Microsoft Power Platform

Power Platform Implementation Guide

Establishing a Low Code Center of Excellence for Governance, Security, and Continuous Improvement

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BEST PRACTICE

How to use this deck

This guide will help customers through the Low Code implementation journey in their organization, focusing on governance, security, and continuous improvement.

Welcome to our comprehensive guide! This deck is designed to help you achieve success with low-code solutions by following a structured implementation approach. The following sections will address the most important steps to a successful implementation:

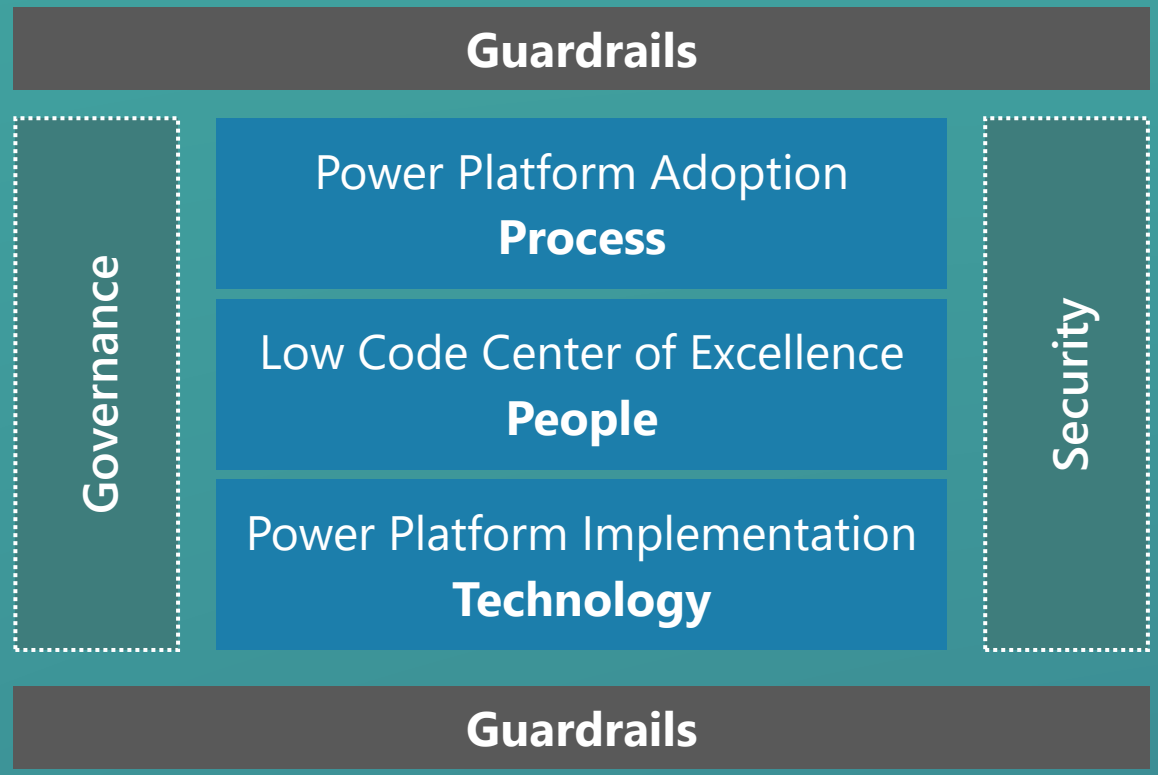
- **Discovery:** Lay a strong foundation by identifying essential elements for impactful solutions.
- **Experience Optimization:** Create Power Platform solutions that exceed user expectations.
- **Security:** Implement comprehensive security controls and multi-layered data protection, including authentication, authorization, and compliance.
- **Governance:** Establish robust control frameworks and structured processes for dependable guidance.
- **Operational Excellence:** Build resilient, scalable Power Platform environments ensuring consistent performance.
- **Performance Optimization:** Maximize efficiency for smooth, reliable, and fast Power Platform solutions.
- **Next Steps:** Understand what is required to ensure ongoing development and refinement to keep you ahead of the curve.

BEST PRACTICE

Introduction

The Power Platform implementation guide provides organizations with a comprehensive approach to adopting low-code solutions, focusing on governance, security, and continuous improvement.

The Power Platform Implementation Guide empowers organizations to establish a Low Code Center of Excellence and optimize the Power Platform's potential.



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Purpose

Maximizing Microsoft Power Platform

- Leverage the full suite of tools within the Microsoft Power Platform (Power Apps, Power Automate, Power Pages, and Copilot Studio).
- Promote best practices and reusable components to streamline development.
- Foster a community of practice to share knowledge and innovations.

Roles and responsibilities

- Define specific roles within the Low Code Center of Excellence, such as administrators, citizen developers, and business analysts.
- Ensure collaboration between IT and business units to align goals and resources.
- Provide training and support to empower makers and IT administrators.

Continuous improvement

- Encourage feedback from users to identify areas for enhancement.
- Implement iterative development processes to refine and improve applications.
- Stay updated with the latest features and updates from Microsoft to continuously enhance capabilities.

Governance and security

- Establish clear governance policies to ensure compliance and security.
- Implement role-based access controls to manage permissions.
- Regularly audit and monitor low-code applications for security vulnerabilities.

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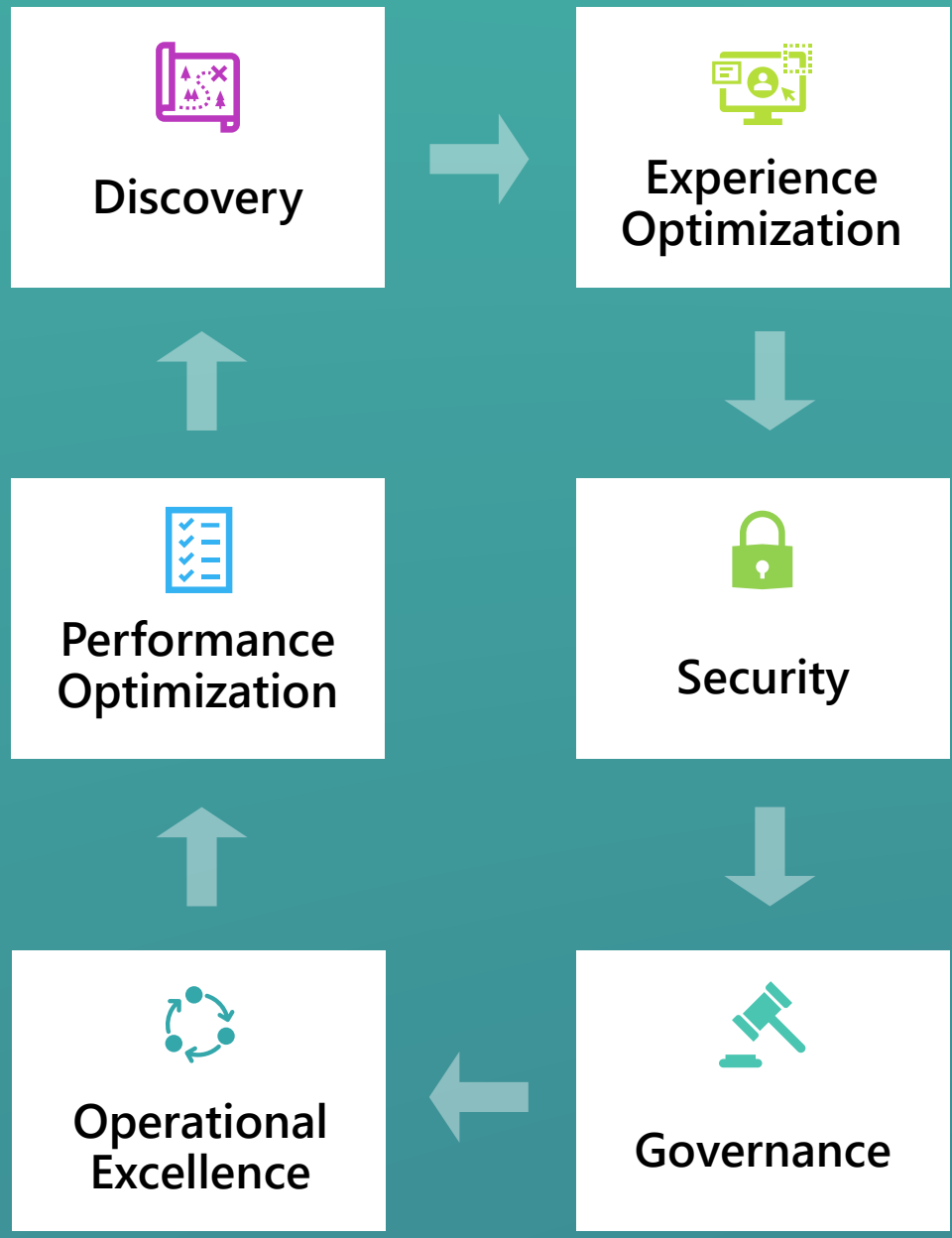
Continuous improvement best practice

This structured approach helps organizations achieve sustained success with user-friendly, reliable, secure, operationally excellent, and high-performing solutions. Ensuring the Power Platform ecosystem remains innovative and efficient through iterative improvements.



BEST PRACTICE

Benefits of Power Platform implementation guide

- Faster return on investment
- Reduction in shadow IT
- Quick response to business operational changes
- Efficiency improvements
- Harness AI and automation
- Fosters innovation
- Reduce IT risk and workload
- Clear vision and governance
- Technical stack scalability
- Enhanced employee experience

Best practice overview

- Why best practice matters
- Successful customers steps
- Key to success
- Challenges to be aware of
- Adoption of CoE
- Continuous improvement

BEST PRACTICE

Why does following the implementation guide matter?

Success often depends on the ability to setup a Low Code Center of Excellence team to drive and accelerate adoption.

- Empower all makers
- Fostering an innovation culture
- Improves efficiency across functions
- Responsiveness to pivoting priorities
- Scalability of platform for all code solutions
- Streamlined automated governance
- Adaptability to ecosystem enhancements

BEST PRACTICE

Our successful customers do the following…

- Defining a vision
- Getting leadership support
- Training end users
- Shaping governance
- Robust structured practices
- Security by design
- Continuous improvement
- Raising awareness

BEST PRACTICE

Key to a successful implementation

Sponsorship matters

Engagement from leadership and executives significantly boosts the success of Power Platform adoption. Their support can drive the initiative and secure necessary resources.

Measure results

Defining clear goals aligned with strategic and reliability targets is essential. This helps measure progress and ensures the adoption aligns with business objectives.

