Microsoft

EMPOWER YOUR CITIZEN DEVELOPERS

Citizen Dev by Saegus Saleskit

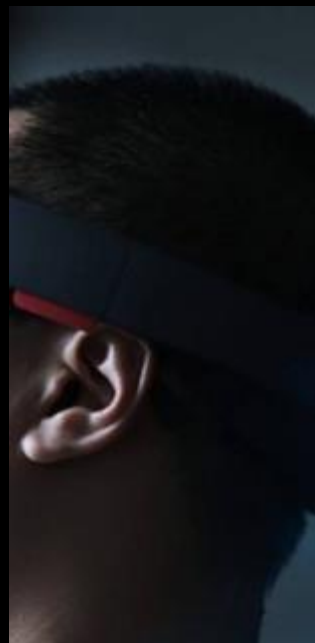**2022**

Scroll

Sommaire
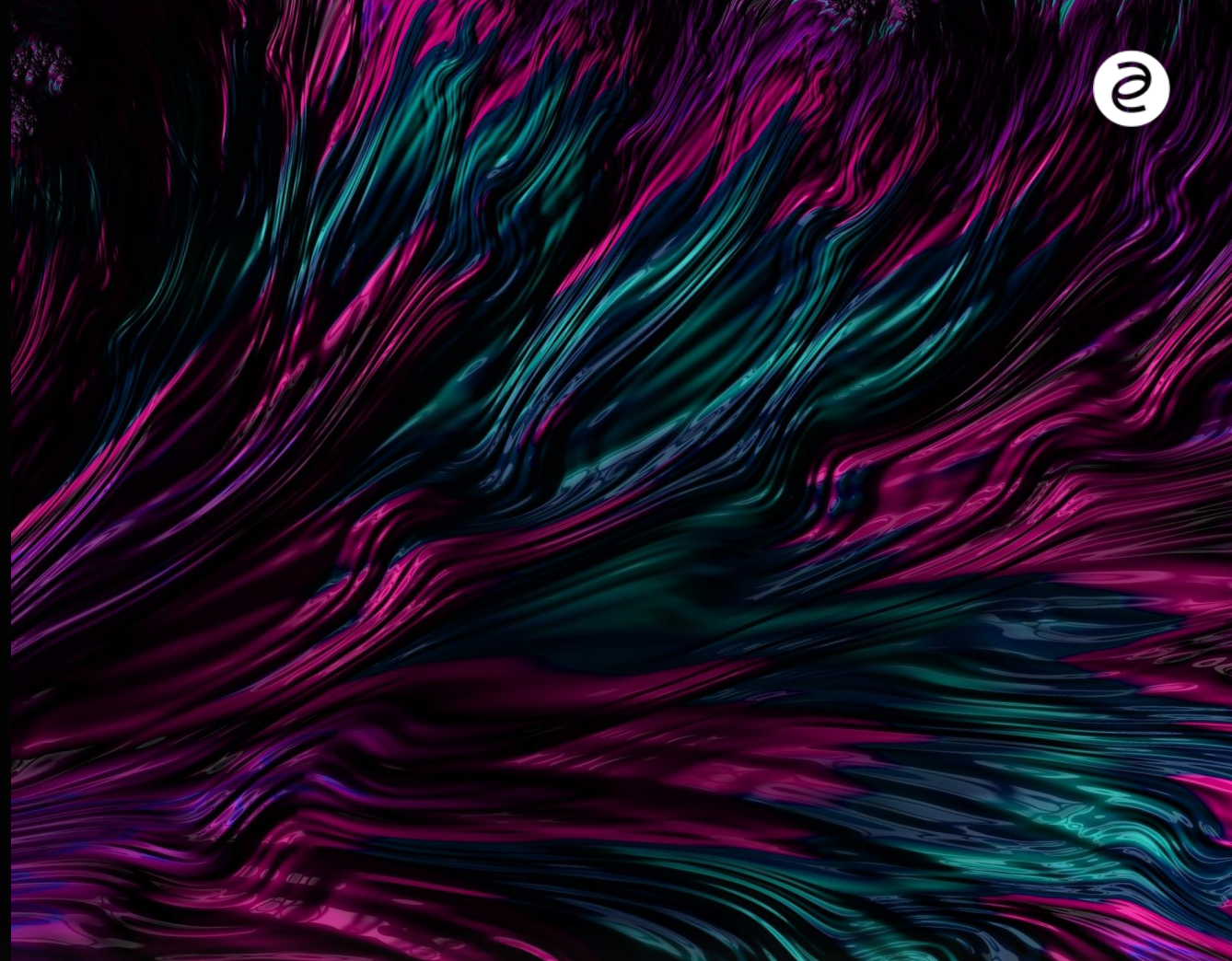
Context

Scroll

By 2024, low-code application development will be responsible for more than 65% of application development activity.

Scroll

Power Platform is about helping people, teams, and organization to focus on their **business value** by empowering their digital workplace.

What is Power Platform?

Power Platform is about helping people, teams, and organization to **focus on their business value** by empowering their digital workplace.

From data to insights in minutes
with **Power BI**

Build great apps faster
with **Power Apps**

Democratize Process Management
with **Power Automate**

Easily create intelligent chatbots
with **Power Virtual Agents**

Monitor your projects efficiently

Boost innovation within your teams

Optimize your value chain

Improver your user experience

And not only....

