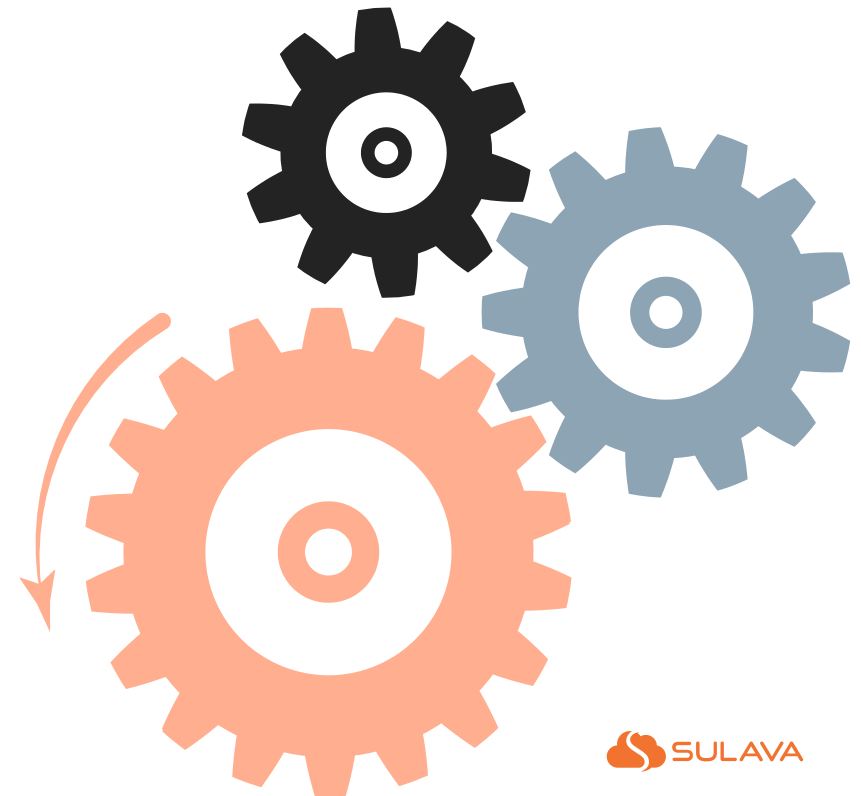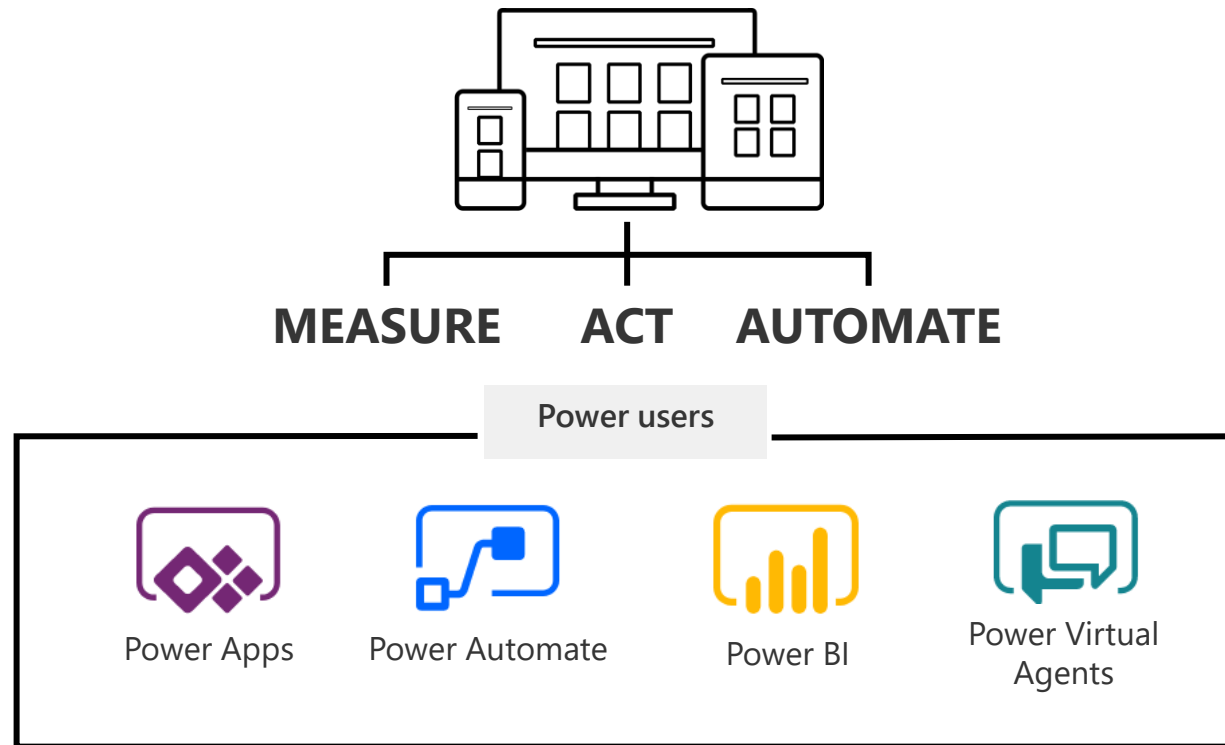# Power Platform Governance

