



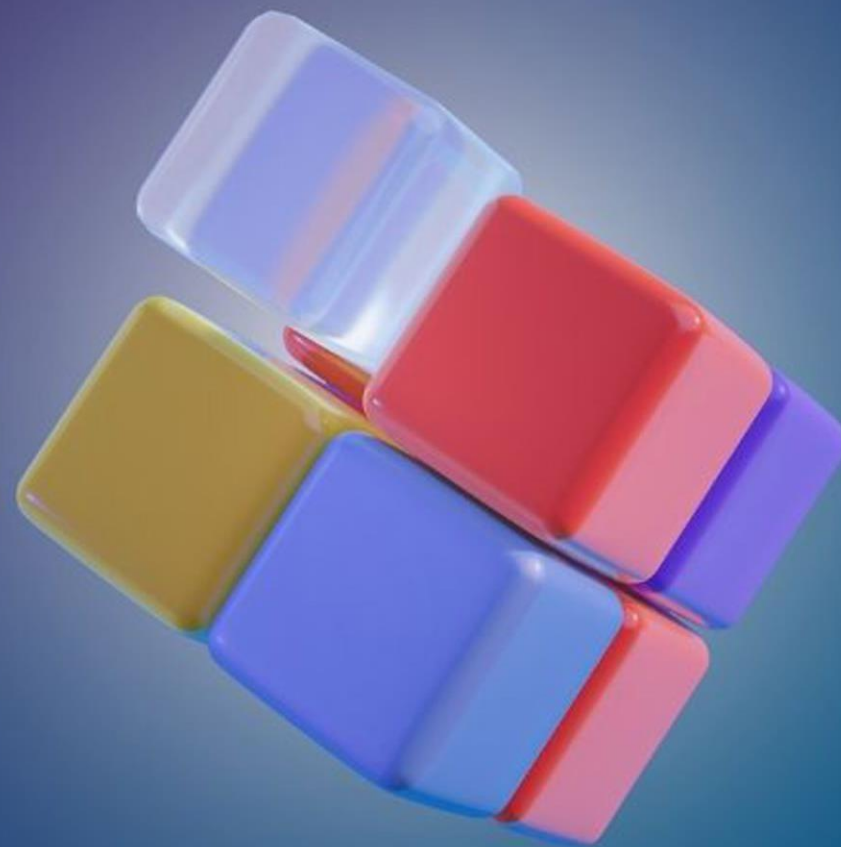
UHR Conference 2025

Online 13 - 15 May

#UHR25

#UHRawards25

#workwithUHR



Chatbot to Copilot: the AI journey so far at UoN

Dr Vincent Bryce FCIPD



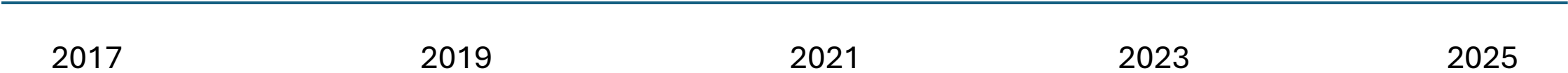
My perspective

- 20 years in HR, systems, and continuous improvement background
- Royal Navy, JPMorganChase, local authorities, housing, Higher Education
- Qualified project/programme manager and coach
- PhD from UoN Horizon CDT – information systems
- Research interests – Responsible innovation in HRIS, Business case for responsible innovation, Future of work



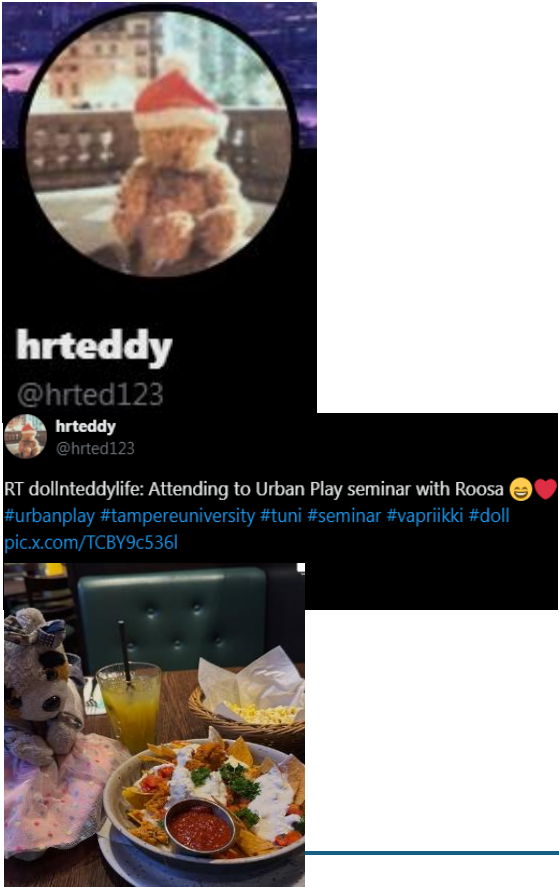


Timeline



Timeline

HR Ted



2017

2019

2021

2023

2025

Timeline

HR Ted



Elma



hrteddy

@hrted123



hrteddy

@hrted123

RT dollnteddylife: Attending to Urban Play seminar with Roosa 🥰❤️
#urbanplay #tampereuniversity #tuni #seminar #vapriikki #doll
pic.x.com/TCBY9c536l



2017

2019

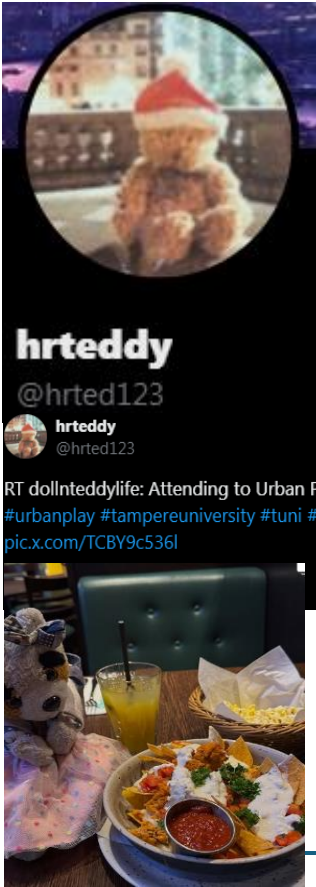
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2023

2025

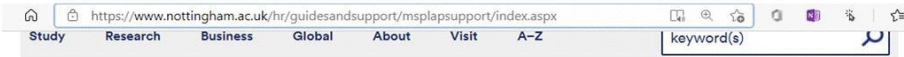
Timeline

HR Ted



2017

Vira



Elma

Maternity, SPL, adoption and parental support



See also our advice for managers - HR processes during COVID-19 pandemic

This section provides you with an overview of the key policies, support and benefits that you may be interested in as a parent, or expectant parent, working at the University. This includes maternity, parental support and adoption leave.

