

## Microsoft Power Platform Capability & CoE Services



**POWER  
OBJECTS**  
An HCL Technologies Company

# POWER OBJECTS

An HCL Technologies Company

PowerObjects is 100% focused on Microsoft Business Applications, adding value through Services, Support, Education & Add-On's.

Every year we help to build and support hundreds of applications on the Microsoft Power Platform in combination with our consulting, adoption & sustainment services.



SERVICE



SUPPORT



EDUCATION



ADD-ONS

- Founded in 1993, acquired by HCL Technologies in 2015
- 250+ Delivery Resources in the UK, 1,300 globally
- 1 of 6 strategic Global System Integrators for Microsoft Business Apps
- Centre-of-Excellence-as-a-Service & Digital Factory for ongoing App Development & Support
- World-class reputation and evangelist in the Community. 2019 Power Platform Partner of the Year
- 1.5m Million+ Active Dynamics Users, 1000+ Customers



# The Total Economic Impact of Power Apps



FORRESTER®

- **188% Return On Investment over 3 years of deployment**
- **Improved efficiencies:** Overall, 1,650 users save 1.6 hours per week by Year 3 of the study.
- **Reduce third party licenses costs:** For the study, the composite replaces two applications with a total savings of \$742,449
- **Improved business outcomes:** reduced time-to-market, and increased revenue (4.3% according to the survey)
- **Power Apps empowers users, which increases employee satisfaction.**
- **Payback in <6 months in certain organizations.**





# Power Platform Components



# Power Platform Today



**Power BI**  
Business analytics



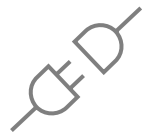
**Power Apps**  
Application development



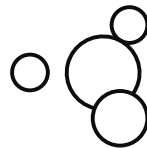
**Power Automate**  
Process automation



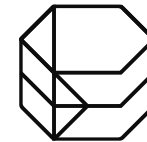
**Power Virtual Agents**  
Intelligent virtual agents



**Data connectors**



**AI Builder**



**Microsoft Dataverse**

# Power Apps



Build standalone web and mobile apps or customise existing apps in Office 365 and Dynamics 365.



Connect to all your data with 275+ pre-built connectors and custom connectors.



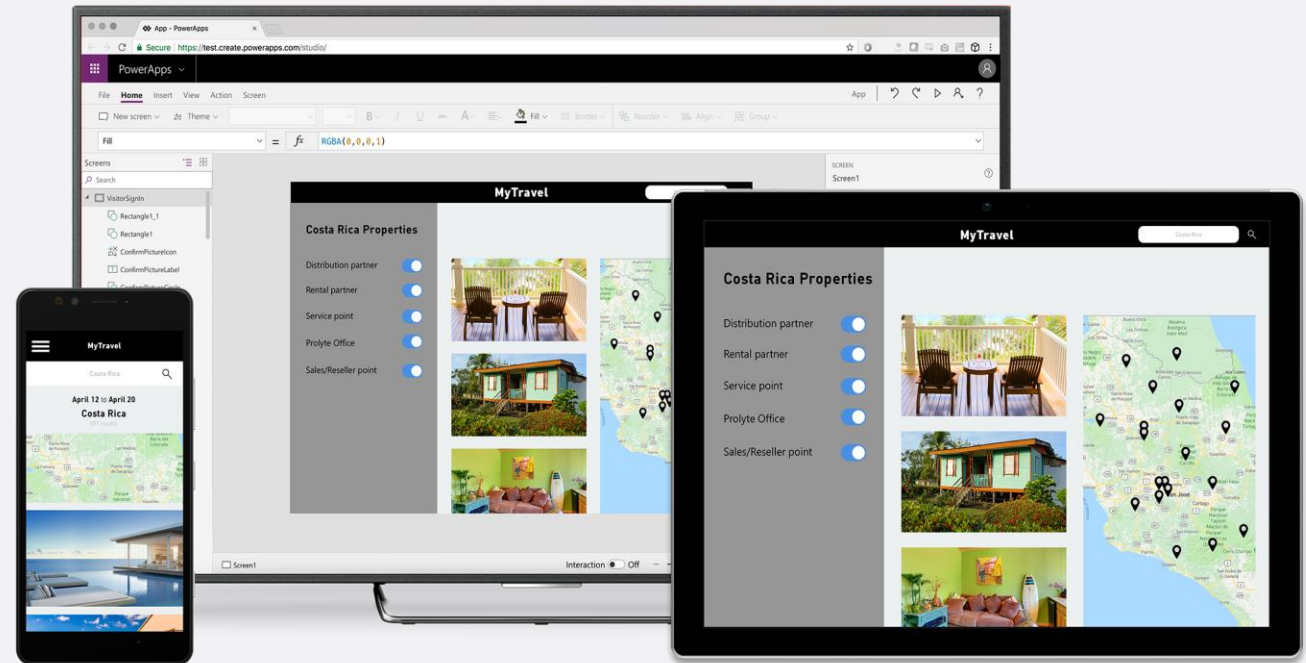
Add AI and intelligence with ease through built-in cognitive services.



Provide IT guardrails with enterprise-grade governance and security controls.