Learning from each other

Sharing knowledge within the organization and learning from champions and other organizations can accelerate adoption. Peer learning and community support are powerful tools for success.

Engage with IT early

Technology teams are cautious about unsupported applications and additional workloads. Proper governance and support structures are essential to mitigate these risks.

Governance automations accelerates scale

Accelerated governance compliance by streamlining the setup of automated processes for deployment and security within a structured framework.

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Challenges to be aware of

- Limited opportunities for makers to explore features and improve capabilities
- Innovation paths may be forged by bad practices
- Creation of technical or automation debt
- Makers create key user dependencies
- Creating a Shadow IT within business teams
- Technical and compliance readiness does not always align with user readiness to adopt
- Inefficient agent allocation
- Intricacies of integrating legacy and third-party systems
- Not choosing the right solution for the problem
- Untapped potential and successes from AI integration

BEST PRACTICE

The continuous improvement best practice helps optimize the adoption of a Low Code Center of Excellence

We've designed a straightforward approach to help you navigate the best practice Power Platform adoption process. Each initiative is broken into clear, manageable steps, leading you to the resources, and tools needed to create and manage a successful adoption plan.

continued

Continuous improvement best practice

Discovery	Experience Optimization	Security
• Get started • Identifying Stakeholders • Identify Low Code Center of Excellence people • Strategic Alignment • Success Criteria and Metrics • Art of the Possible discussion	• Stakeholder Engagement • Envision Innovation • Demonstrate Art of possible • Confirm RACI • Reporting and Planning • Resilient Foundation • Well Architected framework • Reliability Targets	• Security Strategy • Data Security • Application Security • Access and Authorization • Compliance

Next steps: Continuous improvement is key to the ongoing enhancement of Power Platform usage. This involves regularly reviewing and refining processes, incorporating user feedback, and staying updated with new features and best practices.

BEST PRACTICE

Continuous improvement best practice

Governance	Operational Excellence	Performance Optimization
• Governance Strategy • Guardrails • Tenant and Environment Strategy • Monitoring and Alerting • AI policy and governance	• Solution Design Best practice • Assure • Application Lifecycle Management (ALM) • Adoption metrics and KPIs • Innovation Events • Champion / Success Programme and nurturing • Feedback loops and identifying of new opportunities	• Analytics • Monitoring • Power Platform Well-Architected Assessments • Integration with the existing Microsoft Technology Stack • Utilizing Extensibility Options • Stakeholder Communicate • Demonstrate Business Value

Discovery

How to get started

Who should be involved

Building a CoE team

Strategic alignment

How to measure success

Modernization opportunities

DISCOVERY

The Discovery phase is the cornerstone of a successful Microsoft Power Platform implementation. It ensures a strong foundation by identifying and addressing essential elements upfront, paving the way for solutions that deliver real impact.

This phase brings the Low Code Center of Excellence (CoE) team into strategic alignment with organizational goals. Engaging senior leadership early is crucial to securing support and integrating the Power Platform with broader cloud and technology initiatives.

During Discovery, we articulate the value and influence of the CoE team, laying the groundwork for impactful projects by deeply understanding customer requirements, success metrics, and potential challenges.

Modernization opportunities are pinpointed, and key stakeholders are engaged from the start, setting the stage for a seamless and effective implementation journey.

DISCOVERY

How to get started

To ensure a successful Power Platform implementation, we recommend establishing a CoE focused on governance, security, and continuous improvement. This guide will provide a strategic framework for Power Platform and low-code adoption, aligning seamlessly with your organization's business and cloud goals.

The CoE's mission is to drive a culture of excellence by fostering innovation and efficiency. Our aim is to create a strong foundation for rapid solution development and deployment, boosting productivity and supporting your commitment to excellence.

We'll set you up for success with an agile, iterative approach, enabling continuous improvement as your needs evolve.

SUGGESTED STEPS

- ☐ Get started
- ☐ Form a core team
- ☐ Identify business challenges
- ☐ Begin learning and development
- ☐ Engage business and tech leaders
- ☐ Assess immediate needs
- ☐ Plan for scalability
- ☐ Align with strategic goals

Who should be involved

Executive sponsor

Assist the CoE team in identifying and prioritizing business needs, communicate the vision to leaders, actively use Power Platform to drive adoption, and promote the process with visible executive sponsor engagement.

- Executive Sponsor
- Organizational Leader
- Success Owner
- Program Lead

CoE team

Evangelize and train teams on Power Platform across the organization. Create awareness, understanding and drive community engagement.

- Power Platform Service Owner
- Adoption Champions
- Makers / Citizen Developers

Early adopters

Enthusiastic, tech-savvy individuals who drive innovation and adoption by experimenting with new technologies and validating their potential through Proof of Concepts

- Makers / Citizen Developers
- Business Users
- Business Analysts
- Department Leaders
- Pro Developers

Champions

Evangelize and train their teams on new ways of working, build awareness, understanding, and engagement throughout the community, and identify opportunities within everyday team activities for modernization.

- Makers
- Business Users
- Pro Developers
- Project Managers
- Data Analysts

Technology admins

Enable adoption by ensuring platform security, compliance, and efficiency. Support effective use through environment strategies, governance policies, user and capacity management, and data availability via connectors, integration, or migration.

- Global Admins
- IT Support
- Data Admins
- Power Platform Service Admin

DISCOVERY

Building a Low Code Center of Excellence team

Establishing a CoE is key to driving operational excellence. A CoE offers governance, best practices, and support to help your organization adopt Power Platform more effectively.

With the Power Platform adoption best practices available on Microsoft Learn, you'll find the essential tools and components to get started—such as governance frameworks, audit log data, and Power BI reports.

By centralizing expertise and resources, a CoE accelerates adoption, ensures compliance, and builds a culture of continuous improvement, empowering your organization to maximize the full potential of Power Platform.

DISCOVERY

Strategic alignment

Strategic planning and alignment with organizational goals keep the CoE laser-focused on what matters most—achieving the organization's vision, maximizing team potential, boosting collaboration, and enabling smarter decisions.

By staying connected to the broader strategy, the CoE can drive high-impact initiatives, respond swiftly to change, and engage stakeholders at every level, all of which propel the organization toward lasting success.

Strategy:
Horizons

Service offerings:
Focus areas

Goals:
Quantified benefits

Business Value:
Return on innovation

SUGGESTED STEPS

- [ ] Unified vision and goals
- [ ] Team optimization
- [ ] Enhanced collaboration
- [ ] Measurable impact
- [ ] Encourage innovation
- [ ] Improved decision-making
- [ ] Increased agility
- [ ] Stakeholder engagement

DISCOVERY

How to measure success

To track the progress and success of Power Platform adoption and your CoE, it's essential to define, monitor, and report on clear success metrics. Setting well-defined success criteria and metrics gives your team direction, measures performance, fosters accountability, drives continuous improvement, and aligns CoE efforts with organizational strategy.

This structured approach enhances effectiveness, showcases value, and fuels innovation. Choose the framework that best suits your needs. Here are a few tools to help define success criteria and metrics:

- SMART Goals
- Objectives and Key Results (OKRs)
- FAST Goals

SUGGESTED STEPS

- ☐ Clear direction and focus
- ☐ Performance measurement
- ☐ Accountability and motivation
- ☐ Continuous improvement
- ☐ Stakeholder communication
- ☐ Strategic alignment

DISCOVERY

CoE team success criteria examples

Adoption rate

Growth in the number of solutions created over time.

User satisfaction

Feedback from users and makers on their experience with Power Platform.

Efficiency gains

Improvements in process automation and workflow efficiency.

Innovation impact

Success stories and case studies showcasing impactful projects.

Governance and compliance

Adherence to governance policies and compliance standards.

Training and enablement

Growth in the skill levels of business users and makers.

Business value

Return on Innovation using quantifiable outcomes.

Community engagement

Focus on communities of practice with hackathons, workshops, ideation sessions, and user groups.

DISCOVERY

Identifying modernization opportunities accelerates adoption

Modernizing outdated systems accelerates Power Platform adoption, boosting efficiency, enhancing user experience, and lowering costs. Power Platform solutions deliver scalability, flexibility, and security—keeping organizations competitive and agile.

By upgrading legacy systems, businesses can streamline operations, cut technical debt, and respond swiftly to market changes, ultimately driving faster adoption and continuous process improvement.

- Legacy systems
- Process automation
- Support agency
- Data integration & insights

continued

How to identify modernization opportunities

Assess current processes

- Conduct a thorough review of existing processes, workflows and identify areas with inefficiencies or bottlenecks.
- Look for manual processes that can be automated to save time and reduce errors.
- Observe departments everyday activities and walkthrough how these are executed today using what systems or services.

Engage stakeholders

- Involve key stakeholders from various departments to gather insights on pain points and areas for improvement.
- Hold workshops or brainstorming sessions to identify potential use cases for Power Platform.
- Gain understanding of how makers have engaged Power Platform as proof of concept or delivered outcome.

How to identify modernization opportunities

Evaluate legacy systems

- Identify outdated or unsupported systems that could benefit from modernization.
- Assess the compatibility of these systems with Power Platform to determine the feasibility of migration.

Analyze data needs

- Evaluate how data is currently managed and identify opportunities for better data integration and accessibility.
- Consider how Power Platform can enhance data analytics and reporting capabilities.

Identify quick wins

- Look for low-hanging fruit—projects that can be quickly implemented and demonstrate immediate value.
- These quick wins can help build momentum and support for broader adoption.
- Determine size, scale and breadth of user stories/practices

DISCOVERY

Adoption objectives and outcomes

Low Code Center of Excellence team outcomes

SUGGESTED STEPS

- ☐ Core team members roles and responsibilities
- ☐ Success criteria and metrics
- ☐ Modernization opportunities list
- ☐ Maturity assessment
- ☐ Adoption strategy
- ☐ Project plan
- ☐ Application / capability roadmap

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Useful links for discovery

Power Platform adoption assessment	https://learn.microsoft.com/en-us/assessments/3c62fd23-9d36-491c-8941-26d5553365f8/
Strategy and vision best practices	https://learn.microsoft.com/en-us/power-platform/guidance/adoption/strategy-best-practices
Microsoft Power Platforms stories	https://www.microsoft.com/en-us/power-platform/blog/power-apps/power-platform-stories/
Measuring success against the business value	https://learn.microsoft.com/en-us/power-apps/guidance/planning/measuring-success
Application modernization with Power Platform	https://learn.microsoft.com/en-us/power-platform/guidance/white-papers/application-modernization

BEST PRACTICE

Discovery checklist

This checklist covers essential steps for a strong Discovery phase, aligning the CoE with organizational goals and setting a foundation for Power Platform success.