Additionally, we recognise the importance of staff achieving balance between work and home life.

This is supported by a range of policies and options covering:

- Flexible Working Arrangements Policy
- Special Leave for Unplanned and Urgent, Domestic, Personal and Family Reasons
- Long-term Carers Leave
- Job Share Policy
- Career Break Policy

Our HR team is here to support you and can provide specific advice and guidance.

Email: Hr@nottingham.ac.uk



2019

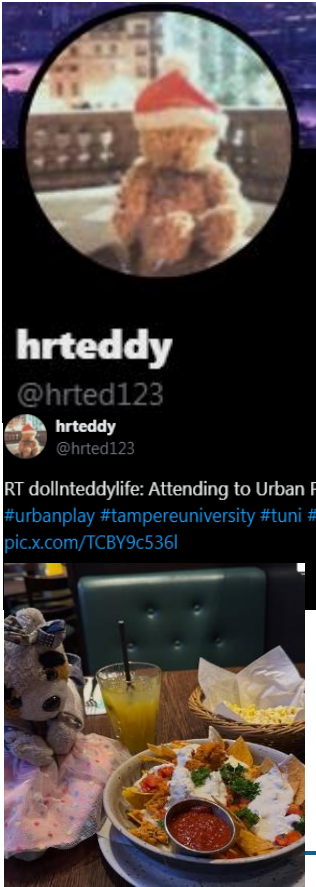
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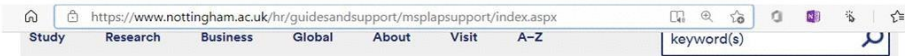
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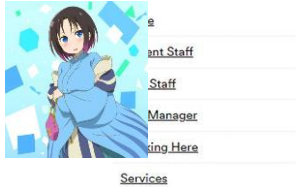


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HR Data
Strategy v1

2019

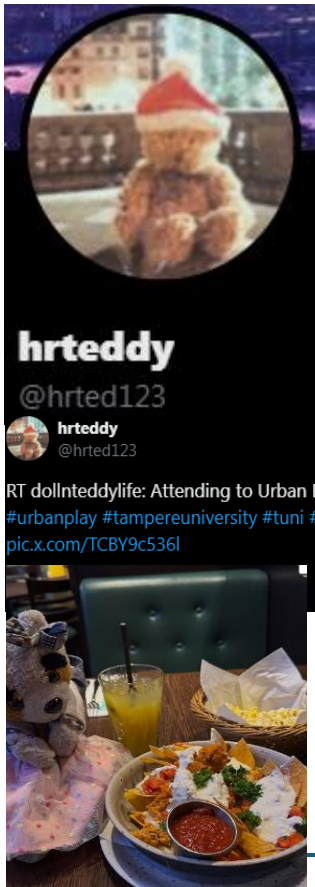
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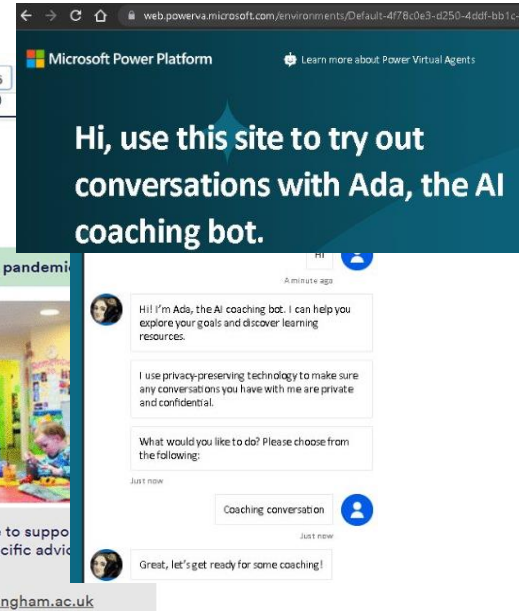
Elma



HR Data
Strategy v1

2019

Ada



HR Data
Strategy v2

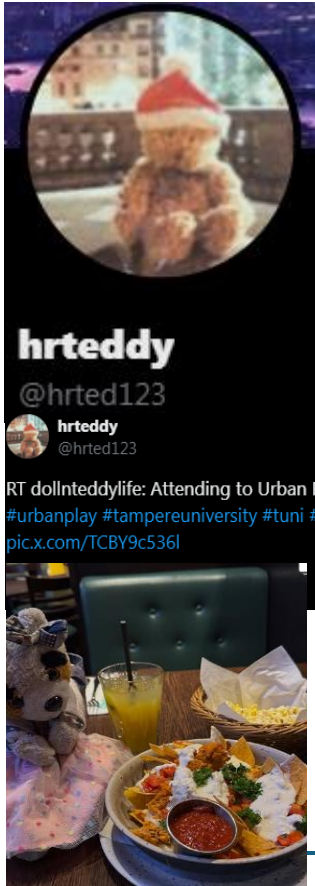
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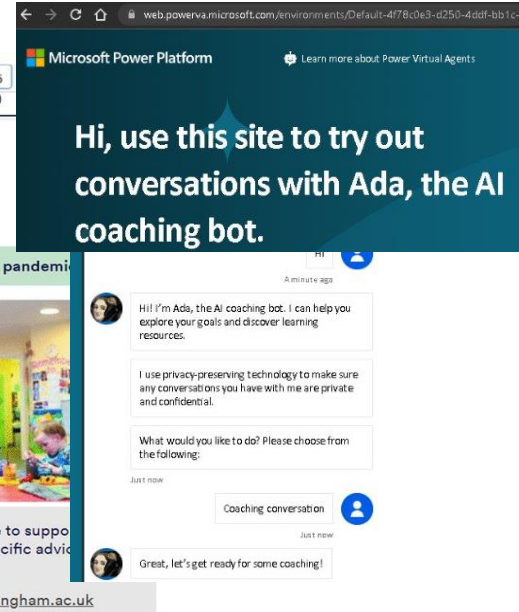


