 B-SKU come licenza

18,20 euro utente/mese

Microsoft 365 Copilot feature comparison

		Microsoft 365 Copilot Chat	Microsoft 365 Copilot Business ⁵	Microsoft 365 Copilot
Licensing	Seats	All users	Up to 300 users	All users
	Pre-requisite	O/E/B/F SKUs	B- SKUs	O/E/B/F SKUs
Chat	Copilot Chat – Web grounded (powered by GPT 4o)	●	●	●
	Copilot Chat – Work grounded (shared tenant Graph data, 3rd party data via graph connectors, personal data)		●	●
	Copilot Pages	●	●	●
	File upload ¹	●	●	●
	Code Interpreter ¹	●	●	●
	Image generation ¹	●	●	●
Agents ²	Create agents powered by Copilot Studio ³ , including SharePoint agents	●	●	●
	Discover and pin agents	●	●	●
	Use agents grounded on web data	●	●	●
	Use agents grounded in work data (work data in your tenant's Microsoft Graph and 3 rd party data via graph connectors)	▲	●	●
	Use agents that act independently and autonomous actions	▲	▲	▲
Personal assistant	Copilot reasons over personal work data (i.e. Outlook, OneDrive, meeting transcripts)		●	●
	Copilot in Teams (Copilot in Meetings and Meeting Recap, insights from screen-shared content coming soon)		●	●
	Copilot in Outlook (Prioritize my inbox, schedule focus time and 1:1 meetings, draft agendas, summarize message threads)		●	●
	Copilot in Word (Suggestions for structure, flow, and tone, draft and summarize documents)		●	●
	Copilot in Excel (Python, getting started experience, create formulas and visualizations using natural language)		●	●
	Copilot in PowerPoint (Narrative Builder, presentation translation, generate company branded slides or images)		●	●
	Copilot Actions		In preview	In preview
	Pre-built M365 agents (Interpreter, Facilitator, Project Manager, Employee Self-Service)		In preview	In preview
Copilot Control System	Enterprise Data Protection (EDP)	●	●	●
	IT management controls	●	●	●
	Agent management	●	●	●
	SharePoint Advanced Management		●	●
	Copilot Analytics to measure usage and adoption ⁴		●	●
	Pre-built reports and advanced analytics to measure ROI		●	●

1. Limits apply. 2. Applies to employee-facing agents only. 3. Learn more about the full capabilities of Copilot Studio [here](#). 4. Basic reporting in Microsoft Admin Center available for Copilot Chat. 5. Microsoft 365 Copilot for Business includes a fixed set of capabilities. Microsoft 365 Copilot for Enterprise may expand to include additional features over time.

Nuovi Bundle



M365

**Microsoft 365
Business Basic +
Copilot Business**

€23,40 per utente/mese



M365

**Microsoft 365
Business Standard +
Copilot Business**

€ 29,00 per utente/mese



M365

**Microsoft 365
Business Premium +
Copilot Business**

€ 37,30 per utente/mese



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