



# Microsoft Power Platform

## Center of Excellence Deployment

Monitor / Govern / Nurture



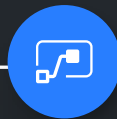
**Power BI**

Business analytics



**Power Apps**

Application development



**Power Automate**

Process automation



**Power Virtual Agents**

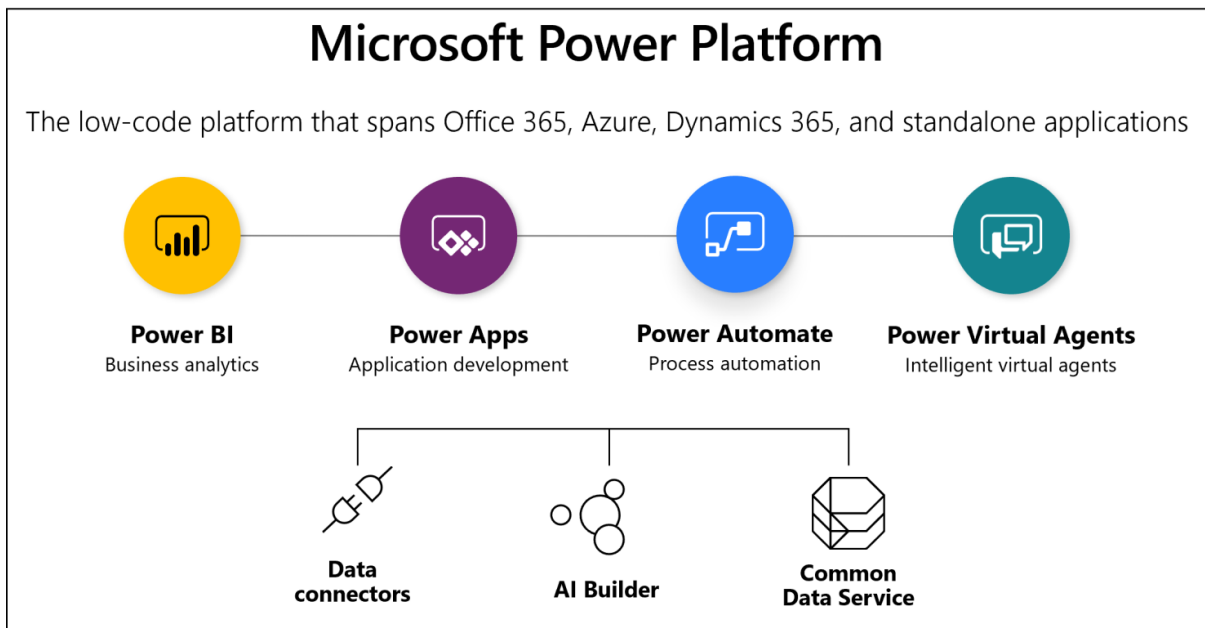
Intelligent virtual agents

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# The Power Platform

The Microsoft Power Platform is an interconnected collection of services that allow business users, IT administrators and IT Pro Developers the ability to build web & mobile applications, workflows, dashboards and intelligent chatbots in an enterprise ready environment that provides best in class security, compliance and governance. The Power Platform integrates into Microsoft's other two clouds – Microsoft 365 and Azure allowing application makers the ability to extend their into existing business solutions, workflows and processes. To round out the full business value proposition, the Power Platform integrates into On-Premises environments and over 300 cloud based services through Power Automate allowing organisations to digitally transform.



## Sentient Dynamics

We're a Microsoft Business Applications partner focused on developing custom & industry-aligned solutions on the Microsoft Power Platform. Our mission is to reduce project waste typically seen with large application delivery projects that run overtime, budget and don't deliver on benefits.

We involve users **day 1** in building solutions and incrementally roll out features and functionality based on user feedback. With this approach we're able to deliver results quicker, de-risk projects by not requiring the entire budget up-front and we're able to deliver to outcomes – not scope.