Vira

Elma



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HR Data
Strategy v1

HR Data
Strategy v2

2017

2019

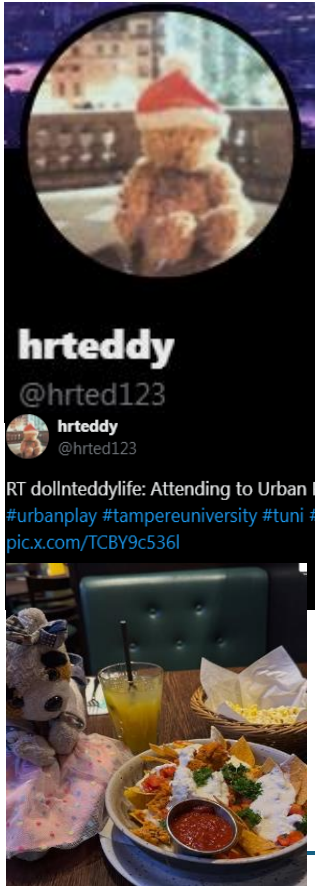
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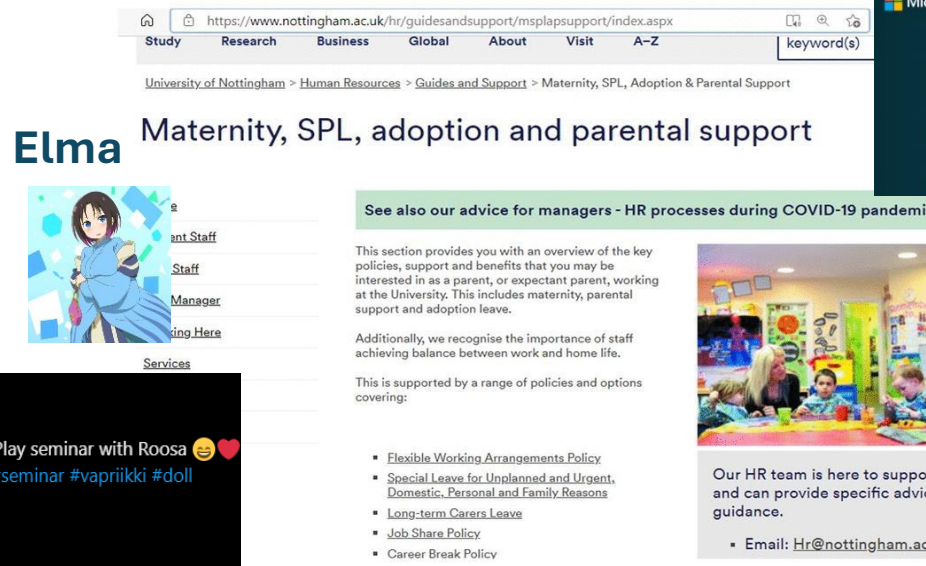
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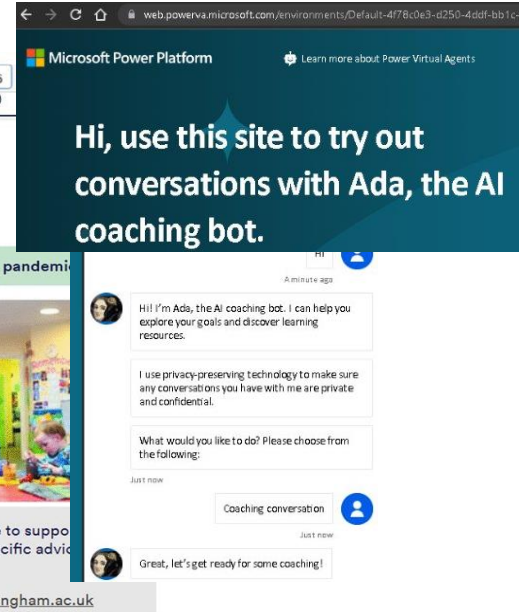
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HR Data
Strategy v2

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"I in AI"
course

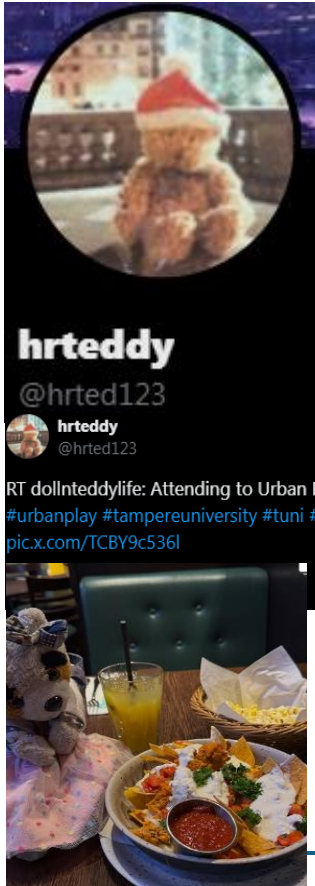


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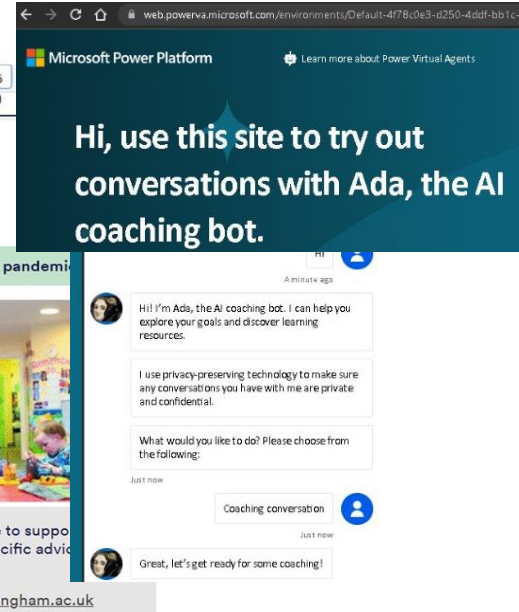


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AI ambition statement

"I in AI" course



HR Data
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HR Data
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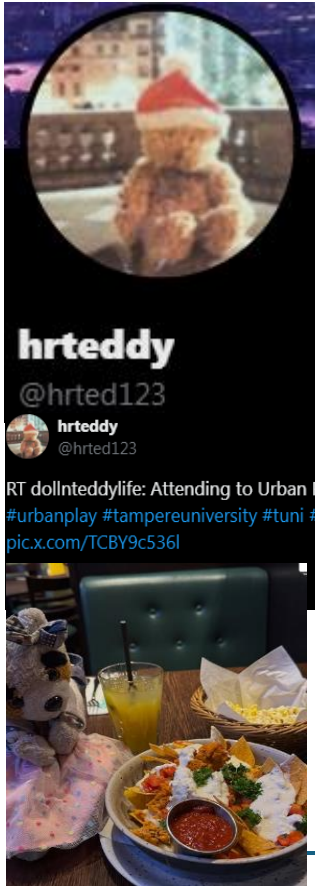
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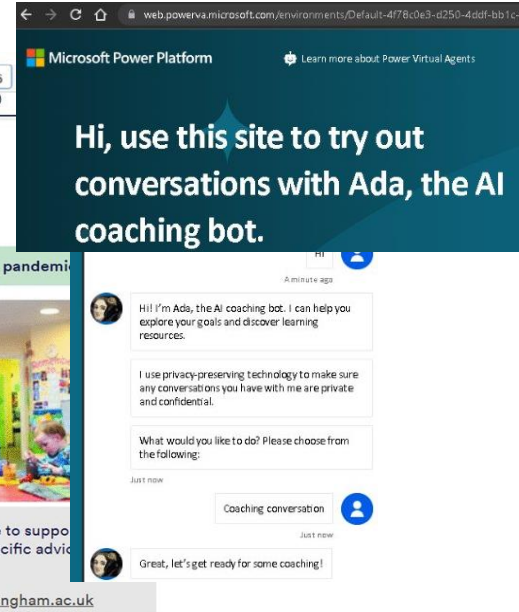