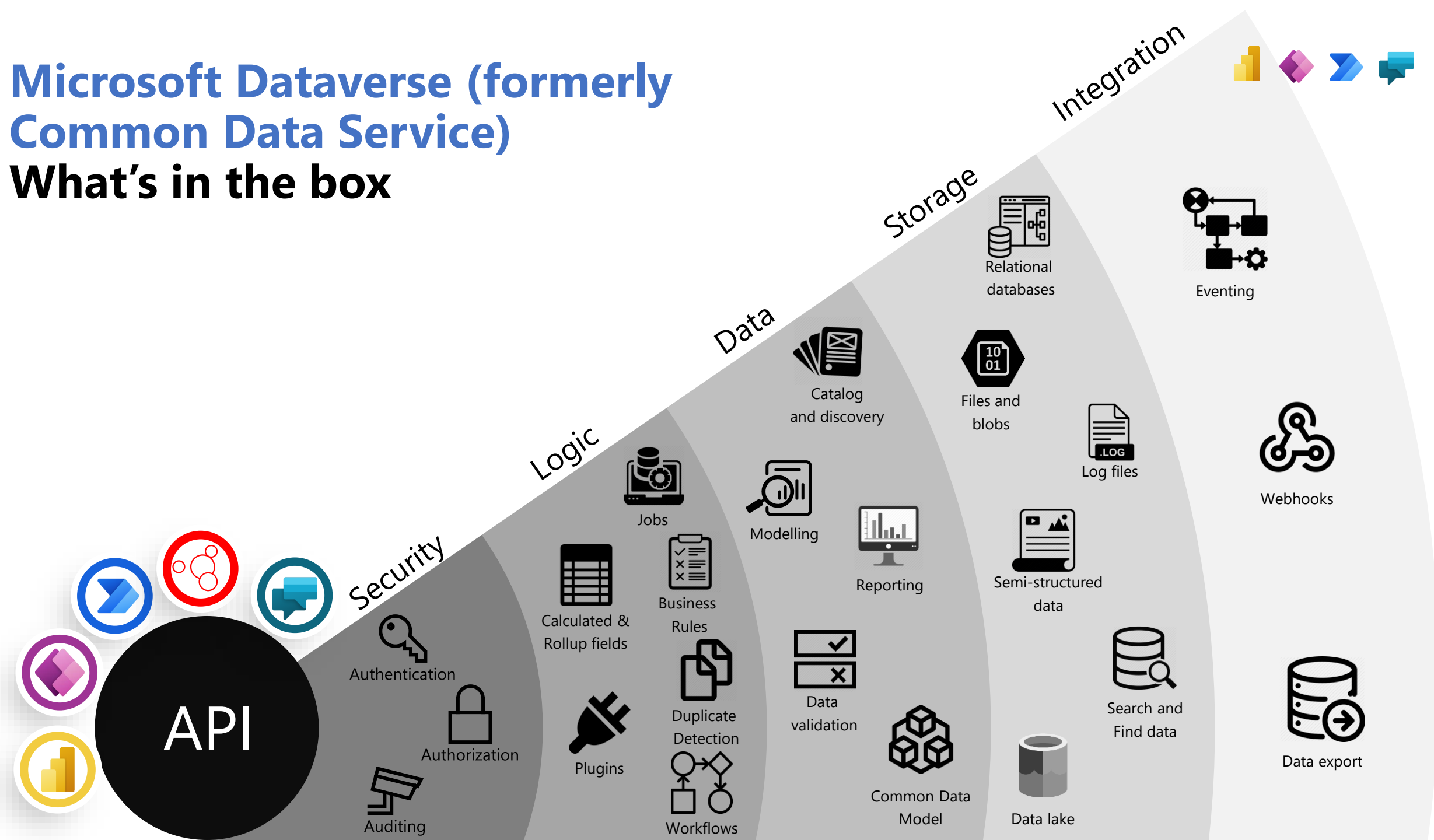


Pro developer extensibility enables a platform that spans business users to professional developers.

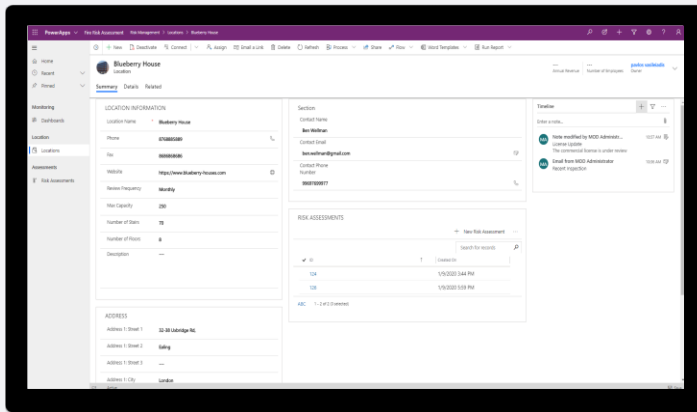


# Microsoft Dataverse (formerly Common Data Service)

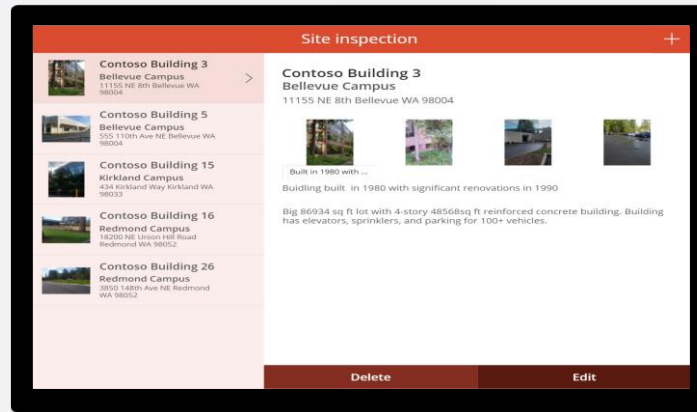
## What's in the box



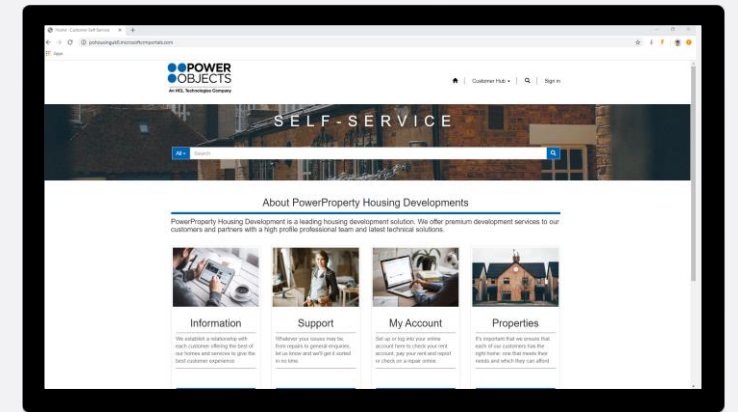
# Power Apps



Model Driven Apps



Canvas Apps



Portals



# Power Automate



Model business processes and automate workflows across your apps and services.



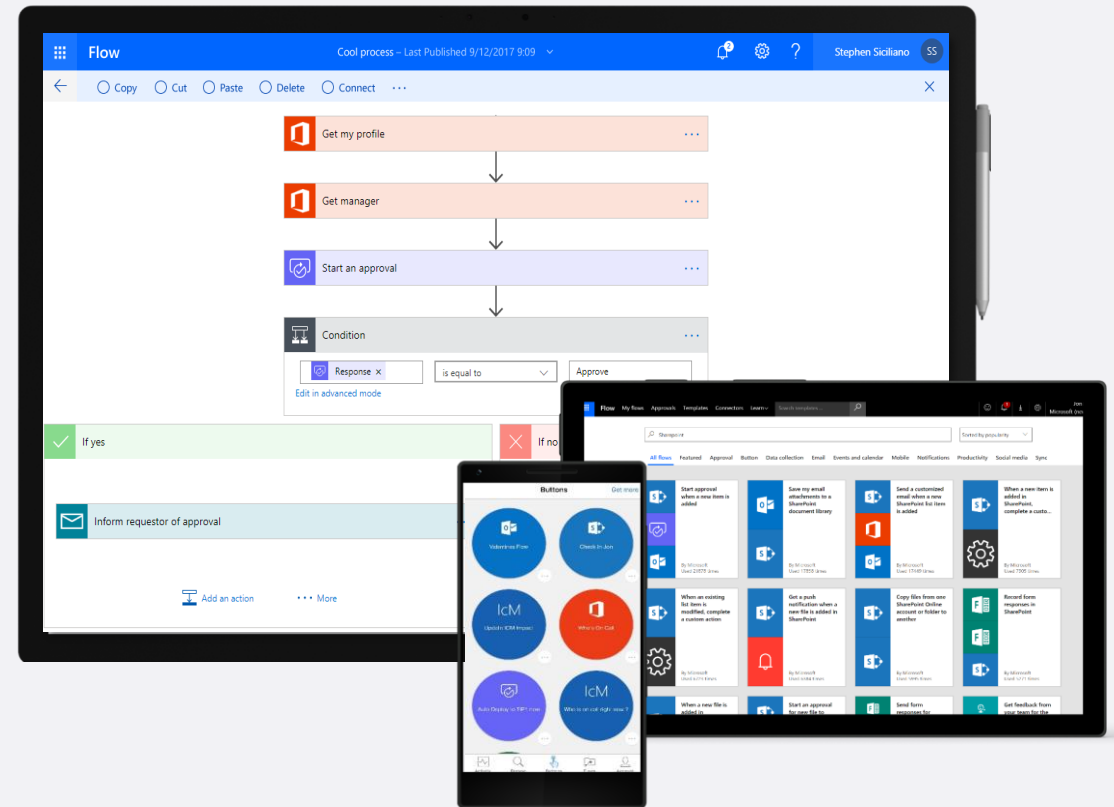
Connect to all your data with 300+ pre-built connectors and custom connectors.