Importantly we want both IT and the business to succeed. We want to enable IT to administrate, manage and govern a platform that allows business users to develop capabilities and drive value building solutions in an environment that's IT approved.

# Engagement Overview

Microsoft claim that over 2.5 Million users are building Power Platform capabilities in over 86% of the world's largest organisations. Microsoft have made it incredibly easy to get started offering an entry level Power Apps and Power Automate license through their hugely popular Microsoft 365 collaboration suite. This coupled with the rise of low-code development platforms, organisations are seeing a rise in their users building Power Apps, Flows and leveraging other services in the Power Platform without fully understanding the implications such as supportability, data governance, compliance and security.

Microsoft provide a number of useful resources and guidance on best practices however the challenge is your business is continually moving forward and they're looking for capabilities and solutions to solve business problems. Without the right level of governance and control, things can quickly get out of hand. As an IT Operations manager or service owner you're typically concerned with:

- Securing business data
- Ensuring services and environments are healthy
- Maintaining environments
- Controlling shadow IT
- Ensuring compliance
- Ensuring best practices such as Application Lifecycle Management are in place
- Battling staff turnover challenges and ownership over applications, workflows and solutions
- Information risk management

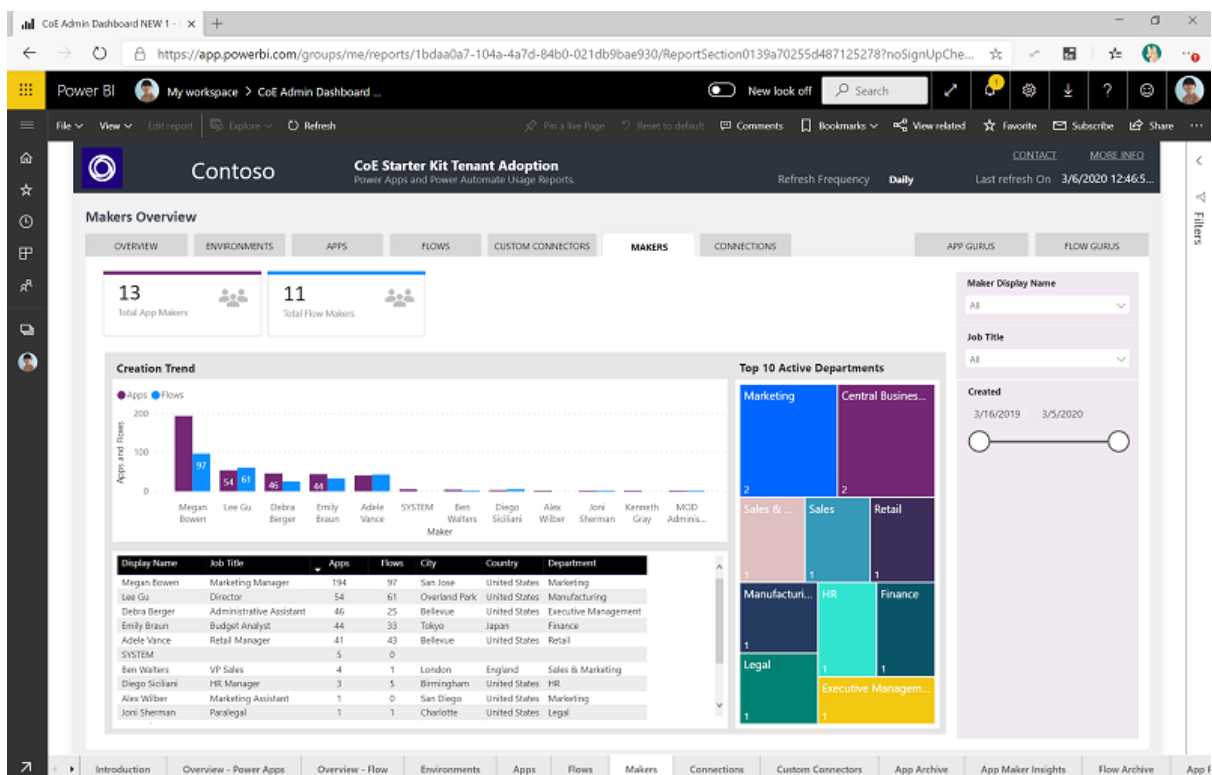
In seeing these challenges first hand we developed a solution that delivers outcomes that empower your business users to build solutions without friction, and empower your administrators with full visibility and the tools they need to balance productivity with governance.

