Ai Empowered Communities of Practice

The Potential Benefits for the NHS Digital Workforce Strategy Through Adoption of Microsoft 365 Viva Communities and Copilot AI

Executive Summary

With the UK Government reporting on their adoption progress of Microsoft 365, another major sector to explore is the potential for the NHS. It's a scenario that emphasizes just how powerful this technology can be, as they face challenges of both complexity and scale that AI and collaboration can help address.

Health care work is extremely demanding and deals with vast, very sophisticated bodies of knowledge. The need for highly skilled employees is a steep challenge.

In this guide we explore the potential for Copilot Ai and Viva Communications and Communities to offer a platform to help meet these challenges.

NHS Digital

Microsoft 365 Viva can be a transformative tool for implementing a digital workforce strategy for the NHS in the UK, aligning with the NHS Long Term Workforce Plan's focus on leveraging digital technologies to enhance workforce efficiency, engagement, and patient care.

Below is a detailed description of how Viva's modules—Connections, Insights, Learning, Topics, Engage, Goals, Pulse, Glint, and Amplify—can be strategically applied to address NHS-specific needs, such as staff retention, upskilling, collaboration, and well-being, while integrating with existing NHS Microsoft 365 deployments.

1. Enhancing Workforce Connection and Engagement (Viva Connections and Viva Engage)

Context: The NHS workforce, comprising around 1.4 million staff across diverse roles and locations, faces challenges in maintaining connectivity, especially in hybrid and remote settings. Nearly 60% of workers reported feeling less connected to their teams since the shift to remote work, a concern amplified in the NHS due to its distributed nature.

Implementation:

- **Viva Connections**: This module provides a personalized, centralized hub within Microsoft Teams, already widely used in the NHS for collaboration. NHS organizations can deploy Viva Connections to deliver tailored dashboards for staff, offering quick access to critical resources like clinical guidelines, trust policies, and patient safety protocols. For example, frontline workers, such as nurses and paramedics, can access shift schedules, trust news, and role-specific tools directly in Teams, reducing administrative burden and fostering a sense of inclusion across trusts, CCGs, and health informatics services.
- **Viva Engage**: This module supports community building and internal communication through Yammer integration. NHS trusts can create communities for cross-disciplinary collaboration, such as groups for mental health practitioners or

infection control specialists, to share best practices and innovations. Viva Engage's storytelling features can highlight staff contributions, boosting morale. For instance, a trust could run a campaign to share success stories from COVID-19 response efforts, reinforcing a unified culture.

Impact: These tools address the NHS's need for better communication and engagement, reducing isolation for remote or frontline staff and aligning with the Long Term Workforce Plan's emphasis on a connected workforce. Centralized campaign management via Viva Amplify can further streamline trust-wide communications, ensuring consistent messaging on initiatives like patient safety or digital transformation.

2. Promoting Staff Well-Being and Productivity (Viva Insights)

Context: Over 30% of NHS workers report burnout, exacerbated by high workloads and the pressures of the COVID-19 pandemic. The NHS Long Term Workforce Plan emphasizes staff well-being to improve retention and care quality.

Implementation:

- **Viva Insights**: This module offers privacy-protected, data-driven insights into work patterns, integrated into Teams. For individual NHS staff, Viva Insights can suggest scheduling focus time, taking breaks, or using virtual commute features to decompress, addressing burnout risks. For example, a nurse could receive reminders to block time for administrative tasks, reducing after-hours work.
- **Managerial Insights**: Managers can access aggregated, anonymized data to identify team-level risks, such as excessive meeting loads or overtime. For instance, a ward manager could use Viva Insights to detect if their team is at risk of burnout and implement recommendations like reducing non-essential meetings. Integration with Headspace for mindfulness exercises can further support mental health.
- **Organizational Insights**: Trust leaders can use Viva Insights to monitor workforce trends, such as after-hours work across departments, informing strategies to optimize workloads and improve retention.

Impact: By prioritizing well-being, Viva Insights supports the NHS's goal of retaining staff and reducing burnout, directly contributing to a sustainable workforce. Its privacy safeguards ensure compliance with NHS data protection standards, critical for maintaining trust.