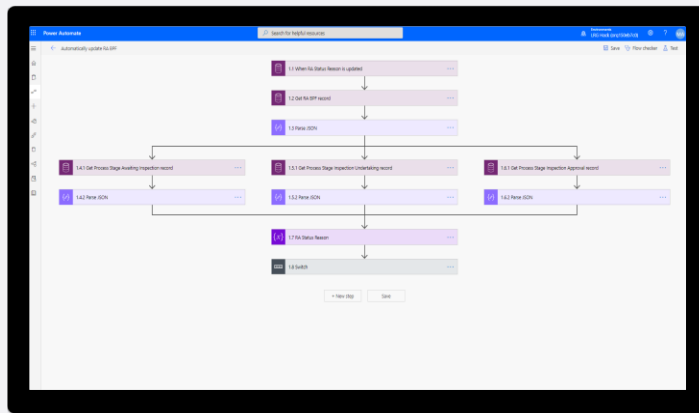
Strong enterprise governance & security.



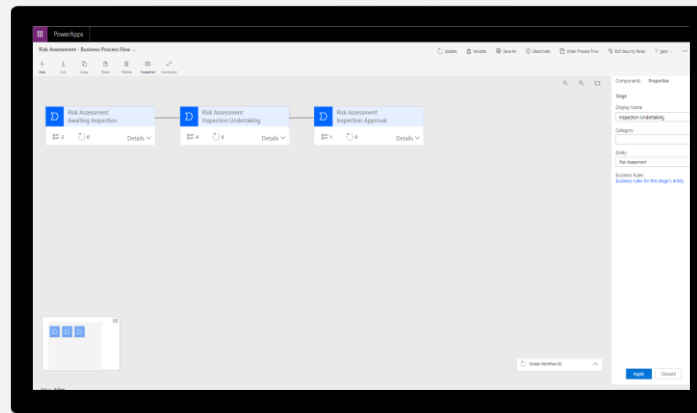
Pro-dev extensibility with Azure and custom logic.



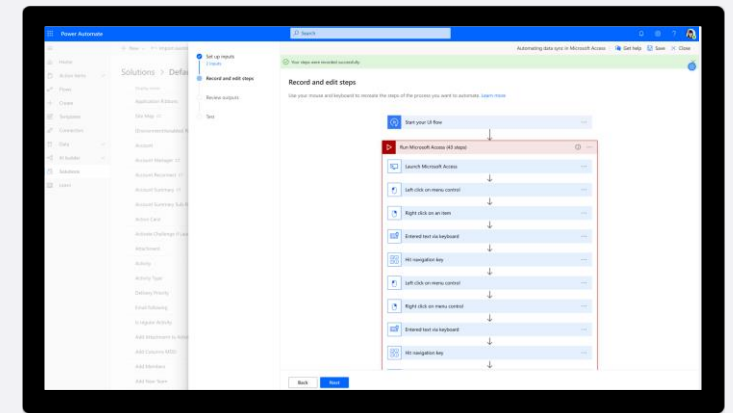
# Power Automate



Flows



Business Process Flow



UI Flows

# Power BI



Make sense of your data with ease, and drive quick and confident decisions across your organization, taking insights from data across multiple sources



Reduce the amount of time spent in data prep and spend more time getting answers with AI-driven insights



Remove the complexity of managing multiple analytics solutions with a single, unified platform that gives every employee access to insights

Real-time dashboards, natural language query, custom visualizations, Anywhere access to insights.



# Power Virtual Agent



Engage with your customers and employees conversationally. Resolve routine issues easily, freeing up staff to focus on complex matters.



Empower your subject matter experts. Easily create powerful bots using a guided, no-code graphical interface and AI-driven suggestions.



Less talk more action. Leverage all the Power Platform connectors, or call APIs and custom processes using Power Automate.



Easily extend your bots. Add even more complex capabilities using Microsoft Bot Framework.

The screenshot displays the Power Virtual Agents interface. On the left is a navigation menu with options: Home, Topics, Entities, Publish, Analytics, and Manage. The main area is split into two panes. The left pane, titled 'Bot', shows a chat conversation with a user 'luca@email.com'. The bot's messages include: 'I see that your smart printer you purchased is the SmartPrinterX on 2018-12-20', 'I can contact your SmartPrinterX(serial number 418c4e1e-994b-49b5-aca8-04e3f08c00d3 directly to get more information on your issue.', and 'Would you like me to do so?'. The user has responded with 'Yes'. The right pane, titled 'SmartPrinter X troubleshooter', shows a visual flowchart. It starts with a 'Condition' node: '(x) ConfirmPrinter(text) x Equals Yes'. This leads to a 'Question' node: 'Ask a question I can contact your (x) LatestPrinter x (serial number (x) SerialNumber x directly to get more information on your issue. Would you like me to do so?'. Below this is an 'Identify' node with 'Multiple choice' options: 'Yes, please look up the issue for me' and 'No, I'll describe the issue myself'. This leads to a 'Save response as' node: '(x) PrinterLocation(text)'. The flowchart then branches into two 'Condition' nodes: '(x) PrinterLocation(text) x Equals Yes, please look up the issue for me' and '(x) PrinterLocation(text) x Equals No, I'll describe the issue myself'. The first condition leads to a 'Message' node: 'Okay, I am contacting the printer now'. The second condition leads to a 'Redirect' node: 'Printer - Printer is not working'. The interface also includes a 'Test chat' button at the bottom left and various tool icons on the right.



# Power Platform Governance



# Power Platform Implementation and Governance Themes



## Technical Control

- DLP Policies,
- Environment Strategy,
- Platform Monitoring,
- Application Lifecycle Management,
- Automated Regression Testing



## App Maker Control

- Joiner, Movers and Leavers Process,
- App Maker Onboarding,
- App Onboarding,
- Reusable Content Library