Power Platform is also integrated to Microsoft and external services

Dynamics 365 **Teams** **Microsoft 365** **Azure** **Your business apps & data**

From data to insights in minutes
with **Power BI**

Build great apps faster
with **Power Apps**

Democratize Process Management
with **Power Automate**

Easily create intelligent chatbots
with **Power Virtual Agents**

400+ Data connectors **AI Builder** **Common Data Service/ Dataverse** **Power Portals** **Robotic Process Automation**
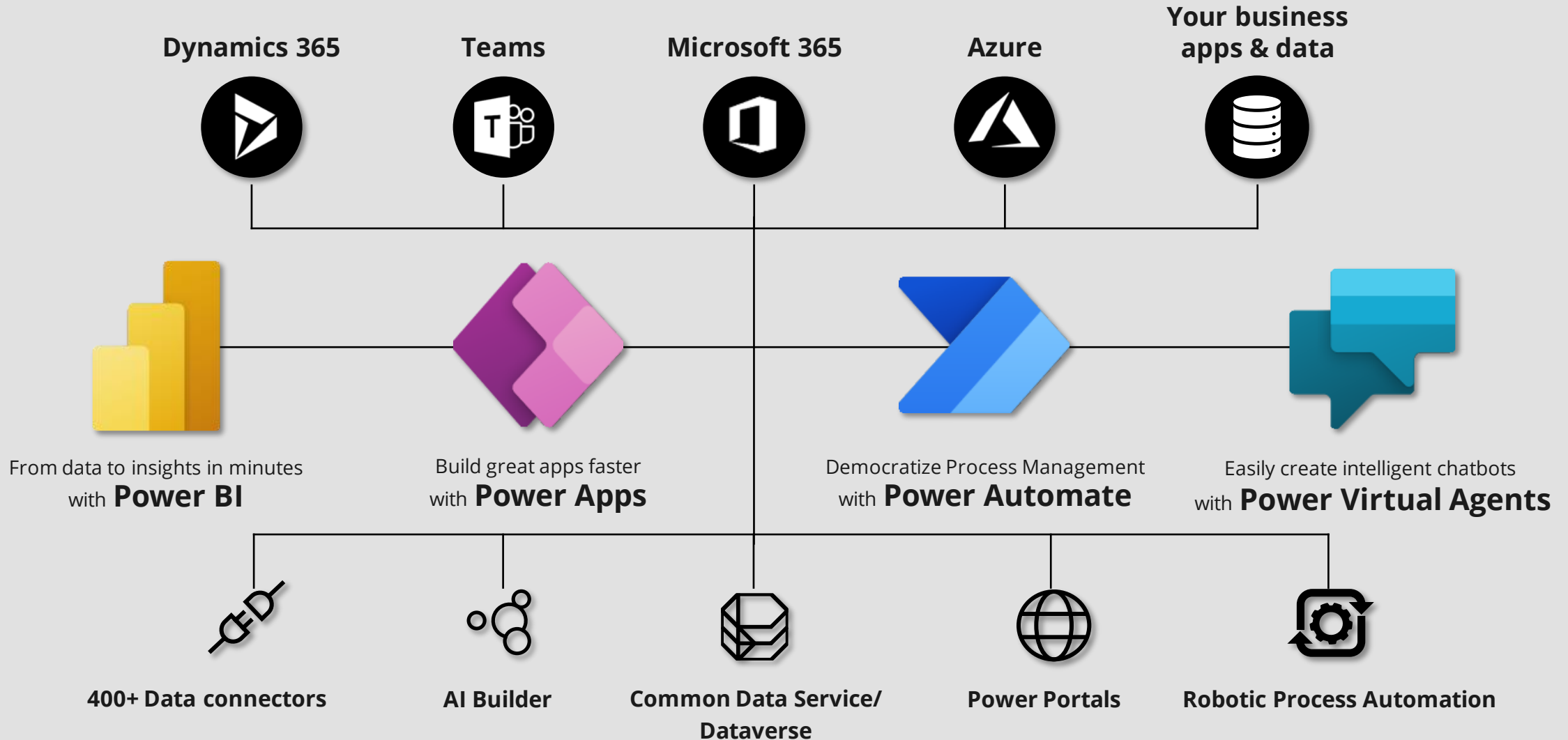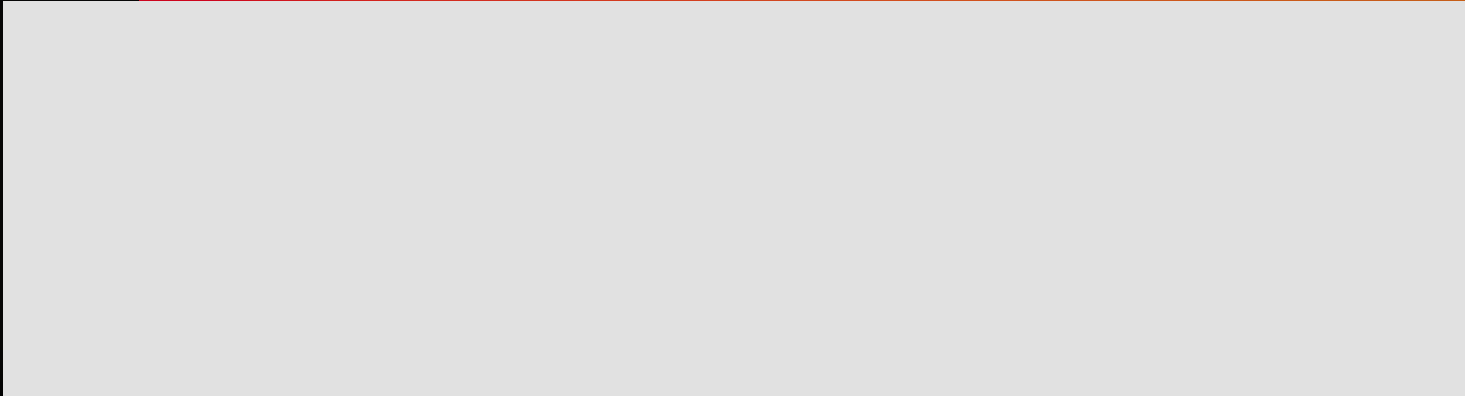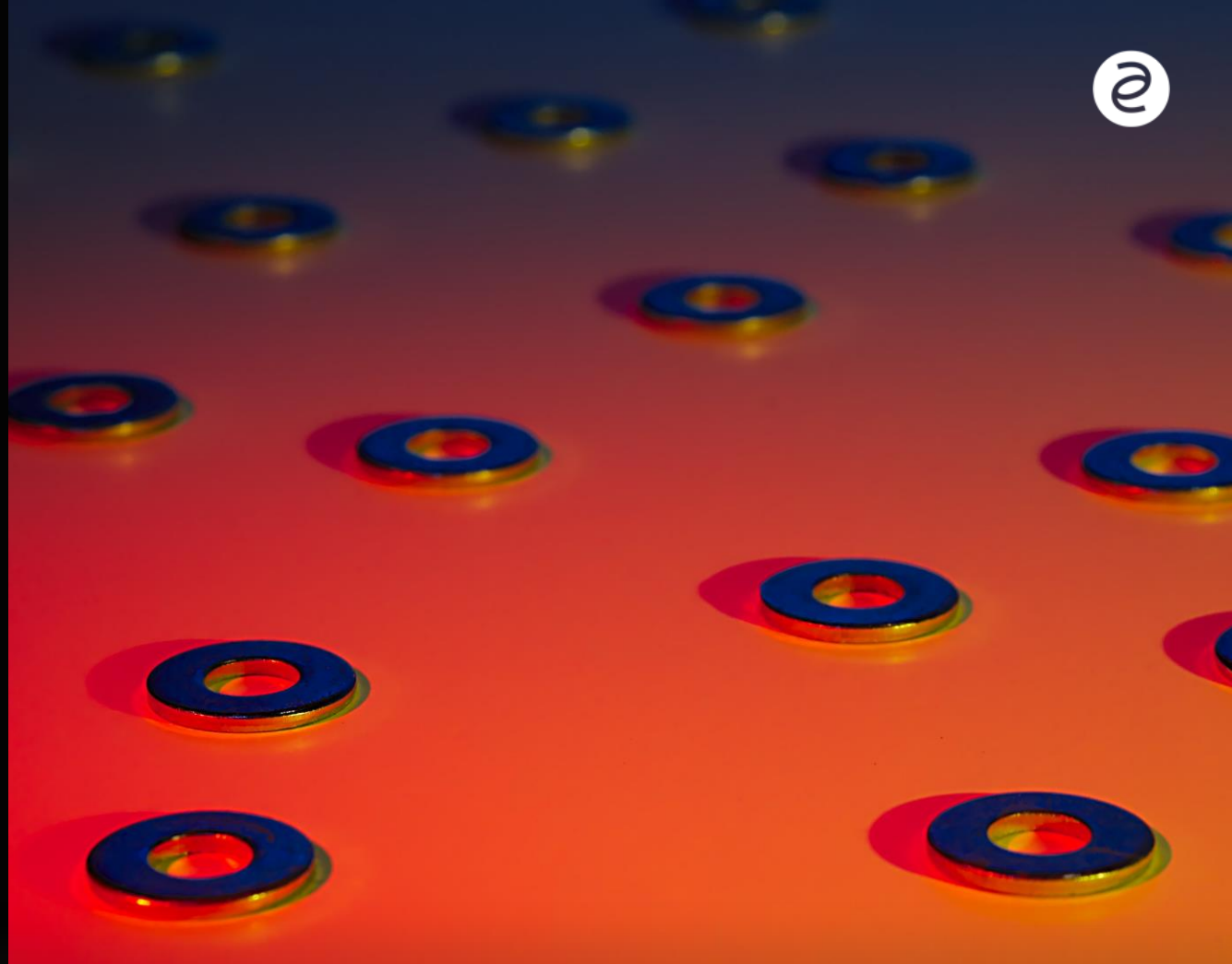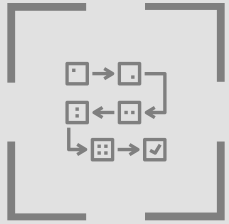
Saegus
Approach

Scroll

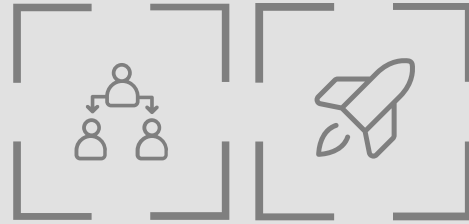# 4 key steps to ensure a smooth and adapted deployment

PREPARE

Understand your **environment specificities** to set-up the first building blocks of the Platform

Find a first PoC application to develop in order to prove the Platform **value**

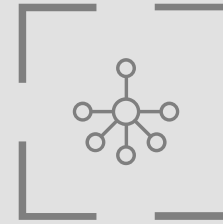Use immersion to propose a first **organizational** & **technical governance**

PILOT

Drive a fast use cases pilots and test phase to test prerequisites & Power Platform 1st governance

Find **citizen developers** to test your adoption kits and create community

Set up a **service center** to initiate an end user services and **upskill DSI**

DEPLOY

Deploy the **governance strategy** and ensure continuous growth through an Agile processes