For Power Apps and Power Automate

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Power Platform - Do more with less by using low-code tools

Accelerate innovation and reduce costs as you analyze data, automate processes, and build apps, websites, and virtual agents with Power Platform

MEASURE **ACT** **AUTOMATE**

Power users

Power Apps

Power Automate

Power BI

Power Virtual Agents

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Need for Governance Model

Power Platform is meant to be used to create an application for business purposes. Even those who don't have a developer background can easily find information, learn, and start to develop solutions.

These citizen developers are also able to connect to multiple different data sources with Power Apps and flows and have access to even business-critical data.

There are best practices and guidelines the creators should follow. There's also a need to know and control how the company data is used and what type of license needs there are for different applications.

Power Platform governance model will answer to these needs.

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Why Governance?

Every user can act as a developer. Instead of trying to block this behavior you should learn to understand and support this.

- Through monitoring process, you will start to understand what type of application users need to accomplish their everyday needs

- You can start to build a support system to help your users to build even more helpful solution

- Apps can be connected to multiple different data sources even outside of your organization and you should be aware of these connections

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Power Platform Governance
## Building the Center of Excellence

Governance model is targeted toward the enterprise application administrator responsible for planning, securing, deploying, and supporting applications built with Power Apps and Power Automate.

Model offers tools to monitor and understand what applications your organization have and what type of support is needed.

Governance model building process covers the key concepts, platform architecture, and decisions that will be necessary on maintaining the Power Platform environment.
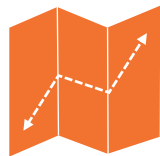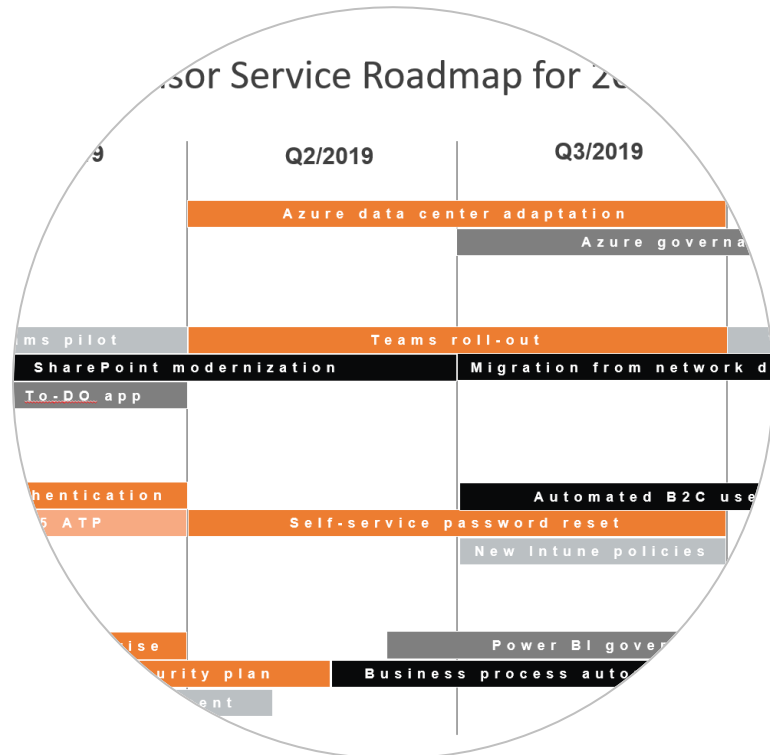
Governance model will also help on developing best practices for your organization to ensure successful deployments and high productivity for users using the platform.