3. Upskilling and Continuous Learning (Viva Learning)

Context: The NHS Long Term Workforce Plan highlights the need for upskilling staff to adopt digital innovations like AI and to meet evolving healthcare demands. The Topol Review (2019) underscores the importance of digital skills for clinical and administrative staff.

Implementation:

- **Viva Learning**: Integrated into Teams, Viva Learning centralizes access to training content from NHS libraries, Microsoft Learn, LinkedIn Learning, and third-party providers like Cornerstone or SAP SuccessFactors. NHS organizations can curate role-specific learning paths, such as digital literacy for administrative staff or AI-driven diagnostics for clinicians. For example, a GP could access courses on using electronic health records (EHRs) efficiently, while a pharmacist could explore AI applications in medication management.
- **Integration with NHS Systems**: Viva Learning can integrate with existing NHS Learning Management Systems (LMS), ensuring compliance with mandatory training requirements. Staff can track progress via the "My Learning" tab, which offers personalized recommendations based on their roles and interests.
- **Topol Programme Support**: Viva Learning can support the Topol Digital Fellowships by providing a platform for clinicians to develop specialist digital skills, such as leading EHR implementations or telehealth projects, aligning with the NHS's digital transformation goals.

Impact: Viva Learning fosters a culture of continuous learning, addressing the NHS's need to upskill its workforce in digital, data, and technology skills, as outlined in the Long Term

Workforce Plan. It enhances staff retention by offering development opportunities, with over 90% of workers indicating they stay longer at organizations investing in their growth.

4. Knowledge Management and Expertise Sharing (Viva Topics)

Context: The NHS handles vast amounts of clinical and administrative knowledge, often siloed across trusts. Efficient knowledge sharing is critical for improving care delivery and operational efficiency.

Implementation:

- **Viva Topics**: This AI-powered module automatically organizes and surfaces relevant content within Teams, creating a "knowledge hub" akin to an internal Wikipedia. For example, a clinician researching best practices for diabetes management could access curated guidelines, research papers, and expert contacts without leaving Teams.
- **Cross-Trust Knowledge Sharing**: NHS trusts can use Viva Topics to connect expertise across regions, such as linking cardiologists in different trusts to share insights on rare conditions. AI-driven topic pages allow experts to refine content, ensuring accuracy and relevance.
- **Integration with SharePoint**: By leveraging existing SharePoint intranets, Viva Topics can organize NHS policies, clinical protocols, and training materials, reducing time spent searching for information.

Impact: Viva Topics enhances productivity by streamlining access to critical information, supporting the NHS's goal of leveraging data and technology to improve care delivery. It also fosters collaboration across the NHS's complex organizational structure.

5. Aligning Workforce Goals with NHS Strategy (Viva Goals and Viva Pulse)

Context: The NHS Long Term Workforce Plan emphasizes aligning workforce efforts with strategic objectives, such as improving patient outcomes through digital innovation. Clear goal-setting and feedback mechanisms are essential.

Implementation:

- **Viva Goals**: This module uses the OKR (Objectives and Key Results) framework to align individual, team, and trust goals with NHS priorities. For example, a trust could set an objective to reduce patient wait times by 10%, with key results tracked via Viva Goals, ensuring all staff understand their role in achieving this.
- **Viva Pulse**: Regular feedback surveys can gauge staff sentiment on digital initiatives, such as EHR adoption, allowing trusts to adjust strategies based on real-time insights. For instance, a trust could use Pulse to assess barriers to adopting a new telehealth platform and address them promptly.
- **Leadership Alignment**: Trust leaders can use Viva Goals to communicate strategic priorities, such as increasing AI adoption in diagnostics, ensuring alignment across departments.

Impact: These tools ensure that NHS staff are aligned with organizational goals, enhancing accountability and supporting the Long Term Workforce Plan's focus on data-driven healthcare transformation.

6. Driving Engagement and Performance Insights (Viva Glint and Viva Amplify)

Context: The NHS needs to monitor engagement to retain its workforce and improve performance, especially amid high turnover risks. The Long Term Workforce Plan calls for data-driven workforce planning.