Initiate an **app Life cycle management** and **monitor** activities

Use adoption kits to empower all users and **measure** usages, **promotion** and **success** of the platform
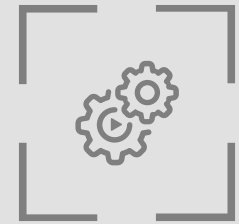
RUN

Externalize/Internalize service center activities to **reduce running cost**

Ensure **knowledge transfer** between Saegus and running team

Keep high developments **sustainability** across the organization

Phase 1 : Understand

Objective : Scope and define the global target governance & approach to deploy the Power Platform
➜ Get started with the Power Platform with minimal security and architecture

Activities

● Conduct a field-research to identify existing use cases, target user experience and audit the existing content, interfaces and architecture in the organization

● Align with security and infrastructure teams to open Power Platform access to targeted users

● Deploy an application or create a community to collect use cases and to target potential

● Install and customize Microsoft Center of Excellence (COE) to monitor activities and to manage tenant resources

● Define a first version of governance and rollout strategy

Deliverables

Use cases mapping and target user journey

Power Platform monitoring tool installed	Governance model with infrastructure and security team

Onboarding plan for Identified Citizen developers

Develop a service offer (App factory)

Deployment strategy & governance

Phase 2 : Pilot

Objective : Pilot targeted rollout strategy, governance and business cases to establish the platform adoption and prepare a go to scale

Activities

- Implement & test the defined strategy

- Help targeted teams on their business case creation for a platform proof of value

- Tenant security and infrastructure validation in a go scale prevision (no. of environments, connectors activation)

- COE adaptation to the organization's needs

- Collect feedbacks and adjust

- Create Reports to present visually the results of survey and feedback

Deliverables

Governance implemented

Pilot identified business case in production | Citizen developers onboarded

Risk assessment analysis

Power Platform monitoring tool adapted to the organisation needs

Deployment strategy ready for scale

Service offering ready for step 3 | Adoption toolkit and assets

Phase 3 : Rollout

Objective : After defining, testing and sizing all services, it is time to deploy the power platform and Citizen Development services to the whole organization

Activities

- Deploying the automated governance processes to keep a healthy platform, and monitoring the continuous growth

- Service center team structure, onboarding and services delivery preparation for a go live

- Product roadmap definition and implementation

- Requests Management process deployment

- Industrialization of all Platform process (from business needs to apps and solutions deployment)

Deliverables

A complete operational center of excellence automation toolkit

Empowerment plan sessions & Citizen Dev empowerment assets

Product management & roadmap evolutions

Business Service Requests Management & Delivery

Phase 4 : Run

Objective : Ensure Power Platform developments sustainability in the organization with a dedicated Run Team

Activities

- Service center team structure and set up, onboarding and services delivery go live

- Requests Management process transfer to the Service center and backlog prioritization

- Product management & roadmap maintain and transfer to an internal recourses

- Run of all Platform process (from business needs to apps and solutions deployment and TMA)

