


CAPSTONE EXERCISE





Operation Pengerang Response


Microsoft Copilot Precision Prompting · PETRONAS

Participant Exercise Sheet · 40 Minutes · 4 Apps · VILT



INCIDENT

A minor hydrocarbon leak was detected at Pengerang Integrated Complex (PIC) at 07:15 this morning. No injuries. The leak has been contained. You are the Operations Manager on duty. You have 40 minutes to produce the full incident response package using Microsoft Copilot.

App	Task	Time
 Word	Incident Situation Report (SITREP)	10 min
 Excel	Incident Impact & Cost Tracker	10 min
 PowerPoint	Leadership Briefing Deck	10 min
 Copilot Chat	Stakeholder Update Email	10 min


C.G.S.E.

Every prompt you write must follow the C.G.S.E. formula: Context → Goal → Source → Expectation. The quality of your output depends on the quality of your prompt.


TWO TRACKS

Non-Technical track: use the starter prompt provided and focus on the output quality.
 Technical track: write your own C.G.S.E. prompt from scratch before looking at the starter.
 Both tracks produce the same deliverable.

SCENARIO BRIEFING — Read This First



Today is Monday, 30 March 2026. At 07:15, the PETRONAS Pengerang Integrated Complex (PIC) Emergency Response Team detected a hydrocarbon leak at Train 3 of the Gas Processing Unit (GPU-3). The leak has been isolated and contained by 08:00. No fatalities or injuries. Two workers were evacuated as a precaution. Estimated product loss: 12 metric tonnes of condensate. Estimated downtime: 18 hours. Regulatory notification to DOSH (Department of Occupational Safety and Health) is required within 24 hours.

You are **Encik Ahmad Fadzli, Operations Manager, PETRONAS Pengerang Integrated Complex**. Your job in the next 40 minutes:

1. Write the official Incident Situation Report (SITREP) in Word
2. Build the Incident Impact & Cost Tracker in Excel
3. Create a Leadership Briefing Deck in PowerPoint
4. Draft and refine the stakeholder update email via Copilot Chat

Use the incident data below in all four tasks. You may add realistic details as needed — Copilot will help you fill gaps.

INCIDENT REFERENCE DATA — Use these facts in all four tasks

Incident ID	INC-2026-PIC-0330
Location	GPU-3, Train 3, Pengerang Integrated Complex, Johor
Date & Time Detected	30 March 2026, 07:15 MYT
Date & Time Contained	30 March 2026, 08:00 MYT
Incident Type	Hydrocarbon leak (condensate) — flange failure
Severity Classification	Tier 2 — Significant Incident
Product Lost	12 metric tonnes condensate
Estimated Downtime	18 hours (Train 3 offline)
Personnel Affected	2 workers evacuated (no injuries)
Immediate Actions Taken	Isolation valve activated • Area evacuated • Emergency Response Team deployed • Fire suppression system activated as precaution
Root Cause (Preliminary)	Flange gasket deterioration on 6-inch condensate line
Regulatory Requirement	DOSH notification required within 24 hours of detection
Financial Impact (Estimated)	Production loss: RM 2.1M • Repair cost: RM 340K • Emergency response: RM 85K
Reporting Manager	Ahmad Fadzli bin Roslan, Operations Manager
Next Review	Management team briefing at 14:00 today

TASK 1 — WORD: Write the Incident SITREP

Open Microsoft Word (word.office.com or desktop Word). Open a blank document. Click the Copilot sparkle icon on the Home ribbon to open the Copilot pane.

Your deliverable:

A formal 1-page Incident Situation Report (SITREP) with these sections: Incident Summary, Timeline of Events, Immediate Actions Taken, Preliminary Root Cause, Personnel Impact, Financial Impact, Next Steps and Recommendations.



NON-TECH

Use the prompt below exactly as written. After Copilot responds, use the Rewrite feature to make it more formal.

Non-Technical Track — Use this prompt in Word Copilot

I am the Operations Manager at PETRONAS Pengerang Integrated Complex [C]. Draft a formal Incident Situation Report (SITREP) [G] for the hydrocarbon leak incident that occurred today at GPU-3, Train 3 [S]. Use these facts: Incident ID INC-2026-PIC-0330, detected 07:15, contained 08:00, Tier 2 classification, 12 MT condensate lost, 18-hour downtime, 2 workers evacuated no injuries, preliminary cause is flange gasket failure, DOSH notification required within 24 hours, financial impact RM 2.525M total. [S]. Structure it with these sections: Incident Summary, Timeline, Immediate Actions, Root Cause, Personnel Impact, Financial Impact, Next Steps. Formal professional English, suitable for senior management [E].



