synapx

Power Platform Centre of
Excellence

What is the Power Platform Centre of Excellence?

## A Birdseye view of the Power Platform within your organisation

Establishing a Microsoft Power Platform Center of Excellence (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 organizational silos. A CoE can be a powerful way for an organization to align around business goals rather than individual department metrics.

What is the Starter Kit & how does it help us set up a Centre of Excellence?

The Microsoft Power Platform Centre of Excellence (CoE) Starter Kit is a comprehensive suite of resources and utilities meticulously crafted to empower organizations in devising a secure and efficient strategy for adopting and nurturing the Microsoft Power Platform. It primarily focuses on enhancing Power Apps, Power Automate Flows, and Power Virtual Agents. A key feature of this kit is the inclusion of a pre-configured Power BI dashboard, which serves as a visual tool to interpret and present the generated insights.

However, it's essential to note that this kit doesn't encompass the entirety of a CoE. A successful CoE entails more than just tools; it necessitates human resources, effective communication, and well-defined requirements and processes. While the tools in this kit serve as valuable aids in achieving the end objective, the actual architecture of the CoE must be thoughtfully customized by each organization to align with their unique needs and preferences.

The CoE Starter Kit offers automation capabilities and a toolkit to facilitate the development of monitoring and automation systems vital for CoE support. At its core, the kit relies on a Microsoft Dataverse data model and workflows to gather resource-related data from various environments within the organization's tenant. It features multiple applications and Power BI analytics for comprehensive data visualization and interaction. Additionally, the kit supplies a range of templates and recommended best practices to guide the implementation of CoE initiatives effectively.

Microsoft Power Platform

Data Connectors · Risks · Environments · Makers
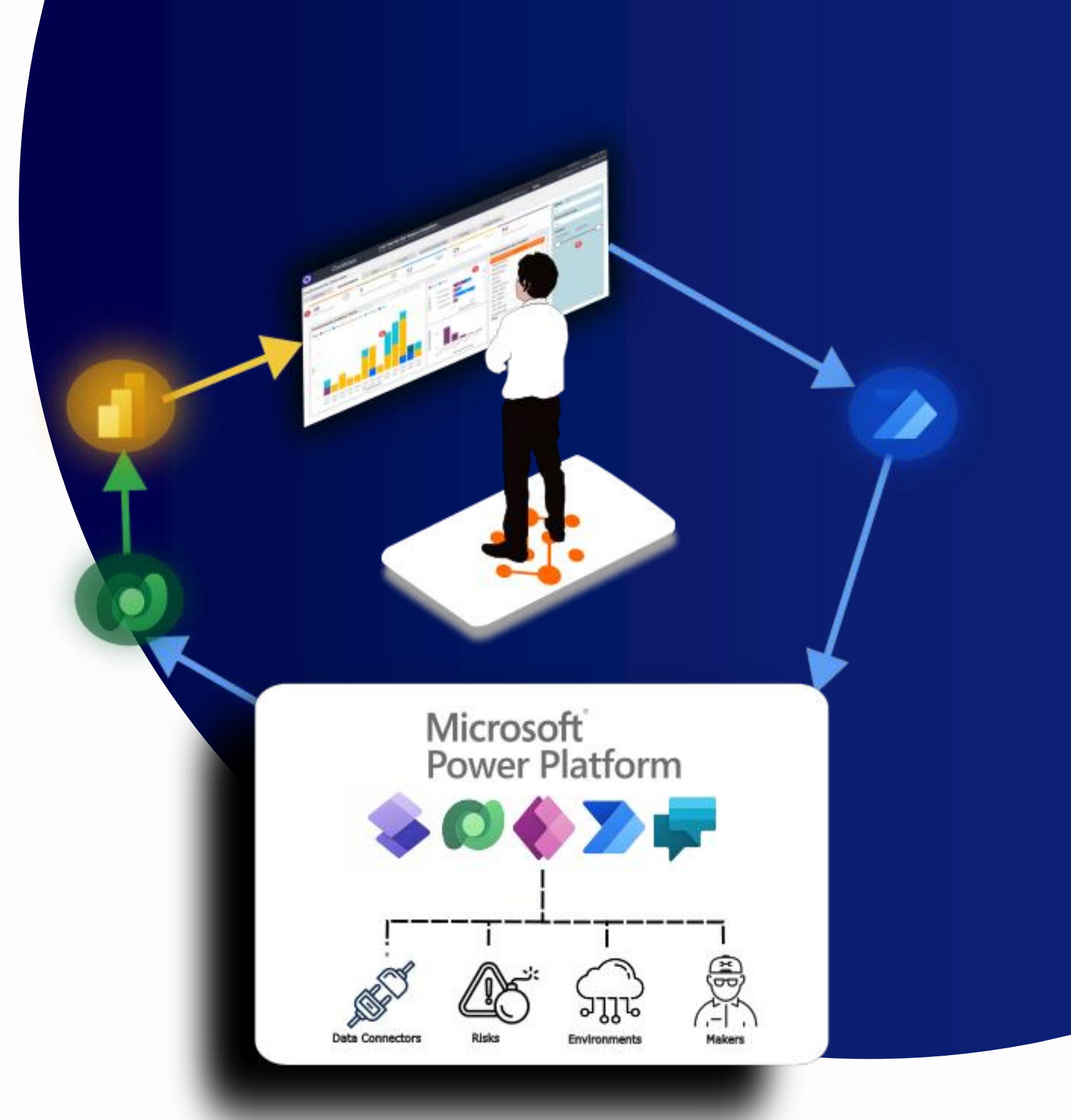
How to get started using the CoE Starter Kit?

☑ **Enhance Visibility with the Power BI dashboard**

Once installed in a Power Platform environment, Power Automate collects crucial data and stores it securely in the Dataverse. This data is then accessed by a pre-configured Power BI report, providing a panoramic view across the tenant. This includes metrics like the number of environments, apps, app makers/users, flows, external connectors, licenses, and more.
Armed with this visibility, organisations can define and implement Data Loss Prevention policies, ensuring that control is regained and maintained, especially important for businesses dealing with highly confidential information.

☑ **Establish Tenant Hygiene**

Explore best practices for administration and governance and use the tooling available in the CoE Starter Kit and out-of-the-box capabilities to help effectively manage and optimize your Power Platform solutions. Identify orphaned or inactive resources and manage them to keep the environment tidy. Enforce a way to manage all environments in your tenant

☑ **Plan a governance Strategy**

Start planning your governance strategy by identifying your requirements for what makes a compliant app or maker, what information you'll need per app or per maker, what happens to noncompliant apps and makers, how you'll support your maker community in building compliant apps that follow best practices, and what actions you'll drive based on this information.