By engaging leadership, defining roles, and establishing an adoption roadmap, the CoE can drive impactful results.

Tracking progress through maturity assessments and identifying modernization opportunities ensure that the CoE stays aligned and responsive to evolving needs.

SUGGESTED OUTCOMES

- ☐ Engaged with senior leadership
- ☐ Identified key stakeholders
- ☐ Developed and assigned key roles
- ☐ Established a core CoE team
- ☐ Aligned CoE goals with organizational strategic intent
- ☐ Determined success criteria and operational metrics
- ☐ Shaped an adoption strategy and plan to track activities against
- ☐ Conducted maturity assessment to baseline progress against
- ☐ Identified a list of modernization opportunities
- ☐ Planned feature / capability adoption maturity by producing an application / capability roadmap

Experience Optimization

Enabling innovation

Stakeholder engagement

Defining roles & responsibilities

Demonstrate art of possible

Reporting and planning

Resilient foundation

Well-Architected framework

Reliability targets

The Experience Optimization phase is essential for creating Power Platform solutions that exceed user expectations. By focusing on improving maker experiences with tailored, efficient designs and tracking progress closely, this phase builds momentum for impactful projects.

Strong collaboration and well-defined stakeholder roles lay the groundwork for success while developing a Proof of Concept (PoC), which clarifies high-impact areas for team collaboration.

Planning for growth in this phase means preparing applications to handle increasing user demands. Scalable design and robust administration strategies ensure seamless operation as applications expand. Regular assessments of Power Platform architecture—from baseline functionality to security alignment—reinforce application resilience and strength.

Architectural decisions made during Solution Design are fundamental to building secure, reliable, and future-ready solutions. Teams create a strong foundation for sustainable, impactful solutions with Power Platform by prioritizing scalable design and resilience.

EXPERIENCE OPTIMIZATION

Enabling innovation intent

To enable and foster innovation, engage key stakeholders early, including technical and security teams, to drive awareness. Maintain transparent communication and encourage collaborative innovation. Ensure Power Platform security and compliance, understand its capabilities, and support relevant administration roles.

Use technology to enhance engagement, align business processes, and provide help desk support. Continuously measure and adapt strategies, ensure executive alignment, and manage expectations effectively. Focus on optimizing the experience, fostering a culture of learning, and maintaining momentum.

SUGGESTED STEPS

- ☐ Security and Compliance Assessment/Review
- ☐ Review service capabilities with security teams
- ☐ Power Platform Admin Role Assignment
- ☐ Implement Data Loss Prevention policy
- ☐ Tenant Isolation Policies
- ☐ Review Power Platform Admin Reporting
- ☐ Enable Tenant Power Platform Analytics
- ☐ Export Environment Analytics
- ☐ Derive Whitelist of IP Addresses and URLs

Driving awareness via stakeholder engagement

Identify key stakeholders

Pinpoint stakeholders, including technical teams, security, and executive leadership, crucial to your project's success.

Engage early & continuously

Involve stakeholders from the start, with regular updates and feedback to align expectations and secure support.

Technical readiness

Engage technical groups in assessments to ensure compliance and gain buy-in from essential stakeholders.

Review security & compliance

Partner with security teams to verify that Power Platform solutions meet security and compliance standards.

Leverage Power Platform capabilities

Assess Power Platform's scope and abilities to address identified modernization needs.

Transparent communication

Build trust by openly sharing your vision, goals, and progress with all stakeholders.

Foster collaborative innovation

Encourage stakeholder input to drive more innovative, effective solutions.

Support & governance

Define roles, governance, and support strategies to ensure smooth implementation and sustainable growth.

EXPERIENCE OPTIMIZATION

Defining roles for successful Power Platform adoption

Clearly defining roles and responsibilities is crucial for the successful adoption of the Power Platform, as it ensures clarity, accountability, and efficient implementation. This approach fosters collaboration, aligns initiatives with strategic goals, and ensures compliance and security.

Dedicated roles for training and support enable makers to effectively utilize the platform, driving adoption and maximizing benefits. This structured method ensures the Low Code Center of Excellence achieves its goals of enhancing productivity, innovation, and business outcomes. As Low Code CoE engagements begin, it's essential to assign well-defined roles and responsibilities to the growing group of stakeholders. As engagements evolve, the stakeholder groups expand, requiring more granular roles and actions to be tracked against responsible individuals. This evolving RACI (Responsible, Accountable, Consulted, Informed) framework will adapt and grow with the maturity of the adoption process.

continued

Roles and Responsibilities

Leadership / Executives	Power Platform Service Owner	Maker	Citizen Developer	Professional Developers
Guide the strategic direction and ensure alignment of Power Platform initiatives with business objectives. Promote user adoption and ensure adequate resourcing.	Oversee the strategic direction, governance, and management of the Power Platform. Ensure compliance, manage deployments, and optimize performance.	Create and connect data and information using the Power Platform, often at a basic to intermediate level.	Develop simple applications and automations using low-code/no-code tools, requiring guidance on organizational policies.	Develop complex applications using advanced tools and programming languages, ensuring adherence to data protection and regulatory standards.

Trainer	Change Manager	Business Analysts	End Users
Provide training and support to users of the Power Platform, ensuring they understand and can effectively use the tools.	Manage the transition and adoption of the Power Platform, ensuring smooth implementation and user acceptance.	Identify business needs and develop solutions using the Power Platform to meet those needs.	Use the Power Platform for daily tasks, benefiting from its capabilities to improve productivity.

continued

Roles and Responsibilities

Information Security and Compliance Officer	Enterprise Architects	Solution Architects	Data Stewards	Business Users	Technology Professional or DevOps Engineer
Ensure the Power Platform complies with industry regulations and internal policies.	Design and oversee the architecture of the Power Platform to align with organizational technology strategies.	Develop and derive solutions architecture, ensuring they meet business needs and technical requirements enable using Power Platform, Microsoft 365 and Azure services.	Maintain data quality, security, and compliance. Establish data governance policies and manage access permissions.	Utilize the Power Platform to create reports, analyze data, and ensure data consistency and accuracy.	Bridge development and operations, implementing and automating processes to enhance the software development lifecycle.

Roles and Responsibilities

Global / Tenant Administrator	Power Platform Service Administrator	Power Platform Gateway Administrator	Environment Administrator	Solution Administrator	Service Admins
Oversee the administration of the Microsoft 365 and Azure service at a tenant level, ensuring proper configuration and security.	Administer the Power Platform, manage security settings, monitor performance, and troubleshoot issues.	Manage the Power Platform Gateway, ensuring secure and efficient data flow between systems.	Oversee the management and configuration of environments within the Power Platform.	Manage specific solutions within the Power Platform, ensuring they meet business and technical requirements.	• Copilot Admin • Power BI Admin • Automate Admin

EXPERIENCE OPTIMIZATION

What is the art of the possible

- Demonstrate the Power Platform's potential and capabilities through real-world examples and success stories to inspire stakeholders and illustrate its practical benefits.
- Use relatable business scenarios and established success patterns to clearly convey the Power Platform's value, making its benefits tangible and understandable.
- Analyze various scenarios to identify the most impactful use case for an organization-wide launch, ensuring alignment with strategic goals and setting a strong foundation for broader adoption.
- Encourage a culture that values innovation and continuous improvement. Recognize and reward creative uses of the Power Platform to motivate stakeholders to explore its full potential.
- Identify and showcase quick wins or early successes to build momentum and demonstrate the platform's value. These small victories can help gain broader support and enthusiasm.

SUGGESTED STEPS

- ☐ Illustrate how the Power Platform can address specific challenges
- ☐ Communicate value through scenarios and patterns
- ☐ Deliver tangible benefits
- ☐ Foster a culture of innovation
- ☐ Inspire confidence
- ☐ Foster engagement
- ☐ Reduce resistance
- ☐ Enthusiastic adoption
- ☐ Introduce groundswell
- ☐ Identify repeatable and common/ similar patterns

EXPERIENCE OPTIMIZATION

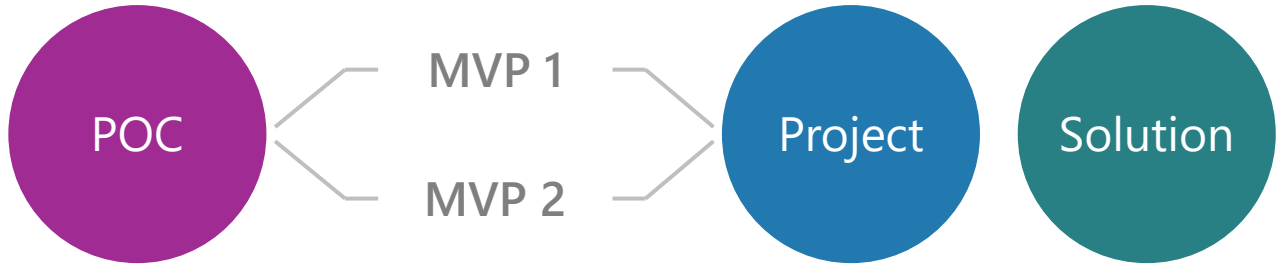
Envision the art of the possible

Personal Productivity Applications

- Empower individuals to automate tasks and streamline workflows.
- Improve productivity without extensive coding knowledge.
- Microsoft Power Platform optimizes user experience for quick and efficient creation and deployment.

Enterprise-Grade Applications

- Designed to meet the complex needs of large organizations.
- Ensure scalability, security, and compliance.
- Experience optimization ensures robustness and reliability for seamless enterprise-wide use.



EXPERIENCE OPTIMIZATION

Focus on proof of concept (PoC) delivery

Developing a PoC is particularly valuable as it allows organizations to quickly and cost-effectively test the capabilities of the platform. By building a small, functional prototype, teams can evaluate how well the low-code platform meets their needs, identify any limitations, and gather feedback from stakeholders.

This approach reduces risk, accelerates user adoption, and provides a clear demonstration of the platform's benefits, making it easier to secure buy-in from decision-makers.

A PoC is a preliminary project or prototype designed to demonstrate the feasibility and potential of a low code idea on a small scale. It helps validate assumptions, assess technical feasibility, and gather critical insights before committing to full-scale development.