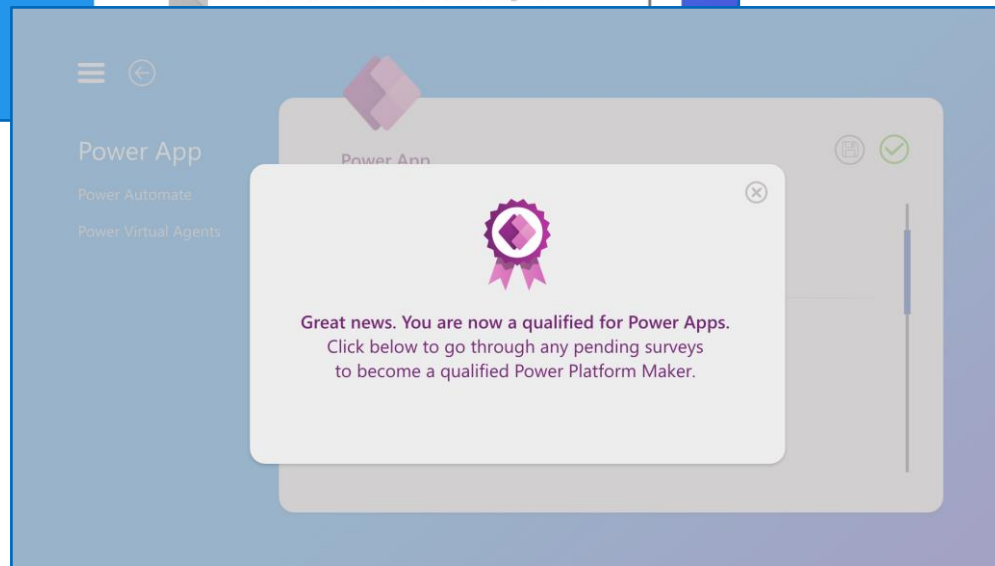
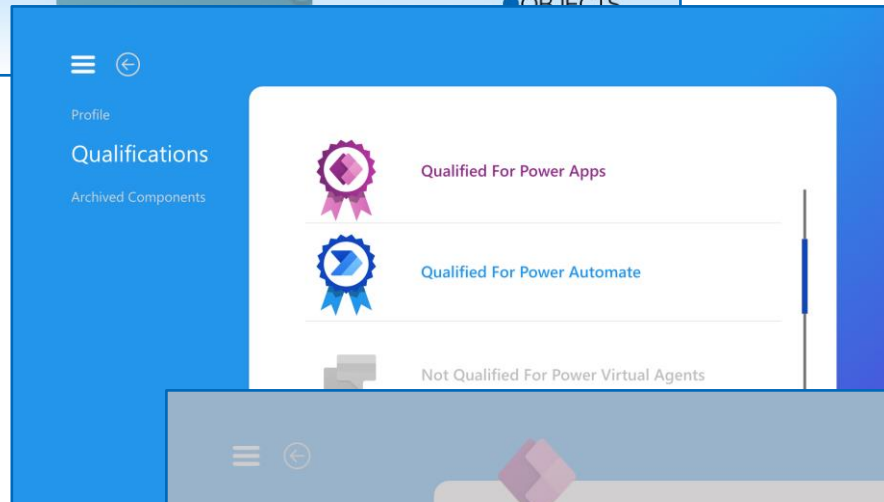
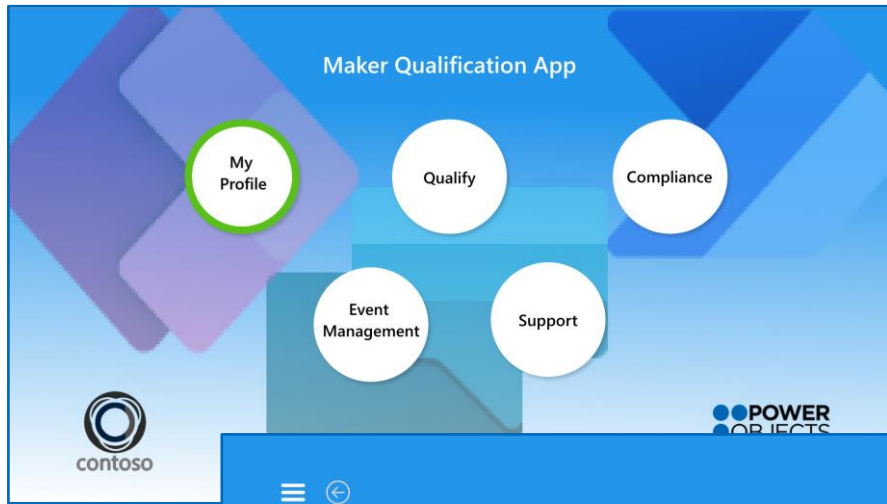
## Centre of Excellence

- COE Set-Up,
- COE as a Service,
- Ways of Working,
- Education and App Maker Community,
- Technical Audit,
- Legacy App Assessments



## Ongoing Support

- App categorization,
- ITSM integration,
- ADAM Target Operating Model,
- Support and COE KPIs



# Maker Onboarding

**Mandatory Power App Academy on Functionality, Governance and Architectural Principles before an App Maker is given permissions to further share apps**

# App Onboarding

As new Apps and Flows are onboarded, they must first go through duplication check. If they still want to create a duplicate App or Flow, then they must create an approval request.

Details of the App are recorded in the Product Catalogue and if categorised as Important or Critical, these details will be synced with the customer's CMDB.

The screenshot shows the 'App overview' page for 'Test App 2' (PP\_Dev). The page is divided into several sections:

- APP COMPLIANCE:** A progress bar and three items: Submitted Support Details (green), Filled out app description (orange), and Published within 60 days (green).
- DETAILS:** A table with columns for 'Created', 'Modified', 'Last Published', and 'App Type'.

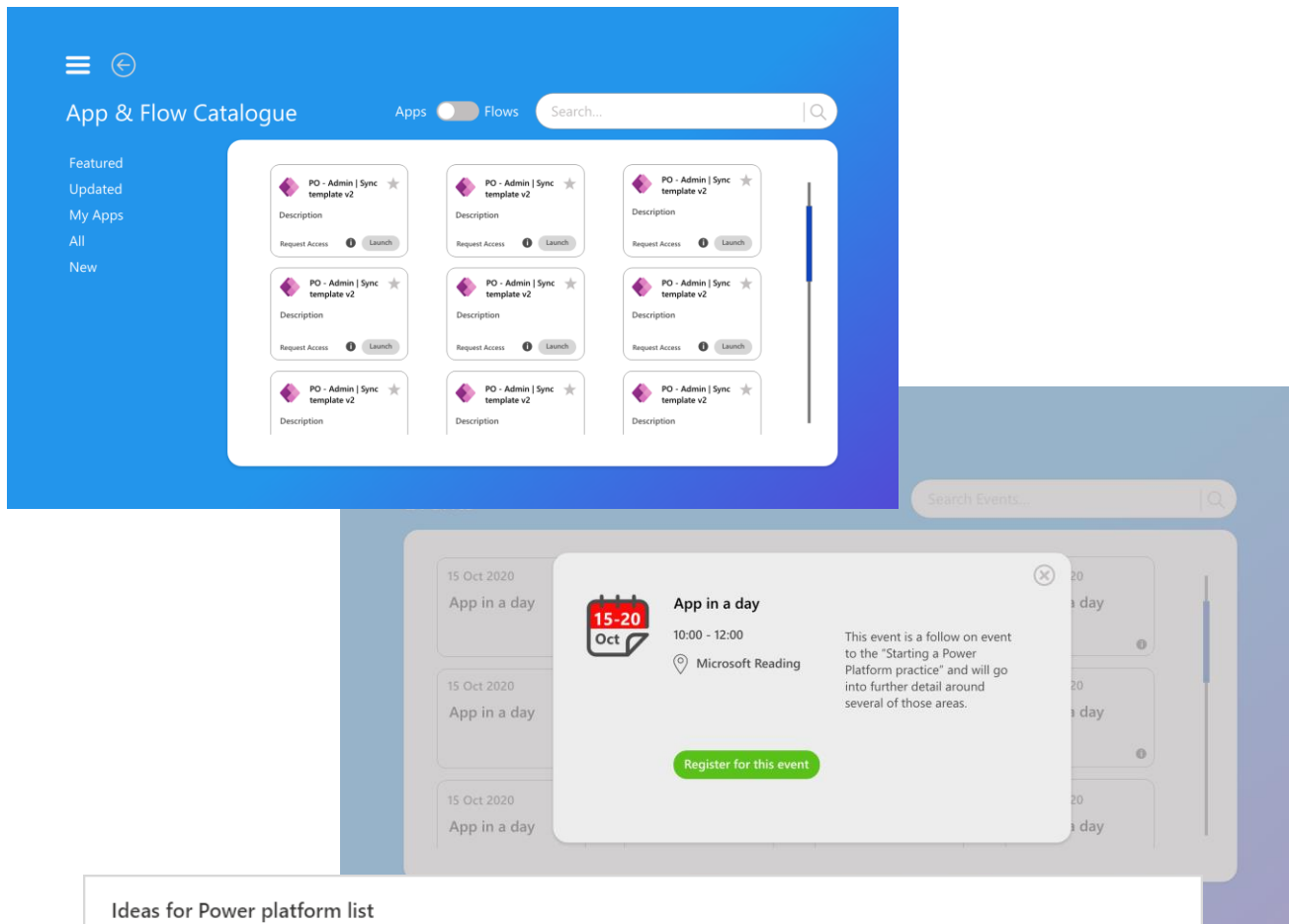
Created	Modified	Last Published	App Type
October 02, 2020	October 06, 2020	17 days	Canvas
- PERMISSIONS (2):** A table with columns for 'NAME', 'ROLE', and 'TYPE'.

NAME	ROLE	TYPE
Name Surname	Owner	User
Name Surname	Can Edit	User
- SUPPORT DETAILS:** A list of requirements and input fields, including 'Maker Requirement - Business Justification', 'Maker Requirement - Access Management', 'Maker Requirement - Dependencies', 'Maker Requirement - Business Input', 'Maker Requirement - Data Classification', 'Mitigation Plan Provided', and 'Category'. There is also a toggle for 'Duplicate Maker(s) contacted'.