☑ **Build a maker community**

Embrace your maker community and develop a nurture and adoption strategy. Think about how to onboard new makers. Organize internal events such as training workshops and hackathons. Put together templates and best practices for your makers to use.
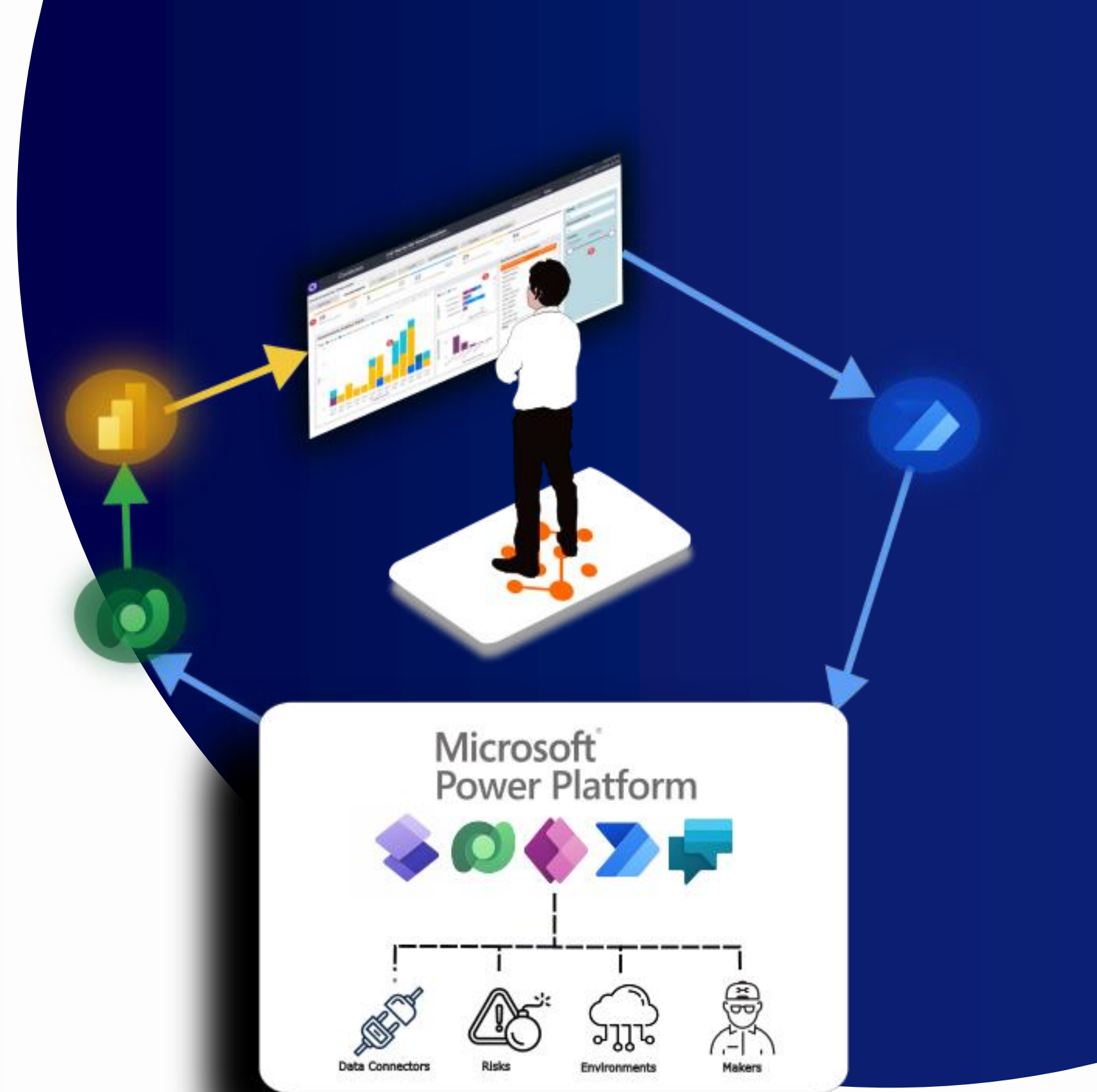
What risks can CoE help uncover?

Unrestricted Data Movement

The risk of confidential files from internal platforms such as SharePoint or OneDrive can easily be transferred via external platforms such as Google, YouTube, and more. Identify high risk platforms to put in places measures to restricting the transfer of confidential information.

Tenant Vulnerability

By default, data can be freely imported or exported from one tenant to another, potentially exposing sensitive information. Identify risks and put in place restrictions to ensure your data stays in it's intended environment.

Unintended use of premium connectors

The dashboard can provide insight into applications built using the power platform that may use premium connectors, which generally have associated costs. Ensure premium connectors are only used where required and intended.

Duplication & Redundancy

Having an oversight of all applications and receiving notifications for apps and flows that have not been used for a while can enable the **identification of possible duplication** of process and systems, **and redundant applications** that are no longer in use. Allowing you to **keep your environments clean**.