Deliverables

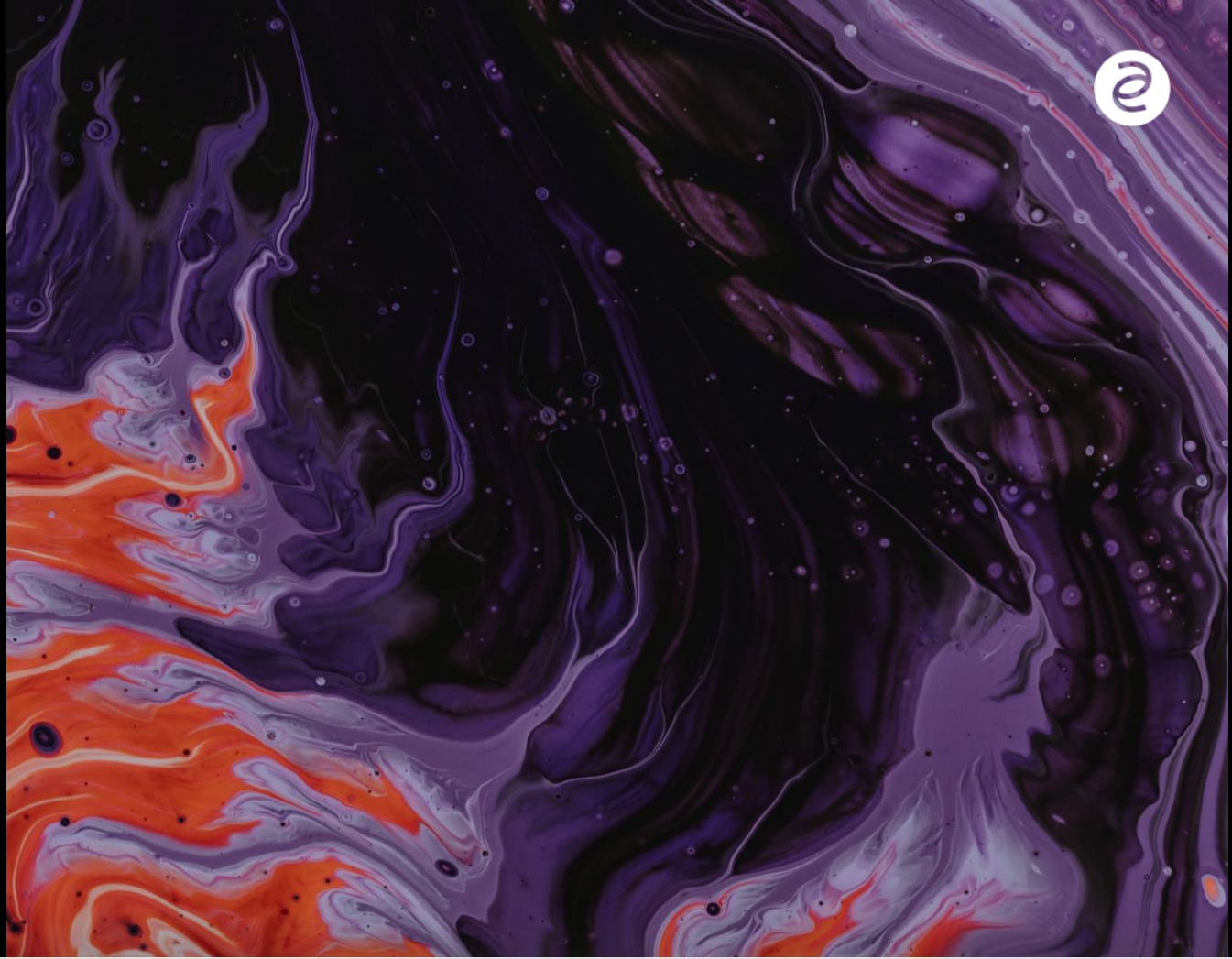Service Center and up & running

Governance up & running

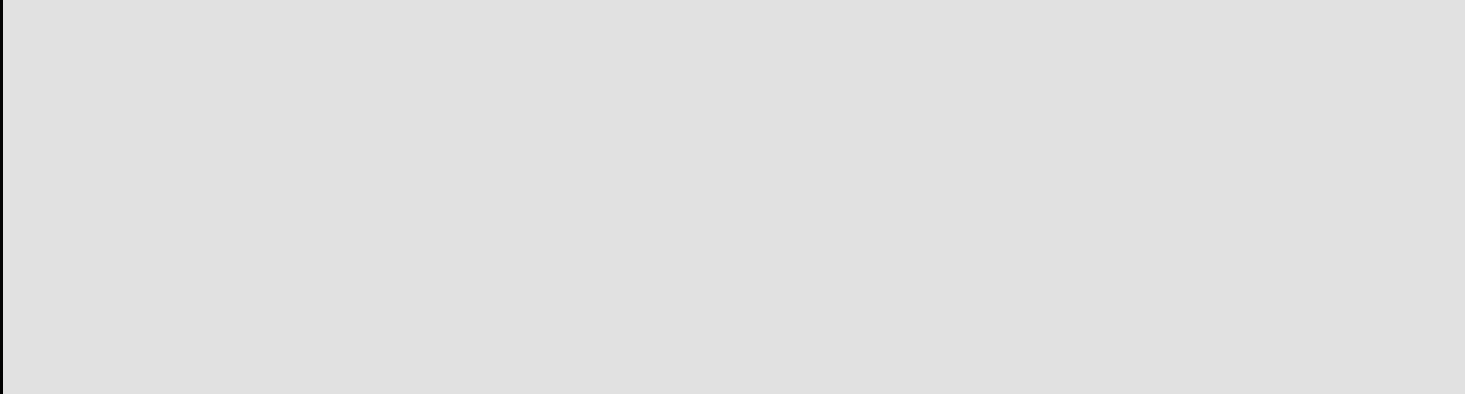Product management & roadmap evolutions

Business Service Requests Management & Delivery autonomous and up & running

Usages

Scroll

One use one tool

BYOD | Teams | VPN | Laptop | Connections

Tablet | Collaboration | Use cases
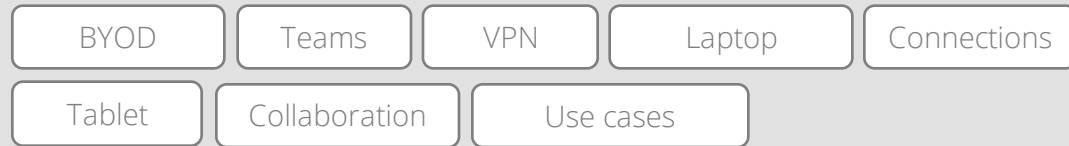
USAGE

App that allows users to find the tool that meets their needs. It allows you to browse by persona and by use case in order to find the most suitable solution.

GOAL

Have access to a personalized list of tools corresponding to the uses looked for.

List all the tools available in the organization.

Allow users to download the right tools from the application

RESULTS

6 days to develop the application

40% consider they are well connected when working remotely

Create Your Company Pass

BYOD Control Security Laptop Connections

Tablet Collaboration Automation

USAGE

App that allows employees to request a pass for their visitors from the security department, which controls all visits

GOAL

Reduce the time between reception of request by security department and data entering in the back office.

Allow the security department to be more efficient in the processing of passes (automatic validation in most cases).

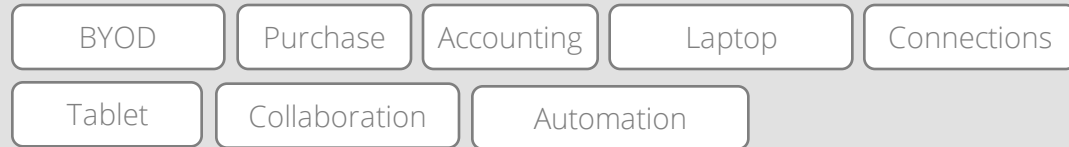Sending daily summary of visits.

RESULTS

20 days to develop the application

80% of time saved in the creation and processing of company passes

Manage Your Suppliers

BYOD | Purchase | Accounting | Laptop | Connections

Tablet | Collaboration | Automation

USAGE

App that allows buyers to create and modify supplier records and accounting department to validate requests

GOAL

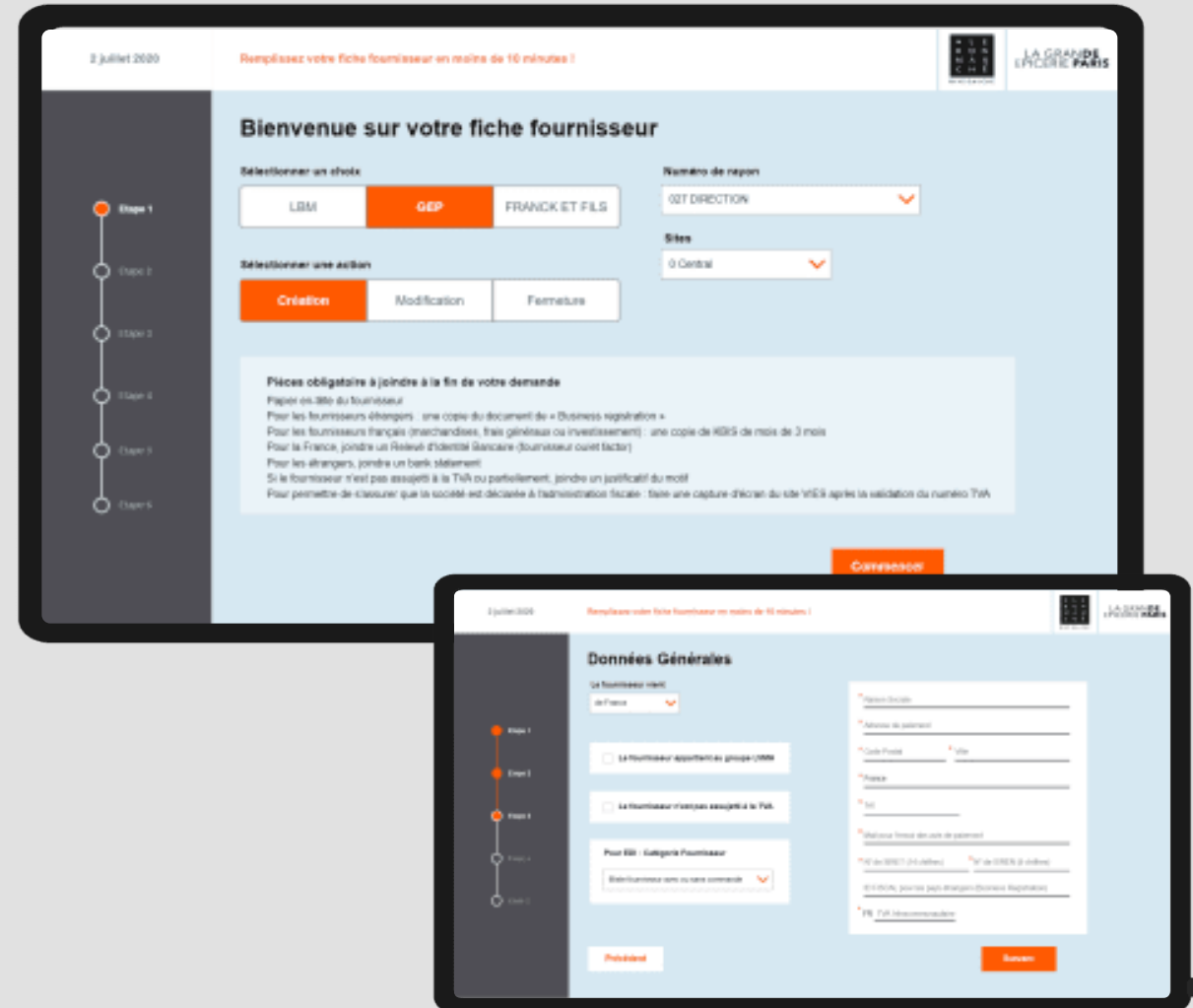Dematerialize the supplier record creation process