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AI ambition statement

"I in AI" course



Microsoft 365
Copilot



ORACLE
Digital Assistant

HR Data
Strategy v1

HR Data
Strategy v2

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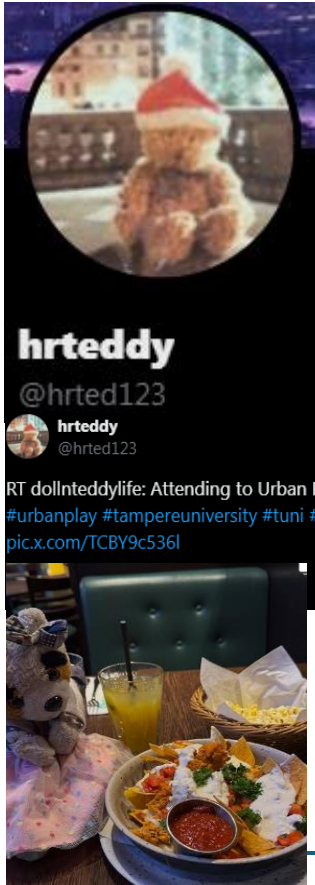
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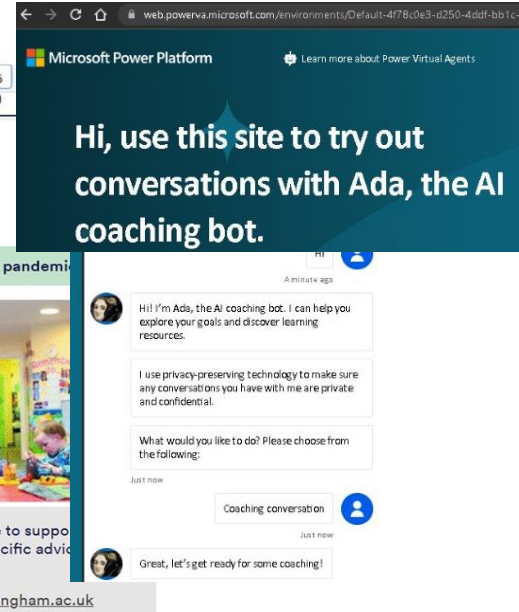


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Strategy v3

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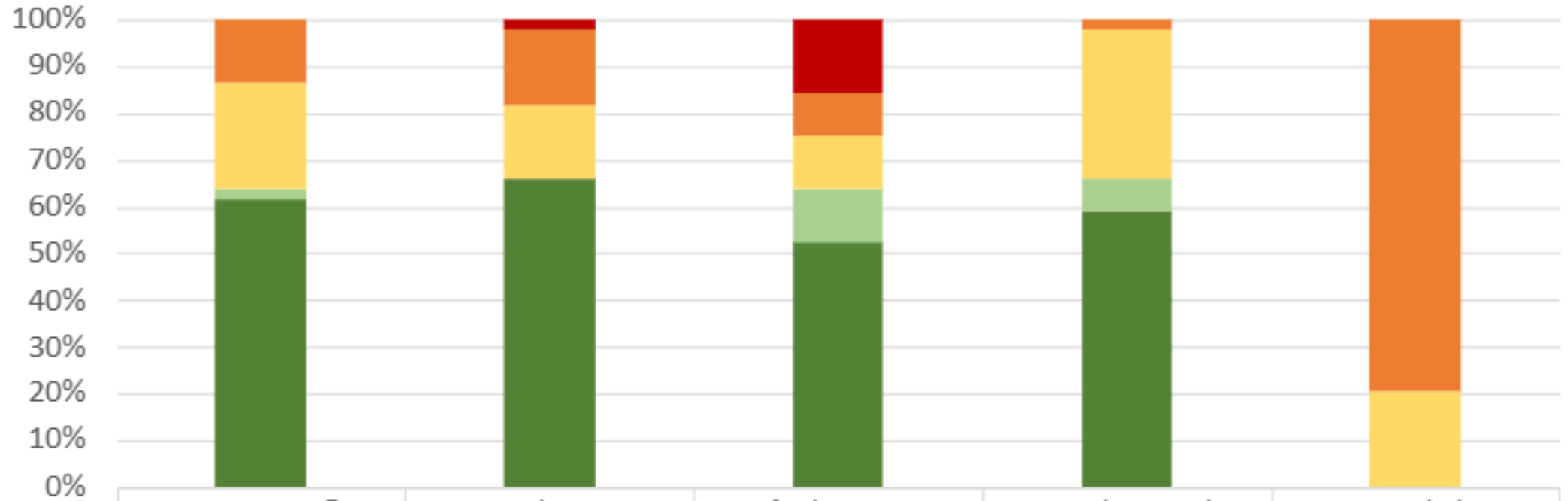
2025

Learning from Vira

- Easy to create, hard to get right
- Structuring documents for AI use
- Explainability – link to source
- Anonymise or personalise
- Selection of suitable topics
- Importance of knowledge management strategy
- Responsible development



Count of test question id



■ epic fail		1	7		
■ failure	6	7	4	1	35
■ Partial success	10	7	5	14	9
■ Success (2nd attempt)	1		5	3	
■ Success (1st attempt)	27	29	23	26	