Application Compliance

Power Apps makers will receive emails notifying them of broadly shared applications that may lack compliance details, this ensures visibility of where apps may lack appropriate definition or are shared with unintended groups of users.
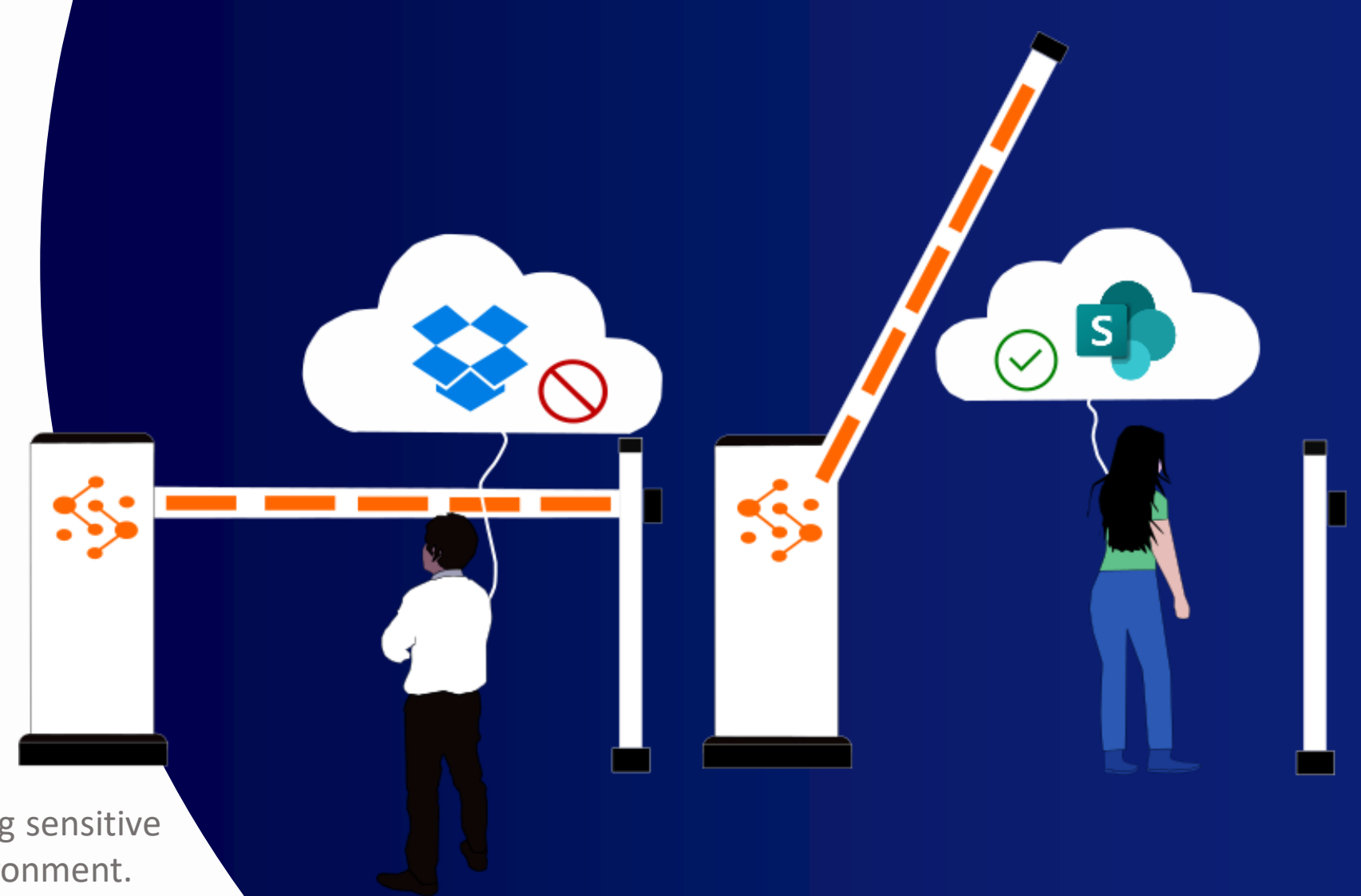
CoE Outcomes
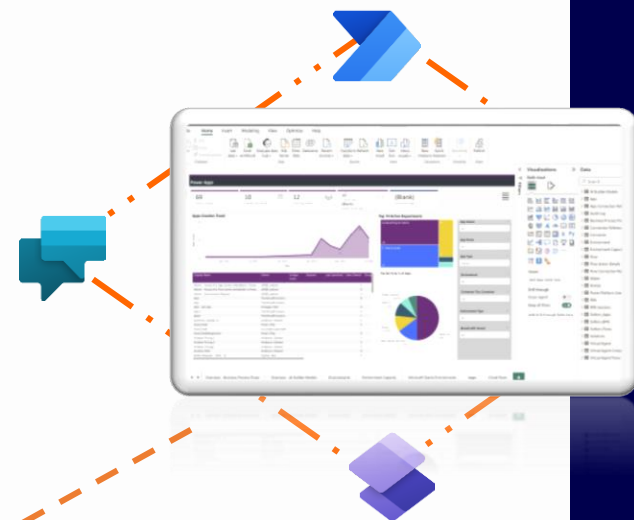
Screenshots in Power BI

Monitor Apps, Pages, Flows, Bots and their Makers within Environments & Solutions

Monitor power platform usage across your entire tenant within each environment

Adoption and Utilisation Report

Tenant-wide overview of top 5 connectors used, most launched apps, their makers and the environments they are in

Security Compliance Report

Compliance report to show non-compliant apps and flows and ask makers for a business justification for such resources

Connectors used in apps and flows

Identify connectors used in apps and flows and establish appropriate DLP policies to avoid data leakage

Environment Capacity Allocation

Allocate appropriate environment capacity to free up usable space and avoid unnecessary investment on more data storage space

Automated Notifications and Alerts

Approval requests to remove unused or orphaned apps
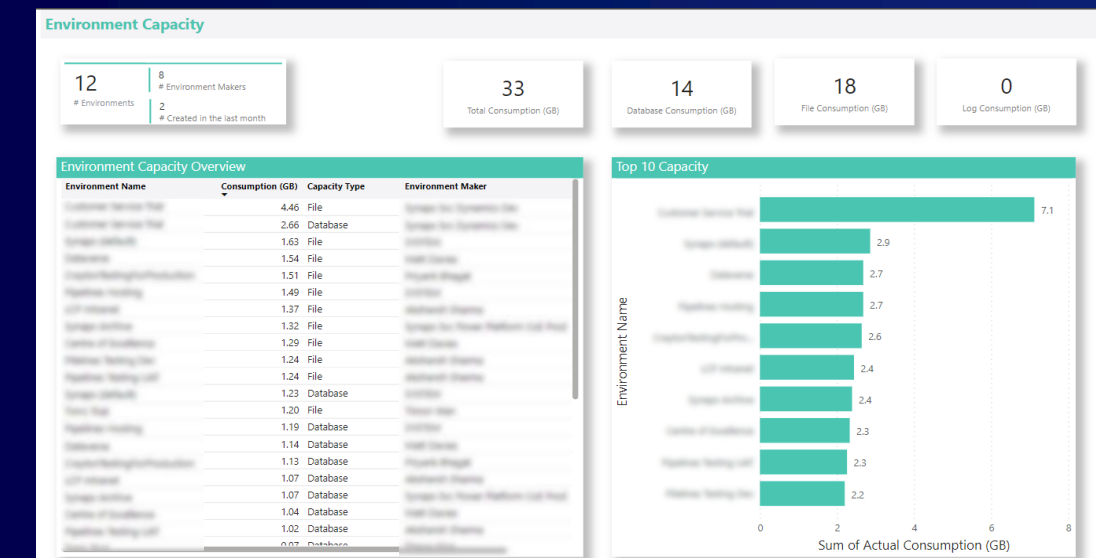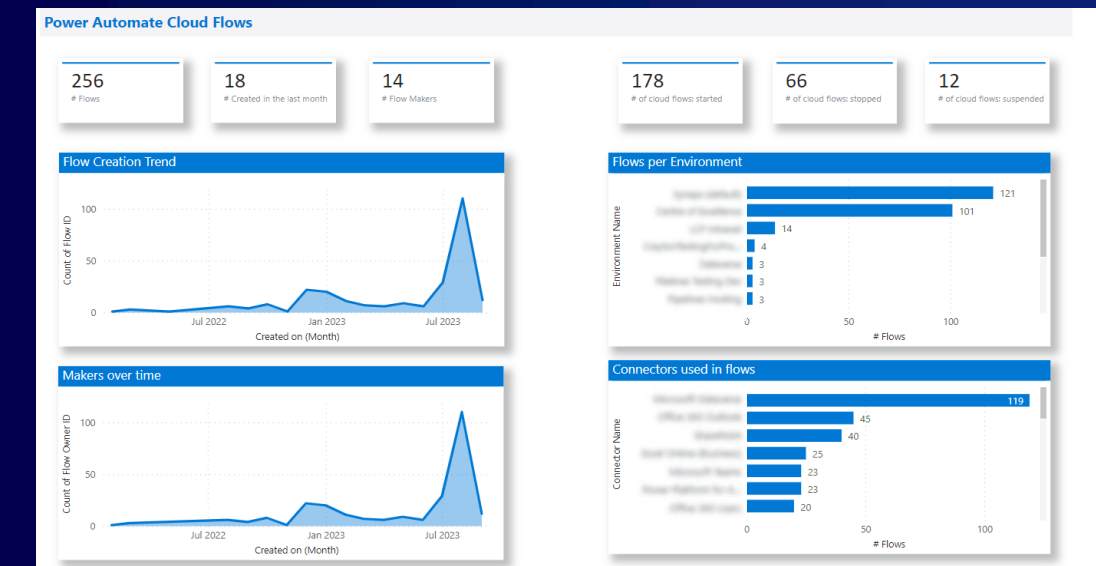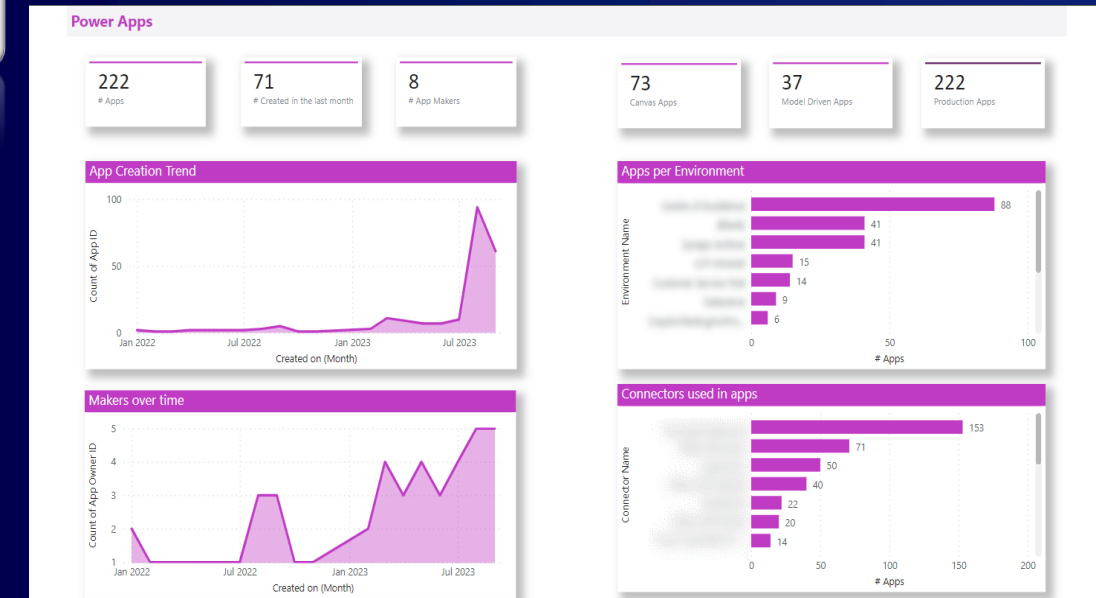
Centre of Excellence Benefits