Facilitate the control of suppliers by accounting department

Sending emails to creator, their managers and validators

RESULTS

13 days to develop the application

80% of time saved in the creation and validation of suppliers

Simulate CO2 Emissions

BYOD | CSR | Simulation | Laptop | Tablet

Reporting | Power BI

USAGE

App to simulate CO2 emissions and save actual data to monitor changes
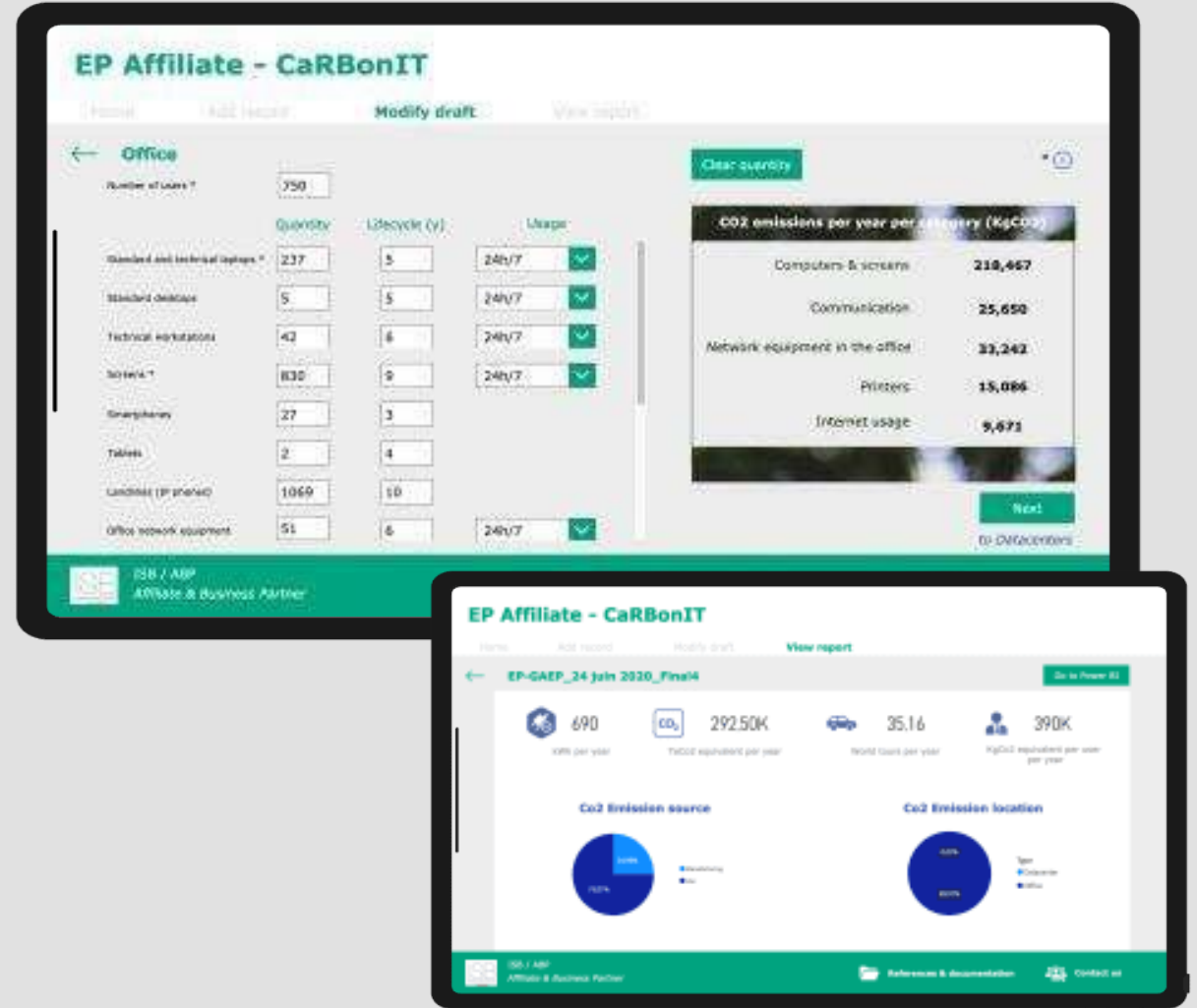
GOAL

Simulate CO2 emissions by branch

Save the CO2 emission rates by branch, every year

Monitor the evolution of CO2 emissions by branch and for the whole company

RESULTS

15 days to develop the application

19 company branches use the application

Tracking Containers

BYOD | Logistics | Tracking | Mobile | Tablet

Client Portal | Collaboration
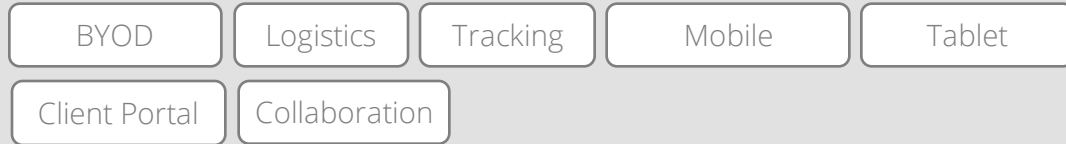
USAGE

2 Apps and a Portal that allow you to manage orders, assign and track containers

GOAL

Canvas mobile app to flash QR codes and save container status

Model-driven app to manage orders and containers in the back office

Power Apps client portal to place and track their orders

RESULTS

15 days to develop the application

Hundreds of containers managed

Build a more agile Supply Chain for L'Oréal and partners

Supply Chain | Packaging | Immersion | Design Thinking | Agile Mindset

Foreseeds | Fast prototyping | 4 Saegus experts

USAGE

How do we start to transform our supply chain and meet the ever more volatile and fluctuating needs of consumers?
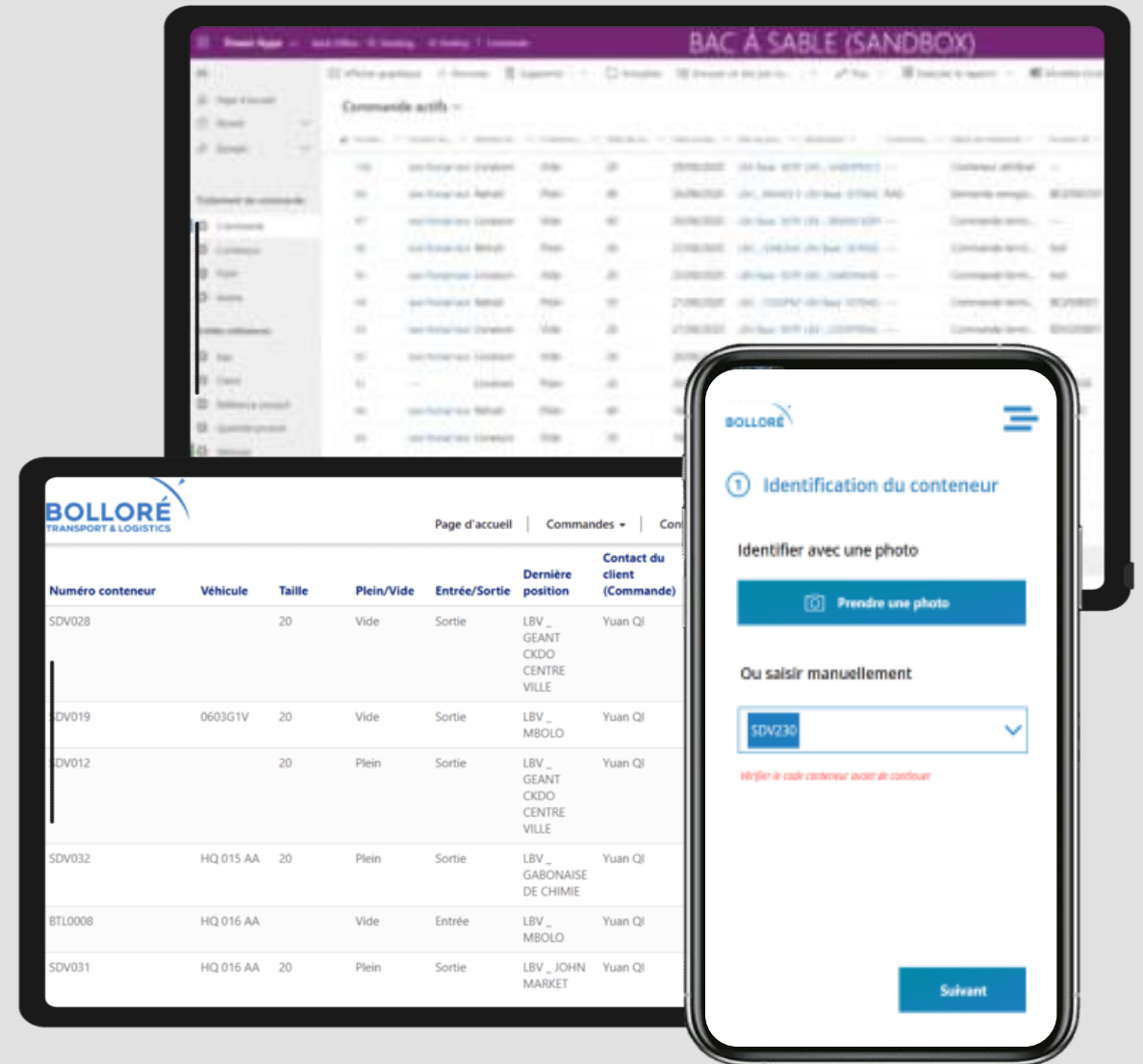
GOAL

In 5 months, field research conducted in 9 factories, 136 solutions co-created with 30 participants over 2 days. Design of 3 prototypes tested and validated by operational teams.