TECH

Write your own C.G.S.E. prompt from scratch. Target: get Copilot to produce a SITREP that requires minimal editing. Use the prompt below only if you are stuck after 5 minutes.

Technical Track — Write your own prompt first. Hint if stuck:

Build a C.G.S.E. prompt that: (C) identifies your role, department, and the incident location. (G) specifies the document type, format, and audience. (S) references all 14 data points from the incident reference table. (E) defines tone, length, section structure, and one specific formatting requirement (e.g. a timeline as a numbered list).

After Copilot responds — do these two things:

- Select the Financial Impact section → Right-click → Copilot → Rewrite → type:

“Make this section more concise. Present the three cost figures as a bullet list with RM totals.”

- Use Coaching by Copilot: Home ribbon → Copilot → Coaching by Copilot. Note the tone and clarity scores.

TASK 2 — EXCEL: Build the Impact & Cost Tracker

Open Microsoft Excel (excel.office.com or desktop Excel). Open a blank workbook. First, enter the data table below manually into the sheet starting at cell A1. Then select all the data → Insert → Table. Then click the Copilot sparkle on the Home ribbon.



You MUST format the data as an Excel Table before Copilot can analyse it. Select your data → Insert tab → Table → tick 'My table has headers' → OK. Copilot will not work on plain unformatted data.

Enter this data into Excel first (starting at A1):

Cost Category	Description	Estimated Cost (RM)	Actual Cost (RM)	Status
Production Loss	GPU-3 Train 3 offline 18 hrs	2,100,000		Unconfirmed
Equipment Repair	Flange gasket + line repair	340,000		In Progress
Emergency Response	ERT deployment + suppression	85,000	72,000	Confirmed
Environmental	Soil assessment + remediation	45,000		Pending
Regulatory	DOSH notification + compliance	12,000		Pending
Personnel	Medical checks + overtime	18,000		Confirmed
Lost Product	12 MT condensate market value	96,000		Estimated



After formatting as a Table and opening Copilot, use the prompts below in order.

Non-Technical Track — Prompt 2A: Analysis

I am an Operations Manager reviewing incident costs at PETRONAS [C]. Analyse this incident cost tracker [G] from the data in this table [S]. Tell me: total estimated cost, which category has the highest cost, which items are still unconfirmed, and the gap between estimated and confirmed costs. Present as a short summary with 4 bullet points [E].

Non-Technical Track — Prompt 2B: Highlight

Highlight all rows where the Status is Pending or Unconfirmed in yellow. Add a new column called Variance (RM) that calculates the difference between Estimated Cost and Actual Cost. Show zero where Actual Cost is empty.



Write your own prompts to: (1) get a cost summary, (2) add a Variance column with a formula, (3) highlight cells by status using conditional formatting via Copilot, and (4) create a pivot showing cost by status.

Technical Track — Hint if stuck on the formula column:

Ask Copilot to add a column using a formula that shows 0 when Actual Cost is blank, otherwise shows Estimated minus Actual. Then ask it to highlight rows where Status is Unconfirmed or Pending using conditional formatting.

TASK 3 — POWERPOINT: Build the Leadership Briefing Deck

Open Microsoft PowerPoint (powerpoint.office.com or desktop PowerPoint). Open a new blank presentation. Click the Copilot sparkle icon on the Home ribbon.

You have two options for creating the deck. Try Option A first:

Option A — Create from the SITREP you wrote in Task 1:

In Copilot Chat, type: /*[start typing your Word document name]* to reference your Task 1 SITREP. Then use the prompt below.