Accelerate Implementation
Reduce the amount of time and effort required by end users to access, augment, cleanse, process and consume data, and build their applications.

Standardise governance and best practices
Increase the ability of templates and application insights developed by the CoE or individuals to be discovered and used by others

Increase efficiency and productivity
Admins spend more time on analysis and less time on data management, report development, content management etc.

Greater scalability
Provide a flexible set of tools and services within the CoE to encourage usage and ongoing business value creation

Reduce risk and increase security
Provide a safe a secure environment for users to create Apps, Flows and Solutions within controlled guardrails

Useful ongoing support
Appropriately balance and manage standards, innovation, exploration, security and permissions across data types, source systems, content, and usages.
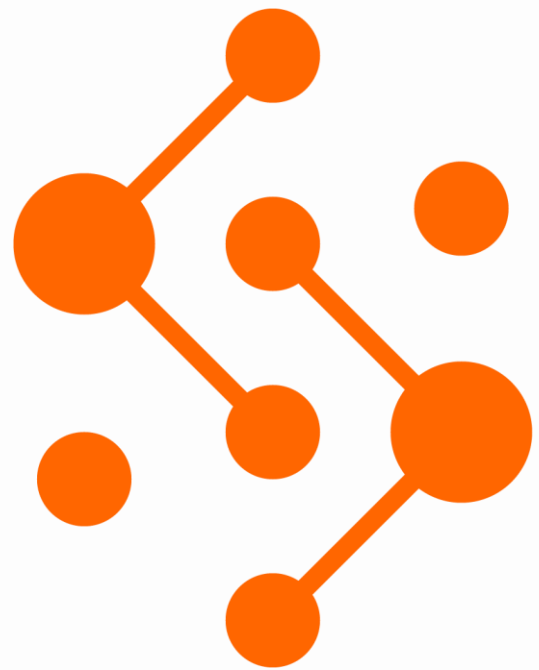
Appendix

Creator Kit

The Creator Kit helps create Power Apps experiences on the web and mobile platforms with convenient components that are ubiquitous in modern software. The kit contains a component library, several commonly used Power Apps component framework controls, a set of templates, and other utilities that increase developer productivity.

All controls and components included in the kit use the Fluent UI framework to help create consistent, beautiful, and effective user experiences for custom business applications. The Creator Kit is a set of managed solutions that provide the following components:

- Reference App (Model and Canvas versions available)
- Template starter apps (canvas app and model-driven app custom page)
- Component library
- Code components
- Fluent design theme editor
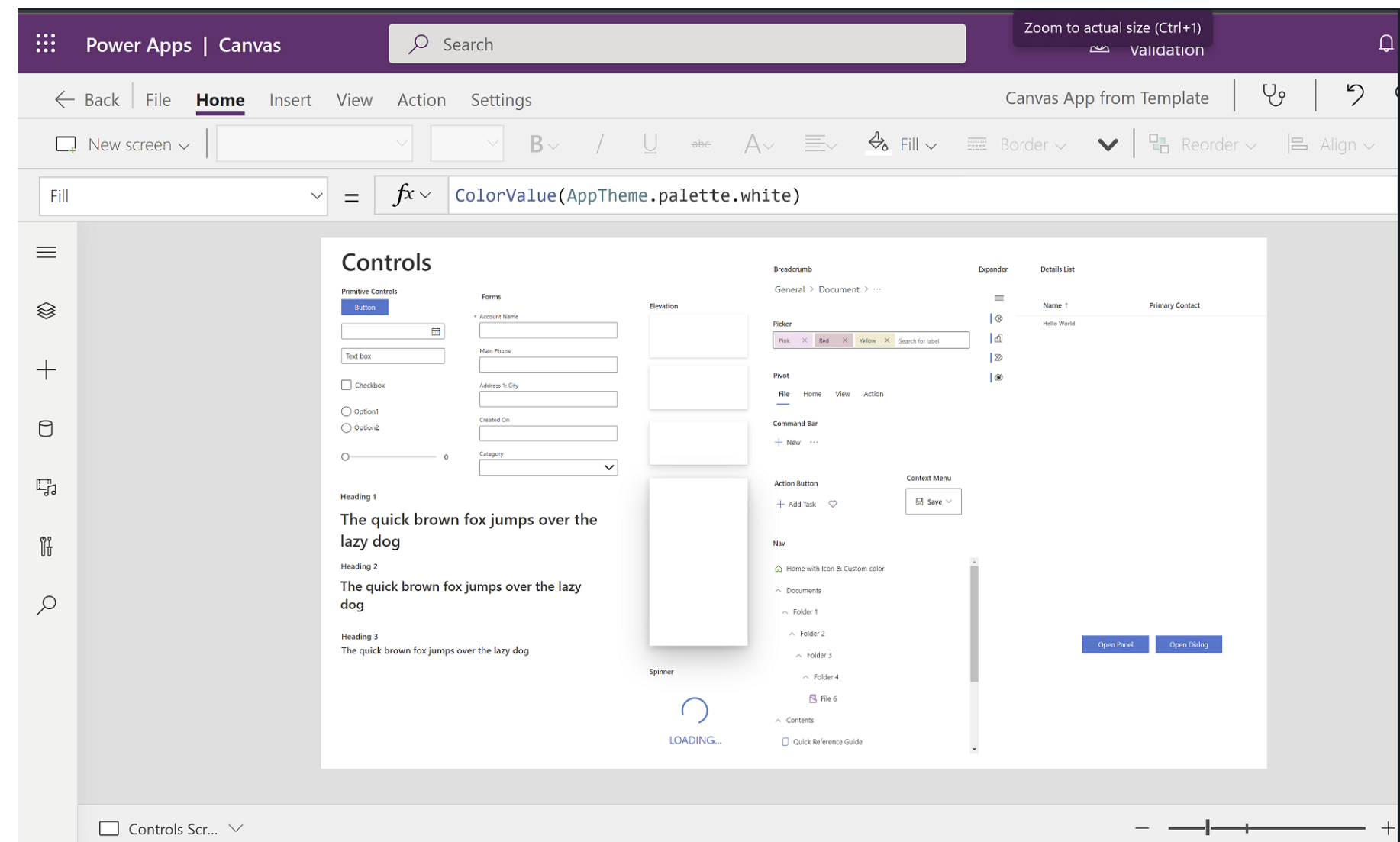
Audit Logs