Governance Timeline

Start by understanding what you have and take the time to build a model that fits to your needs.

Governance is an on-going process that needs refining based on changes, new requirements, and new features.

sor Service Roadmap for 2

	Q2/2019	Q3/2019

- Azure data center adaptation
- Azure governa
- ms pilot — Teams roll-out
- SharePoint modernization — Migration from network d
- To-DO app
- hentication — Automated B2C use
- ATP — Self-service password reset
- New Intune policies
- ise — Power BI gover
- urity plan — Business process auto

First Month

Focus on gaining a good understanding of what you have in place already.

Take time to learn your organization's goals for the platform and how you can help them succeed.

- Install Center of Excellence starter kit.
- Understand what power apps, flows you have and who has created them
- Get familiar with the Admin Portals
- Plan and create some default Data Protection Policies
- Setup the notification flows

First 6 Months

Develop and implement your plan for environments, security and data protection policies.

Put in place how you want teams to work with you to deploy new applications and establish an ongoing cadence for updates.
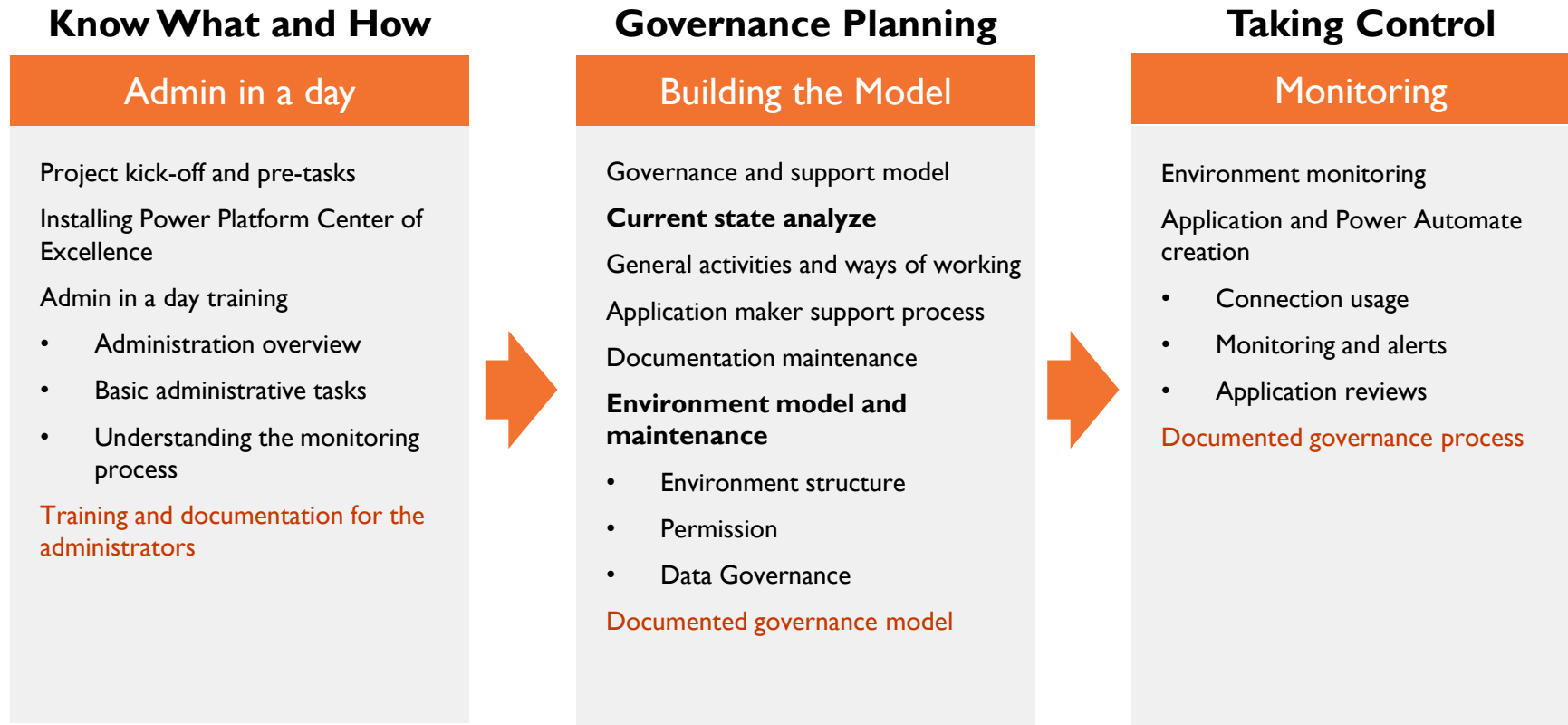
After 6 Months