- Get a 360 degree view of all Power Apps, Flows and connectors in the environment
- Leverage a process of discovering, approving and publishing business generated solutions
- Identify top application makers in the environment
- Enable the business to develop solutions
- Cultivate business champions
- Implement an environment strategy to support Application Lifecycle Management (ALM)
- Understand security implications, compliance and guidance on Data Loss Prevention
- Understand and interpret audit logging and how to make use of it
- Understand and forecast license spend for Power Platform workloads
- Get trained on how to administer the Power Platform environment
- Offer training to your business users for Power Apps, Power Automate, Power Bi and Power Virtual Agents

## CoE Deployment

A CoE in an organisation drives innovation and improvement and brings together like-minded people with similar business goals to share knowledge and success, while at the same time providing standards, consistency, and governance to the organisation.

Establishing a Microsoft Power Platform CoE means investing in and nurturing organic growth while maintaining governance and control. A CoE is designed to drive innovation and improvement, and as a central function it can break down geographic and Organisational silos to bring together like-minded people with similar business goals to share knowledge and success, while at the same time providing standards, consistency, and governance to the Organisation. In summary, a CoE can be a powerful way for an organisation to align around business goals rather than individual department metrics.

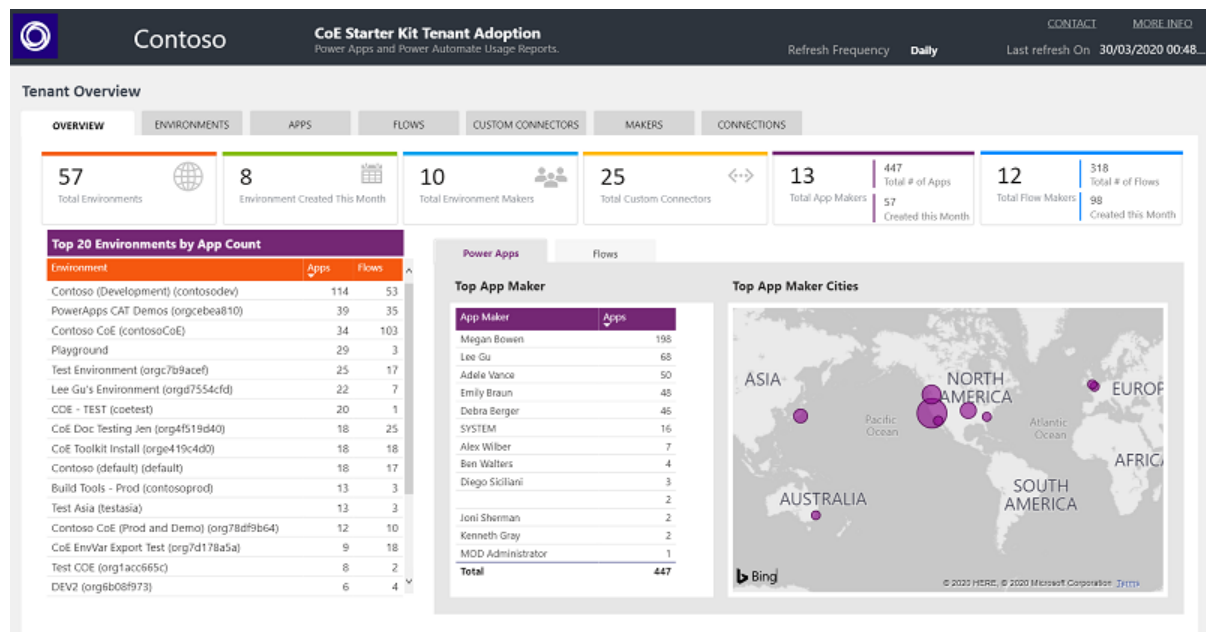


## CoE Starter Kit Deployment

As part of this engagement Sentient Dynamics will deploy and configure a customised version of the Microsoft CoE starter kit. The Microsoft Power Platform CoE Starter Kit is a collection of components and tools that are designed to help you get started with developing a strategy for adopting and supporting Microsoft Power Platform, with a focus on Power Apps and Power Automate. As part of this engagement Sentient Dynamics will import and configure:

- CoE Starter Kit core components
- CoE audit components
- CoE Nature components
- Dashboard deployment
- Flow deployments & configuration
- Embedded canvas app deployments
- Enterprise app registration\*
- Guidance on how to maintain and update the CoE StarterKit solution
- Guidance on how to extend the CoE StarterKit solution

\*Note – Enterprise application registration requires an account with the Global Administrator role to grant consent on behalf of the organisation from within Azure AD



# What's in the CoE Starter Kit

The Starter Kit contains components and features that provide IT visibility of how the organisation is using and consuming the Power Platform. Insights into your organisations adoption will help you govern and secure the platform, identify patterns, and enable you to nurture your makers to accelerate adoption. The starter kit is made up of 3 key phases:

1. **Monitor** – Gather and analyse Power Platform data
2. **Govern** – Take action through audits and risk assessments
3. **Nurture** – Share best practices, templates and streamline the onboarding for new makers

## Monitor Components

The starter Kit contains the following dashboard reports:

Report	Purpose
Power Apps and Power Automate overview	Provides a tenant wide overview of your Power Platform resources
Environments	Shows environments, makers, and Common Data Service instances
Apps	View app creation trends by environment, departments and makers.
Flows	View flow creation trends by environment, departments and makers.
Connections	Show connections by environment, app, flow and maker, including free and premium connections
Virtual Agents	View bot creation trends, top active departments, bot sessions and bots by makers
Custom Connectors	View custom connectors by environment, trends, top connection makers and related apps and flows
Application Risk Assessment	View overshared and overused resources, resources that use specific high risk connectors
Flow & App Archive	Use an inbuilt score based on usage criteria to assess whether apps and flows can be safely archived
App & Flow Maker Insights	Determine the champions & gurus in your organisation
App License Assessment	View applications by their required license type
Flow Risk Assessment	Identify suspended & orphaned flows, interrogate flows with high risk actions such as sending emails externally
SharePoint Integration	Review apps that are leveraging SharePoint Online as a back end database