The Audit Log Sync Power Automate Flow provides the gathering of telemetry data (unique users, launches) for Apps. This allows the effective measurement of App and Flow usage as well as user activity.

Audit Logs are saved within Microsoft Dataverse, and tables can be used for effective analysis. Historic data can in some cases also be retrieved from analysis using Audit Logs in Microsoft Purview.

Usage information is displayed within the Power BI Center of Excellence Dashboard.

Capacity Alerts & Welcome Email

Power Platform capacity is measured at tenant level and is made up of three types:

- Database
- Log
- File

When a tenant's allocated capacity is exceeded, certain environment operations can be impacted such as the ability to create new environments within the tenant. It's therefore important to monitor available capacity within a tenant.

Capacity Alerts ensure Power Platform Admins receive notifications when environments are over 80% of their approved capacity ensuring better oversight and control.

A welcome email can also be set-up providing new app makers with links to Power Platform Guidance, helping to inform makers of best practice as they create resources for the first time.

Clean-Up For Orphaned Resources

Daily Power Automate flows collect information regarding orphaned objects within the tenant and attempt to associate them with the manager of the former owner.

Power Automate then sends a Teams bot note to each impacted manager letting them know there are objects to clean. This process evidences all cloud flows and canvas apps owned by the former employees and lets the manager decide upon how to handle each object including:

- Email themselves the list
- Take ownership of them all
- Delete them all
- Assign them all to someone else
- See each one individually

A list of orphaned objects that can't be allocated to a previous manager is sent to the admin email so that admins know which orphaned objects need to be cleaned manually.

Teams Environment Governance

Enables admins to gather business justification details for the creation of Dataverse for Teams environments and enable the clean-up of inactive or rejected Dataverse for Teams environments.

Power Automate Flows trigger daily to check for the creation of new Microsoft Teams environments. Teams owners who have created Microsoft Teams environments receive an adaptive card via Teams that prompts them to provide a business justification.

Additionally, the Teams owner receives a welcome email providing them with further information regarding their environment including a link to any policy documentation that may have been set up as part of configuring this center of excellence module.

The clean-up flow runs weekly and deletes environments that are:
- Created more than 7 days ago and have no business justification, or the business justification was rejected
- Created more than 90 days ago and have no apps or flows in the environment

A daily reminder is also sent to environment owners who have not provided justification.
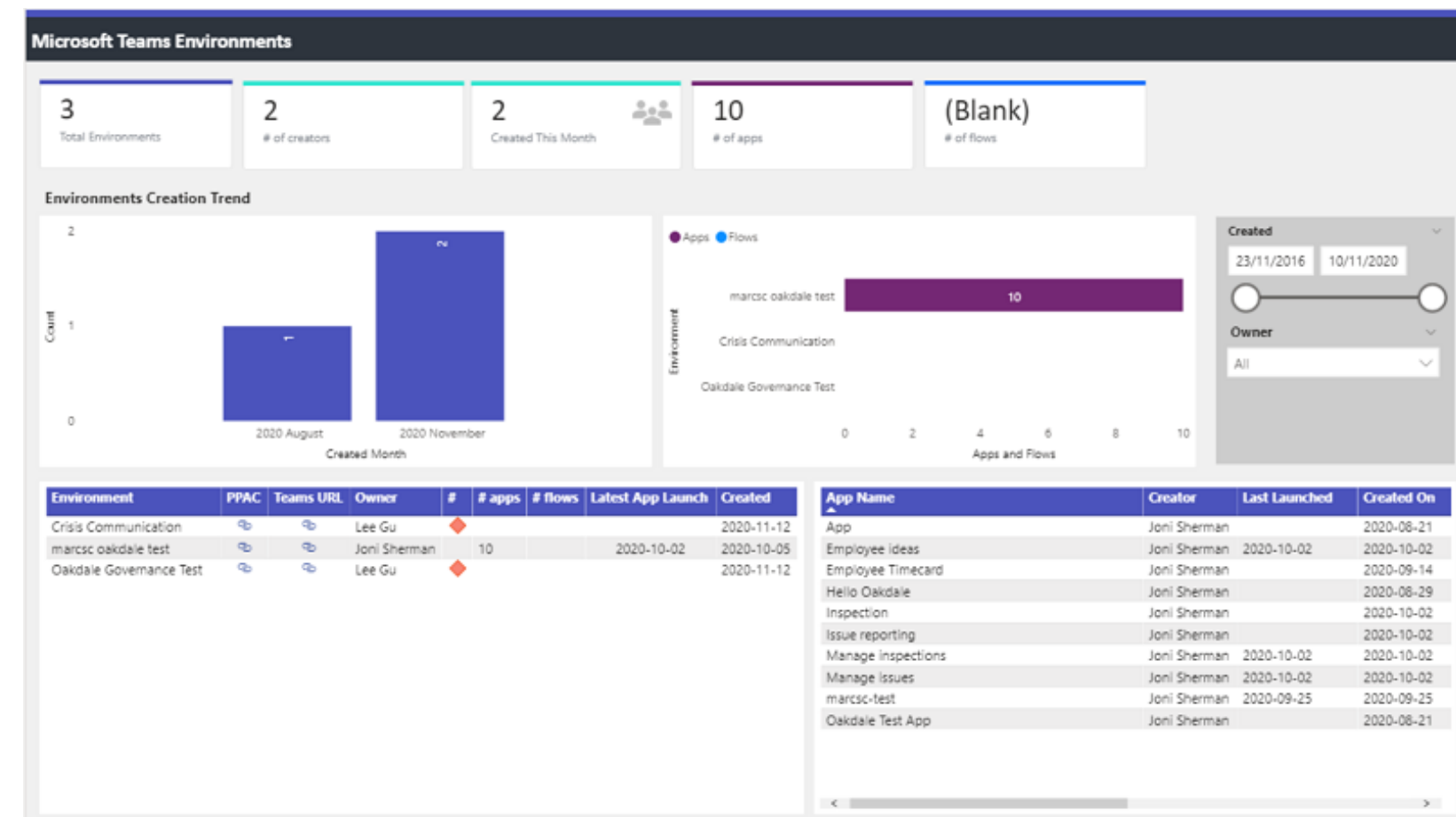
Inactivity Notifications Process