Use monitoring and insights to look for any needed adjustments in your environments.

Look for ways you can improve your ALM processes by leveraging Power Platform Center of Excellence and automation such as Microsoft Power Automate and PowerShell for common admin tasks

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Governance Model Project Content

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The project to build the Power Platform governance consists of three phases from the current state analysis to building the monitoring process. The project outcome is the necessary understanding, knowledge, and document model with essential technical add-ons so that you can control the Power Platform and future develop the governance model and processes.

Know What and How

Admin in a day

Project kick-off and pre-tasks

Installing Power Platform Center of Excellence

Admin in a day training

- Administration overview
- Basic administrative tasks
- Understanding the monitoring process

Training and documentation for the administrators

Governance Planning

Building the Model

Governance and support model

Current state analyze

General activities and ways of working

Application maker support process

Documentation maintenance

Environment model and maintenance

- Environment structure
- Permission
- Data Governance

Documented governance model

Taking Control

Monitoring

Environment monitoring

Application and Power Automate creation

- Connection usage
- Monitoring and alerts
- Application reviews

Documented governance process

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Initial Governance Process

Sulava's governance project consist the needed first phases to build up a solid governance process and practices. Processes are tailored based on your organization needs.

Base for Governance Process

- You will get an overall understanding of the tools related to Power Platform administration.

- Current state analyze of your Power Platform environment.

  - You will also get the tools and understanding how to maintain the current state information and why it is important to know what is happening in your Power Platform environment.

  - Analyzing selected applications and service if jointly agreed.

- Tools and best practices to gather the needed information of the solution and different elements in the Power Platform environments.

- Tools to onboard the new application makers and a base to build an information sharing practices.

  - Tools and process to gather auditing and business justification information from applications and environments.

  - Best practice documentation and training support material

- Understanding of the best practices related to environment management, PLC policies ALM process of Power Apps and license related management

  - During the project Sulava's experts will go through the necessary settings of you Power Platform environment to give you recommendations for suitable settings and things to consider.

  - We will plan and initialize the first phase support model for Power Platform applications

Governance Tools Created During the Project

Power Platform for Creators

Contents

The 'Power Platform' is a collective term for three Microsoft produc
Power Automate (previously known as Flow). They provide the mea
manipulate, surface, automate and analyze data and can be used w
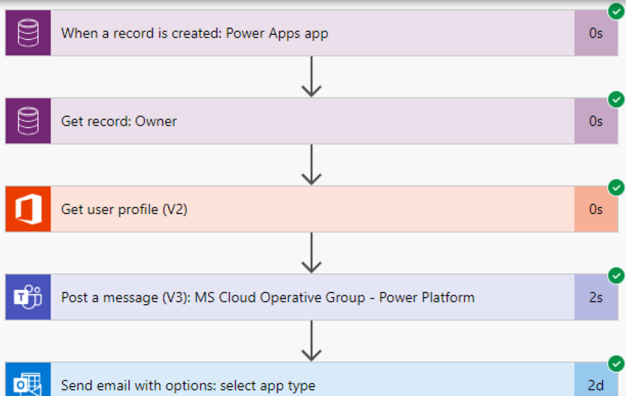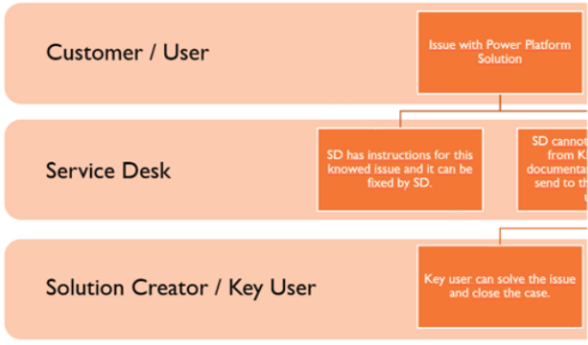(as well as other third-party apps and other Microsoft services).