The screenshot shows the 'Archived Components' page. The page has a sidebar with navigation options: Profile, Qualifications, and Archived Components. The main content area is titled 'Power App' and 'Power Automate' and contains a list of archived components:

- Developer Compliance Test 1 (Archive status: Archived)
- My First Power App (Archive status: In Progress)
- Supply Chain Management (Archive status: Archived)
- D365 Connected Analytics App (Archive status: Archived)





Ideas for Power platform list

ID	Idea name	Impact on busi...	Describe it	Number of votes
4	Finding quickly the right training	Department	using team sites to have all training in one location	50-20
5	using SP News pages to share Tips and Tric...	Global	Using SP Newspaper that anyone can submit	
6	using flow to send emails to all in the com...	Local	using a flow to create emails on a daily basis like a daily digest	Less than 20

# Reusable Content Library

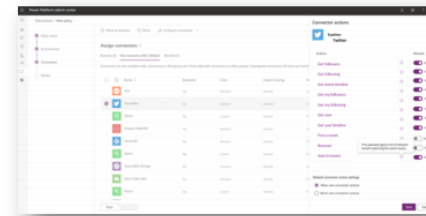
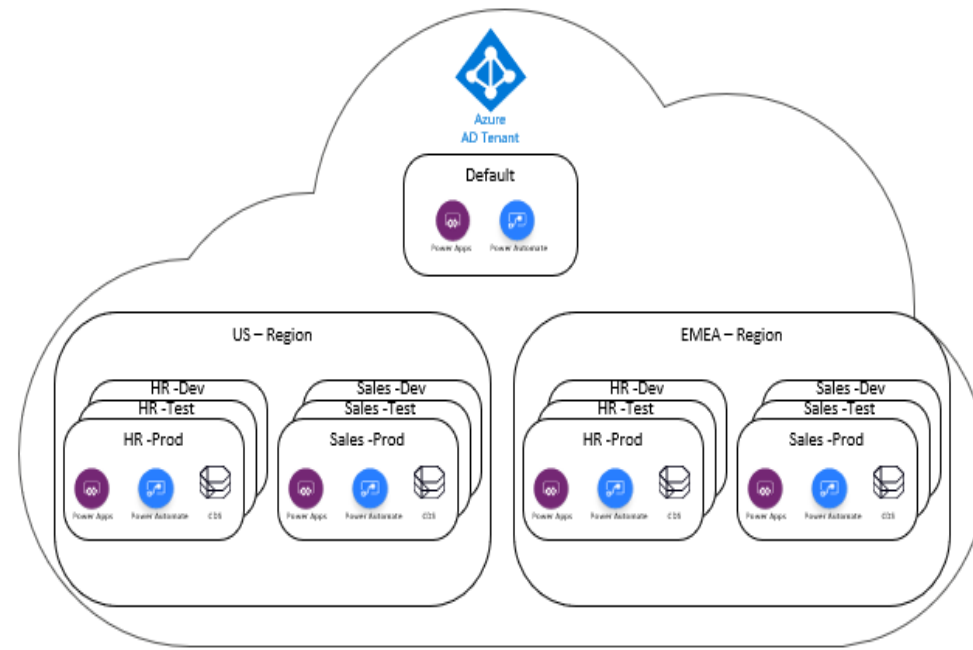
The App Maker and Pro Developer can use the Power Platform catalogue to search the entire company tenant for potential reusable components. Once located, they can view, reuse and contact the current owner(s) for support on how best to utilise the existing components they have found.

App Maker does not find an existing App in the catalogue, they are presented with the ability to create a new App or create an App Idea. Other App Makers can vote for that App Idea and make feature suggestions with a Power Automate flow configured to notify the COE when an App has received a defined number of votes.

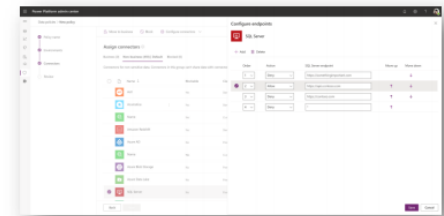
# Multi-Environment Strategy & DLP

A multi-environment strategy provides several benefits including:

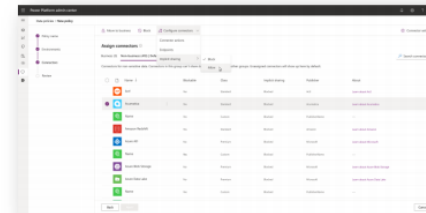
- Data segregation between environments
- Controlled access to environments via Azure AD Security Groups
- DLP environment level enforcement
- Compliance – different regions can have variations for securing data and data sovereignty
- Performance – improved latency and scalability
- Administrations across each environment
- Ability to restrict cross tenant inbound and outbound connectors



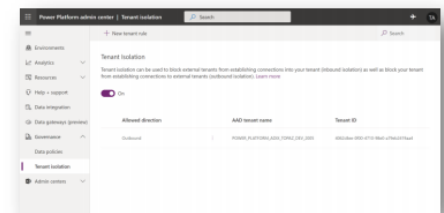
**NEW** Granular control to **block specific connectors and actions**