SUGGESTED STEPS

- ☐ Define Clear Objectives: Clearly outline the aim to achieve with the PoC
- ☐ Scale and Constraints: Keep the scope focused and manageable – small / manageable
- ☐ Stakeholder Engagement: Involve key stakeholders early in the process to gather input and secure buy-in.
- ☐ Data: Does not rely on actual / full dataset
- ☐ Failing fast: learn through failing
- ☐ It should be functional - conceptual

Start sharing internal success stories

- **Inspire and motivate:** Success stories showcase real-world examples of how the Power Platform has positively impacted the organization. This inspires and motivates others to explore and adopt the platform.
- **Build confidence:** Highlighting successful projects builds confidence among stakeholders and potential users, demonstrating the platform's capabilities and benefits.
- **Foster a culture of innovation:** Sharing stories of innovation encourages a culture where employees feel empowered to experiment and innovate using the Power Platform.
- **Promote best practices:** Success stories often include lessons learned and best practices, which can guide others in their own projects.
- **Enhance collaboration:** By sharing successes, different teams and departments can learn from each other, fostering a collaborative environment.

SUGGESTED STEPS

- ☐ Who and what was involved?
- ☐ What does the solution do?
- ☐ Who built it?
- ☐ What challenges did they have?
- ☐ How was it built?
- ☐ What helped them succeed?
- ☐ What business value or saving can be identified?

Start sharing internal success stories

In large organizations, it's common to encounter recurring processes that, while varying slightly by department or technical requirements, share the same overall intent. Identifying these similar patterns and leveraging shared or reusable components, as well as lessons learned during solution development on the Power Platform, can significantly speed up solution deployment.

The Low Code CoE is pivotal in this context, as it facilitates knowledge sharing and connects different business areas. This is further advanced when the CoE can create and develop common components that various teams can utilize, ensuring consistency and efficiency across the organization.

A pattern in Power Platform solutions is a predefined, best-practice approach to designing and implementing applications, workflows, and data integrations that solve recurring business problems. Patterns encapsulate proven methods and techniques that can be adapted and reused across different projects and departments.

TAKEAWAYS

- Reusable
- Scalable
- Consistency
- Efficient
- Best Practice

Supporting early adopters

Who are early adopters?

Early adopters are typically enthusiastic users who are quick to embrace new technologies.

- **Innovators:** Individuals or teams eager to try new tools and solutions.
- **Influencers:** People who can sway the opinions of others within the organization.
- **Tech-savvy users:** Those who are comfortable with technology and can quickly understand and utilize new platforms.

Power Platform analytics and reporting tools can assist in identifying these early adopters to engage with them and find out how they can be supported by the Low Code CoE team and what their enablement needs are.

Supporting early adopters

Purpose of engaging early adopters

- **Feedback and improvement:** Early adopters provide valuable feedback on the platform's functionality, usability, and potential issues. This helps in refining the tools and processes before a wider rollout.
- **Building momentum:** Their enthusiasm and success stories can inspire and motivate others to adopt the platform, creating a positive buzz and momentum.
- **Creating champions:** Early adopters often become champions or advocates for the platform, helping to train and support other users.
- **Identifying use cases:** They can help identify practical use cases and demonstrate the platform's value in real-world scenarios.
- **Accelerating adoption:** By showcasing quick wins and tangible benefits, early adopters can accelerate the overall adoption process within the organization.

Reporting and planning to keep momentum

Adoption strategies rely on reporting and planning to ensure accountability and drive outcomes. They provide a structured approach to implementation, adoption processes and support processes.

- Reporting allows for the tracking of progress, ensuring accountability and enabling informed decision-making by highlighting areas that need improvement.
- Planning offers a clear roadmap, anticipating challenges and optimizing resource allocation.

They facilitate continuous improvement, aligning the adoption process with organizational goals and ensuring that all stakeholders are engaged and informed throughout the journey. This structured approach ultimately leads to a more efficient and successful implementation, optimizing the user experience.

Roadmap and planning schedules

Strategic plan

Aligns the adoption strategy with the organization's overall goals and objectives. It includes vision, mission, and long-term goals.

Feature / capability enablement plan

Details the steps required to onboard users to new features and extending capabilities including timelines, resources, and responsibilities.

Communication plan

Outlines how information about the adoption process will be communicated to all stakeholders, ensuring transparency and engagement.

Training plan

Specifies the training programs needed to equip employees with the necessary skills and knowledge to u se the new technology effectively.

Risk management plan

Identifies potential risks and outlines strategies to mitigate them, ensuring a smoother adoption process.

Evaluation plan

Establishes metrics and KPIs to measure the success of the adoption strategy and provides a framework for regular reviews and updates.

EXPERIENCE OPTIMIZATION

Program communication planning

The Low Code CoE team and other accountable stakeholders may be involved in conducting regular reviews and updates to align with user expectations and enhance interaction efficiency.

Engaging with various forums and audiences, tailoring communication to effectively convey the progress and success of the Low Code CoE adoption and support.

Discovery

- Administration
- Architecture
- Governance
- Security
- Compliance

Experience Optimization

- Communication Plan
- Check Points / Milestones
- Usage / Success Metrics
- Stakeholder Engagements

Security

- Training Engagements
- Community Engagements
- Early Adoption Feedback
- Innovation Roadmap

Governance

- Automation Roadmap
- New Feature Support
- Re-Platforming Efforts

EXPERIENCE OPTIMIZATION

Starting from a resilient foundation

Microsoft has made significant investments in the platform's infrastructure, including data centers and deployment processes.

This resilient foundation ensures high availability, backup, and disaster recovery capabilities.

EXPERIENCE OPTIMIZATION

Resilient foundation enabling reliability

Scalability

Platform can scale to meet increasing demands without compromising performance.

Redundancy

Robust redundancy measures to prevent single points of failure and ensure continuous operation.

continued

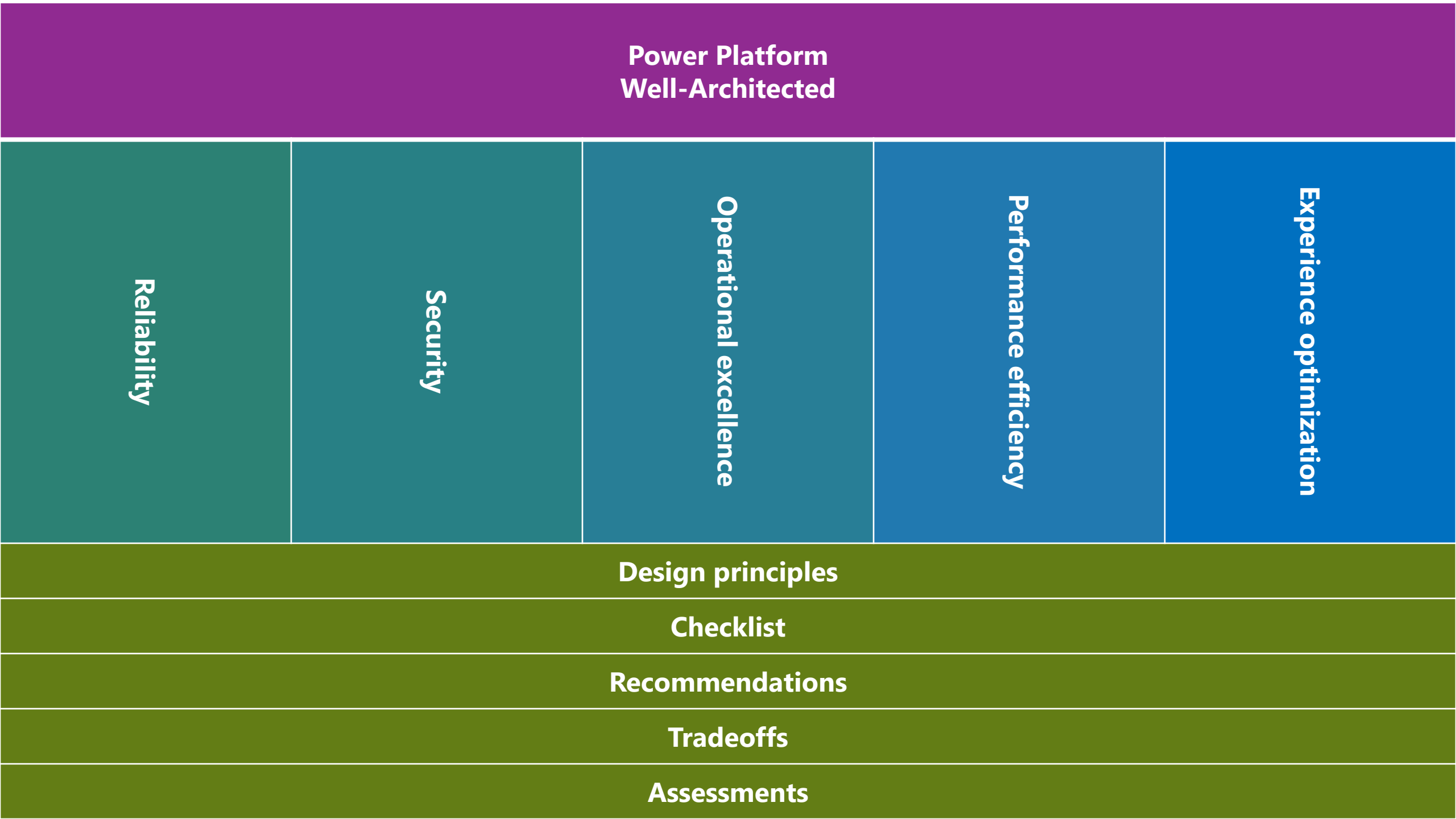
Measuring progress with the Well-Architected framework

Organizations should establish reliability and recovery targets for their Power Platform components, flows, and overall solutions. These targets help clarify expectations, set goals, and guide actions towards achieving the ideal state. Continuous monitoring and testing are essential for enhancing these targets over time.

These targets need to be further broken down and address the specific needs across, components, apps and solutions. Power Apps, Power Automate, and Power BI each require distinct considerations for uptime, performance, and error handling.

Custom business apps and third-party integrations need specific reliability measures based on their operational importance. Enterprise solutions demand stringent targets and comprehensive disaster recovery plans, while departmental solutions can have more flexible goals.