Microsoft Power Platform

One low-code platform that spans Office 365, Dynamics 365, Azure

| Power BI | Power Apps | Power Automa |
| Business analytics | Application development | Workflow automati |

Dataverse　　Data connectors　　AI Builder

Task	Descr	Task	Description
New Apps	Sort t	Dataverse Capacity	Check the cur
New Flows	Sort t	Power Automate Analytics	Check applica
New Makers	Check	Power Apps Analytics	Check applica
...ents	Check	Automated Messages	Check the late

Internal Support Model

- When Power Platform solution is created, a possible new App Maker will be contacted by EUS team via email.
  - The email is sent automatically when we notice new user has created Power App or flow.
  - In the email we are delivering the information for creator, how in Power Platform can be create and where to contact if help is needed.
- With bigger Power Platform solutions, a Configuration Item (CI) to the support service system.
  - This process needs to be defined based on the processes conducted in the organization.
- The bigger Power Platform solutions will be checked architect point of view.
  - It's recommended to create a template for documentation for Power Platform Solutions, where is descripted the power app functions, connections, coders and access rights.
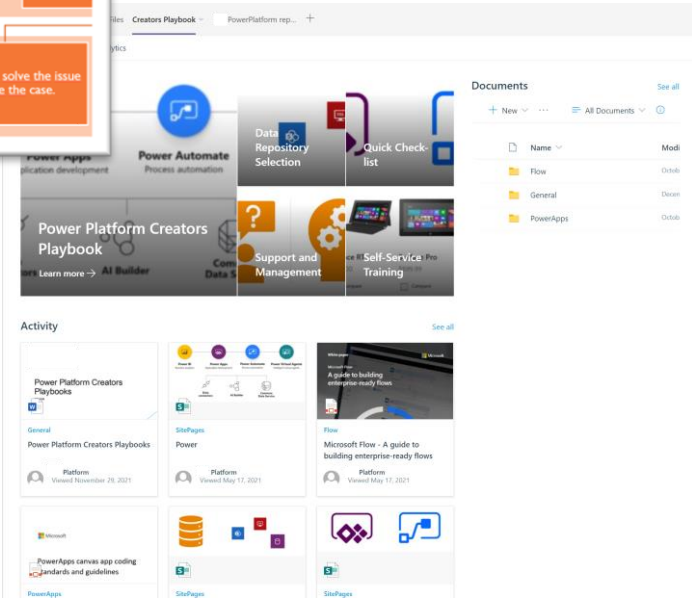
Customer / User — Issue with Power Platform Solution

Service Desk — SD has instructions for this knowed issue and it can be fixed by SD. / SD cannot... from K... documentati... send to th...

Solution Creator / Key User — Key user can solve the issue and close the case.

When a record is created: Power Apps app	0s
Get record: Owner	0s
Get user profile (V2)	0s
Post a message (V3): MS Cloud Operative Group - Power Platform	2s
Send email with options: select app type	2d

