



4 August 2026

[Redacted]
[Redacted]

Response to your official information request

Our ref: R001542

Tēnā koe [Redacted]

Thank you for your Official Information Act 1982 (OIA) request, which was received by the Ministry for Regulation (Ministry) on 1 July 2026. You requested:

1. **Total Expenditure:**

- *The total financial expenditure or internal budget allocation by the Ministry from 1 July 2024 to date for Microsoft 365 Copilot licensing and Adobe AI Assistant premium features. Please provide the aggregated figures rather than individual commercial vendor contracts.*

2. **Usage Dashboards:**

- *A copy of the most recent aggregated usage report, dashboard summary, or analytics report generated from your internal Microsoft 365 Admin Center or internal IT tracking that shows total staff engagement volumes, active user numbers, or prompt activity trends for these AI tools.*

3. **System Prompts and Directives:**

- *A copy of any standardized system prompts, custom instructions, or pre-configured prompt templates created centrally by the Ministry for staff to use when using these tools to summarize public submissions, draft policy content, or process public inquiries.*

On 6 July 2026, you clarified your request for item three to standardised system prompts, custom instructions, or pre-configured prompt templates **which were developed for Ministry-wide use and made available for use across the organisation.**

Response

I have decided to partially grant your request.

The Ministry's total financial expenditure on Microsoft 365 Copilot licensing and Adobe AI Assistant premium features from 1 July 2024 to date is \$52,951.88.

A copy of the most recent Microsoft 365 Copilot adoption and usage dashboard is attached to this document as **Appendix A**. It shows staff engagement, activity trends, and prompt activity as of 16 July 2026.

There are no standardised system prompts, custom instructions, or pre-configured prompt templates created centrally by the Ministry, that were developed for Ministry-wide use and made available for use across the organisation. Therefore, I am refusing this part of your request under section 18(e) of the OIA, as the information does not exist.

Right of review

If you wish to discuss this decision with us, please contact hello@regulation.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that we may publish this response (with your details removed) on the Ministry for Regulation website.

Ngā mihi



Aisling Risdon

Head of Ministerial and Strategic Services
Ministry for Regulation



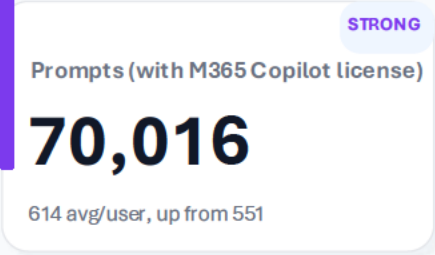
The AI Adoption Score is the headline measure in the Microsoft 365 AI Adoption dashboard. It is intended to show the extent to which licensed users are making Microsoft 365 Copilot part of their regular work patterns. Rather than measuring one-off experimentation, the score focuses on repeated use over time, which makes it a useful indicator of whether Copilot is becoming a sustained workplace habit. Microsoft calculates the score by reviewing Copilot activity by licensed users over the previous 28 days. A score of 100 means that all licensed Microsoft 365 Copilot users have used Copilot features for an average of at least three days per week, or 12 days in the previous 28-day period. An adoption score of 70/100 indicates that the Ministry is showing a moderate to strong level of Copilot adoption. This suggests that users are engaging with Copilot on a reasonably regular basis, averaging just over two days of use per week against Microsoft’s benchmark of three days per week for a full score.



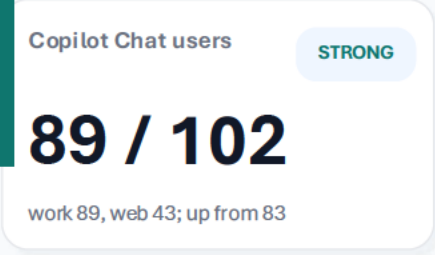
The peer benchmark of 6.8/100 provides a comparison point against similar organisations or Microsoft 365 tenants included in Microsoft’s benchmarking dataset. Because a full score of 100 represents an average of three days of Copilot use per week, a benchmark of 6.8 equates to approximately 0.2 days of use per week, or around 0.8 days of use across the 28-day reporting period. This indicates that peer organisations are, on average, at a very early stage of regular Copilot usage, with limited use across their licensed user base. When compared with the Ministry’s adoption score of 70/100, this suggests that the Ministry is performing significantly above the peer benchmark and has achieved a stronger level of regular Copilot engagement than many comparable organisations.



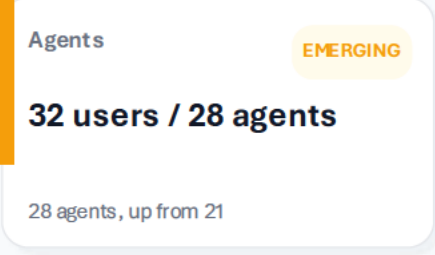
This measures how many of the assigned Microsoft 365 Copilot licences are actually being used, comparing active licensed users against the total number of licences the Ministry holds. It shows whether the investment in Copilot licensing is being put to work. With 114 of 116 licensed users active during the 180-day reporting period (98.3%, up from 97.4%), utilisation is very high - almost every assigned licence is in use.



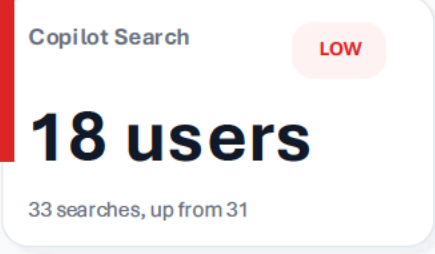
This counts the total prompts that licensed users submitted to Copilot across Microsoft 365 apps during the period. It is a broad measure of activity and engagement: the more prompts, the more people are turning to Copilot to help with their work. At 70,016 prompts - around 614 per user, up from 551 - volume is strong and growing, showing users are increasingly relying on Copilot for everyday tasks.



This figure comes from the Microsoft 365 Copilot Chat usage/adoption report, not the paid M365 Copilot licence dashboard. During the selected reporting period, 102 users were enabled for Microsoft 365 Copilot Chat, and 89 of those users actively used Copilot Chat at least once. It shows that, during the selected reporting period, 89 of 102 enabled users actively used Copilot Chat. All 89 active users used work-grounded chat, while 43 of them also used web-grounded chat. The work and web figures overlap, so they should be interpreted as usage channels rather than separate user groups.



This tracks the use of Copilot agents - custom or prebuilt assistants configured for specific tasks - showing how many users are working with them and how many agents are in use. Agents are a more advanced, tailored form of Copilot use. With 32 users across 28 agents (up from 21), this is an emerging area: adoption is early but growing, and is largely driven by user-created agents.



Copilot Search lets users find information across Microsoft 365 content using natural-language queries, and this measure shows how many people are using it to retrieve knowledge and documents. With 18 users and 33 searches (up from 31), usage remains low - Search is the least adopted capability so far and represents a clear opportunity for further awareness and enablement.