Implementation:

- **Viva Glint**: This module enables organization-wide surveys to measure engagement and identify areas for improvement. For example, an NHS trust could use Glint to assess staff satisfaction with digital tools, providing actionable recommendations to enhance adoption.
- **Viva Amplify**: Centralized campaign management allows trusts to communicate digital transformation initiatives, such as cybersecurity training or AI adoption, with

targeted messaging. Analytics track engagement, ensuring messages reach frontline staff effectively.

Impact: These tools provide NHS leaders with insights to improve engagement and performance, supporting retention and aligning with workforce planning goals.

7. Integration with NHS Microsoft 365 Ecosystem (N365 Agreement)

Context: The NHS's N365 agreement, effective from June 2020, provides discounted access to Microsoft 365, including Teams, for up to 1.2 million staff. This infrastructure makes Viva a natural fit for NHS digital strategies.

Implementation:

- **Seamless Deployment**: Viva's integration with Teams and SharePoint leverages existing NHS Microsoft 365 tenancies, reducing implementation costs. Trusts can opt for the shared tenancy model for centralized management or maintain their own tenancy for greater control.
- **Cybersecurity and Compliance**: Viva's trusted cloud security ensures compliance with NHS data protection standards, critical for handling sensitive patient and staff data. Advanced Threat Protection included in N365 enhances security.
- **Support and Training**: NHS Digital's 24-hour helpdesk and comprehensive support program can facilitate Viva adoption, with change management workshops (e.g., via partners like 365Tribe or Advania) ensuring staff are trained effectively.

Impact: Leveraging the N365 agreement minimizes costs and maximizes the use of existing infrastructure, aligning with the NHS's goal of cost-effective digital transformation.

8. Challenges and Mitigation Strategies

Challenges:

- **Adoption Barriers**: Viva's rapid integration into Teams may face resistance without proper change management, as it lacks the pre-rollout cultural investment seen with SharePoint.
- **Training Needs**: New team administrators may require upskilling to use Viva's analytics effectively, especially for well-being insights.
- **Digital Divide**: Frontline workers with limited access to technology may struggle to engage with Viva.

Mitigation:

- **Championing and Training**: Appoint Viva champions within trusts and run targeted training programs, similar to successful SharePoint campaigns, to drive adoption.
- **Accessibility**: Ensure mobile access to Viva via Teams apps, supporting frontline workers with limited desktop access.
- **Change Management**: Partner with Microsoft Viva consultants (e.g., Intelogy or Core) to deliver workshops and adoption accelerators, tailoring strategies to NHS needs.

9. Alignment with NHS Long Term Workforce Plan

The NHS Long Term Workforce Plan emphasizes digital transformation, upskilling, and workforce retention. Viva supports these goals by:

- **Digital Upskilling**: Providing learning resources to build AI and digital competencies.
- **Data-Driven Planning**: Offering workforce analytics to inform capacity and capability strategies.
- **Staff Retention**: Enhancing engagement and well-being to reduce turnover.
- **Patient Care**: Freeing up staff time through efficient collaboration and knowledge sharing, improving care delivery.

Conclusion

Microsoft 365 Viva can transform the NHS's digital workforce strategy by fostering connectivity, well-being, upskilling, and knowledge sharing, all integrated within the familiar Teams environment. By leveraging the N365 agreement, NHS trusts can deploy Viva cost-effectively, aligning with the Long Term Workforce Plan's vision of a digitally empowered, engaged, and resilient workforce. Strategic adoption, supported by robust change management and training, will be critical to realizing Viva's full potential in addressing the NHS's unique challenges.

Communities of Practice

Communities of Practice (CoPs) are groups of individuals who share a profession or interest and collaborate to develop expertise, share knowledge, and improve skills.

For the NHS in the UK, CoPs are vital for addressing the Long Term Workforce Plan's goals of upskilling staff, fostering collaboration, and enhancing digital literacy to support AI and technology adoption.

Microsoft SharePoint and Microsoft 365 Viva, integrated within the NHS's N365 agreement, provide a robust platform for enabling CoPs focused on skills development. Below, I describe how these tools can facilitate CoPs in the NHS context, leveraging their AI capabilities (e.g., SharePoint AI Agents, Copilot) and integration with Microsoft Teams to support workforce development.