Power Platform Creators Playbook

Documents

9

Project Timeline and Workload

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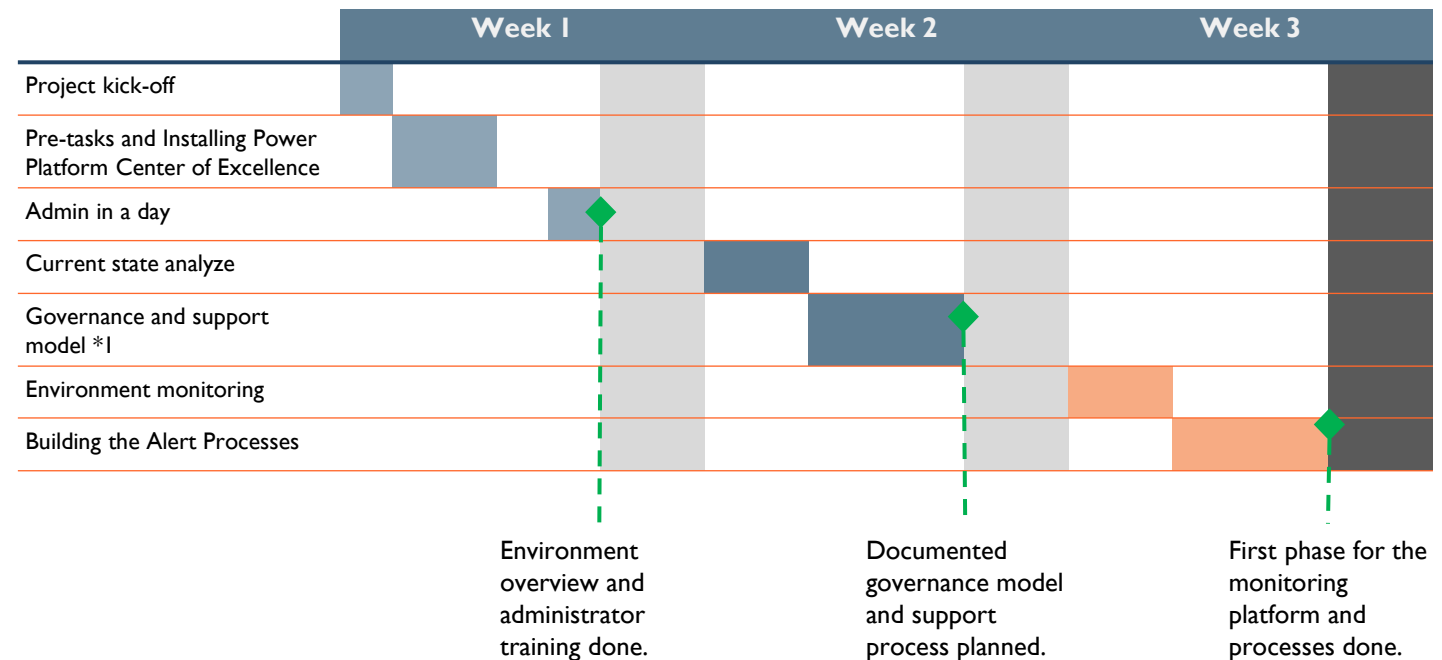CREATING BETTER WORKLIFE

Project Deliverables

- Training and training material for administrators
- Installed and configured the Power Platform Center of Excellence (CoE) environment
- Planning the governance model based on customer needs and Microsoft's best practices
- Documented governance model and governance processes
- Triggers and Flows to help to monitor the most important events of the Power Platform environment

Fixed price for delivery: 14 900 Eur

Cost of the CoE monitoring environment €8,40/user/month
(License is needed for admin users only)

	Week 1	Week 2	Week 3
Project kick-off			
Pre-tasks and Installing Power Platform Center of Excellence			
Admin in a day	◆		
Current state analyze			
Governance and support model *1		◆	
Environment monitoring			
Building the Alert Processes			◆

Environment overview and administrator training done.

Documented governance model and support process planned.

First phase for the monitoring platform and processes done.

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*1 Governance and support model includes the planning and documenting of all the areas mentioned in the description of Governance Planning phase.

Notes and Definitions

- Installing Power Platform Center of Excellence uses Dataverse as the data repository. This means that administrators need to have a Run single apps or Run unlimited apps license to use the functionalities.
  - Purchasing the license is the customer's responsibility but Sulava can help in this process, if necessary.
  - The licenses are not included in the quoted price.
- It's recommended to have one administrative account with Power Apps license and Dynamics 365 administrator role.
- A maximum of three monitoring Flows are built during the project.