RESULTS

9 factories researched
136 unique solutions
3 prototypes tested
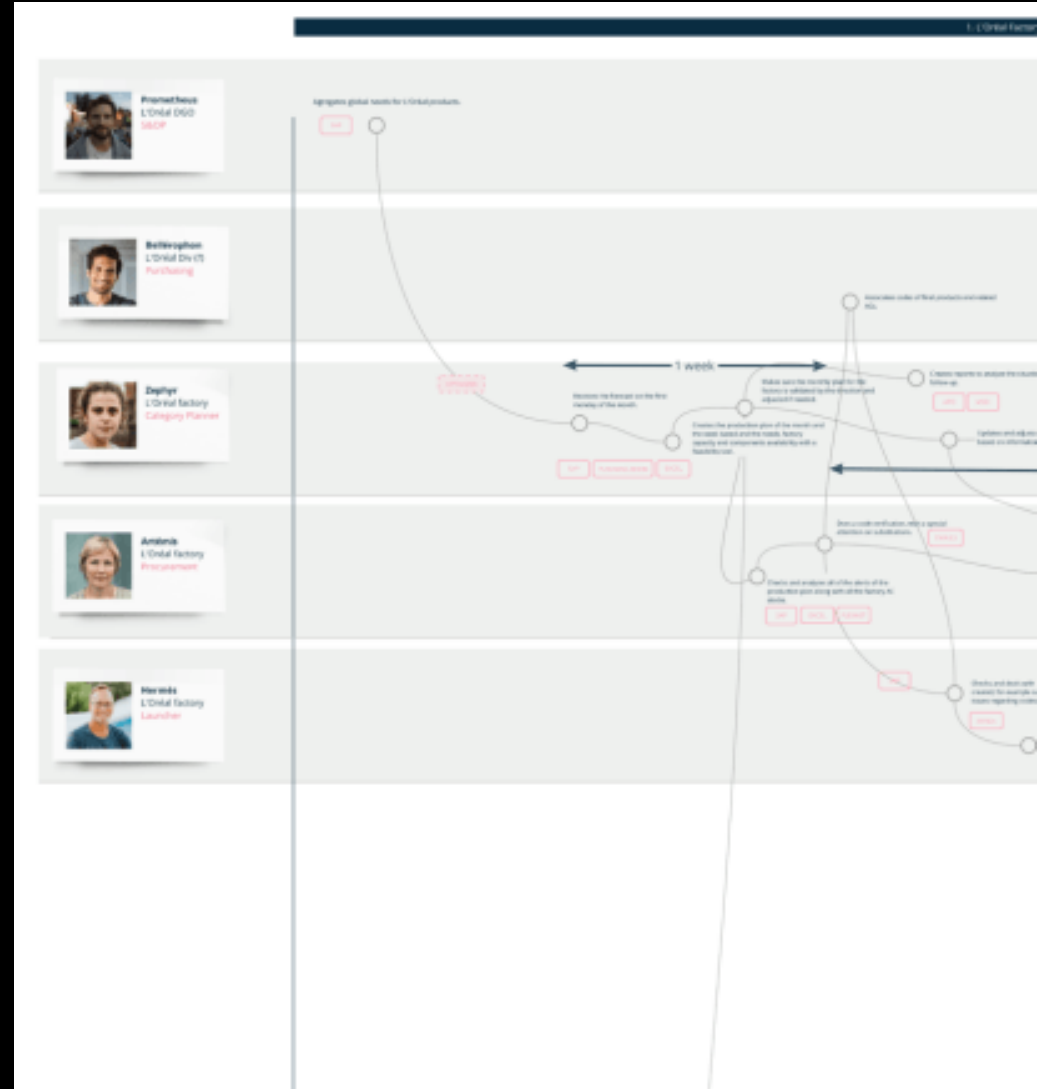
Mapping of the complex interactions from end-to-end supply chain requests over packaging needs

Implement Power Platform governance

IT Governance Citizen Development Power Platform

Product Ownership Business solutions

NEED

How to foster citizen development within the Company while ensuring proper governance and control over Power Platform objects?

In 2 years

Citizen development

Support & communication community

Sharepoint site with weekly content creation

User research & training program

Governance

CoE implementation & customization

Environment strategy

Agile product management approach

ACCELERATION

RESULTS

5,000+ apps and **10,000+** flows created
900+ monthly active community members
150+ pieces of training & awareness content created
7 platform monitoring & operation processes created
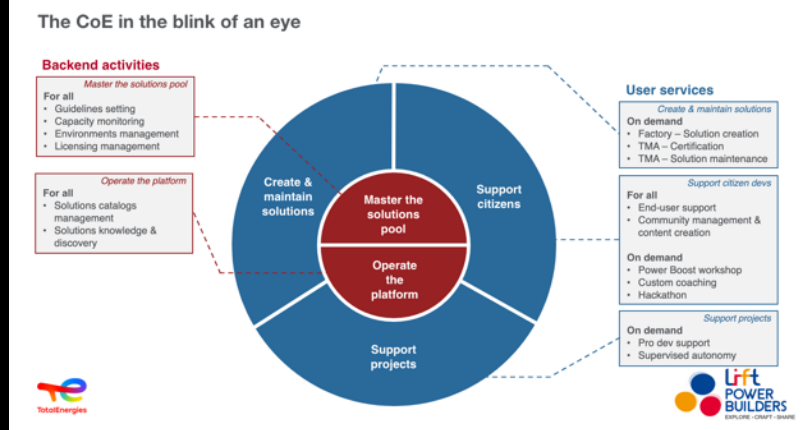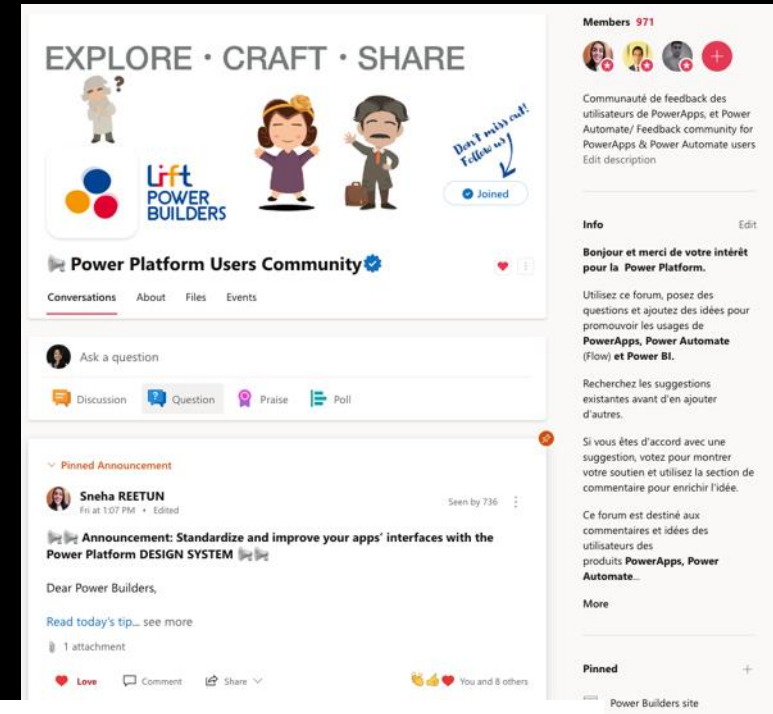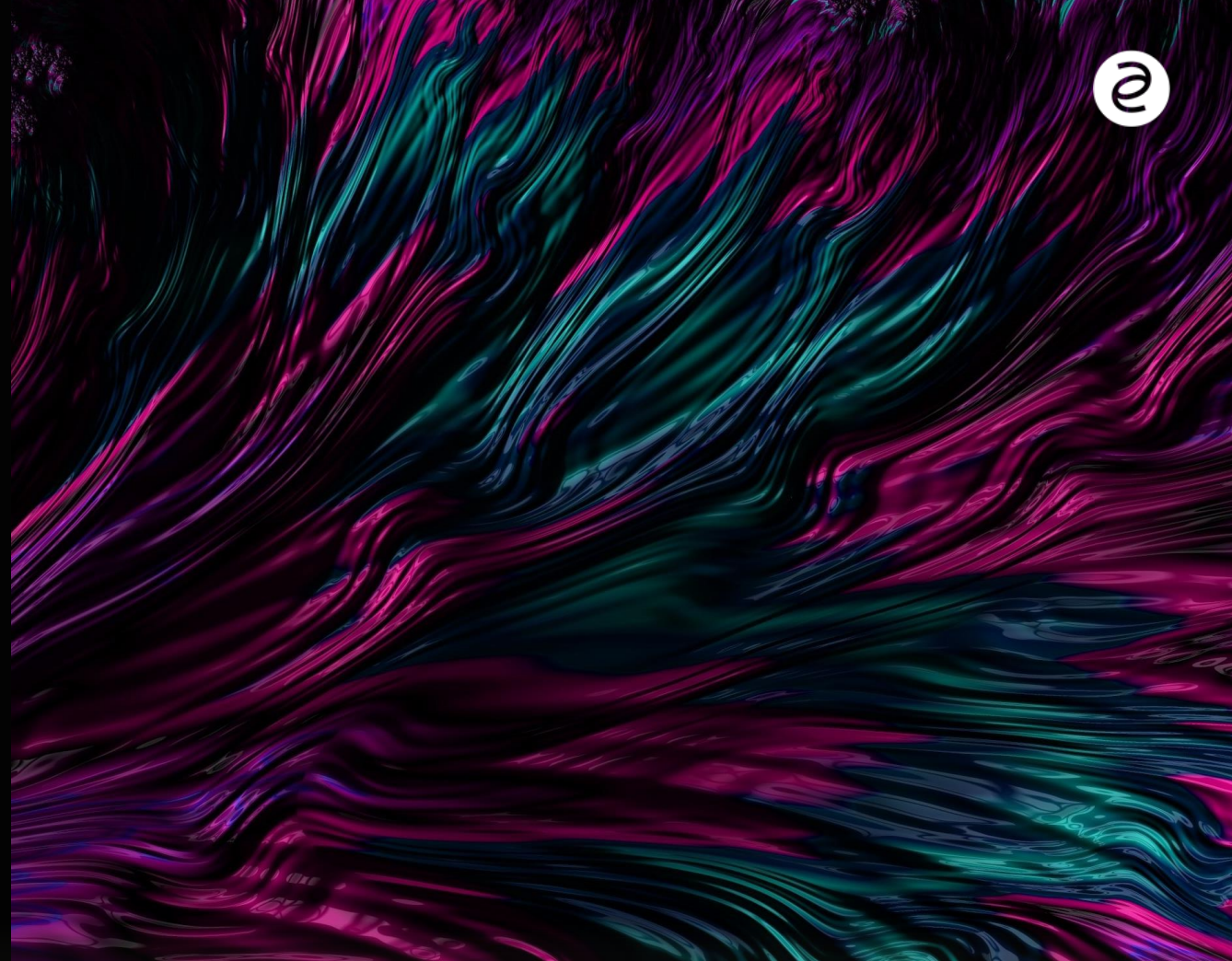
Profiles