1. Overview of SharePoint and Viva for CoPs

- **SharePoint**: A content management and collaboration platform that serves as a centralized repository for documents, resources, and knowledge. SharePoint AI Agents enhance this with automated content creation, organization, and analytics, making it ideal for managing CoP resources.
- **Microsoft 365 Viva**: An employee experience platform with modules (Connections, Engage, Learning, Topics, Insights, Goals, Pulse, Glint, Amplify) integrated into Teams. It fosters engagement, learning, and knowledge sharing, critical for CoPs.
- **Integration**: Both tools leverage the NHS's N365 infrastructure, ensuring seamless access via Teams for 1.2 million staff, with robust security and compliance for sensitive data.

Together, SharePoint and Viva create a collaborative, AI-enhanced environment for CoPs, supporting skills development in areas like digital literacy, AI adoption, and clinical expertise.

2. Enabling Communities of Practice for Skills Development

a. Creating and Managing CoPs (Viva Engage and SharePoint)
- **Viva Engage**: This module facilitates community building through Yammer-like functionality within Teams, enabling NHS staff to form CoPs around specific skills,

such as AI-driven diagnostics, telehealth, or cybersecurity. For example, a CoP for mental health practitioners could share best practices for digital tools in patient care.

- **Features**: CoPs can use Viva Engage for discussions, Q&A sessions, and storytelling, fostering peer-to-peer learning. Leaders can post updates or host live events to align the community with NHS goals (e.g., digital transformation).
- **SharePoint Integration**: SharePoint sites serve as the backend for CoPs, storing resources like training materials, case studies, or clinical guidelines. SharePoint AI Agents can generate discussion prompts or summarize community contributions, keeping engagement high.
- **NHS Application**: A CoP for NHS data analysts could use Viva Engage to discuss AI analytics tools, with SharePoint hosting datasets, tutorials, and best practices, accessible via a Teams-based community hub.

Impact: Viva Engage and SharePoint provide a structured yet flexible platform for CoPs, enabling cross-trust collaboration and reducing silos, critical for the NHS's 1.4 million staff across diverse settings.

b. Curating and Sharing Knowledge (Viva Topics and SharePoint)

- **Viva Topics**: Uses AI to create a knowledge hub, automatically organizing content into topic pages (e.g., "EHR Implementation" or "Patient Safety Protocols"). This ensures CoP members can quickly access relevant resources.
  - **AI Enhancement**: SharePoint AI Agents enhance Viva Topics by tagging and summarizing documents, identifying experts based on collaboration patterns, and suggesting related content. For example, a CoP for infection control could access AI-curated guidelines on antimicrobial resistance.
  - **SharePoint Role**: Acts as the repository for CoP content, such as research papers, protocols, or training videos, with AI-driven metadata improving searchability.
- **NHS Application**: A CoP for digital health innovators could use Viva Topics to access AI-generated topic pages on telehealth, pulling from SharePoint-stored NHS policies and research, enabling rapid knowledge sharing across trusts.

Impact: Streamlines access to expertise, addressing the NHS's challenge of siloed knowledge and supporting skills development through shared resources.

c. Facilitating Skills Development (Viva Learning and SharePoint)

- **Viva Learning**: Centralizes training content from NHS libraries, Microsoft Learn, LinkedIn Learning, and third-party providers, delivering personalized learning paths

for CoP members. For instance, a CoP for clinicians adopting AI diagnostics could access courses on machine learning or EHR systems.

- **AI Enhancement**: SharePoint AI Agents generate role-specific training materials, such as guides on using the NHS App or BadgerNet, stored in SharePoint and surfaced in Viva Learning. AI-driven recommendations tailor content to CoP needs (e.g., cybersecurity training for IT staff).
- **SharePoint Role**: Hosts training content, including videos, PDFs, and interactive modules, with version control ensuring CoPs access the latest resources. AI Agents can update materials dynamically, ensuring relevance.
- **NHS Application**: A CoP for nurses could use Viva Learning to access AI-generated tutorials on digital triage tools, stored in SharePoint, supporting the Topol Review's call for digital skills.