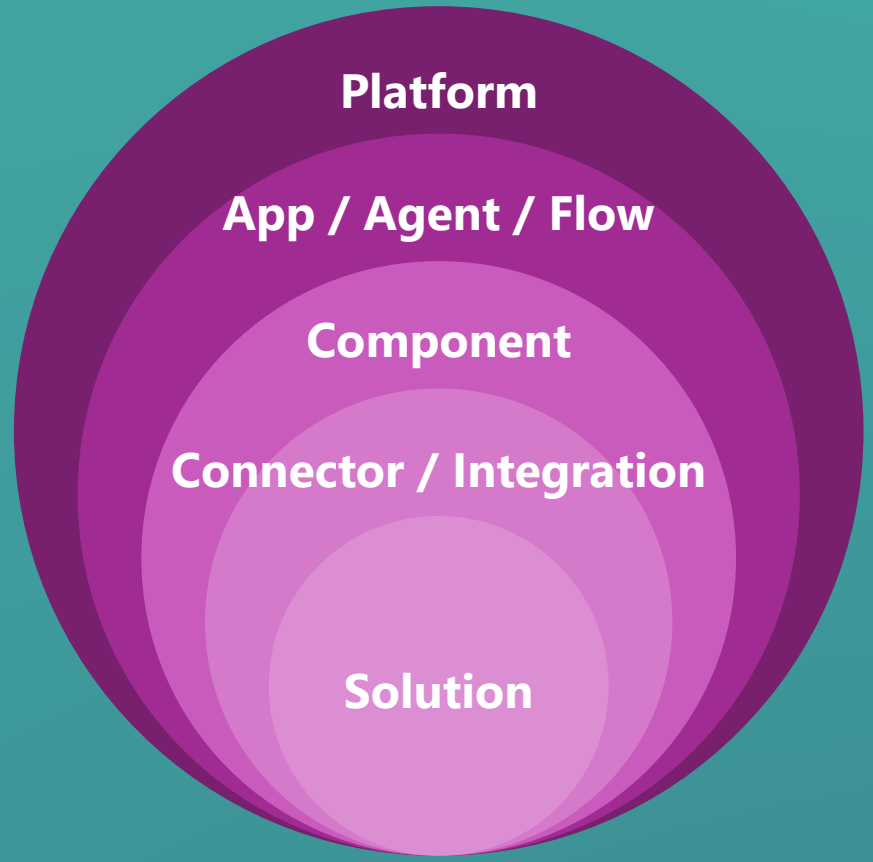
Aligning these targets with the strategic objectives of the Low Code CoE ensures that all efforts contribute to enhancing efficiency, innovation, and user satisfaction across the organization.


Power Platform
Well-Architected
Reliability
Security
Operational excellence
Performance efficiency
Experience optimization
Design principles
Checklist
Recommendations
Tradeoffs
Assessments

Measuring reliability with success targets

The Power Platform Well-Architected Framework provides architecture guidance and best practices to optimize the quality of Power Platform workloads, including reliability. This framework is essential for designing and maintaining reliable Power Platform solutions.

- **Best Practices:** Follow industry best practices for architecture to ensure optimal performance and maintainability.
- **Design Principles:** Incorporate design principles such as modularity, reusability, and separation of concerns.
- **Documentation:** Maintain comprehensive documentation to support ongoing development and troubleshooting.



Reliability targets success criteria examples

Service-Level objectives

- **Availability** - Aim for 99.9% uptime for critical applications to ensure minimal downtime.
- **Latency** - Ensure that key operations, such as data retrieval and processing, complete within a specified time frame.

Recovery metrics

- **Recovery Time Objective** - Define the maximum acceptable downtime after an incident.
- **Recovery Point Objective** - Set the maximum acceptable data loss duration.

Mean Time to Recover

- Establish a target for the average time taken to restore services after a failure.

Error rates, monitoring & alerts

- Set acceptable error rates for critical workflows.
- Implement real-time monitoring with alerts for any deviations from normal performance, aiming for immediate detection and response to issues

Backup & recovery

- Ensure regular backups with a target of successful backup completion and periodic recovery tests to validate the process.

EXPERIENCE OPTIMIZATION

Adoption objectives and outcomes

Low Code Center of Excellence team outcomes

SUGGESTED STEPS

- ☐ RACI
- ☐ Reporting plan
- ☐ Communications plans
- ☐ Communication deck
- ☐ Programme communication
- ☐ Early adopter feedback form
- ☐ PoC
- ☐ Showcase
- ☐ Technical assessment (readiness & alignment)
- ☐ Well-Architected frame assessment
- ☐ Reliability targets
- ☐ Admin plan

Useful links for Experience Optimization

Microsoft customer stories	https://customers.microsoft.com/en-us/home?sq=&ff=&p=0
Microsoft Power Platform stories - Microsoft Power Platform blog	https://www.microsoft.com/en-us/power-platform/blog/power-apps/power-platform-stories/
Power Apps patterns: overview - Power Apps | Microsoft learn	https://learn.microsoft.com/en-us/power-apps/guidance/patterns/overview
Administrator analytics and reports for Microsoft Power Apps - Power Platform | Microsoft learn	https://learn.microsoft.com/en-us/power-platform/admin/analytics-powerapps
Strategy and vision best practices - Power Platform | Microsoft learn	https://learn.microsoft.com/en-us/power-platform/guidance/adoption/strategy-best-practices
Power Platform Well-Architected	https://learn.microsoft.com/en-us/power-platform/well-architected/
Success Solution Example Sample	https://customers.microsoft.com/en-us/story/1751257654493783966-cineplex-telecommunications-power-automate-en-canada

Experience Optimization checklist

This checklist covers essential steps to support optimization of the experience, aligning the CoE with organizational goals and setting a pathway for Power Platform success.

By engaging leadership, defining roles, and establishing an adoption roadmap, the CoE can drive impactful results.

Tracking progress through maturity assessments and identifying modernization opportunities ensure that the CoE stays aligned and responsive to evolving needs.

continued

SUGGESTED STEPS

- ☐ Document roles, responsibilities, and named assignments.
- ☐ Develop a communication plan for adoption and feature maturity.
- ☐ Establish a reporting plan with defined cadence and activity tracking.
- ☐ Conduct regular platform governance reviews and action outcomes.
- ☐ Schedule and prepare for milestone events.
- ☐ Showcase business user and maker solutions/ideas.
- ☐ Demonstrate best practices in the development of bespoke solutions or POCs.
- ☐ Collect early adopter feedback and integrate it into best practices.
- ☐ Evaluate existing solutions for optimization opportunities.
- ☐ Discuss Power Platform high availability and durability capabilities.
- ☐ Conduct a technical readiness and alignment assessment.
- ☐ Review solution architectures to ensure resilience.
- ☐ Define and share reliable architecture patterns with makers.
- ☐ Conduct a Power Platform well-architected framework assessment.
- ☐ Define reliability targets and track progress against them.

Security

- Security strategy
- Data security
- Secure access
- Enhancing security
- Ensuring compliance
- Adoption outcomes

SECURITY

The Security phase is essential for safeguarding Power Platform solutions and protecting sensitive information. This phase ensures robust data security by implementing comprehensive security controls and multi-layered data protection—such as authentication, authorization, and compliance.

A structured approach to access management helps teams maintain control over system access, ensuring that only authorized users have access to sensitive data. This phase also enables fine-grained control over access to different environments and resources within the Power Platform, ensuring alignment with organizational policies and security standards.

Mitigating significant organizational risks begins with identifying potential vulnerabilities and implementing effective security measures. Regular reviews of security architecture, from foundational access controls to regulatory compliance, strengthen data protection and resilience. Strategic security decisions in this phase set the foundation for secure, compliant, and sustainable Power Platform solutions.

SECURITY

Robust security strategy and practices

A comprehensive security strategy for Power Platform adoption creates a framework which at its core ensures protection of sensitive data, compliance with regulatory standards, and supports enterprise scalability.

The Low Code CoE team's adoption strategies and enablement are grounded in robust practices that promote security. These practices ensure that makers develop secure solutions that comply with organizational standards and boundaries, with a clear understanding of secure design principles.

Key pillars include data protection, access control, authorization, integration, and information protection. By focusing on these areas, the CoE fosters a culture of security and compliance, enabling makers to build reliable and compliant solutions.

SUGGESTED STEPS

- ☐ Data protection
- ☐ Authority reviews
- ☐ Application access
- ☐ Auditing tracking

Layers of security

Data loss protection

Conditional access

Entra privileged identity management

Purview auditing

Data loss protection for RPA

IP cookie binding

Microsoft information protection

Azure virtual network

Customer managed keys

IP firewall

Lockbox

Sentinel threat detection

Managed identities

SECURITY

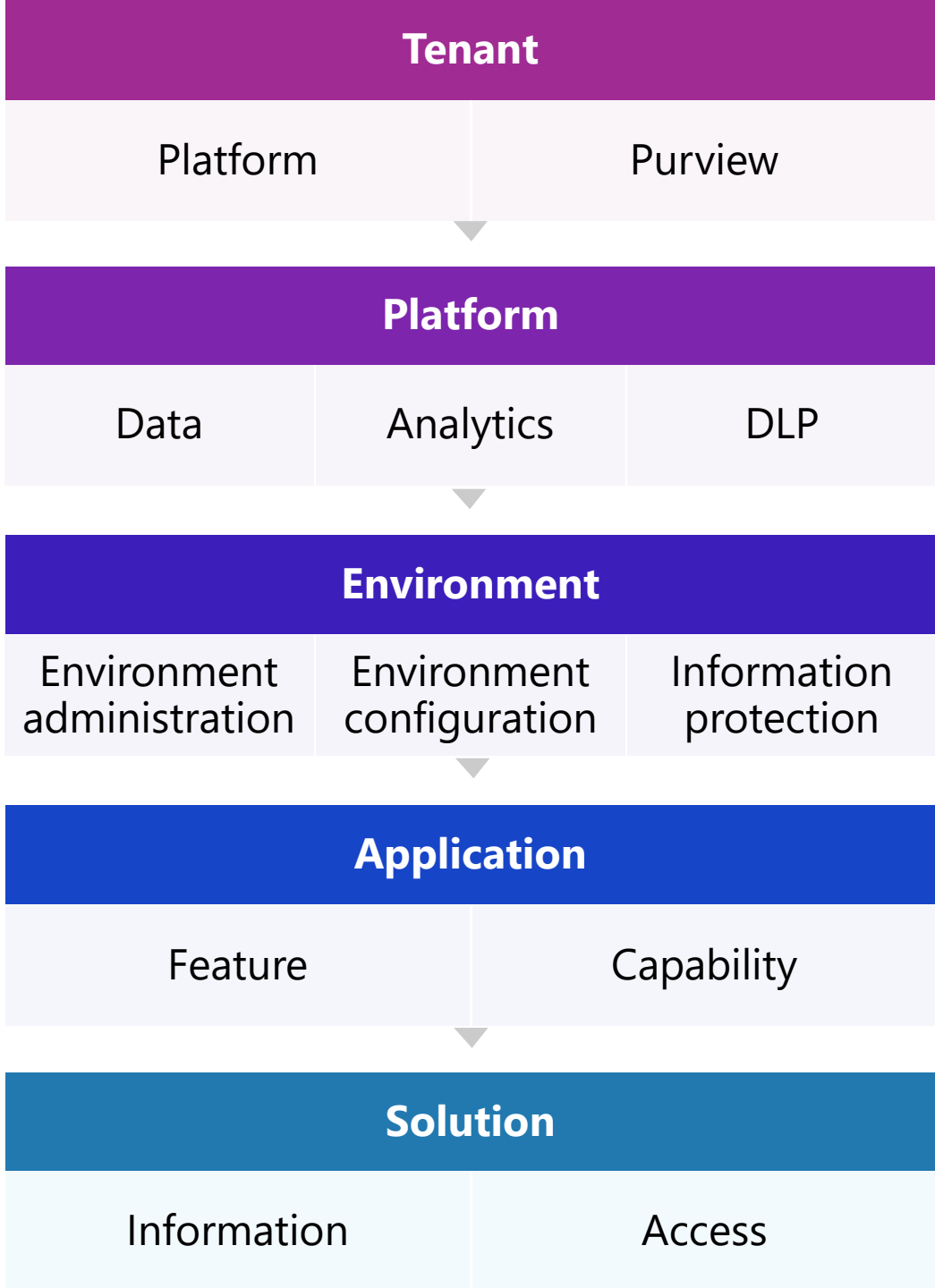
Multi-layered security in Power Platform

The Power Platform employs a multi-layered security approach to ensure robust data protection and compliance.