Center of Excellence Starter Kit
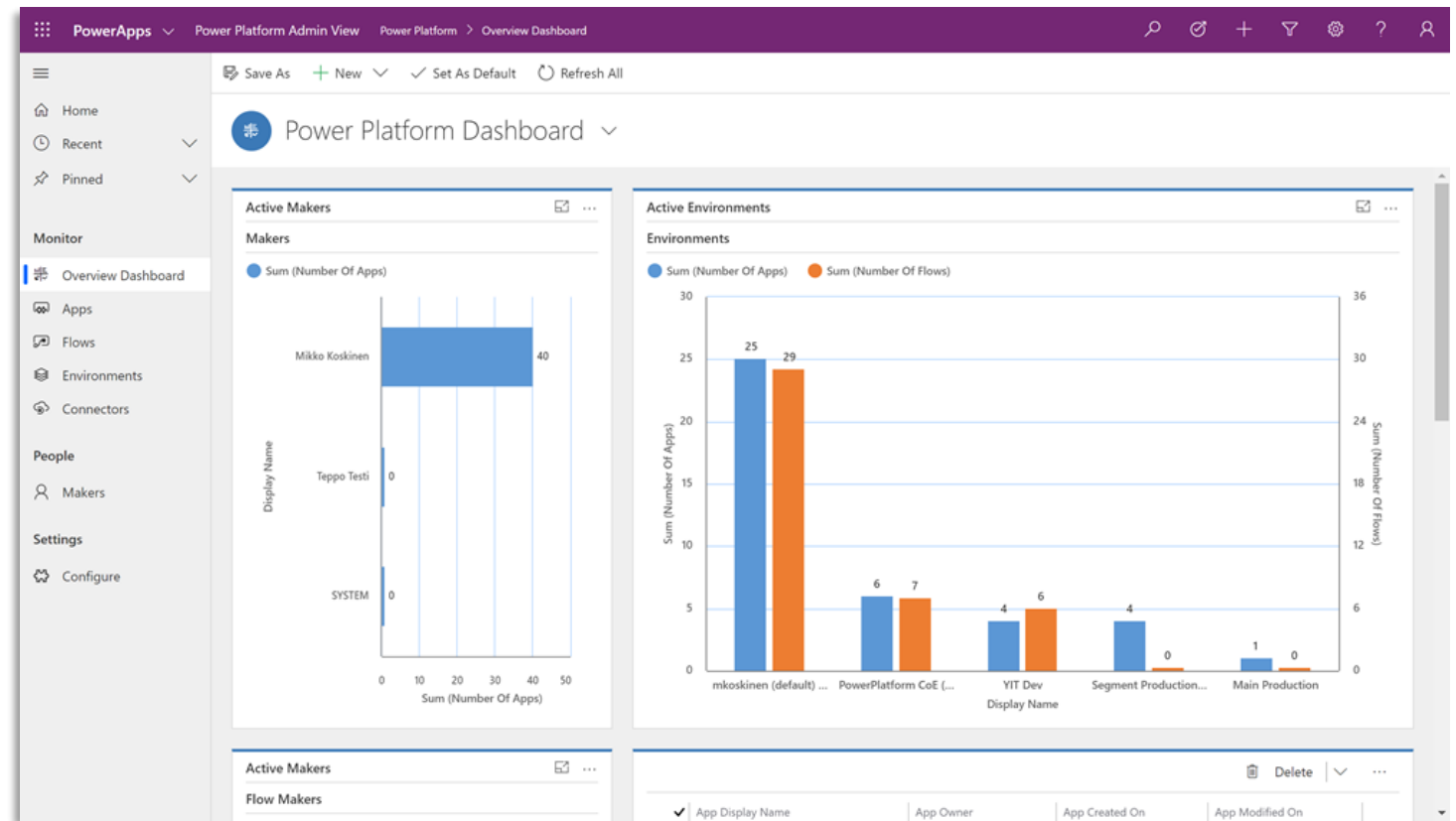
The Center of Excellence (CoE) starter kit is a collection of components and tools that are designed to help get started with developing a strategy for adopting and supporting the Power Platform, with a focus on PowerApps and Power Automate.

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Center of Excellence Starter Kit

- With the starter kit you get information from all the Power Platform environments, Power Apps, flows, and creators
- CoE offers a ready-to-use entity model for Dataverse and a set of administrative flows to gather information
- This information can then be used to build automated action to help you implement the governance model
- More info https://aka.ms/CoEStarterKit

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Thank you!

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