Impact: Accelerates upskilling, critical for the NHS's goal of building a digitally proficient workforce, with 90% of staff valuing development opportunities for retention.

d. Enhancing Collaboration and Engagement (Viva Connections and SharePoint)
- **Viva Connections**: Provides a personalized Teams hub for CoP members, integrating SharePoint content like CoP dashboards, resources, or announcements. For example, a CoP for patient safety could access trust policies or incident reporting tools directly in Teams.
  - **AI Enhancement**: SharePoint AI Agents personalize dashboards by prioritizing content based on roles (e.g., paramedics see emergency protocols, managers see analytics). They can also generate CoP newsletters or updates, reducing admin effort.
  - **SharePoint Role**: Hosts CoP sites with customizable pages for resources, calendars, or discussion boards, ensuring all members have a central access point.
- **NHS Application**: A CoP for telehealth adoption could use Viva Connections to share AI-generated case studies from SharePoint, fostering collaboration between GPs and specialists across ICSs.

Impact: Enhances connectivity, addressing the NHS's need for unified communication and engagement in a distributed workforce.

e. Monitoring Progress and Feedback (Viva Goals, Pulse, Glint, and SharePoint)
- **Viva Goals and Pulse**: Align CoP activities with NHS objectives (e.g., upskilling 10% of staff in AI tools) using OKRs and gather feedback via surveys to assess skill development progress.
  - **AI Enhancement**: SharePoint AI Agents link relevant documents (e.g., training plans) to Viva Goals, providing context for objectives. They can

analyze Pulse survey responses stored in SharePoint, generating insights on CoP effectiveness or barriers to skill adoption.
  - **Viva Glint**: Measures CoP engagement, with AI Agents creating targeted survey questions to evaluate training impact or member satisfaction.
- **NHS Application**: A CoP for AI in radiology could use Viva Goals to track training completion rates, with SharePoint AI Agents summarizing feedback from Pulse surveys to refine learning strategies.

Impact: Ensures CoPs align with NHS priorities, using data-driven insights to optimize skills development and engagement.

f. Supporting Well-Being in CoPs (Viva Insights and SharePoint)
- **Viva Insights**: Monitors CoP members' work patterns, suggesting interventions like focus time to prevent burnout, critical for the NHS's 30% burnout rate.
  - **AI Enhancement**: SharePoint AI Agents analyze document usage (e.g., frequent access to overtime policies) to provide deeper well-being insights, integrating with Viva Insights to recommend resources like mindfulness guides stored in SharePoint.
- **NHS Application**: A CoP for frontline staff could use Viva Insights to identify workload stress, with AI Agents generating well-being content for the community, supporting retention.

Impact: Enhances CoP sustainability by prioritizing member well-being, aligning with NHS retention goals.

3. Integration with NHS's N365 Ecosystem

- **Seamless Access**: SharePoint and Viva integrate with Teams, widely used by NHS staff under the N365 agreement, ensuring CoPs are accessible across trusts and devices, including mobile apps for frontline workers.
- **Security and Compliance**: Both tools leverage Microsoft 365's trusted cloud, meeting NHS data protection standards for sensitive training or clinical data shared in CoPs.
- **Cost-Effectiveness**: The N365 shared tenancy model minimizes deployment costs, with SharePoint AI Agents enhancing existing SharePoint sites without requiring new infrastructure.

4. NHS-Specific Benefits for Skills Development

- **Digital Literacy**: CoPs for digital tools (e.g., EPS, BadgerNet) use Viva Learning and SharePoint AI Agents to deliver tailored training, supporting the NHS's goal of a digitally proficient workforce.
- **Cross-Trust Collaboration**: CoPs connect staff across ICSs, using Viva Engage and SharePoint to share best practices, addressing the NHS's siloed structure.
- **Retention**: Engaging CoPs with personalized, AI-enhanced content (e.g., via Viva Connections) boosts morale, supporting retention amid high turnover risks.
- **Scalability**: SharePoint's content management and Viva's integration with Teams enable CoPs to scale across 1.4 million staff, supporting national initiatives like the Topol Digital Fellowships.

5. Challenges and Mitigation

- **Adoption Barriers**: Frontline staff with limited tech access may struggle to engage with CoPs. **Mitigation**: Provide mobile-friendly CoP access via Teams apps and leverage NHS Digital's training support.
- **Content Overload**: CoPs risk information overload without curation. **Mitigation**: Use SharePoint AI Agents to prioritize and summarize content in Viva Topics and Learning.
- **Engagement Fatigue**: Staff may disengage from CoPs due to workload pressures. **Mitigation**: Use Viva Insights to monitor participation and AI-generated prompts in Viva Engage to sustain interaction.