<p>Performance on queries</p> <ol style="list-style-type: none"> 1. How many queries 2. What % of queries were successfully answered? (Azure portal or feedback survey) 3. Do unanswered queries indicate the need to adjust the Q&A in the bot's knowledge base, or a wider need for additional HR policy guidance? (i.e. is the bot not connecting to the right answer, or is it because HR guidance does not cover the question it cannot answer) 	<p>Improving the Knowledge base</p> <ol style="list-style-type: none"> 1. Do we need to update the bot's knowledge due to policy or guidance changes? e.g. changes to policy or associated web pages. Option to use QNA 'Refresh content' feature. 2. Review Active Learning Suggestions and approve or reject 3. Review analytics & chat transcripts (Azure portal) – any other questions/categories we need to add or changes we want to make to existing knowledge base?
<p>Availability & cost</p> <ol style="list-style-type: none"> 1. Check uptime/downtime & any failures (Azure portal) 2. Check budget against planned spend & usage patterns (Azure portal, agreed budget within HR) 3. Any issues to raise with IT (e.g. performance upgrades or budget adjustments. If not performing or being used, consider deactivation) 	<div data-bbox="845 578 1684 868"> <p>Bot mission statement – What outcomes do we want the bot to achieve</p> <p><i>Example: To increase the number of basic HR family friendly queries that can be answered without referral to reduce pressure on front line HR teams.</i></p> </div> <p>Wider feedback</p> <ol style="list-style-type: none"> 1. Review wider feedback e.g. compliments, comments, complaints, survey 2. Any wider HR or companywide developments that have implications for the bot? e.g. new initiatives we might want the bot to be able to answer about or new 'skills' we want it to have 3. Do we need to put anything else in place to evaluate how the bot is doing