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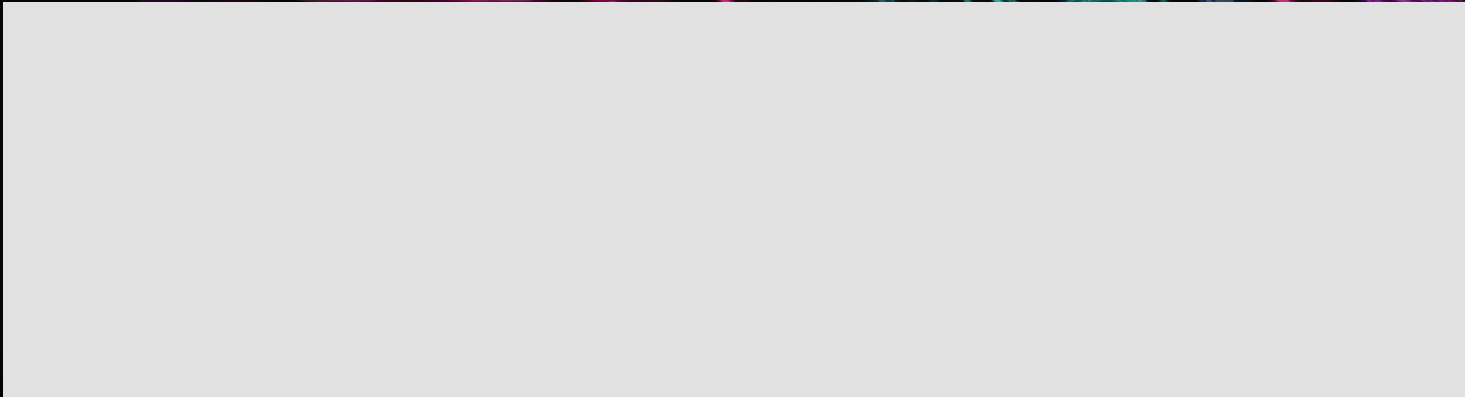
About +

After a double major in finance and entrepreneurship, Artus helps his clients to define their business needs & goals from the conception phase to the pilot one.

ARTUS AUVRAY

Digital Workplace Manager

Languages

French - English

Expertises

Scoping - Adoption program Rollout in France & worldwide – Digital project coordination - Team management – Power Automate – Power Apps - SharePoint – Microsoft Teams – Jira – Jive

Education

2017
Microsoft Entreprendre
EM Lyon Business School, Lyon
2016
Master's degree in Finance & Audit
EM Normandie, Caen

References

Power Platform Product Owner– BNP Paribas

Power Platform group rollout in 3 steps :
- Step 1 : Governance creation with the group (ITG)
- Step 2 : Pilot phase with entities (first use case identification, creation and integration)
- Step 3 : Go scale for a group rollout

Product Owner– Société Générale

In charge of Investment Banking's SharePoint
- Releases coordination between infrastructure team in France and Bangalore.
- Development of a service offer inside the organization (SharePoint spaces migration follow up/ Collaborators training. Taylor-made space creation**)**

Microsoft Teams & Power Apps integration
- Project coordination and follow up.
- Risks assessment coordination between infrastructure and securities teams.
- Experimentation phase establishment in order to launch a pilot phase before the full deployment.

Small Apps offer founder - Saegus

Creation of a new offer at Saegus based on the Microsoft Power Platform
Small Apps for everyone. No code, for real.
Create your own internal application without a single line of code in in order to digitize your most time-consuming processes.
-> https://small-apps.saegus.com/

Power Apps Builder

Ideation, conception and integration of several applications for :
- Saint Gobain
- Le Bon Marché
- Microsoft
- Société Générale
- Bolloré Transport & Logistics
- Manutan
- Rexel
- Pernod Ricard
- Club Med
- SogeProm
- Canal Plus

About +

A cross-cultural communication graduate, Hanaë uses her passion for digital tools and their role in improving cooperation between people and cultures within companies to help her clients solve their collaboration issues, while nurturing her nerdy side using low- and no-code development tools.

Hanaë Nguyen
Power Platform
Senior Consultant

Languages

French (Native)
English (Bilingual)
German (Fluent)

Expertise

Adoption & change management –
Agile – Training engineering –
Community management – Project
management – Product management

Certifications

PSM1 – Scrum master
PL900 – Power Platform fundamentals

Education

2017 - Master's in Cross-cultural
Communication and Translation
*ISIT (cross-cultural communication and
management school)*

References

TOTALENERGIES GLOBAL IT SERVICES

Product Owner Power Platform
Assist Power Platform PM in implementing and managing the Power Platform at TotalEnergies
- Define & follow up on the technical and product roadmap for Power Apps and Power Automate
- Define and implement new user services
- Define and implement service request management process
- Define Power Platform governance processes and communication
- Scrum master of the Business Solutions Squad, prepare and conduct agile ceremonies

Lead Citizen Development
Build a "Citizen Development" program around Microsoft's Power Platform at Total
- Identify personae
- Create and implement a training plan around Power Apps and Power Automate
- Build, grow and nurture a learning community for citizen developers
- Manage service providers for functional support and content creation (weekly tips, webinars and video creation)

FAURECIA

Adoption, transformation and engagement consultant
Raise awareness and create engagement around the group's transformation using Jive and social communication

- Helped launch the All On Board transformation program:
  - Create and manage the dedicated communication community
  - Produce emailings, blog posts, games in order to boost employee engagement around the project

- Create, grow and nurture key strategic communities (HSE, Quality, Customer satisfaction, Finance)
- Manage a worldwide champions network (300+ members)
- Create a social communication training and upskill 15+ communication professionals

SOCIÉTÉ GÉNÉRALE

Jive adoption Coach
Provide business users with custom support to boost the adoption and use of JIVE software.