This includes managing access at the tenant and environment levels, securing data within Dataverse through row-level and field-level security, and encrypting data both at rest and in transit.

Application-level security controls access to specific apps and their components, while compliance and governance tools, such as data loss prevention policies and audit logs, help meet regulatory requirements.

Together, these layers provide a comprehensive security framework that safeguards data and ensures compliance with industry standards.



SECURITY

Data security in Power Platform with compliance and DLP policies

Data security is a multi-layered approach that begins at the tenant level and cascades down to other elements. Power Platform benefits from compliance certifications and security capabilities to ensure applications meet stringent requirements.

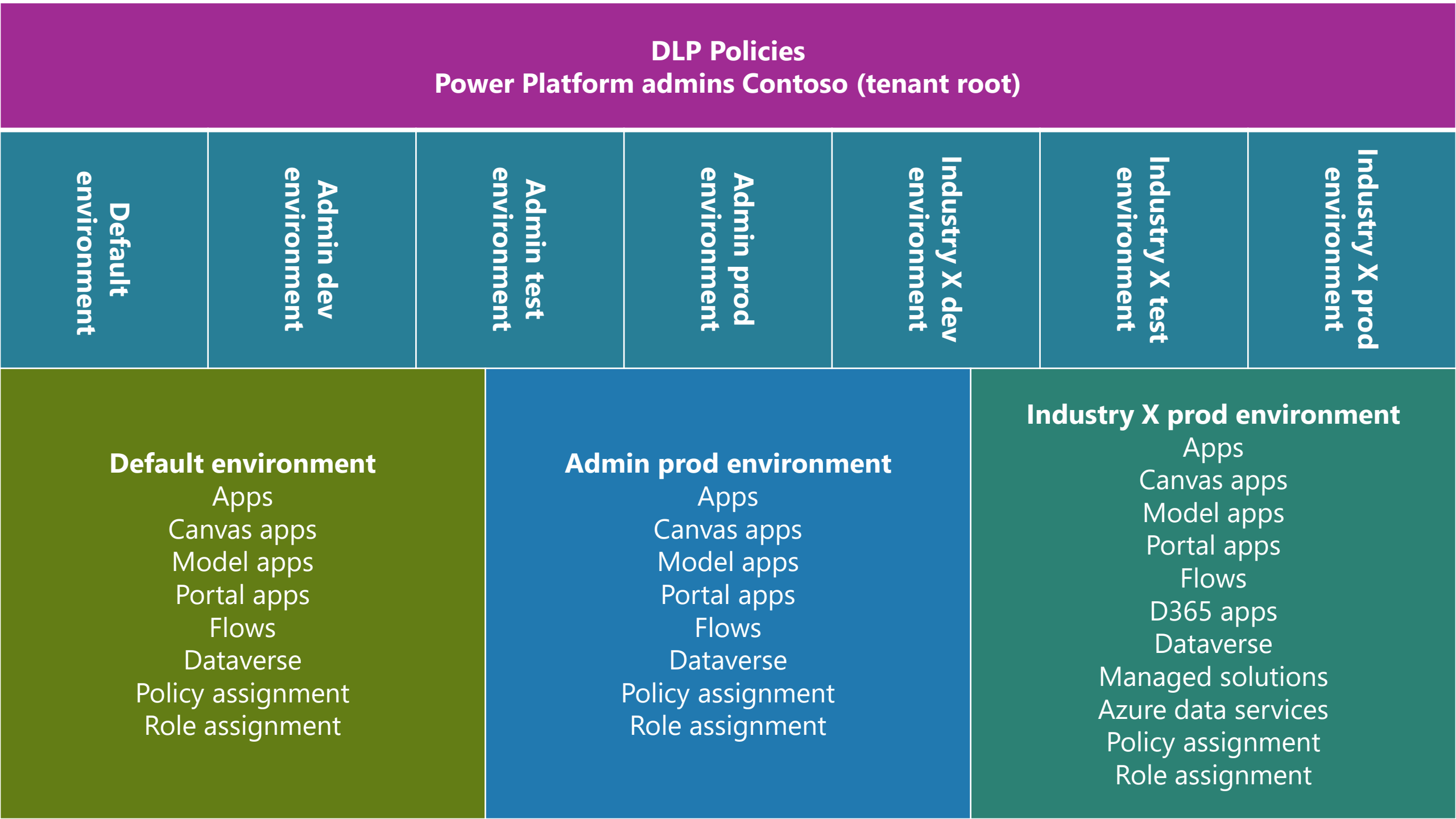
Organizations must ensure data security across tenants, as securing data within the organization is as important as securing data across organizations.

Organizations should also consider runtime enforcement of Data Loss Prevention (DLP) policies to ensure compliance and mitigate reliability and latency issues.

continued

Data Loss Prevention (DLP) policies in Power Platform

- DLP policies help prevent unintentional data exposure.
- They can be applied at both environment and tenant levels to balance security with productivity.
- Environment-level policies cannot override tenant-wide ones.
- When multiple policies exist in an environment, the most restrictive applies.
- By default, no DLP policies are set at the tenant level.
- Policies are only set at the environment or tenant level, not at the user level.
- DLP policies recognize connectors but do not control connections made with them.
- A strategic approach to DLP policy management helps organizations secure data and maintain productivity in Power Platform.

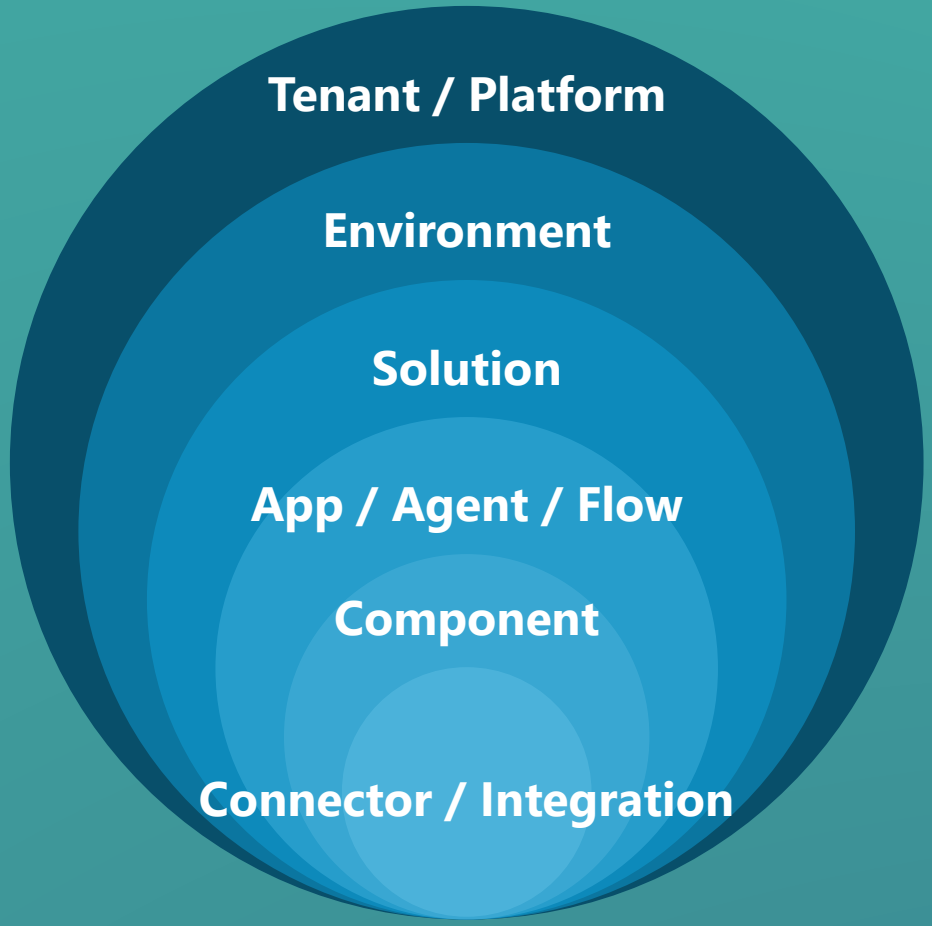

DLP Policies
Power Platform admins Contoso (tenant root)
Default environment
Admin dev environment
Admin test environment
Admin prod environment
Industry X dev environment
Industry X test environment
Industry X prod environment
Default environment
Apps
Canvas apps
Model apps
Portal apps
Flows
Dataverse
Policy assignment
Role assignment
Admin prod environment
Apps
Canvas apps
Model apps
Portal apps
Flows
Dataverse
Policy assignment
Role assignment
Industry X prod environment
Apps
Canvas apps
Model apps
Portal apps
Flows
D365 apps
Dataverse
Managed solutions
Azure data services
Policy assignment
Role assignment

SECURITY

Centralized security and management in Power Platform admin center

Power Platform delivers a comprehensive approach to help admins secure, manage, and monitor their entire deployment from a single location in the Power Platform admin center.

This includes managing apps, users, capacity, and environments securely. Organizations should log the identity access trail to validate controls and use logs for compliance audits.