# Govern Components

**Flows Matching Action Criteria**

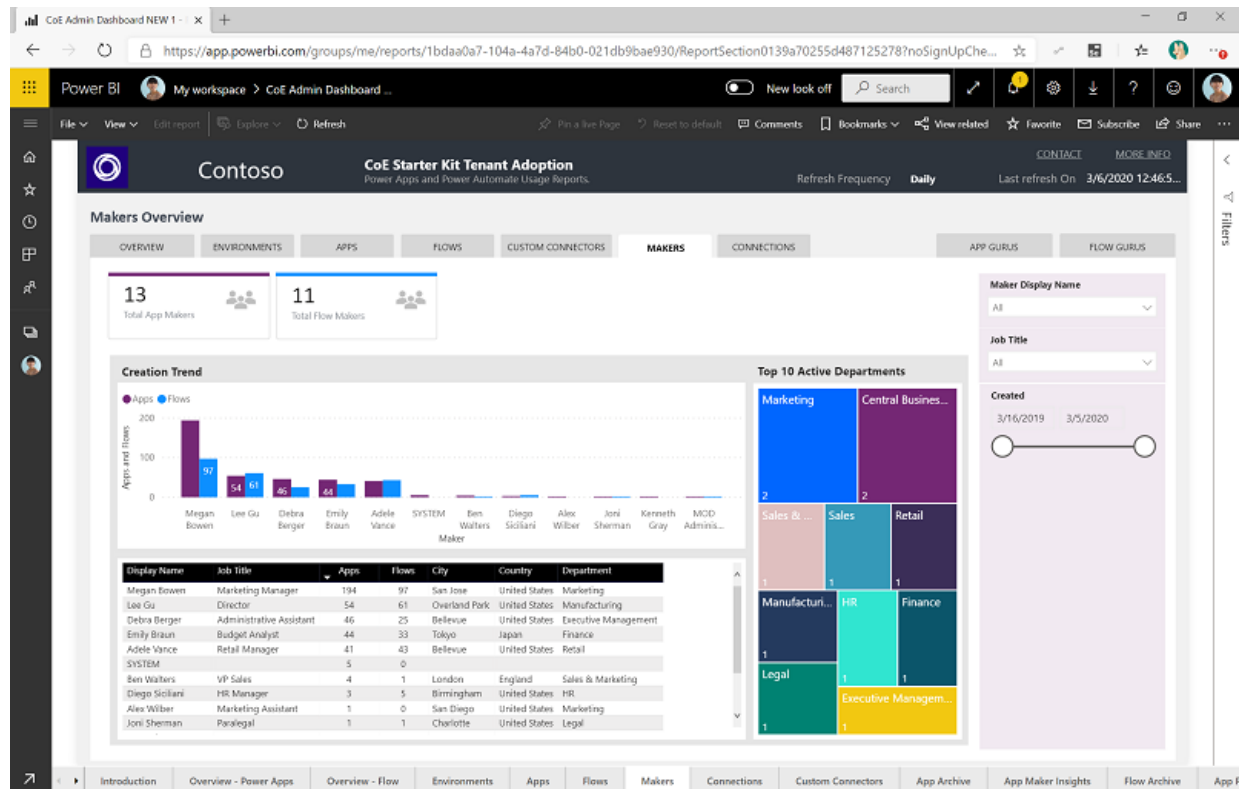
Name	Creator	State	Unique Actions	Archive Score	Modified On	Flow ID
Copy of --Admin   Sync Template v2 (Connections)	Adele Vance	Started	2	2	2/4/2020 12:...	004d3644-ed4d-4219-9827-85031942
Button -> Compose	Megan Bowen	Started	3	3	3/6/2020 12:...	0091050d-330c-4670-bd22-94b29352c
GetOptionsData	Megan Bowen	Started	3	1	3/6/2020 12:...	0120625b-3926-41d0-981a-3a1af8e8
When an Audit event occurs -> Compose	Debra Berger	Started	1	2	3/6/2020 12:...	01295c5f-0912-46c4-ba34-74402c08f
Admin   Get PowerApps Launched from Office365	Megan Bowen	Suspended	4	3	3/6/2020 12:...	01870003-507d-461a-a241-6146234b
Admin   Sync Template v2	Lee Gu	Started	13	2	3/5/2020 12:...	06190003-24c1-4b57-86a6-901a01018
Admin   Sync Template (PowerApps)	Megan Bowen	Stopped	21	2	3/6/2020 12:...	08df317b-46f9-44ab-80b6-c9007513f
CreateApprovalOnStageChanged	Megan Bowen	Suspended	10	1	3/6/2020 12:...	09836142-55dc-40fc-b0e9-8fcd528d3
Button -> Invoke an HTTP request	Emily Braun	Started	1	2	3/6/2020 12:...	09db5051-5799-47f1-af5f-7d330d2c51
Admin   Newsletter with Product Updates	Adele Vance	Started	10	1	3/6/2020 12:...	0d0ee435-1468-40e3-b7ad-ed999b439
Get Flow	Megan Bowen	Started	1	1	3/6/2020 12:...	10247bc4-6454-483b-b735-b4c3be15
Test custom connector packaging			4	9/27/2019 3:...		10c1e416-80ec-4ed5-83e2-8623267d