**NEW** **Endpoint filtering** support (e.g. a specific SQL server)



**NEW** More control over **connection sharing**



**NEW** **Tenant isolation** to block cross-tenant connections, allow specific tenants required for business



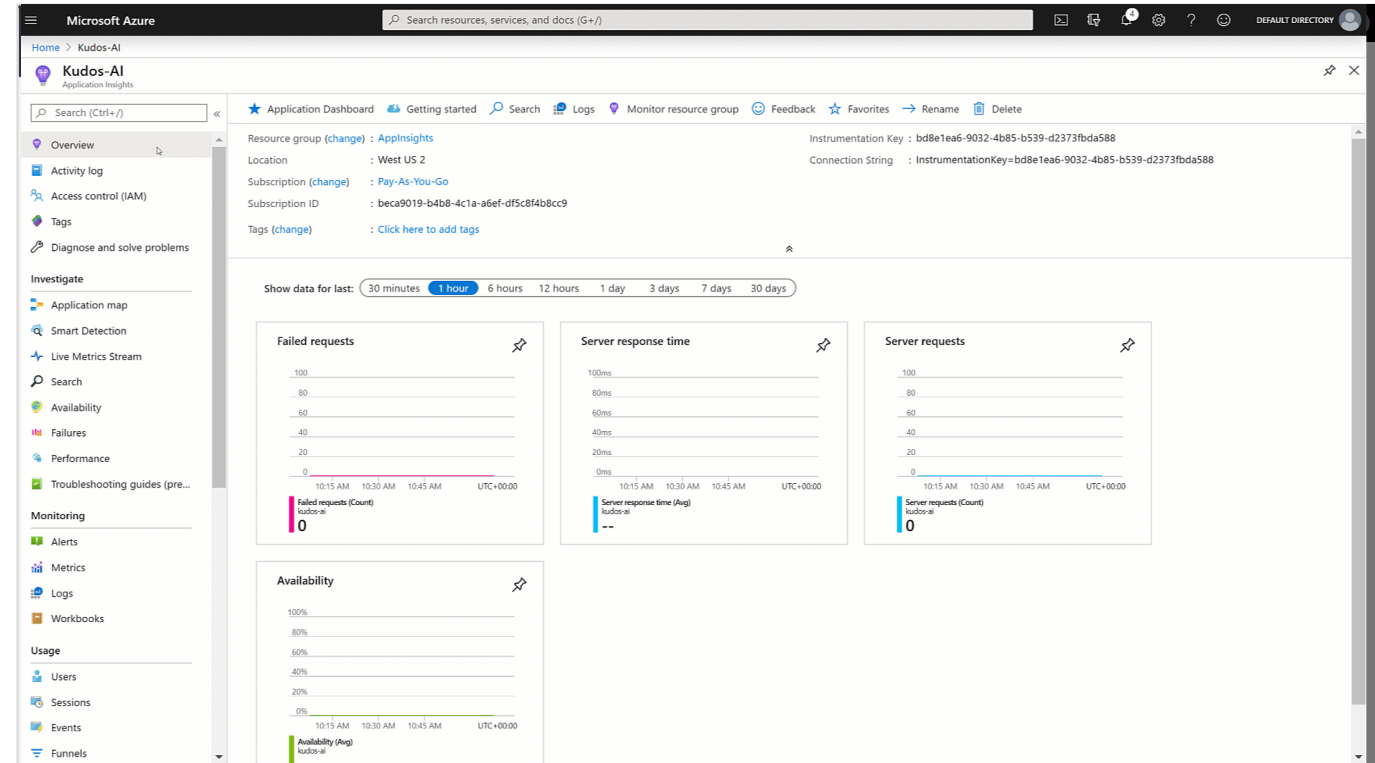
# Power Platform Monitoring

Admin analytics

Maker analytics

Power BI

Azure Monitoring



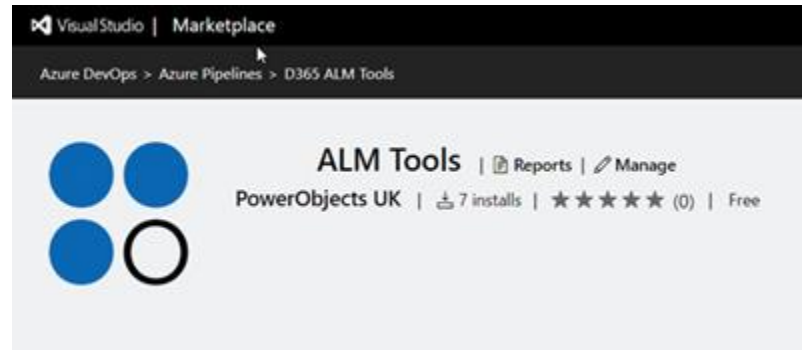
# Power Platform ALM and Automated Regression Testing

ALM and automated Regression testing is an integral part of building apps on the Power Platform, it can drastically improve speed, reliability and user experience of the solution.

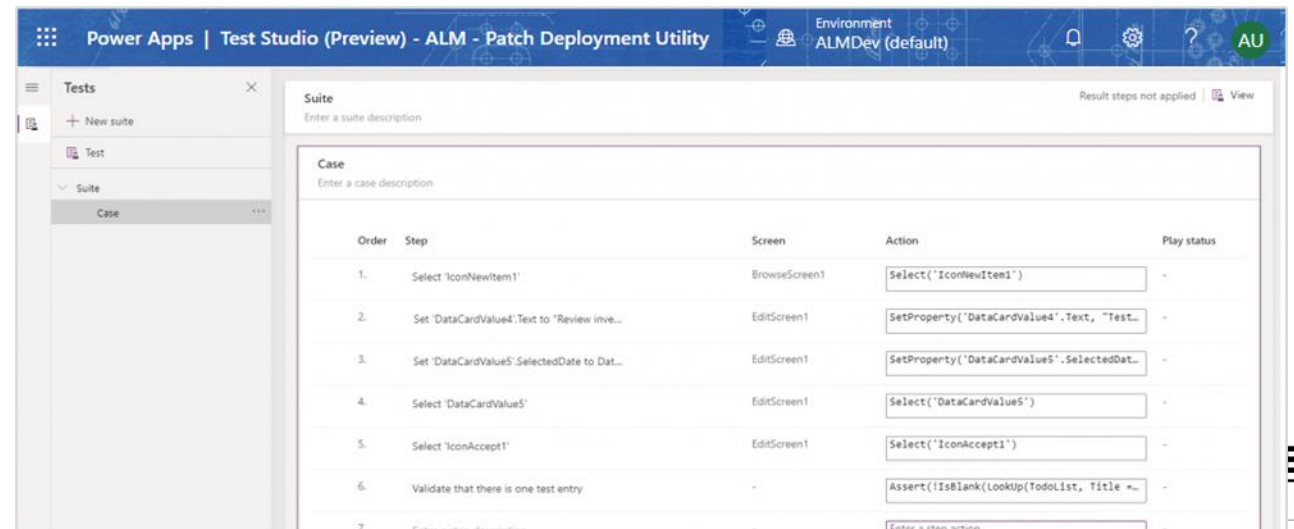
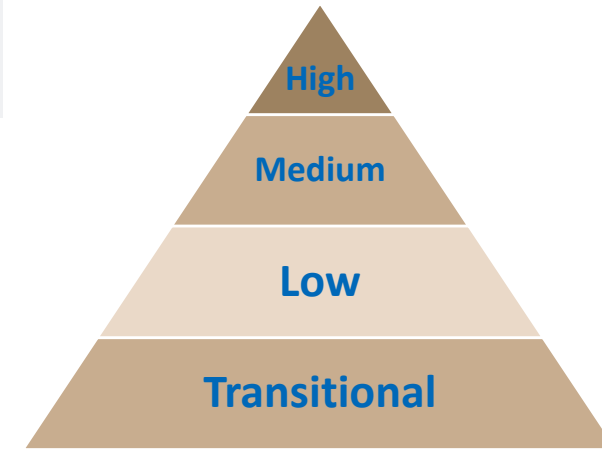
It ensures that multiple developers, both traditional developers (ProDev) and citizen developers, can jointly contribute to the application being built.

The benefits of having a robust ALM and automated Regression testing process are:

- Traceability
- Agility
- Increased Quality
- Higher Productivity
- Team Collaboration



## Power Platform ALM Complexity Model





# Power Platform CoE



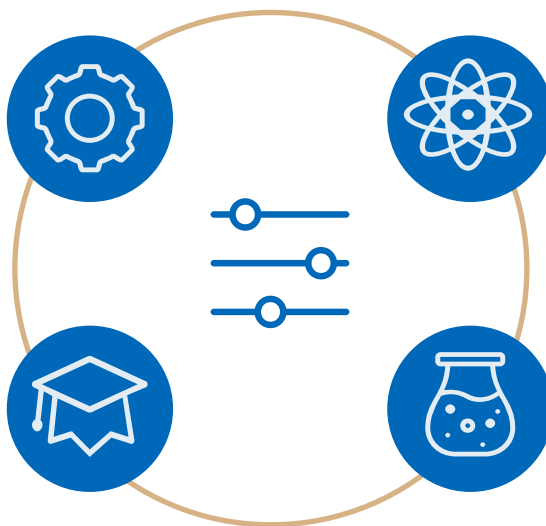
# 4-Pillar COE Engagement Model

## CoE Strategy

- Define and set-up Power Platform Joiner, Movers and Leavers Process
- Define and set-up Power Platform Instance Provision Process
- Define Power App Usage, Storage and Licence Rules Alerts
- Define and configure Auditing and Monitoring tools
- Align DLP policies
- Define Application Lifecycle Management Onboarding Criteria
- Set-up Regression Testing methods
- IT Service Management Integration
- Technical Audit

## App Maker Community

- Quarterly Power Platform Training
- 'How Do I' clinics
- Guardians of Ideas list
- Reporting and promotion across the business of successful apps to entice people to continue



## COE Service Delivery

- Power Platform App Design, Build, Test, Deploy
- Operating Model
- Roles & Responsibilities
- Application Lifecycle Management
- Monitoring and Auditing
- Regression Testing

