



# A day in the life: IT administrator



Empowering IT administrators with Microsoft 365 Copilot can lead to a more agile, efficient, and secure IT environment, ultimately driving business success.



Jamie is an IT Administrator at a global technology provider. She uses Copilot throughout her day to improve her productivity and make more informed decisions while executing tasks that meet her key performance indicators for ticket resolution time.

7:30 AM

## Prioritizing emails and chats

**Task:** Jamie starts her day by addressing any outstanding urgent issues.



"Summarize any incidents reported last night from my email and chat messages. Prioritize items flagged as critical issues."

8:00 AM

## Daily standup preparation

**Task:** Jamie wants to be an active member in her team meeting. She reviews previous communications to look for talking points she can raise.



"Tell me if there are any unanswered questions from our Teams channels. Suggest key discussion points for the standup."

9:00 AM

## Updating project plans

**Task:** To revise and finalize documentation, Jamie turns to Copilot and asks it to draft content to add to her plans.



"Create a paragraph on system setting changes using content from the [system upgrade documentation]."

1:30 PM

## Preparing a presentation

**Task:** After receiving feedback from her boss, Jamie needs to create an extra page and finalize her presentation materials for a meeting.



"Summarize the key points from [product webpage] and turn them into a slide for my presentation."

3:00 PM

## Recapping missed meetings

**Task:** Jamie had two meetings scheduled at the same time, so she catches up on the meeting she was unable to attend to stay up-to-date.



"Summarize the key points and action items from the 2:00 meeting I missed today."

3:00 PM

## Researching business laptops

**Task:** In preparation for the next day, Jamie conducts research for an upcoming device upgrade.



"What are the most popular laptops for enterprise organizations this year? Summarize features and pricing for top models."

Node4 provides expertise and support throughout your AI transformation to ensure a smooth and successful implementation of Copilot. With our expertise, you can navigate the complexities of deploying Copilot more effectively for your IT team and empower your IT administrators to drive business success.

Discover how Microsoft 365 Copilot  
can transform your day