6. Conclusion

SharePoint and Microsoft 365 Viva enable Communities of Practice in the NHS by providing a collaborative, AI-enhanced platform for skills development. Viva Engage and Connections foster community engagement, Viva Learning and SharePoint deliver tailored training, Viva Topics and SharePoint AI Agents curate knowledge, and Viva Insights and Goals ensure well-being and alignment with NHS objectives.

Integrated within the N365 ecosystem, these tools address the NHS Long Term Workforce Plan's goals of upskilling, connectivity, and retention, creating scalable, inclusive CoPs that empower staff to develop critical digital and clinical skills. Strategic change management and training will be key to maximizing their impact.

Leveraging Intranet AI

Microsoft SharePoint AI Agents, part of the Microsoft 365 ecosystem, leverage AI capabilities like those in Microsoft Copilot and SharePoint's broader content management framework to enhance content creation, organization, and automation.

When integrated with Microsoft 365 Viva, these AI agents can significantly boost the effectiveness of Viva's modules (Connections, Insights, Learning, Topics, Engage, Goals, Pulse, Glint, Amplify) for the NHS's digital workforce strategy.

This section describes how SharePoint AI Agents can enhance Viva's functionality, focusing on the NHS context, where workforce connectivity, upskilling, well-being, and knowledge management are critical, as outlined in the NHS Long Term Workforce Plan.

1. Overview of SharePoint AI Agents

SharePoint AI Agents are AI-driven tools embedded within SharePoint, powered by Microsoft Copilot and other AI services in Microsoft 365. They enable:

- **Content Generation**: Automating creation of documents, presentations, or web content using natural language prompts.
- **Content Organization**: Enhancing metadata tagging, search, and content categorization with AI-driven insights.
- **Automation**: Streamlining workflows, such as document approval or content updates, using AI-powered Power Automate integrations.
- **Personalization**: Delivering tailored content recommendations based on user roles and behavior.
- **Analytics**: Providing insights into content usage and engagement, complementing Viva's analytics capabilities.

These capabilities integrate seamlessly with Viva, as both leverage SharePoint Online and Microsoft 365's infrastructure, including the NHS's N365 agreement for cost-effective deployment.

2. Enhancing Viva Modules with SharePoint AI Agents

Viva Connections
- **Role**: Provides a personalized, Teams-integrated hub for NHS staff to access trust news, policies, and tools.
- **SharePoint AI Enhancement**:
  - **Dynamic Content Creation**: AI Agents can generate tailored news articles or announcements for NHS trusts, such as updates on patient safety protocols or digital transformation initiatives, reducing communication team workloads. For example, an AI Agent could draft a trust-wide memo on new EHR systems, customized for clinicians versus administrators.
  - **Personalized Dashboards**: AI-driven personalization can enhance Viva Connections' dashboards by prioritizing content based on staff roles (e.g., nurses see shift schedules, managers see workforce analytics). AI Agents use SharePoint's metadata to surface relevant documents or links, improving accessibility for the NHS's 1.4 million staff.
  - **Multilingual Support**: With over 15% of NHS staff from diverse backgrounds, AI Agents can translate content into multiple languages, ensuring inclusivity for non-English-speaking workers.
- **Impact**: Enhances staff connectivity and engagement by delivering timely, role-specific information, addressing the NHS's need for unified communication across distributed trusts.

Viva Insights
- **Role**: Offers data-driven insights into work patterns, well-being, and productivity, critical for addressing the NHS's 30% burnout rate.
- **SharePoint AI Enhancement**:
  - **Automated Insights Reports**: AI Agents can analyze SharePoint document usage (e.g., clinical guidelines accessed by staff) and combine this with Viva Insights data to provide deeper workforce analytics. For instance, if nurses frequently access overtime policies, AI could flag potential workload issues to managers.