Collapsible Sections	Megan Bowen	Started	1	1	3/6/2020 12:...	11b2849c-a037-40ea-bd83-4a303a7
EmailVendor	Diego Siciliani	Started	6	0	3/6/2020 12:...	11b6214f-5206-4ff0-bb05-a8811868f
CreateApproval	Megan Bowen	Started	3	1	3/6/2020 12:...	1245c9ab-f442-4c09-a033-70117249f
Button -> List records.Apply to each.Create file	Emily Braun	Started	2	1	3/6/2020 12:...	1385540c-9897-460f-b09a-26119a2d7
Admin Alert   New Maker	Megan Bowen	Suspended	10	2	3/6/2020 12:...	1437370b-7942-485f-909b-1a647a3a
Weekly Leads Evaluation Export	Megan Bowen	Started	4	1	3/6/2020 12:...	15de11e7-8734-433b-8376-8a767566
COE Toolkit - Admin   Sync Audit Logs - Scrubbed	Adele Vance	Started	6	0	3/6/2020 12:...	18c5540a-73d0-4e36-85f4-4d3989e1c
GETPFIData	Megan Bowen	Started	2	1	3/6/2020 12:...	1b4af42b-54fb-4671-8764-41e4329d
SETUP REQUIRED   Admin   Find and add admins as owners ...	Lee Gu	Started	14	1	3/6/2020 12:...	1b79038e-f757-412b-b45a-32315d69
Button -> List records	Emily Braun	Started	1	3	3/6/2020 12:...	1c3f781b-6d6b-412b-b45a-32315d69
SETUP REQUIRED   Admin   Find and disable flows that lever...	Lee Gu	Stopped	15	0	3/6/2020 12:...	1d1f30cf-cccd-4a3a-8243-b12ab5412
Admin   Sync Template v2 (Flows)	Megan Bowen	Started	17	1	3/6/2020 12:...	19627c1e-2759-4ab1-b56f-74b7b3d9e
SelfFieldsValue	Megan Bowen	Started	3	2	3/6/2020 12:...	1fac75e4-a39e-45d8-9e67-6211c7008
Admin   Sync Audit Logs	Lee Gu	Suspended	6	4	3/6/2020 12:...	19449448-4a56-4ef1-8309-825e0836