Microsoft 365 Copilot

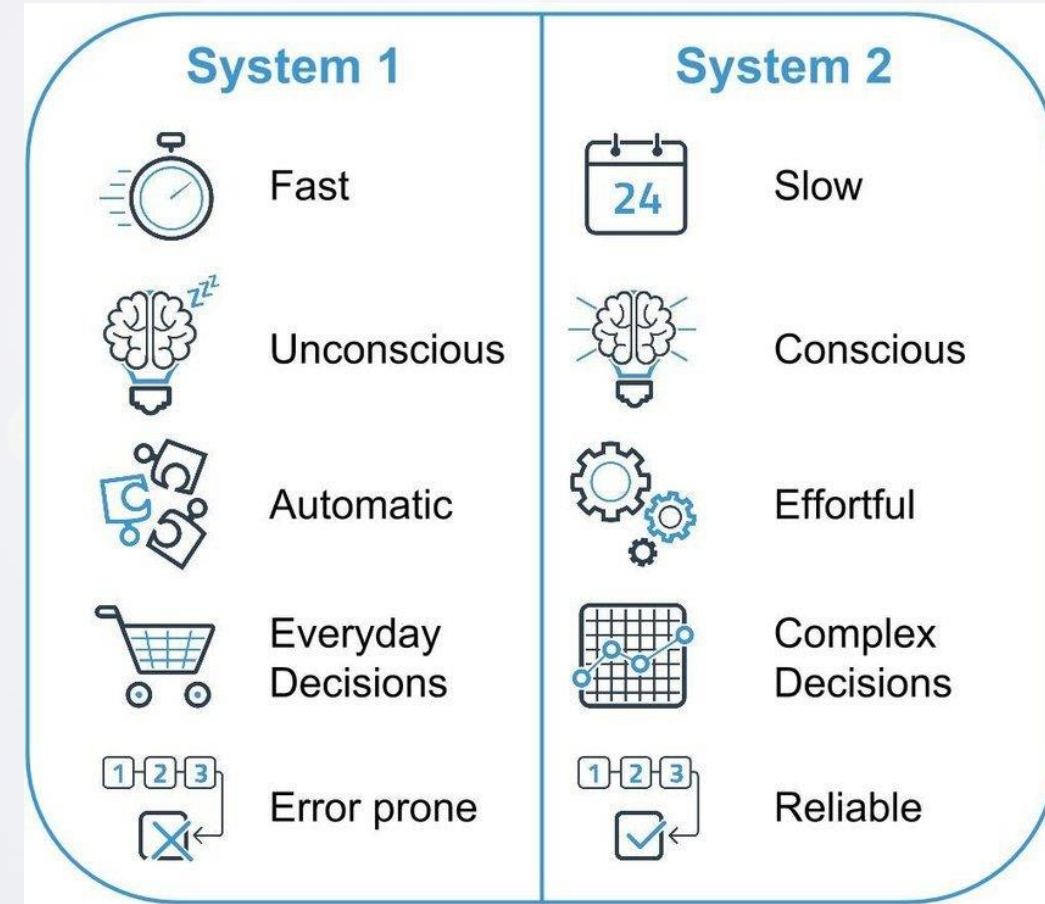


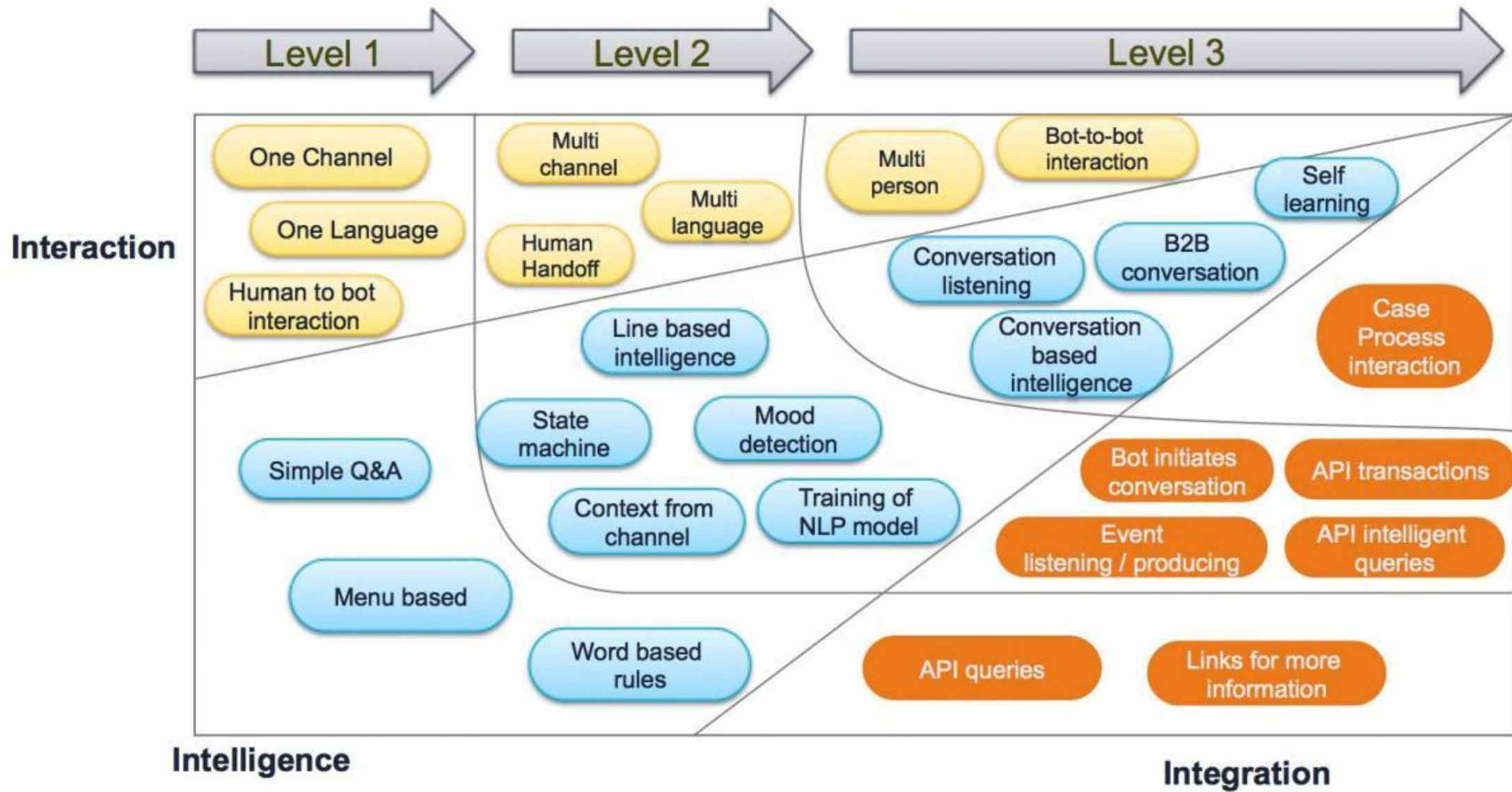


Microsoft 365
Copilot

Initial impressions from CoPilot²

- Different flavours of CoPilot
- Product is still developing
- Potentially transformative
 - Managing high email volumes
 - Managing high meeting volume
 - Data tasks
 - Agents
- Reliance on organised SharePoint environment
- Importance of training & AI literacy
- Importance of creative thinking
- Naïve assistant metaphor
- Potential of Agents





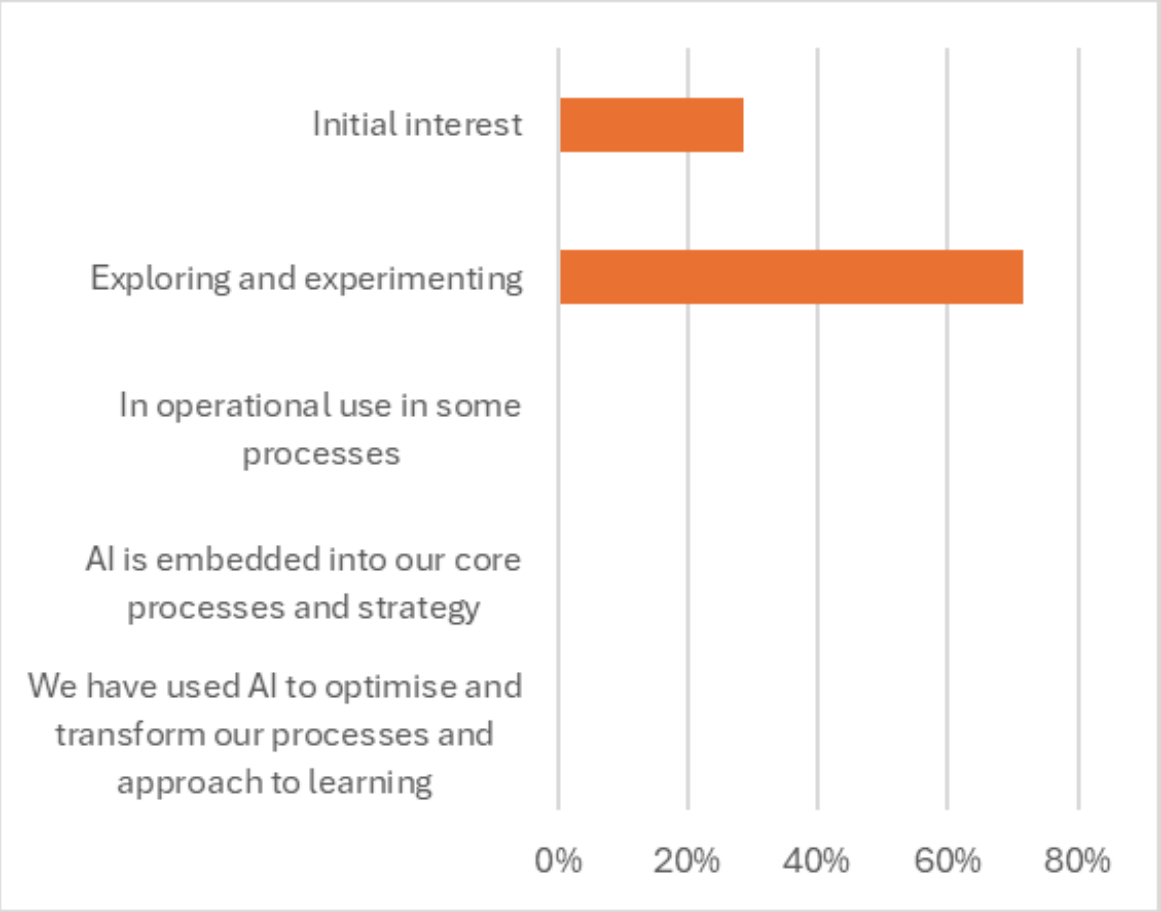
CapGemini – Bot maturity model (2017)