- Organise and conduct certified training sessions
- Promote the use of Jive through communication and content creation
- Provide fonctionnal support to end users
- Create material to promote best practices and FAQ

About +

With his Engineer degree in Data Analytics in 2017, Maxime helps his clients in designing and creation data applications and data strategies to build a data driven ecosystem around actionable analytics. Specialized in Data Visualisation he also turns into Embedding Analytics segment to address new challenges.

MAXIME.M
Power platform Consultant / Data Consultant

Langues

English - French

Expertises

Azure and Microsoft Ecosystem
Power BI and SQL suite
Looker –Tableau
Embedded Analytics

Formation

Engineer Degree in Big Data and information systems - ESIEA

References

Data Consultant – Rexel

BI Corp projects:

- Requirements collection
- Full BI Enterprise solution design and build
- Expertise for Rexel HQ and subsidiaries (Ireland, Finland, Spain)
- User training
- Applications development for Embedded Analytics (for a large amount of customers)
- Optimize Reports and Solution
- Lead Power BI for global data department
- Team empowerment

Technologic Environment:
- SQL Server (T-SQL / SSIS / SSAS / SSRS) & Power BI
- Azure SQL / Azure Data Factory / Azure Functions / C#
- Microsoft Dynamics basics

Data Consultant – Alcatel-Lucent Submarine Networks

Data application:

- Data integration parser design and build
- Data model design and implementation
- Dashboard & reporting on Tableau Software

Technologic Environment:
- Python, HP Vertica, Tableau Software

Data Consultant – L'Oréal

Dashboarding:

- Visualization development for the specific needs of the L'Oréal divisions

Technologic Environment :
- DOMO, SQL

About +

With a technical engineering background, Roméo has specialized in user-centered design of digital solutions, combining his skills in UX/UI design, data modeling and his knowledge of development tools. Mastering classic or innovative project management methodologies, such as Agile and SCRUM, Roméo will be able to assist you efficiently in your deployment and adoption projects around new digital solutions.

Roméo LEBORGNE

Power platform Consultant

Languages

French – English

Expertises

Power Platform – UX / UI design – Data Model – Office 365 adoption and training – Technical governance – Agile and SCRUM

Education

Engineering degree, specialized in IT project management – *IMT Atlantique*

Semester of training in IT project management and UX/UI design – *ETS Montréal*

Scientific preparatory classes – *Lycée Saint-Louis, Paris 5ème*

References

Power Platform Lead Developer – Bolloré

Evolution of a tracking solution for delivery containers in Gabon

- Reviewed and designed a complex data structure
- Set up necessary implementations in a complex solution combining Dataverse, Canvas App, Model Driven App, Customer Portal, automated flows, Dashboards
- Created technical operating documents
- Ensured the increase in competence and the complete transfer of the project to a team in Gabon

Power Platform Consultant – Capgemini

Improvement of a training follow-up solution for 250,000 employees

- Implemented a functional process for putting the application and flows into production using environment variables
- Improved the performance of the Canvas application and automated flows
- Management and configuration of rights and functionalities according to security groups

Power Apps and Automate Coach – Stellantis

Assistance for the deployment of the Power Platform in a plant

- Monitored the implementation of 9 showcase solutions
- Created training materials based on business use cases
- Leaded Power Apps discovery workshops

Power Platform Developer – Le Bon Marché

Evolution of a pass management solution

- Automated a complex validation process with external actors (supervisors, firemen, …)
- Leaded an evolution of the data structure to allow greater flexibility

Power Platform Expert – Saegus

Main projects

- Designed an onboarding application presenting a personalized path according to the profile
- Created a customizable Lib Power Apps UI
- Designed a POC of a presence management application for the return to the office
- Set up a three-day training on all the Power Platform tools and expertises (project, data, design, development, …)

About ⁺

With strong experiences acquired through different innovation divisions, Yann is able to respond to your sector-specific issues thanks to his multiple technical and design skills (Industrial and UI/UX Design). He designs all of its products and services by applying user-centric and ergonomic methods.

YANN BIANCHIN
Power platform Consultant

Languages

French – English (professional)

Expertises

UI/UX Design - Graphic Design - Industrial Design - Product Design - Power Platform - LumApps - Development & integration - 3D Conception

Education

Master Design Innovation Interaction Service

Industrial prototypist model maker Degree

Graphic Arts Degree & Digital Arts option

References

UX/UI Designer – Microsoft

Design & production of gamified product to promote Microsoft Teams
Scoping / Project management
Designing & conducting workshops
Backlog / Features & game mechanics definition
Wireframing / Prototyping / Userflows / Guidelines
Conception / Game questions database management

UX/UI Designer / Intranet Maker – LVMH

Intranet design with LumApps LVMH maisons: CELINE, FENDI & DSI HOLDING
Scoping
Designing & conducting workshops
Backlog / Features definition
Wireframing / Prototyping / Userflows / Guidelines
Development & integration HTML CSS JS GSAP

UX/UI Designer / Application design – Power Platform

Sector-specific application design with Power Platform solution for L'Oréal, Saint-Gobain, Eramet, PSA, Le Bon Marché & ALD
Scoping
Designing & conducting workshops
Backlog / Features definition
Wireframing / Prototyping / Userflows / Guidelines
Development & integration

UX/UI Designer – Saegus

Complete redesign of Saegus website
Scoping
Designing & conducting workshops
Backlog / Features definition
Wireframing / Prototyping / Userflows / Guidelines
Assets gathering & HTML-CSS integration

About +

With 3 years of consulting experience, Sara puts her expertise in Agile and immersive methods to the benefit of customers to support them in their digital transformation, from project framing to its realization. She has a strong expertise in Intrapreuneurship program's management.
She's also been the Product Owner for two digital solutions and drove projects in different steps of their life cycle.

SARA.DLRI

Organizational Governance Consultant

Langues

English - Spanish

Expertises

Design Thinking
User-centered design
Agile Project management (PSM1 certified)
Intrapreneurship
Change Management

Formation

Master 2 « Entrepreneurship » ESSCA

Canada – Mount Royal University

References

Design Thinking & Intrapreneurship consultant – Orange
November 2020 – December 2020

Drive a user-centric approach to build the strategic repositionning of a transformation team facing the arrival of a new collaborative suite :

- Map existing uses cases and key target users of the organization
- Facilitate ideation and Design Thinking workshops to help strategic repositioning of the team responsible for social uses cases within Orange
- Deliver recommendation on the team's future positioning

Design Thinking & Intrapreneurship consultant – BNP Paribas

Imagine and manage an Intrapreuneurship program for a 50 people team :

- User interviews, analysis and prioritization of the solutions
- Recast of the Plenary format for 400 collaborators
- Preparation and animation of Design Thinking workshops
- Co-creation and run of a manual Foreseeds© workshop
- Co-creation and management of an intrapreneurial program (6 internal startups dealing with cross-cutting strategic themes for 5 months)
- Weekly coaching of two teams (12 people)

Design Thinking & Intrapreneurship consultant – Microsoft
May 2020 – July 2020

Identify and prioritize Surface Hub use cases for Healthcare structures, within 6 medical and non medical departments :

- Create a participative approach designed for doctors and healthcare professionals of a CHRU
- Facilitate co-creation workshops and the creation of the associated prototypes and user tests
- Analyse the collected data and create 15 user journeys for different targets

Product Owner ITEC Pulse – Société Générale

Manage the ITEC Pulse project : create a steering approach through the added-value created by the CIO's entities :

- Building the strategic roadmap and the action plan of the project
- Defining the project's orientation and priority evolutions through workshop's organisation
- Redacting the associated backlog
- Industrialise performance steering : detecting cross-entities synergies & redundancies