As part of this engagement the following governance capabilities will be implemented

- Application risk assessments & audits
- Identify widely shared applications
- Re-assign orphaned applications & flows
- Identify suspended flows
- App & Flow permission changer
- DLP Editor app
- DLP Customizer app
- Event based notifications to Microsoft Teams
- IT Admin Microsoft Team
- New environment request process



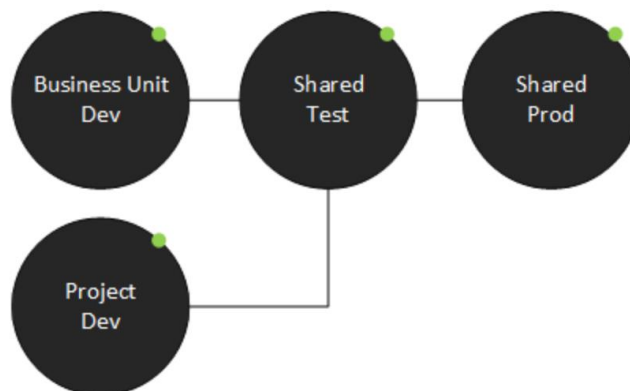
# Nurture Components



As part of this engagement the following Nurture capabilities will be implemented

- Customisable welcome emails to makers when they create new applications
- Application template catalogue
- Admin newsletter
- Training event management & registration
- Application catalogue
- Curated training resources

## Environment Strategy



Environments are containers that administrators can use to manage apps, flows, connections, and other assets, along with permissions to allow organisation members to use the resources. It's important to define and implement an environment strategy to support productive, secure and compliant Power Platform development in your organisation. As part of this engagement Sentient Dynamics will deliver a workshop and strategy guide geared towards an IT architecture & operations audience that covers:

- The purpose of the default environment and how to use it correctly
- Understand the different types of environments and when to use them
- Environment management – this is important to reduce sprawl
- Understanding how Application Lifecycle Management works in the Power Platform
- Understand how data is secured
- Application isolation options
- Recommended data loss prevention options
- The role of service accounts and Active Directory security groups
- Organisational environment communication & hub

Implementing an environment strategy is paramount to future-proofing your Power Platform Environments to reduce the risk of non-compliant activity, avoiding unnecessary capacity costs and lower overheads that IT teams are typically faced with supporting these types of platforms.

# Training & Enablement

## IT Administrator Training – Full Day

As part of this full day training IT Administrators will learn:

- Power Platform Architecture overview
- How to secure business data
- Licensing overview
- Monitor environment health
- Maintaining Apps and Flows
- Understanding Power Platform risks
- How to manage backups and restores
- How ALM is achieved in the Power Platform
- 3 hands on labs that cover real world monitoring, automation and deployment scenarios

## CoE Training – Half Day

In this half day workshop attendees will learn how to use the Monitor, Govern and Nurture components such as:

- How to interpret report data and take action
- How to review new applications
- Promoting applications into the application catalogue
- How to use the DLP editor and customizer application
- How to identify and take action on suspended and orphaned flows
- How to extend the start kit
- How to maintain updates

## App Maker Training – Full Day

In this beginner level training course makers will get hands on experience with the Microsoft Power Platform technologies – Power Apps, Power Automate, Power BI, and Common Data Service (CDS). The lab includes step-by-step instructions for someone new to these technologies to build a device ordering solution within a day. Technologies covered are:

- Power Apps: A software as a service application platform that enables power users in line of business roles to easily build and deploy custom business apps. You will learn how to build Canvas and Model-driven style of apps.
- Common Data Service (CDS): Make it easier to bring your data together and quickly create powerful apps using a compliant and scalable data service and app platform that's integrated into Power Apps.
- Power Automate: A business service for line of business specialists and IT pros to build automated workflows intuitively.

This is a great introductory course for IT teams to gain an understanding of what is possible through Power Apps and enable them to better support and promote business users.

## Price

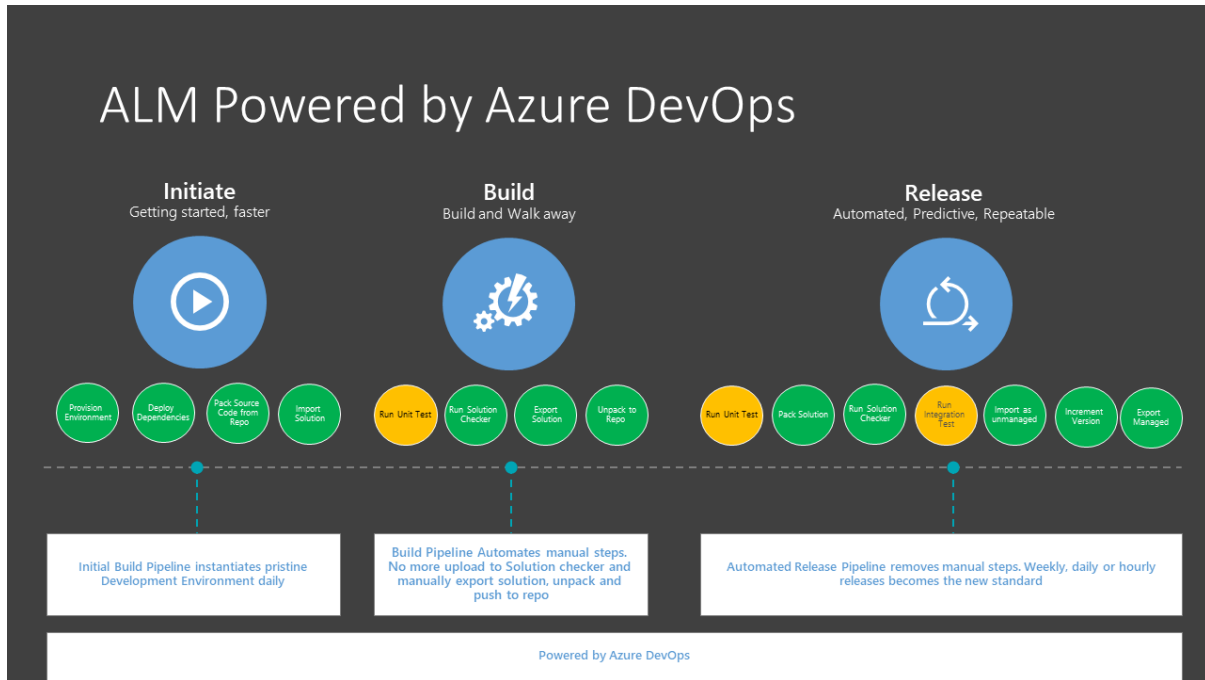
This engagement is fixed cost, fixed outcome that will be delivered over a two week period.