Pilot study – HE HR AI adoption

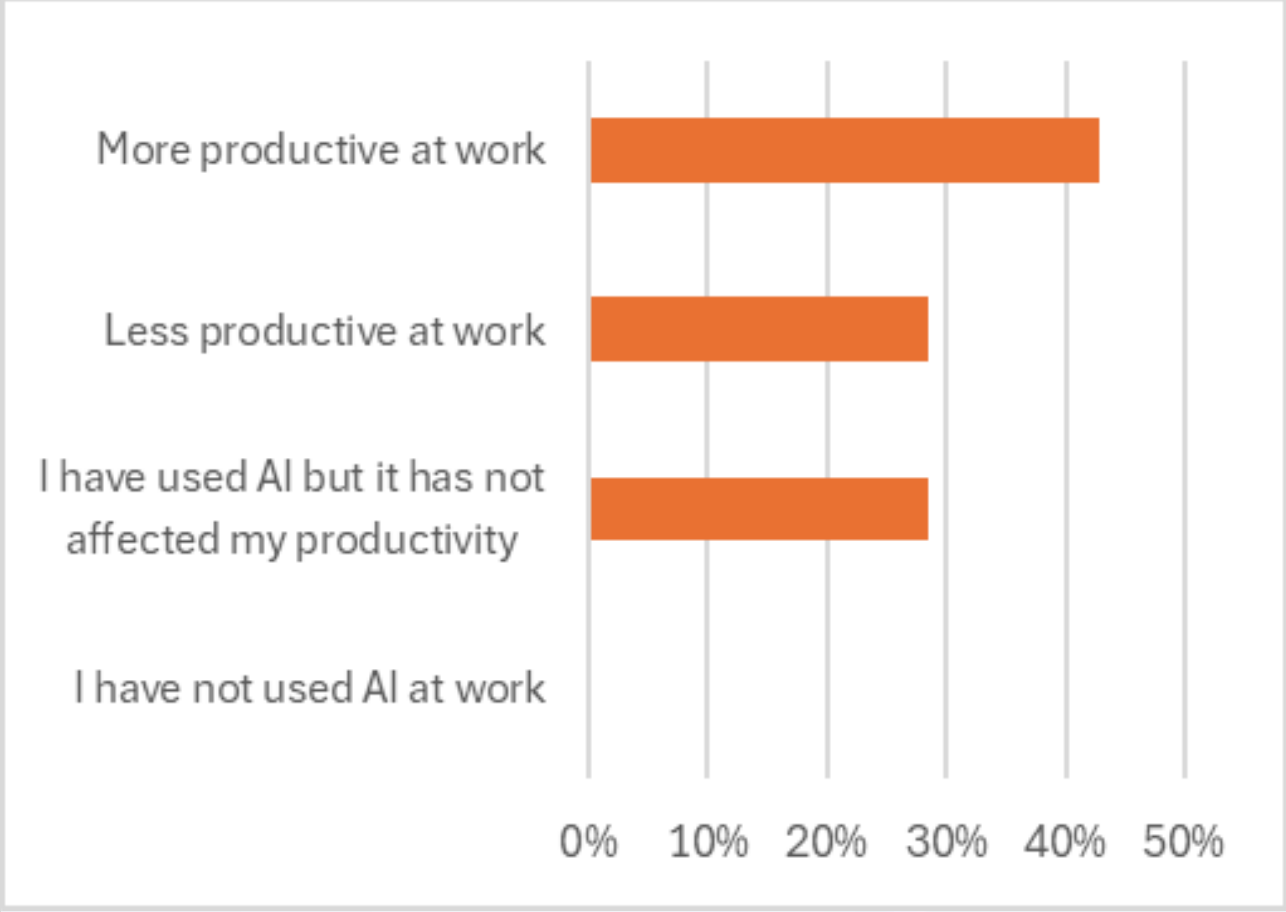
- HR department Business school collaboration, MSc student project
- Survey of HE HR practitioners June 2024, range of seniorities.
- 50% Russell Group, 43% post-92, 7% other.
- Small sample size



Which of the following best describes the current level of AI adoption within your HR department?



As a practitioner - has AI made you:



Going up through the gears

AI Maturity model for Education

Approaching and understanding

- Interested in AI
- Understanding how it has impacted or is transforming other sectors

Experimenting and exploring

- Initial AI guidance produced.
- Experimentation and pilots within existing processes and with existing AI enabled tools.
- Data culture to support AI emerging
- Responsible AI processes established

Operational

- Institutional AI principles established
- A systemic approach to staff AI skills and literacy
- Use of everyday AI institution wide.
- Task specific AI used for one or more processes across an organization eg chatbots for a specific purpose or adaptive learning systems

Embedded

- AI embedded in strategy
- Data maturity allows AI to be considered for all new systems and processes
- Mature processes to manage the lifecycle of all AI products, including procurement and continuous monitoring

Optimised /Transformed

- AI is supporting the delivery of learning that optimises opportunities and outcomes for all learners
- The right tasks are automated, freeing staff time for creativity and human interaction.

Data Maturity

[AI maturity toolkit for tertiary education - Jisc](#)