## Future Solution Readiness & Innovation

- Monthly 'What's New' Feature Overviews
- Deprecated Features Assessment
- Brainstorming on ideas
- Rapid Prototyping
- Proof of Concepts

# CoE Strategy

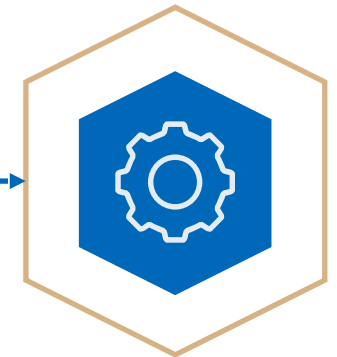
## Stage 1



## Stage 2



## Stage 3



### CoE Set-Up

- Define and set-up Power Platform Joiner, Movers and Leavers Process
- Define and set-up Power Platform Instance Provision Process
- Define Power App Usage, Storage and Licence Rules Alerts
- Define and configure Auditing and Monitoring tools
- Align DLP policies
- Define Application Lifecycle Management Onboarding Criteria
- Set-up Regression Testing methods
- IT Service Management Integration

### App Assessment

- Audit of the existing Power Platform estate
- Report produced illustrating areas of concern relating to Environment management, licensing and limits

### CoE Implement

- Power Platform Service Delivery
- Power Platform Joiner, Movers and Leavers Process
- Power Platform Instance Provision Process
- Application Lifecycle Management
- Monitoring and Auditing
- Regression Testing

### CoE as a Service

- CoE Service Delivery
- App Maker Community
- Innovation
- Future Solution Readiness



PHASE



DISCOVERY



EXECUTE

STAGE	WEEK 0	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11	WEEK 12	WEEK 13	WEEK 14
MOBILISATION															
CoE DISCOVERY															
CoE SET-UP – SPRINT 0															
CoE SET-UP – SPRINT 1															
CoE SET-UP – SPRINT 2															
CoE SET-UP – SPRINT 3															
TEST & ROLL-OUT															
HYPERCARE															