SECURITY

Secure access and authorization in Power Platform

Access and authorization involve managing roles and role assignments for environments backed by a Dataverse instance while maintaining data residency compliance.

Power Platform authentication follows the Microsoft Entra ID auth code grant flow, ensuring secure access to services. Leveraging managed identities for resources like Dataverse, Power Apps, and Power Automate flows can enhance security by eliminating the need for credential management.

SECURITY

Enhancing security with Power Platform managed identities

Managed identities in Microsoft Entra ID (formerly Azure AD) provide a secure, automated way for Power Platform applications to authenticate and connect to other Azure services without the need for hard-coded credentials.

This feature simplifies identity management, reduces the risk of credential exposure, and strengthens the overall security posture of applications by leveraging Entra ID's robust authentication mechanisms.

SECURITY

Ensuring compliance in Power Platform deployment

Compliance is a critical aspect of deploying and implementing Power Platform. Organizations must ensure that their deployment meets industry standards and regulatory requirements. This includes adhering to best practices for data protection, access control, and governance to ensure compliance in Power Platform usage.

Administrators and the Low Code CoE team can support the teams responsible for conducting compliance evaluations and aligning with standards during development practices. This collaborative approach ensures cohesion and alignment of innovation drivers, facilitates knowledge sharing across specialties, and informs the guardrails and best practices established by the Low Code CoE team. Compliance considerations may influence feature and capability roadmaps and affect the smooth delivery of solutions.

SECURITY

Adoption objectives and outcomes

Low Code Center of Excellence team outcomes

SUGGESTED STEPS

- ☐ Define best practice standards incl. Access and auth
- ☐ Define access and authorization processes and best practice
- ☐ Define security roles and configuration best practice (Dataverse)
- ☐ Data security assessment
- ☐ Application security and best practice
- ☐ Support compliance engagement and assessments

Useful links for security

Low-Code security and governance | Microsoft Power Platform	https://www.microsoft.com/en-us/power-platform/trusted-cloud?msockid=32e5014d245262fc0dd6128a2508631d
Develop a tenant environment strategy to adopt Power Platform at scale - Power Platform | Microsoft learn	https://learn.microsoft.com/en-us/power-platform/guidance/white-papers/environment-strategy
Power Platform managed identity overview (preview) - Power Platform | Microsoft learn	https://learn.microsoft.com/en-us/power-platform/admin/managed-identity-overview
Manage security - Power Platform | Microsoft learn	https://learn.microsoft.com/en-us/power-platform/admin/security/managed-security

Security checklist

This checklist covers essential steps for a strong Security approach, aligning the CoE with the organizational security strategy a foundation for Power Platform success.

By engaging security teams, defining roles, and establishing Data Protection, implementing governance policies, the CoE can drive impactful results.

Tracking progress through maturity assessments and identifying opportunities ensure that the CoE maintains the security posture for the organization and ensure compliance assessments are supported and completed.

continued

SUGGESTED STEPS

- ☐ Developed a comprehensive Security Strategy
- ☐ Defned Access and Authorization Best Practices and Established enablement / support Processes
- ☐ Implemented Multi-Layered Data Protection approach
- ☐ Established Data Security Practices and Solution Security Practices and assessments during Development Lifecycle
- ☐ Defined Security Roles and Configuration Best Practice for Dataverse Solutions
- ☐ Conducted reviews of existing Solutions Security and provided guidance to meet compliance
- ☐ Performed Data Security Assessments to inform governance policies
- ☐ Enhanced Data Security Practices
- ☐ Supported and Completed Compliance Assessment

Governance

- Governance strategy
- Guardrails
- Tenant and environment strategy
- Monitoring and alerting practices

GOVERNANCE

The Governance phase is vital for establishing and refining governance practices that support Power Platform solutions. By continually improving these practices, organizations ensure secure, compliant, and well-managed environments for makers and end users.

This phase focuses on implementing structured processes and controls to offer dependable guidance and establish robust control frameworks. It includes defining clear access management strategies so that only authorized users can interact with specific environments and resources within the Power Platform.

Mitigating operational and technological risks requires proactive measures, and establishing reliable reporting mechanisms enhances transparency and accountability. By adhering to industry standards and aligning with enterprise policies, organizations can streamline governance processes to maintain compliance while supporting growth and innovation across the Power Platform.

GOVERNANCE

Scalable governance strategy for effective Power Platform adoption

A robust governance strategy is crucial for managing the adoption of Power Platform at-scale.

This involves empowering administrators to establish governance at scale, streamlining pipelines from development to production, and increasing visibility and control with less effort.

Organizations should define a clear environment strategy, ensuring that environments are configured to support productive development while securing and organizing resources.

Governance measure of success

Maker experience

Peace of mind

Risk posture

De-risk

Data security

Secure data by design

Compliance approval

Platform compliance

Smooth maker experiences

Self service

Enable solution scaling

Robust governance

Clarity and understanding

Visibility

Governance components

Environment configuration

Copilot and agent governance

App access

Enforceable solution checker

Groups and rules

Limit sharing

Maker welcome experience

Power Platform advisor

Routing

Scoped data lost protection view

Weekly insights

Power Platform guardrails

Best practices
These are rules or policies that prevent non-compliant actions before they occur. For example, requiring encryption for all data storage or enforcing code reviews before deployment.

Detective guardrails
These monitor systems for non-compliance and generate alerts when issues are detected. For example, monitoring for unauthorized access attempts or checking for unapproved changes in configurations.

System Boundaries

These define the limits of a system, separating it from other systems or external environments. They help in managing dependencies and interactions between different systems.

Code Boundaries

These are used within the source code to separate different modules or components, making the codebase more manageable and maintainable.

Service Boundaries

In microservices architecture, service boundaries define the scope and responsibilities of individual services. This helps in achieving loose coupling and independent deployment.

Security Boundaries

These involve measures like firewalls, gateways, and encryption to protect the system from unauthorized access and ensure secure communication.

GOVERNANCE

Guardrail best practices and measures

Preventive guardrails

Automated enforcement
Use automated tools to enforce guardrails, reducing the risk of human error and ensuring consistent application across the system.

Continuous monitoring
Implement continuous monitoring to detect and respond to violations of guardrails in real-time.

Documentation and training
Ensure that all makers are aware of the guardrails and understand how to comply with them. Regular training and comprehensive documentation are key.

GOVERNANCE

Tenant and environment strategy for scalable Power Platform adoption

Developing a tenant environment strategy is essential for adopting Power Platform at-scale.

This involves configuring environments and other layers of data security (DLP) to support productive development while securing and organizing resources.

Organizations should leverage environment groups and environment routing for optimal performance and ensure that environments are managed effectively.

continued

Governance in action

DLP strategy

A Data Loss Prevention (DLP) strategy for the Power Platform focuses on safeguarding sensitive data within these environments. It involves setting up policies to monitor and control data access and movement, ensuring that sensitive information is not exposed or transferred inappropriately. By implementing DLP measures, organizations can prevent data breaches, maintain compliance with regulations, and secure data across all Power Platform applications, enhancing overall data security and governance.

continued

Governance in action

Environment strategy

An environment strategy for Power Platform helps manage and scale its use within an organization by organizing resources, securing data, and ensuring regulatory compliance. It defines environments for development, testing, and production, streamlining Application Lifecycle Management (ALM) and preventing resource sprawl. This strategy also improves governance by controlling access and permissions, supports operational efficiency, and enhances productivity, security, and compliance, facilitating effective adoption and scaling of Power Platform solutions.

Governance in action

ALM strategy

An ALM strategy encompasses the processes and tools used to manage the entire lifecycle of an application, from conception to retirement. It involves planning, developing, testing, deploying, and maintaining applications to ensure they meet business objectives and user needs. Key components of an ALM strategy include requirements management, version control, continuous integration and delivery (CI/CD), quality assurance, and monitoring. By integrating these elements, an ALM strategy helps streamline development, improve collaboration among teams, and ensure the delivery of high-quality software.

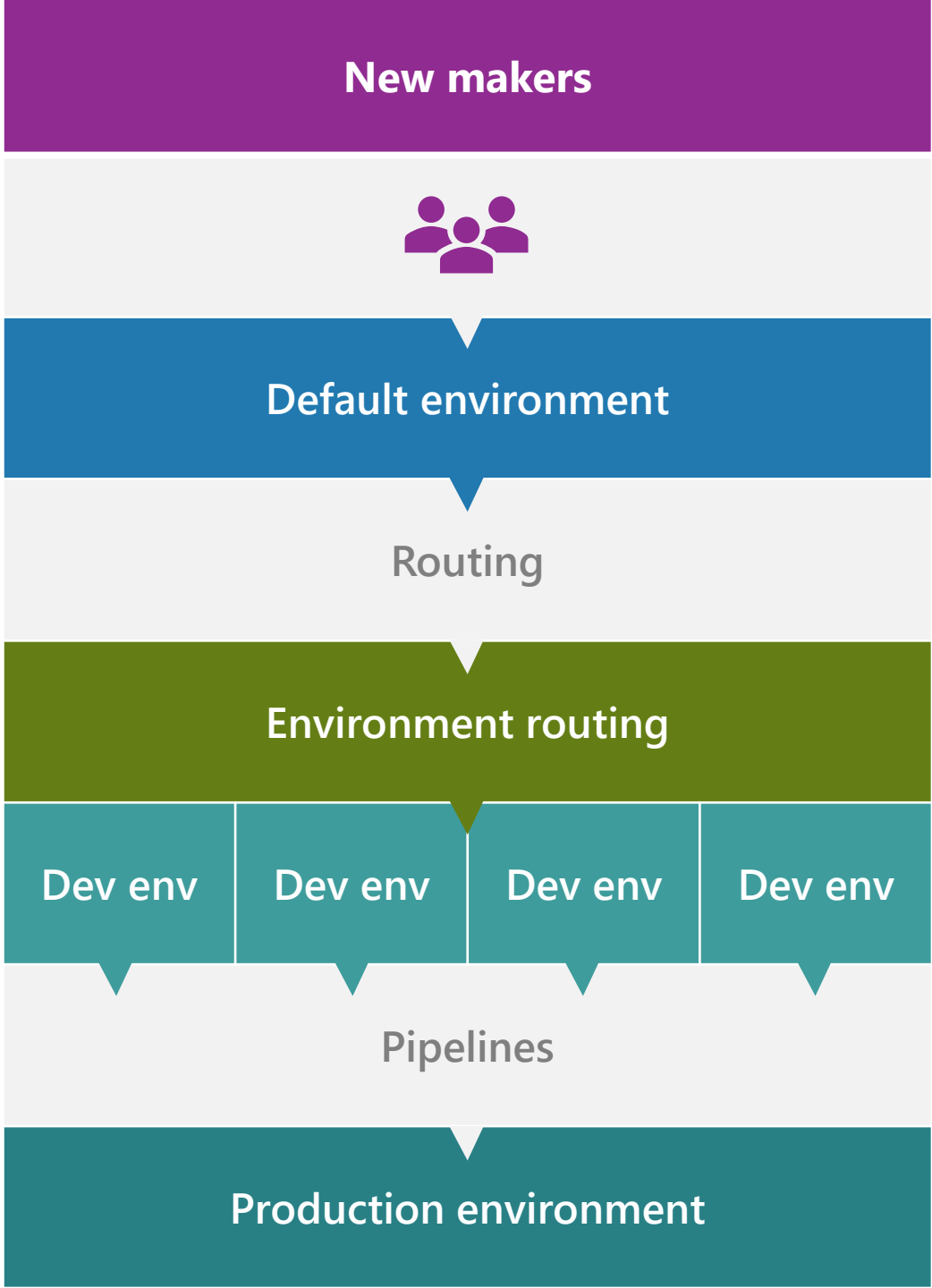
Governance from start

Environment routing

Environment routing allows administrators to automatically direct new or existing makers to their own personal developer environments when they access maker portals.