- **Content-Driven Well-Being Recommendations**: AI Agents can generate well-being resources (e.g., mindfulness guides or scheduling tips) stored in SharePoint and surface them in Viva Insights, tailored to staff needs based on workload patterns.
  - **Workflow Automation**: AI Agents can automate feedback collection for well-being surveys, integrating with Power Automate to streamline data flow into Viva Insights, reducing administrative effort for trust leaders.
- **Impact**: Enhances Viva Insights' ability to provide actionable, data-driven well-being interventions, supporting NHS retention goals by addressing burnout proactively.

Viva Learning
- **Role**: Centralizes training content to upskill NHS staff in digital literacy and clinical skills, aligning with the Topol Review's focus on digital competencies.
- **SharePoint AI Enhancement**:
  - **AI-Curated Learning Paths**: AI Agents can analyze NHS training materials in SharePoint (e.g., clinical protocols or IT guides) and recommend personalized learning paths in Viva Learning. For example, a GP could receive AI-generated courses on AI diagnostics, pulling from NHS libraries and Microsoft Learn.
  - **Content Creation for Training**: AI Agents can generate training materials, such as interactive guides on using NHS digital tools (e.g., EPS or BadgerNet), reducing the burden on training teams. These materials can be stored in SharePoint and accessed via Viva Learning's "My Learning" tab.
  - **Search Optimization**: AI-enhanced metadata in SharePoint improves searchability of training content, ensuring staff quickly find relevant resources, such as cybersecurity training mandated by NHS Digital.
- **Impact**: Accelerates upskilling by automating content creation and curation, addressing the NHS's need for a digitally proficient workforce, with over 90% of staff valuing development opportunities for retention.

Viva Topics
- **Role**: Creates an AI-driven knowledge hub to organize and share NHS expertise, addressing siloed knowledge across trusts.

- **SharePoint AI Enhancement**:
    - **Enhanced Knowledge Discovery**: SharePoint AI Agents use natural language processing to improve topic page creation in Viva Topics, automatically tagging and organizing clinical guidelines, research papers, or trust policies stored in SharePoint. For example, an AI Agent could create a topic page on "telehealth best practices," linking to NHS documents and expert contacts.
    - **Expert Identification**: AI Agents analyze SharePoint collaboration patterns (e.g., document co-authors) to identify and connect NHS experts, enhancing Viva Topics' ability to suggest specialists for cross-trust projects, such as infection control initiatives.
    - **Content Summarization**: AI Agents can summarize lengthy NHS documents (e.g., 100-page clinical guidelines) into concise topic cards, making knowledge more accessible for busy clinicians.
- **Impact**: Strengthens knowledge sharing, critical for the NHS's complex, multi-trust structure, by automating content curation and enhancing collaboration.

Viva Engage and Amplify
- **Role**: Foster community building and centralized communication to align NHS staff with strategic goals, such as digital transformation.
- **SharePoint AI Enhancement**:
    - **Automated Community Content**: AI Agents can generate discussion prompts or community posts in Viva Engage, such as questions on AI adoption in diagnostics, encouraging cross-disciplinary engagement. These posts can be stored and managed in SharePoint for consistency.
    - **Campaign Automation**: For Viva Amplify, AI Agents can create and schedule trust-wide campaigns (e.g., cybersecurity awareness) using SharePoint content libraries, analyzing engagement metrics to optimize messaging. For example, an AI Agent could draft a campaign on patient data security, tailored for frontline staff.
    - **Sentiment Analysis**: AI Agents can analyze Viva Engage conversations stored in SharePoint to gauge staff sentiment on digital initiatives, providing insights to trust leaders.

- **Impact**: Enhances staff engagement and communication efficiency, supporting the NHS's goal of a connected workforce and unified messaging across trusts.

Viva Goals and Pulse
- **Role**: Align staff with NHS objectives (e.g., reducing wait times) and gather feedback to improve engagement.
- **SharePoint AI Enhancement**:
    - **Goal-Linked Content**: AI Agents can link SharePoint documents (e.g., strategic plans) to Viva Goals, providing context for OKRs. For instance, a goal to increase telehealth adoption could link to AI-generated guides on telehealth platforms.
    - **Automated Feedback Analysis**: AI Agents can process Viva Pulse survey responses stored in SharePoint, generating summaries and actionable insights for trust leaders, such as barriers to digital tool adoption.
    - **Dynamic Reporting**: AI Agents can create visual reports in SharePoint for Viva Goals, tracking progress on workforce objectives (e.g., upskilling 10% of staff in AI tools), accessible via Teams.
- **Impact**: Strengthens alignment with NHS priorities and improves feedback loops, supporting data-driven workforce planning.