Item	Cost
Power Platform CoE Governance Implementation <ul style="list-style-type: none"><li>- CoE Start Kit deployment</li><li>- Team &amp; SharePoint Site deployment</li><li>- Strategy workshop</li><li>- IT Admin training</li><li>- CoE training</li><li>- App Maker training</li></ul>	\$18,600
On-Going CoE release updates & maintenance (Per Annum)	\$9,600

# Additional Options

These optional packages can either be included during the Power Platform CoE engagement, or at a later date.

## Application Lifecycle Management Implementation & Automation



As part of this engagement Sentient Dynamics will implement a full Application Lifecycle Management solution that allows makers and developers to automate common build and deployment tasks related to the Power Platform. We have taken best practices from Microsoft to bring together a solution that allows organisations to easily provision new environments, implement source control, synchronise solution components (such as apps, flows and connectors), automatic generation of build artefacts, automating solutions checks and learning how to implement a Robotic Process Automation workflow to automate user interface testing. This can be implemented as a new Power Platform ALM capability, or complement existing Power Platform environments. This implementation will be delivered over a 2 week period for a new ALM implementation.

Please note that an [Azure DevOps](#) subscription is required to support this solution.

### Price

Item	Cost
Power Platform ALM Implementation	Starting at \$28,600

**Note:** Prices will vary based on the number of existing applications and solutions that need to be on-boarded to the ALM process.

## Additional Training

All training sessions are delivered in 1 day to a maximum audience size of 10 users. Sessions are delivered virtually via Microsoft Teams.

### Power Apps – Model Driven App Training

**Duration**

1 day

**Outcomes**

Attendees will learn how to build a custom fundraiser business application leveraging a Microsoft Form that allows external users to pledge a donation and saves the data into the Microsoft Common Data Service. Learn how to build Power Automate flows to handle new fundraisers and automatic email notifications. You will also learn how to build charts, dashboards, reports, word and excel templates and integrating components into Microsoft Teams.

**Price**

\$5,000 Ext GST

**Max attendees:**

10

### Power Automate and Workflow Training

**Duration**

1 day

**Outcomes**

Attendees will learn how to build a variety of different workflows that cover time tracking, calling external API's, building an approval flow, understanding conditions and notifications, using expressions, automatic document generation and business process flows.

**Price**

\$5,000 Ext GST

**Max attendees:**

10

## Power Virtual Agent Maker Training

### Duration

1 day

### Outcomes

Attendees will be introduced to the Power Virtual Agents platform and learn how to build and train their very own virtual chat bot that can be integrated into a number of services such as Microsoft Teams, company intranets and external websites. Attendees will also learn how to integrate their chatbot into Microsoft Power Automate to further extend capabilities.

### Price

\$5,000 Ext GST

### Max attendees:

10

## Further information & Contact

To learn more, schedule an obligation free call at our [booking page](#).