Notifies admins of inactive Apps and Flows and provides requests process to approve the removal of these from the maker.

The governance components solution contains the Cleanup Old Objects App which enables app makers and admins to manage archive approvals. This includes the ability to:

1. Send reminders to makers/owners regarding inactive apps

2. Approve the deletion of an application

3. Reject the removal of an application

4. Manually reject the deletion of an application

If approval has been received for the removal of an application, the app will be automatically deleted within 3 weeks.

Admins can also choose to exclude certain environments and individual apps and flows from the process
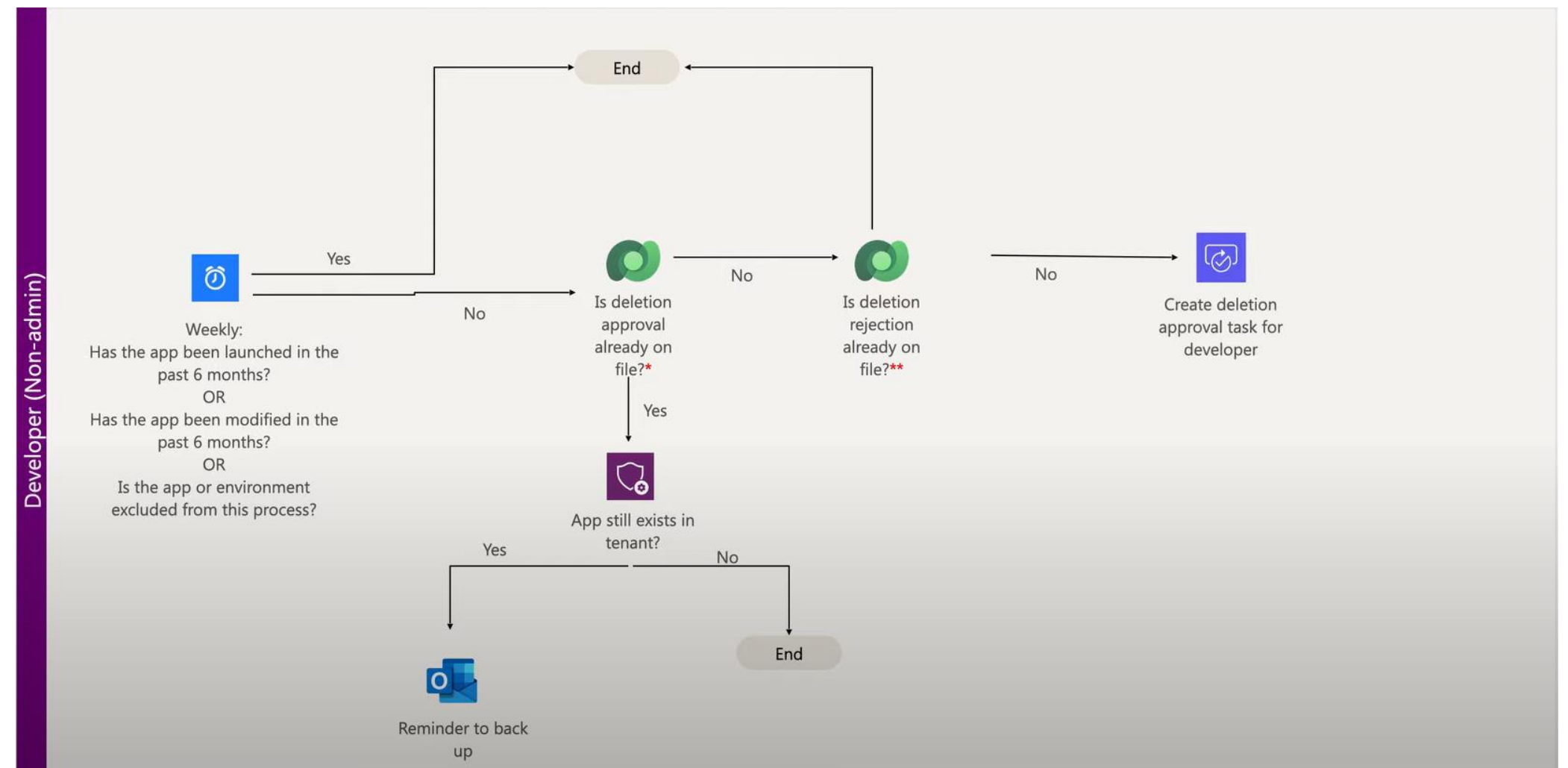
Environment Request Management

Admins can become a bottleneck in development process when the volume of demand for environments and changes to existing environments stack up. New environments may also require new connectors or DLP (Data Loss Prevention) policies.

Environment Request Management components help to automate environment and DLP (Data Loss Prevention) related requests. Components allow app and flow makers to easily request changes to both environment and policies which can in turn be reviewed by admins. Changes are implemented using automation reducing the need for manual effort.

Developers can:
- Submit requests for new environments
- Submit requests for DLP policies to be applied to their environments