Technical Audit Report



Environment & DLP Blueprint



Responsibility Matrix



Requirements Backlog



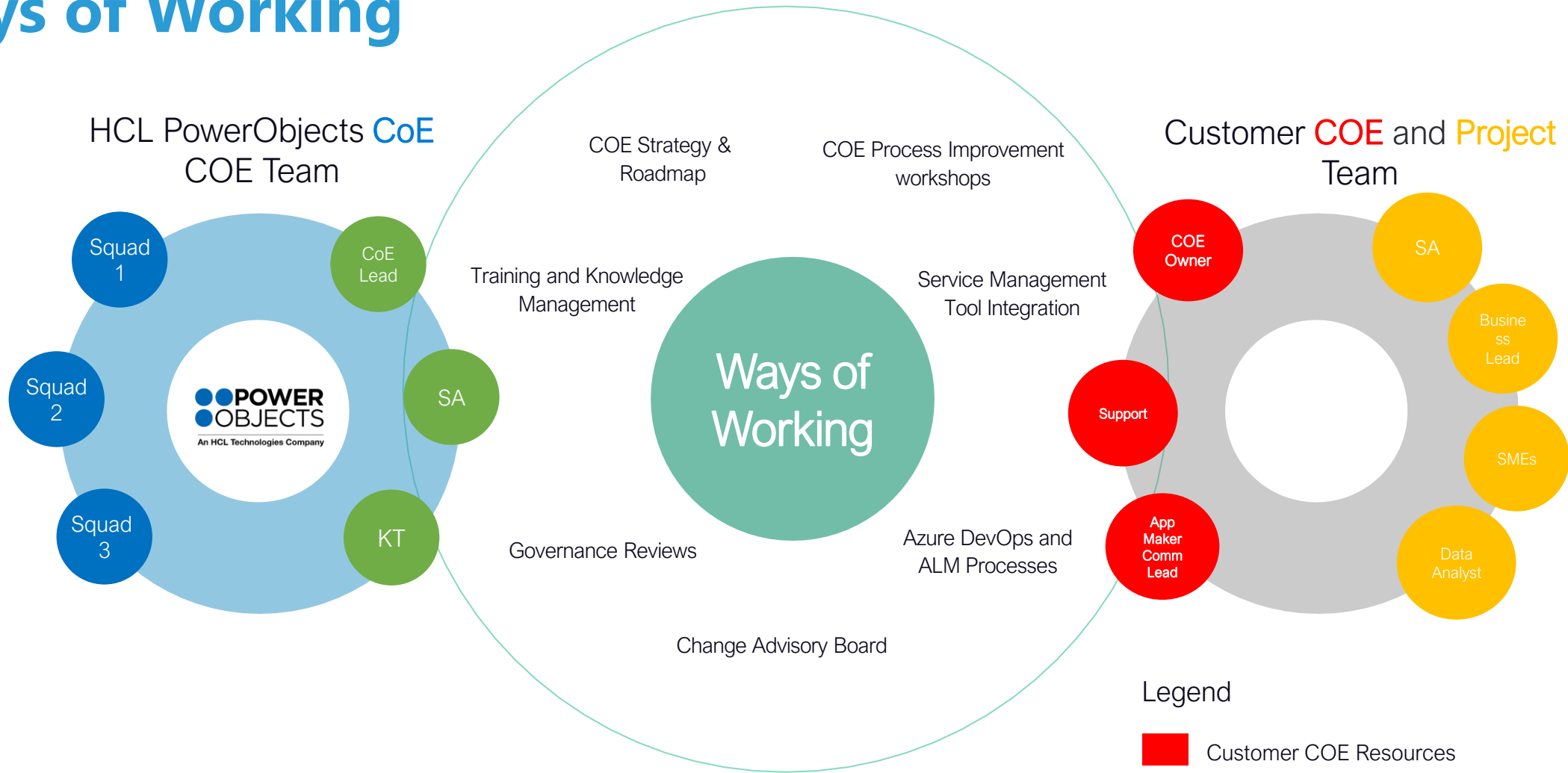
CoE Execution Plan



CoE Configuration



# CoE Ways of Working

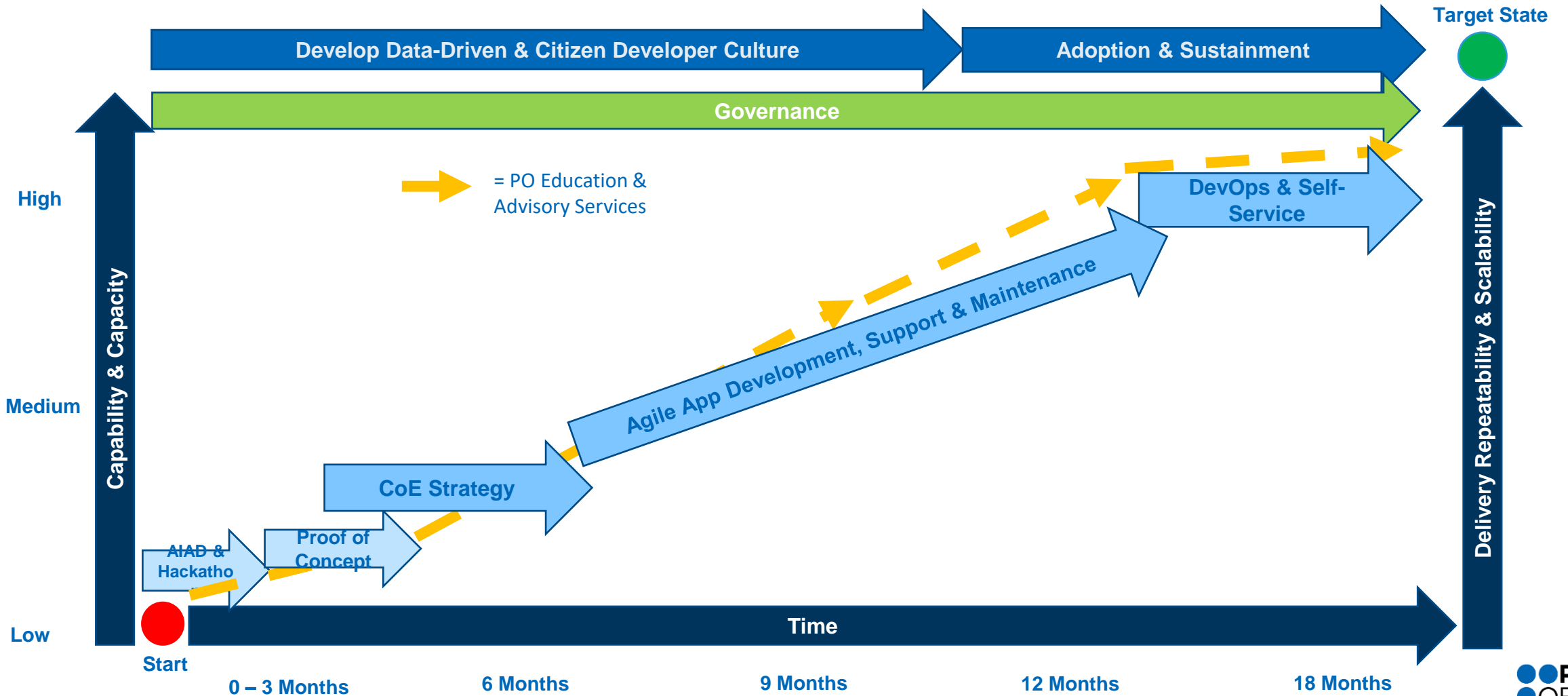


## Legend

- Customer COE Resources
- Customer Power Platform App Implementation Team
- HCL PO Resources - Offshore
- HCL PO Resources - Onsite



# CoE Maturity

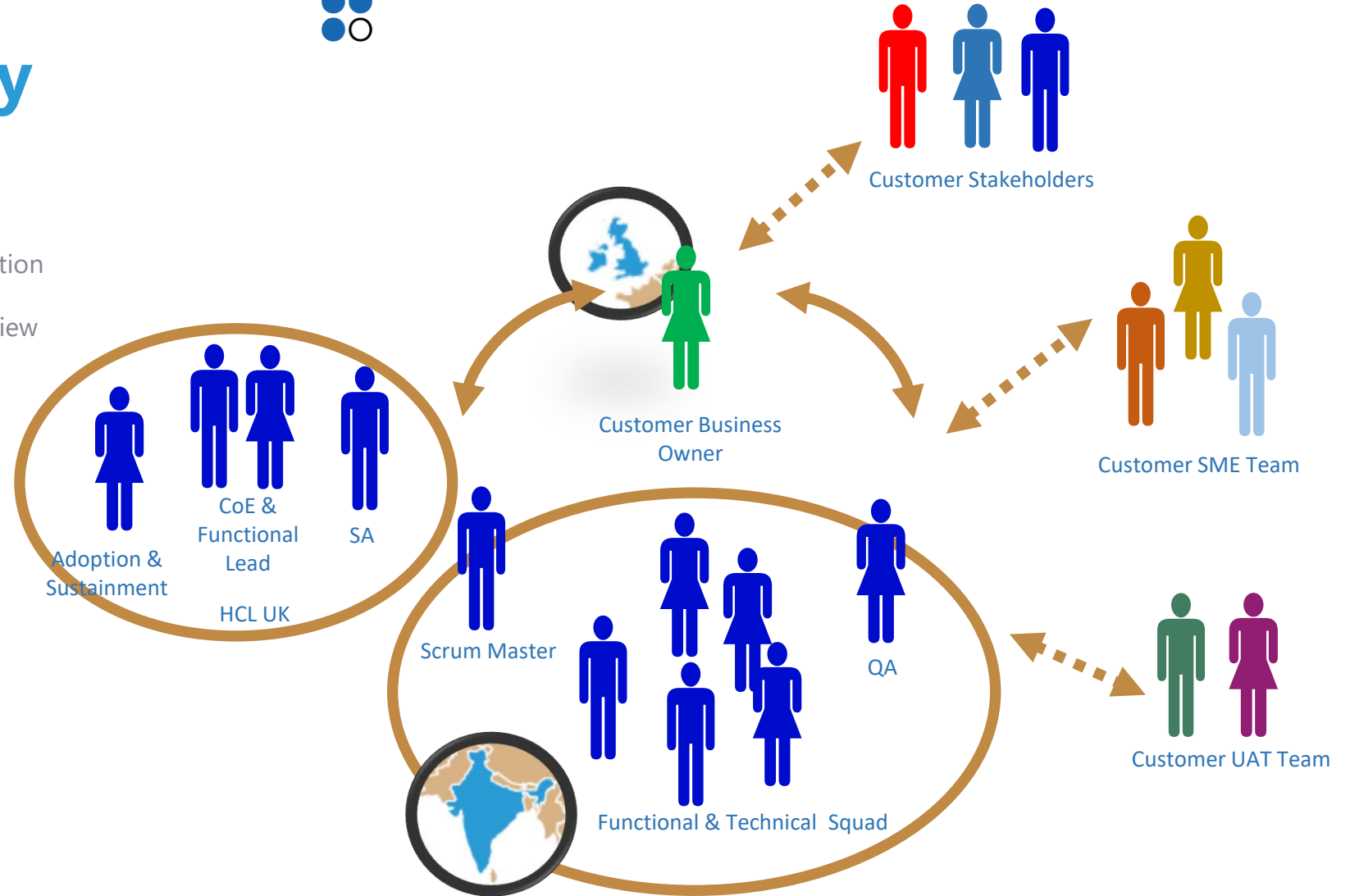


# Power Platform The Digital Factory



Onsite	CoE Lead	<ul style="list-style-type: none"> <li>Power Platform Solution Design Workshops</li> <li>POC Candidates Review sessions</li> <li>Ideation sprints</li> <li>Stakeholder Reviews</li> <li>Testing</li> </ul>
	Lead Functional Consultant	
	Adoption & Sustainment	
	Solution Architect	

	Squad 1	Squad 2
Offshore	Scrum Master	Scrum Master
	Functional Consultant	Functional Consultant
	Developer	Developer
	QA	QA

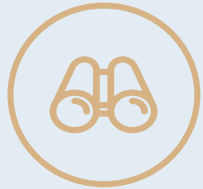


## Benefits:

- Agile
- Work delivered cost effectively without diluting quality
- Ability to ramp up and down quickly
- Identify legacy apps/flows for modernisation without increasing costs



# Maker Community Consulting Services



## What is it?

Leading or supporting your community manager in establishing the different parts of the Power Platform Roadmap. With dedicated tools and CoE Starter Kit Framework following the 30-90 day set up to accelerate adoption and building a community that can be sustained.



### ANALYSIS & SUCCESS FACTORS

Establish Objective of community:

- Charter
- Ways of Working and Social Contracts
- Planning Recognition Program
- Communication Strategy & Rollout Planning



### IMPLEMENT MONITOR, ALERT, ACT PROCESSES

Set up and deployment CoE Starter Kit:

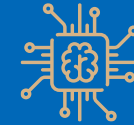
- Admin components
- Audit and report components
- Nurture components (Maker community)



### ESTABLISH MAKER COMMUNITY

Support CoE and Maker Community to execute:

- Welcome activities for new members
- Power App Training
- Virtual Support for Maker Community



### PROGRAM LIFECYCLE / MAINTENANCE

- What's New Training
- CoE Engagement Review & Advisory
- App Development Support

# Thank You!



## Address

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