Option A Prompt — Create from Word document (both tracks)

I am an Operations Manager at PETRONAS [C]. Create a 6-slide leadership briefing deck [G] based on the incident SITREP I wrote in /[your Word document name]* [S]. Include these slides: (1) Incident Overview with severity badge, (2) Timeline of Events as a visual sequence, (3) What We Did — Immediate Actions, (4) Financial Impact summary with 3 key figures, (5) Root Cause and Corrective Actions, (6) Next Steps and Management Decisions Required. Dark professional design, minimal text per slide, executive audience [E].*


Option B — If Word document reference is not available, use this prompt:

Option B Prompt — Create from incident facts (both tracks)

I am the Operations Manager, PETRONAS Pengerang Integrated Complex [C]. Create a 6-slide leadership briefing for our 14:00 management meeting today [G] about Incident INC-2026-PIC-0330: hydrocarbon leak at GPU-3 Train 3, 07:15 today, contained 08:00, Tier 2 classification, 12 MT condensate lost, RM 2.525M total estimated impact, 2 evacuated no injuries, DOSH notification due within 24 hours [S]. Slides: Incident Overview, Timeline, Actions Taken, Financial Impact, Root Cause and Corrective Actions, Decisions Required from leadership. Dark executive theme, large key facts, short bullet points only [E].

After the deck is created — do both of these:

- Slide 4 (Financial Impact): Ask Copilot → “Redesign slide 4 to show the three cost figures as large bold numbers in a 3-column layout. Remove all bullet points.”
- Add speaker notes: Ask Copilot → “Add speaker notes to every slide. Write as if the speaker is Ahmad Fadzli briefing the PETRONAS leadership team. Include one key talking point and one anticipated question per slide.”



Additional challenge: Ask Copilot to add a new slide after slide 2 titled ‘Lessons from Past Incidents’ referencing PETRONAS’ historical commitment to zero major incidents. Then ask it to redesign that slide to use an icon-and-text grid layout instead of bullet points.

TASK 4 — COPILOT CHAT: Draft the Stakeholder Email

Go to m365.cloud.microsoft (Copilot Chat). You will draft, refine, and improve a stakeholder notification email in three rounds. This task tests your ability to iterate prompts — each round should improve the output from the previous one.

Round 1 — First draft:

Round 1 Prompt — Both Tracks (start here)

I am the Operations Manager at PETRONAS Pengerang Integrated Complex [C]. Draft a professional stakeholder notification email [G] about the hydrocarbon leak incident INC-2026-PIC-0330 that occurred today [S]. Recipients: PETRONAS ELT members, site General Manager, HSE Director. Include: incident description, severity, what was done, current status (contained), regulatory action (DOSH notification within 24 hours), financial impact headline, and next update time (14:00 today). Formal tone, under 250 words, no technical jargon [E].

Round 2 — Refine with a follow-up prompt:

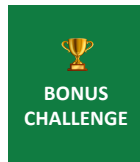
After Copilot gives you the first draft, send this follow-up in the same chat (do not start a new chat):

Round 2 — Refinement prompt

Good. Now do three things: (1) Add a subject line that is urgent but not alarmist. (2) Add a one-sentence assurance that operations are under control and no further risk exists. (3) Rewrite the opening paragraph so it leads with the good news (incident contained) before the incident facts.

Round 3 — Audience adaptation (Technical Track adds this step):

Non-Technical Track	Technical Track
<p><i>Non-Technical: Copy the final email into Outlook (outlook.office.com), send to yourself. Use Copilot in Outlook → Coaching by Copilot. Note the tone score and make one improvement it suggests.</i></p>	<p><i>Technical: Ask Copilot Chat: “Now write a second version of this same email, but for a different audience: frontline workers and supervisors at PIC. Use plain Malay-English, remove all financial figures, focus only on safety actions taken and what workers need to know for their shift today. Keep it under 150 words.”</i></p>



If you finish all four tasks with time remaining: Go back to Copilot Chat and type: “Based on Incident INC-2026-PIC-0330, draft a 5-point lessons learned summary and recommend 3 preventive actions to avoid a repeat incident. Frame it as a management memo from Ahmad Fadli.”

C.G.S.E. Prompt Formula — Quick Reference

Letter	Element	What to include	Example from this exercise
C	Context	Who you are, your role, organisation, situation	<i>I am the Operations Manager at PETRONAS PIC...</i>
G	Goal	What you want Copilot to produce (document type, purpose)	<i>Draft a formal Incident SITREP...</i>
S	Source	The data, document, or facts Copilot should use	<i>...using these incident facts: [list all data points]</i>
E	Expectation	Format, tone, length, audience, structure	<i>Formal tone, 7 sections, under 1 page, for senior management</i>