Admins can:
- Provision new environments for developers using the app
- See how new environments will be affected by data loss prevention policies
- Approve or reject DLP policy requests
- Set expiration dates for environments ensuring they are automatically deleted after set duration
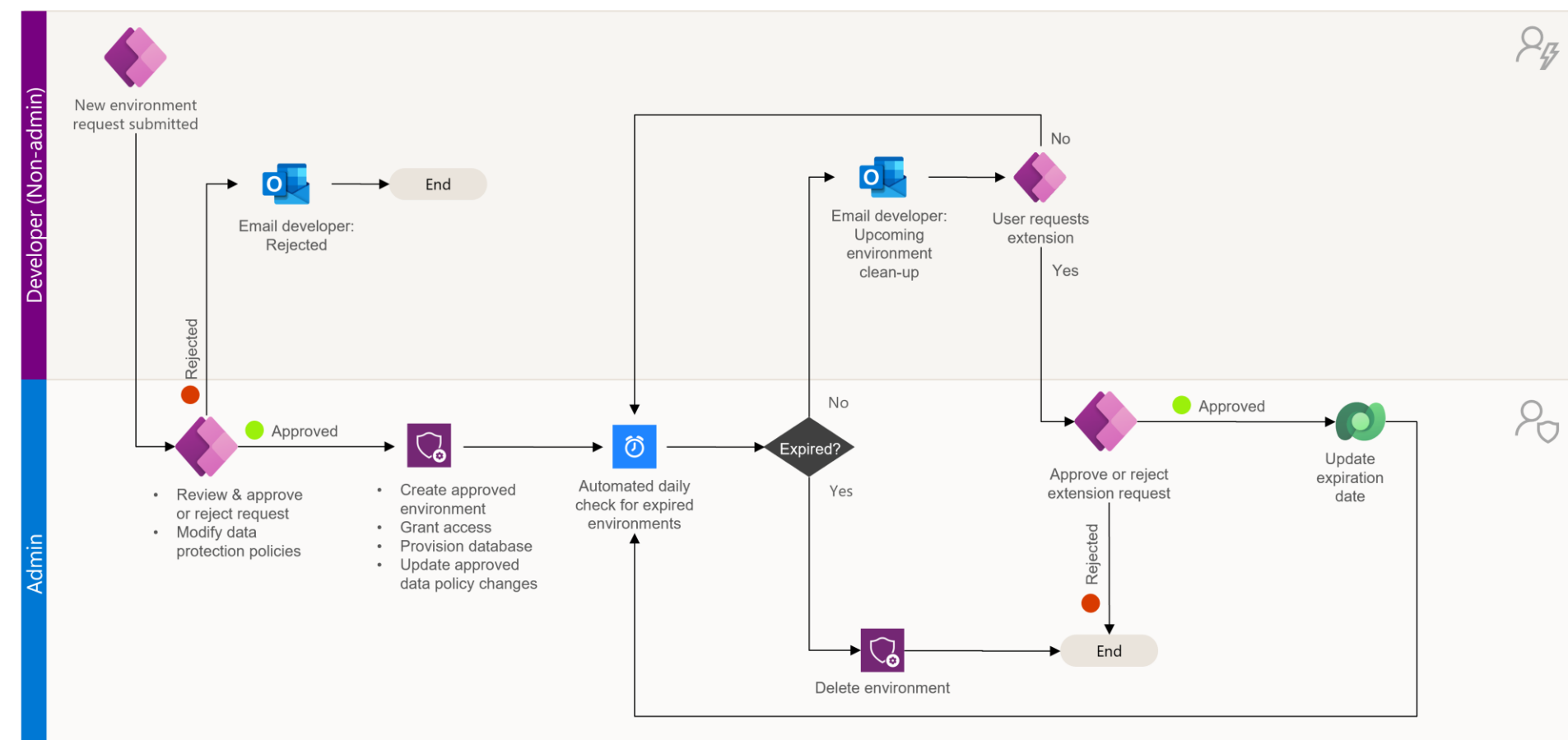
Compliance Process

Set up compliance process components asking makers of highly shared or highly used resources for further compliance details, such as mitigation plans. These can help organisations perform risk assessments and identify non-compliant apps.

Information provided via the compliance flow can be utilised alongside the quarantine non-compliant apps flow to which runs daily to identify if apps require quarantining based on the following criteria:

- Environment is included in the quarantine process.
- Compliance details have been requested, but aren't yet submitted, and are pending longer than specified in the "Quarantine Apps after x days of non-compliance" environment variable.
- App isn't already quarantined.
- Admin Risk Assessment status isn't complete.

Any apps meeting the above criteria would have a quarantine status set to Yes, an admin would then be required to perform a risk assessment to manually release the app.

Apps that are quarantined are also flagged in the Development Compliance Center as Non-Compliant
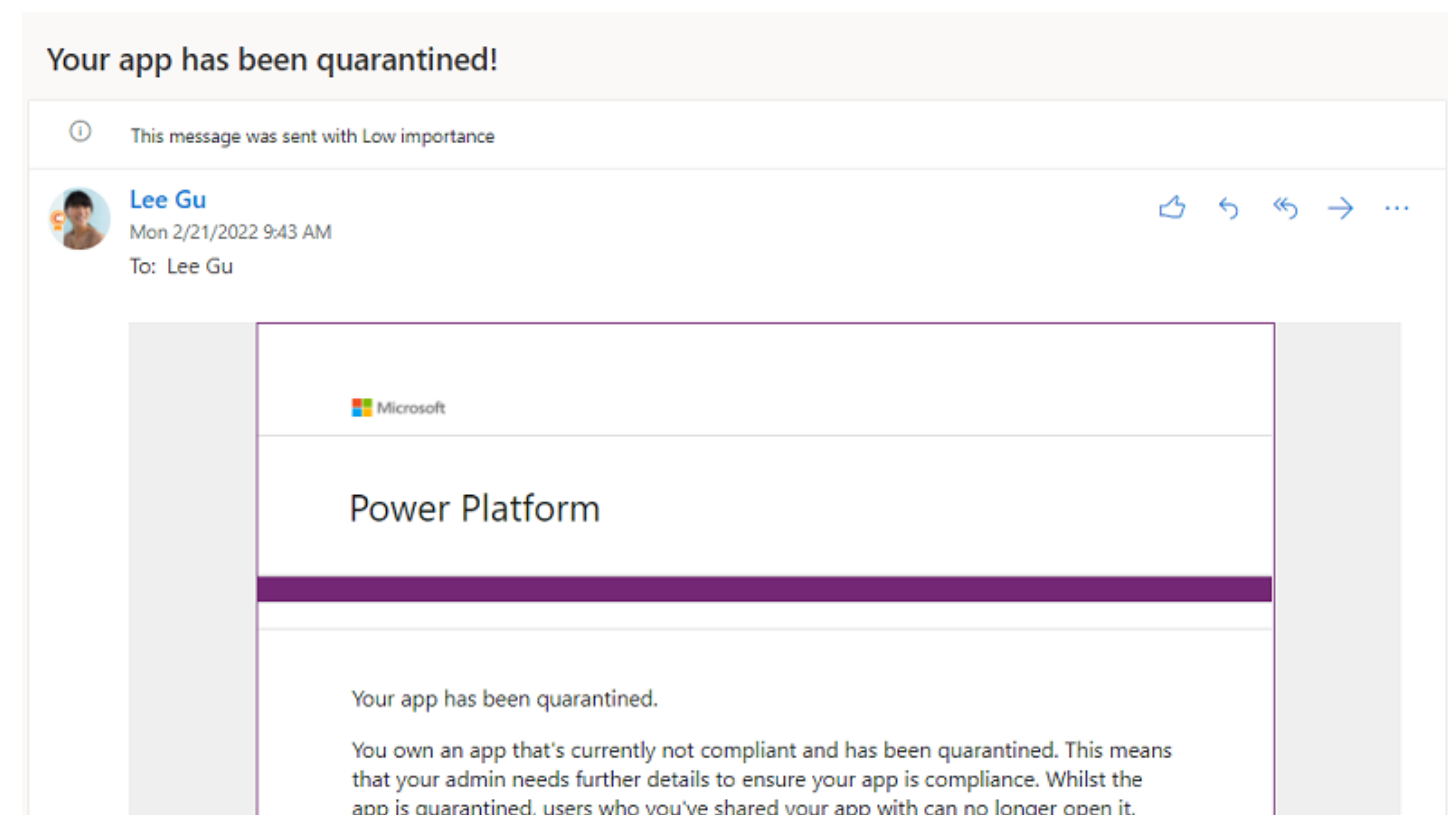
Maker Assessment

The maker assessment components provide governance and solution architecture guidance to makers as they begin to build more complex solutions using the Power Platform.