Viva Glint
- **Role**: Measures staff engagement through surveys, critical for NHS retention.
- **SharePoint AI Enhancement**:
    - **Survey Content Generation**: AI Agents can create tailored survey questions in SharePoint for Viva Glint, targeting NHS-specific issues like burnout or digital tool adoption, reducing survey design time.
    - **Engagement Analytics**: AI Agents analyze survey data alongside SharePoint content usage to identify engagement trends, such as low adoption of new systems, providing deeper insights for trust leaders.
- **Impact**: Enhances engagement monitoring, addressing the NHS's retention challenges with data-driven interventions.

3. Integration with NHS's N365 Ecosystem

- **Seamless Connectivity**: SharePoint AI Agents operate within the Microsoft 365 environment, leveraging the NHS's N365 agreement, which provides discounted access to Teams and SharePoint for 1.2 million staff. This ensures cost-effective deployment and compliance with NHS data security standards, critical for sensitive workforce and patient data.
- **Single Platform**: Both Viva and SharePoint AI Agents integrate within Teams, creating a unified experience for NHS staff. For example, clinicians can access AI-generated training materials (Viva Learning) or topic pages (Viva Topics) alongside SharePoint-stored clinical guidelines, all within Teams.
- **Scalability**: The N365 shared tenancy model supports trust-wide or regional deployment, with AI Agents enhancing SharePoint's scalability for managing large volumes of NHS content.

4. Specific Benefits for the NHS Workforce Strategy

- **Efficiency Gains**: AI Agents automate content creation and workflows, reducing administrative burdens for NHS staff, who face high workloads (e.g., 30% burnout rate). This complements Viva's productivity tools, freeing time for patient care.
- **Upskilling Acceleration**: AI-driven learning content and recommendations in Viva Learning address the NHS's need for digital literacy, supporting the Topol Review's goals for AI and technology adoption.
- **Knowledge Accessibility**: AI-enhanced Viva Topics make NHS knowledge (e.g., clinical protocols) more accessible, addressing siloed information across trusts and supporting cross-disciplinary collaboration.
- **Engagement and Retention**: AI-driven personalization and analytics in Viva Connections, Engage, and Glint foster a connected, engaged workforce, critical for retaining NHS staff amid turnover challenges.
- **Data-Driven Planning**: Combining SharePoint AI analytics with Viva Insights and Goals provides trust leaders with actionable workforce data, aligning with the NHS Long Term Workforce Plan's emphasis on data-driven strategies.

5. Challenges and Mitigation

- **Adoption Barriers**: NHS staff, particularly frontline workers with limited tech access, may resist new AI tools. **Mitigation**: Leverage NHS Digital's 24-hour helpdesk and run training programs via Viva Learning, using AI-generated, role-specific guides.
- **Data Privacy**: AI processing of sensitive workforce data must comply with NHS standards. **Mitigation**: Use Microsoft 365's trusted cloud security and N365's compliance framework to ensure data protection.
- **Cost Considerations**: While N365 minimizes costs, additional licensing for advanced AI features may be needed. **Mitigation**: Prioritize high-impact Viva modules (e.g., Learning, Insights) and AI Agent features, leveraging shared tenancies.

6. Conclusion

SharePoint AI Agents enhance Microsoft 365 Viva's effectiveness for the NHS by automating content creation, improving personalization, and streamlining workflows across all Viva modules.

They amplify Viva's ability to address NHS workforce challenges—connectivity, upskilling, well-being, and knowledge sharing—by leveraging AI to deliver tailored, efficient solutions within the N365 ecosystem. For example, AI-generated training materials support digital literacy, while automated knowledge curation enhances collaboration across trusts. With strategic adoption, supported by training and compliance measures, SharePoint AI Agents can make Viva a cornerstone of the NHS's digital workforce strategy, aligning with the Long Term Workforce Plan's vision for a digitally empowered, resilient workforce.