Low coding – the power is in our hands

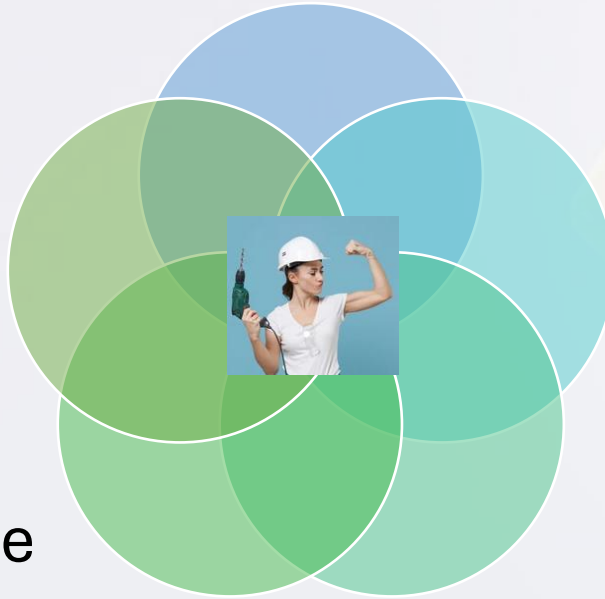
Aware of low
coding tools

Know where
to access
guidance

Access to
low coding
tools

Know how
to use low
coding tools

Find suitable
use cases



Low coding – the power is in our hands

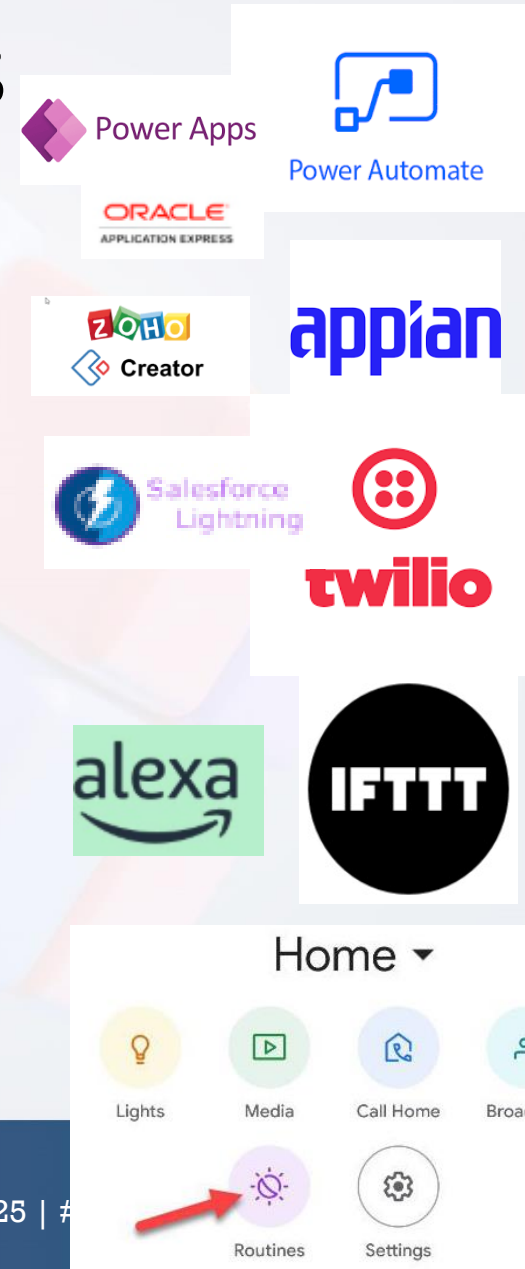
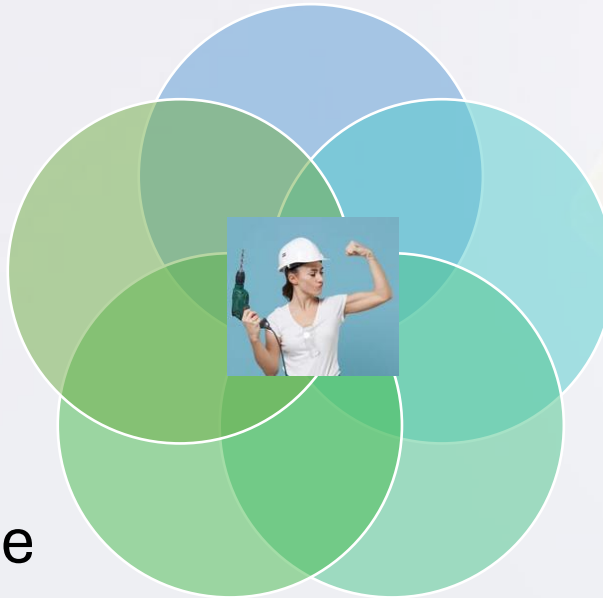
Aware of low coding tools

Know where to access guidance

Find suitable use cases

Access to low coding tools

Know how to use low coding tools



Using power tools safely

1. Be clear on what problem you are trying to solve with technology
2. Ensure the right people are involved in key aspects of decision-making
3. Consider how the technology will impact jobs and the way things are done
4. Consult with employees to identify unforeseen risks and gain buy-in
5. Prioritise usability and user experience in the design
6. Plan and monitor for equality, diversity and inclusion
7. Scrutinise products before procurement to understand how technical functions work and what ongoing management is available
8. Ensure data security and other compliance practices consider people principles
9. Communicate how technology is used to employees
10. Embed good people management practices to facilitate an open and responsible culture

CIPD: [Using technology responsibly: Guidance for people professionals](#)



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Safe experimentation:

- Safe to fail experiments
- Engage early
- Clear decision points ('stage gates')
- 'Sandbox'
- Caution before use with sensitive or personal data
- Always check the output before use

CIPD: [Using technology responsibly: Guidance for people professionals](#)



Takeaways

- Be curious
- Have a go!
- Reevaluate your relationship with IT
- Develop with care



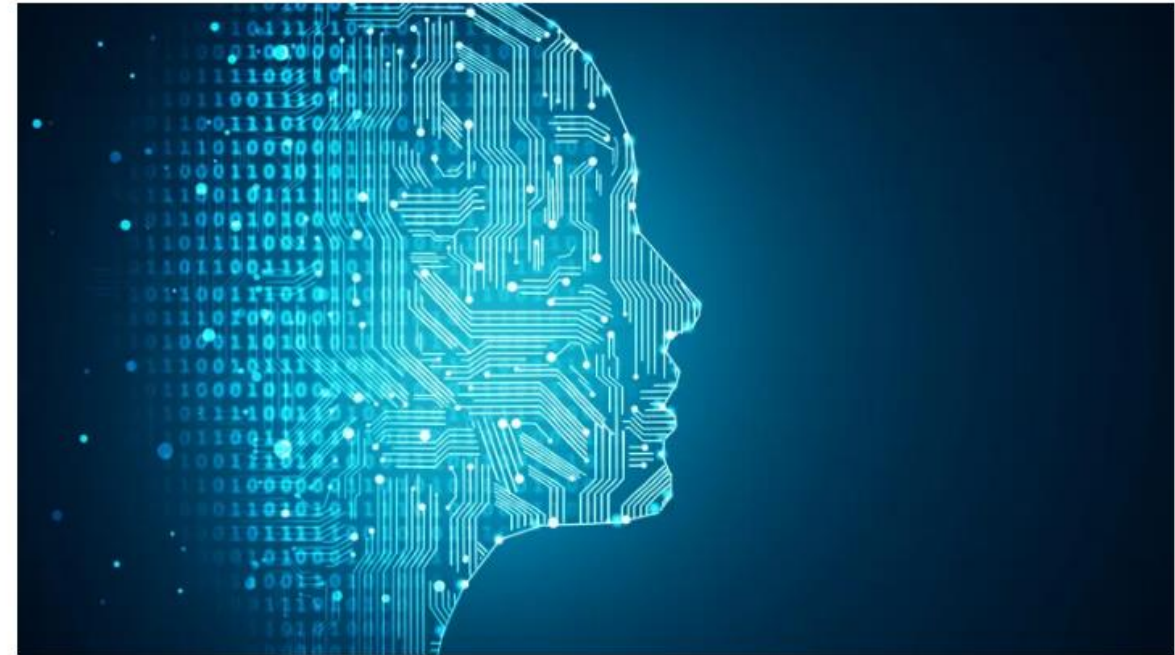
"How are we all engaging with AI...as departments? And as practitioners?"

Millicent Machell

31 January 2025 · News

AI

HR teams among biggest AI champions at work, research finds



HR professionals said AI saves them, on average, around three hours a week



Two thirds (68%) of HR professionals use AI at work, making them the second most likely to do so among 12 other industries and professions, according to research published yesterday (30 January).

Researchers for the software company The Access Group found that technology professionals are leading the way at 74%, followed by HR. Professionals working in the not-for-profit sector, and health and social care, ranked lowest with 29% and 30% respectively.

Thank you for listening!

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- cipd.org.uk/knowledge/guides/responsible-technology-use
- cipd.org.uk/topics/artificial-intelligence-workplace
- tuc.org.uk/artificial-intelligence-ai
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