The solution can be used to ask users a series of questions regarding the target audience, data and support of the solution they're planning, and helps inform them of the governance, support and license considerations a makers needs to keep in mind when starting the development process for their solution.

Template Catalogue

Template catalog components allow the sharing of templates such as brand guidelines, components, template apps and flows with makers.

End users can browse and request available templates through using a Power App.

The use of templates can lessen the need for duplicated effort during development and can help an organisation streamline themes and functions used in flows and applications built.

Template Catalog
Browse templates your Power Platform Center of Excellence (CoE) team has made available to you.

Power Apps code review doc
Template Type: App
Second Desc
CoE Architecture Landing Zones.docx

Best practice doc
Template Type: Flow
First desc
Governance Plan Documentation.docx

CoE Best Practices
Template Type: Document
This document covers the best practices for implementing Centre of Excellence Starter kit for your Organization
Dynamics 365 Licensing Guide - April 2023.pdf

Security 101 Cheatsheet
Template Type: Image
This document explains the use of various security tags used for Governance framework. This document explains the use of various security tags used for Governance framework. This document explains the use of various security tags used for Governance framework. This document explains the use of various security tags
HD Res.jpg

Component Space
Template Type: Component
This is a component space Lorem Ipsum dolor amet. This is a component space Lorem Ipsum dolor amet. This is a component space Lorem Ipsum dolor amet. This is a component space Lorem Ipsum dolor amet. This is a component space Lorem Ipsum dolor amet.
Test Image (4) (1).jpg

App 101 Fill Template
Template Type: Document
Fill this before you make an app
Contoso New App Template.docx

Pulse Feedback

Pulse feedback components to survey and collect information regarding makers satisfaction with internal Power Platform programs.

This consists of:

- A Scheduled flow identify makers and ask them to provide feedback on what they think about the Power Platform support and adoption strategy
- A Manual flow for using AI builder to translate and analyse the feedback responses and store responses within a table for analysis
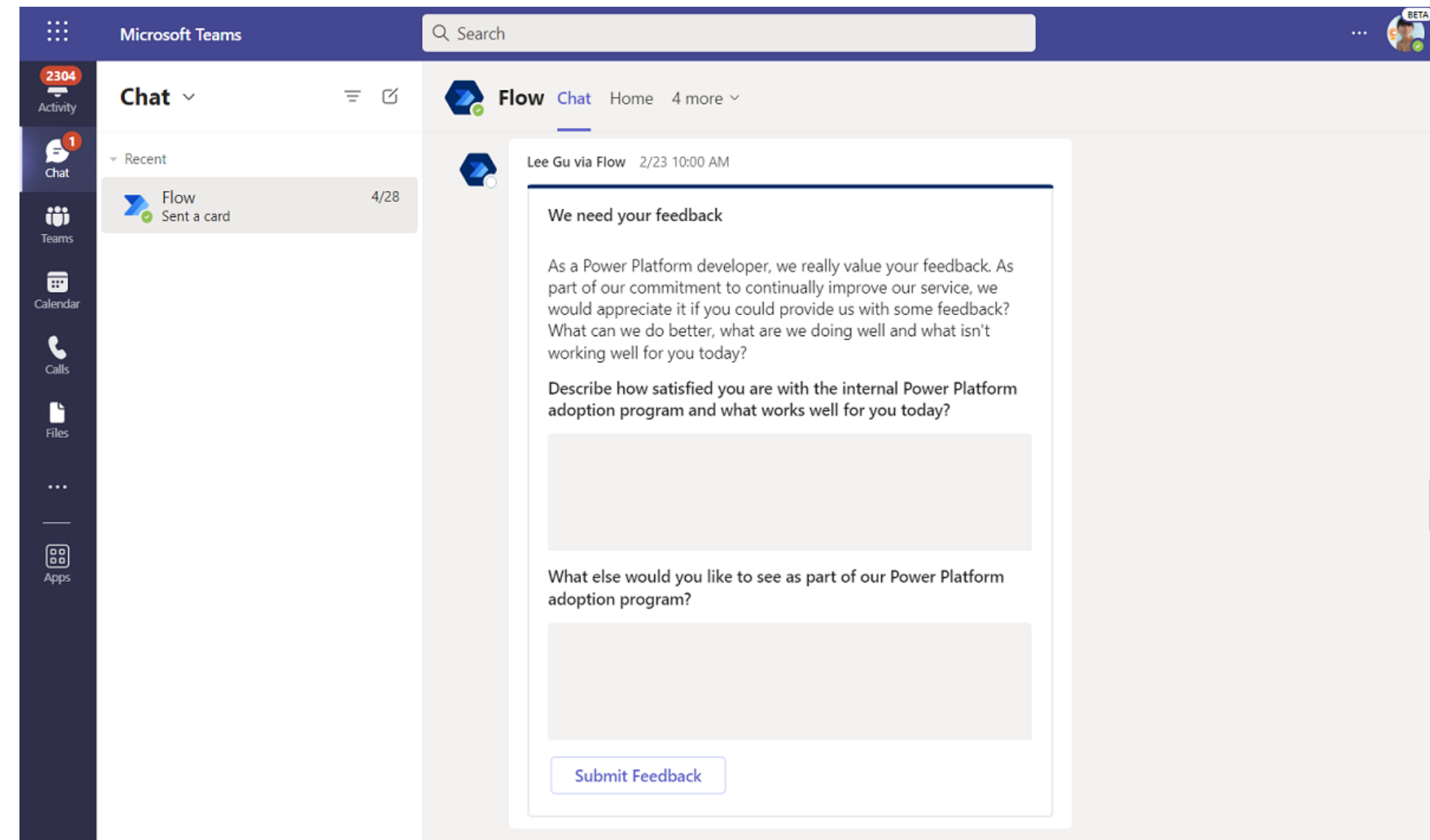
Video Hub

The video hub is an application designed to allow administrators and moderators to add and manage video content, modify status and playlists.

Content is grouped in one of three built-in categories:

- How-to videos
- Community calls
- Success stories

Aside from providing a centralised hub for enterprise video content, administrators can create curated playlists which are a useful way of grouping related videos for end users.

Training In A Day

Training in a day components allow the creation of internal upskilling events, and can even manage event registration and communications.

This consists of an application from which users can register to various training events, once users have registered automated flows will:

- Send confirmation emails to those who may have signed up to a training event
- Send reminder emails to attendees of events, three days before events start
- Send emails to attendees of a training event on the day, and requests feedback

CoE Starter Kit

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