This ensures that makers have a personal, secure space to build with without the risk of others accessing their apps or data.

Key benefits of providing personal developer environments that isolate work, enhancing governance by reducing conflicts and maintaining a cleaner environment structure, and offering managed environments with preconfigured settings that align with governance and security policies.



GOVERNANCE

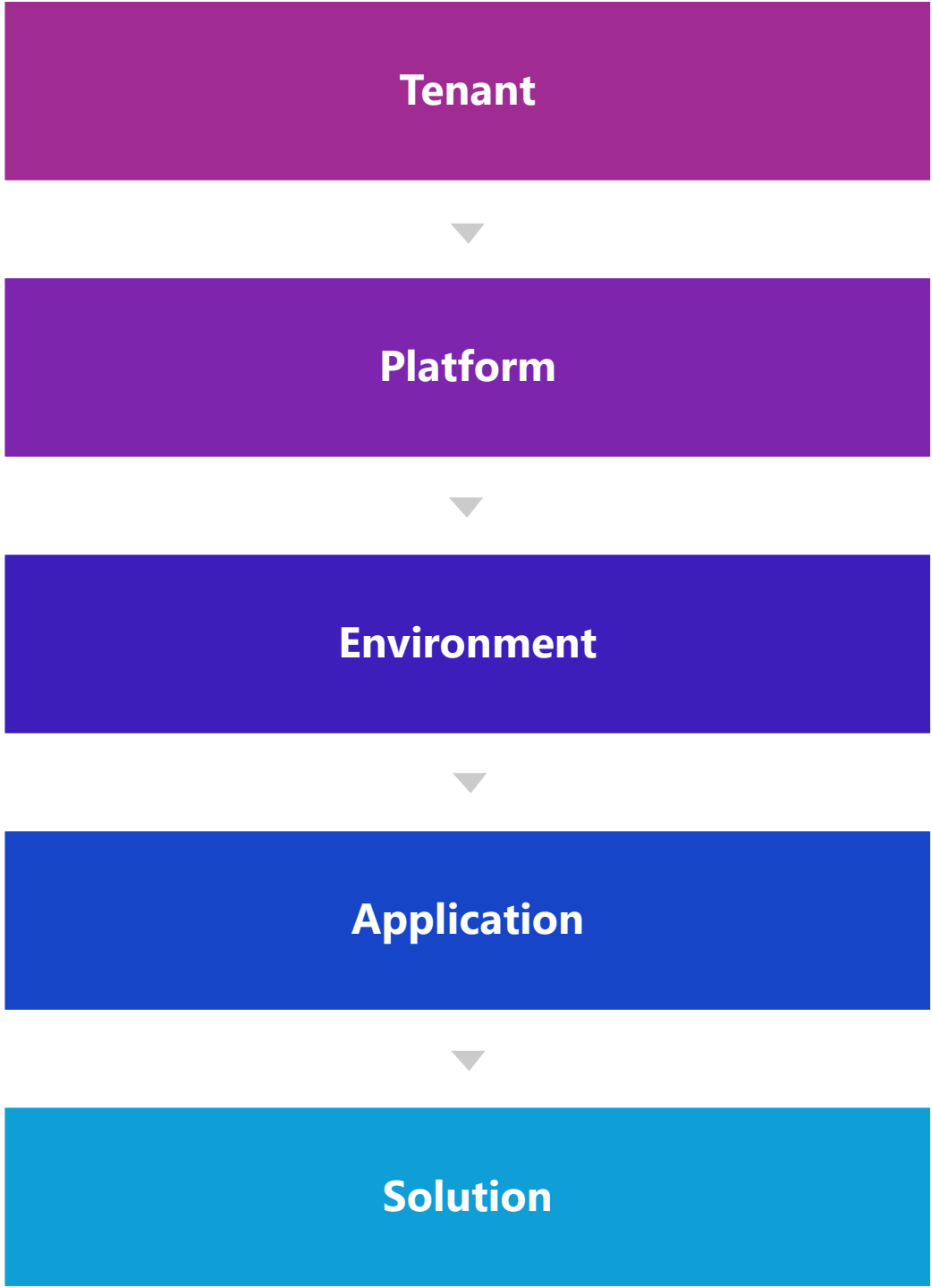
Strengthen monitoring and alerting practices

Implementing a robust monitoring and alerting strategy is vital for maintaining the reliability of Power Platform solutions. This includes identifying potential failure modes and setting up alerts to quickly address any issues that arise. These need to be considered at multiple levels: tenant, platform environment, application, and solution.

At the **tenant** and **platform** levels, you can leverage out-of-the-box features for broad oversight. Additional monitoring can be set up by exporting data and extending capabilities within the Microsoft 365 stack.

For **environments** and specific **applications**, more tailored monitoring solutions may be required. Makers and developers often need to build custom alerting and monitoring triggers to address unique needs and ensure comprehensive coverage.

This multi-tiered approach ensures robust monitoring and effective alerting across all aspects of the Power Platform.



GOVERNANCE

Leverage platform monitoring and alerts

Security hub

Manage control matrices and enhance the security posture of their Power Platform environments.

Performance dashboards

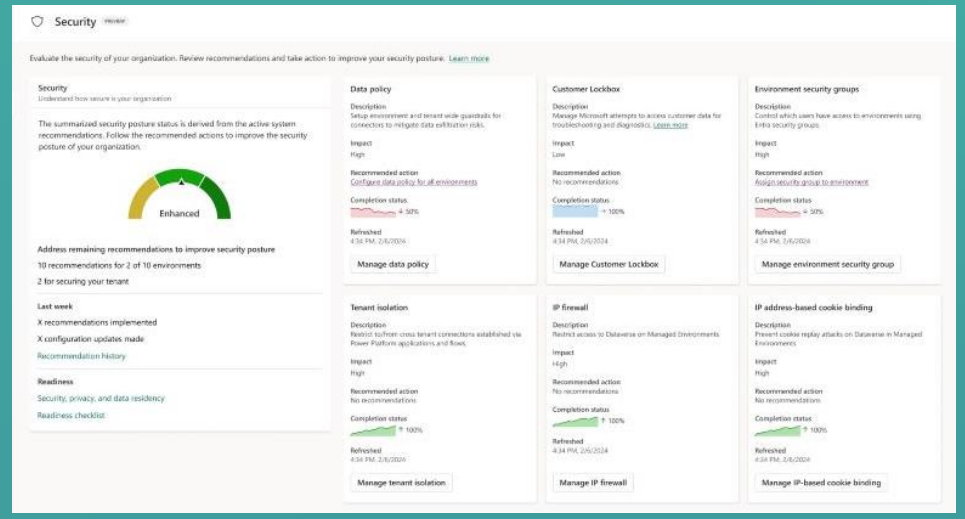
Use performance dashboards to visualize key metrics and trends.

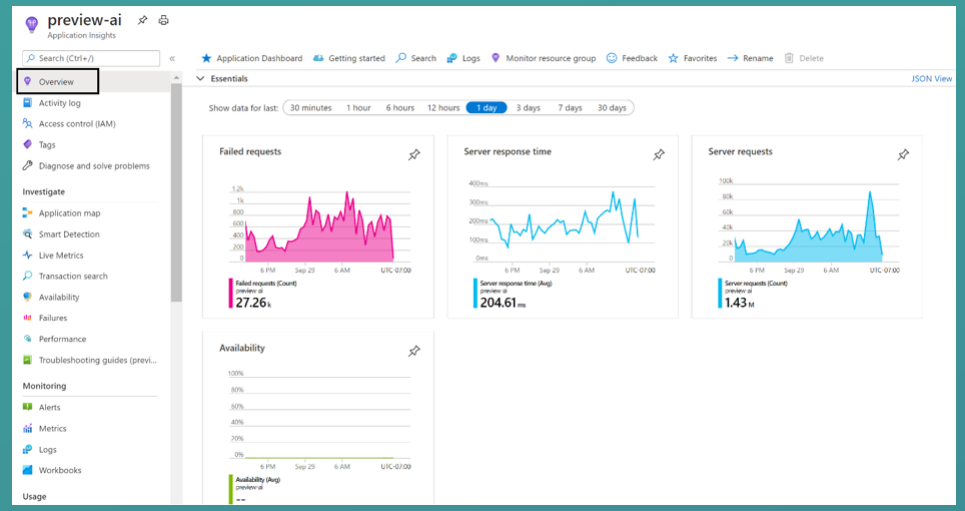
Real-time monitoring

Implement real-time monitoring to detect and address issues promptly.

Automated alerts

Set up automated alerts to notify relevant teams of potential problems.





GOVERNANCE

Adoption objectives and outcomes

Low Code Center of Excellence team outcomes

SUGGESTED STEPS

- ☐ Governance strategy
- ☐ Best practice plan
- ☐ Define support standards
- ☐ Define tenant and environment strategy
- ☐ DLP policies strategic alignment with environment strategy
- ☐ Implement Data Loss Prevention (DLP) policies
- ☐ Guardrails
- ☐ Setup monitoring
- ☐ Setup alerting

Useful links for governance

Low-Code security and governance | Microsoft Power Platform	https://www.microsoft.com/en-us/power-platform/trusted-cloud?msockid=32e5014d245262fc0dd6128a2508631d

Governance checklist

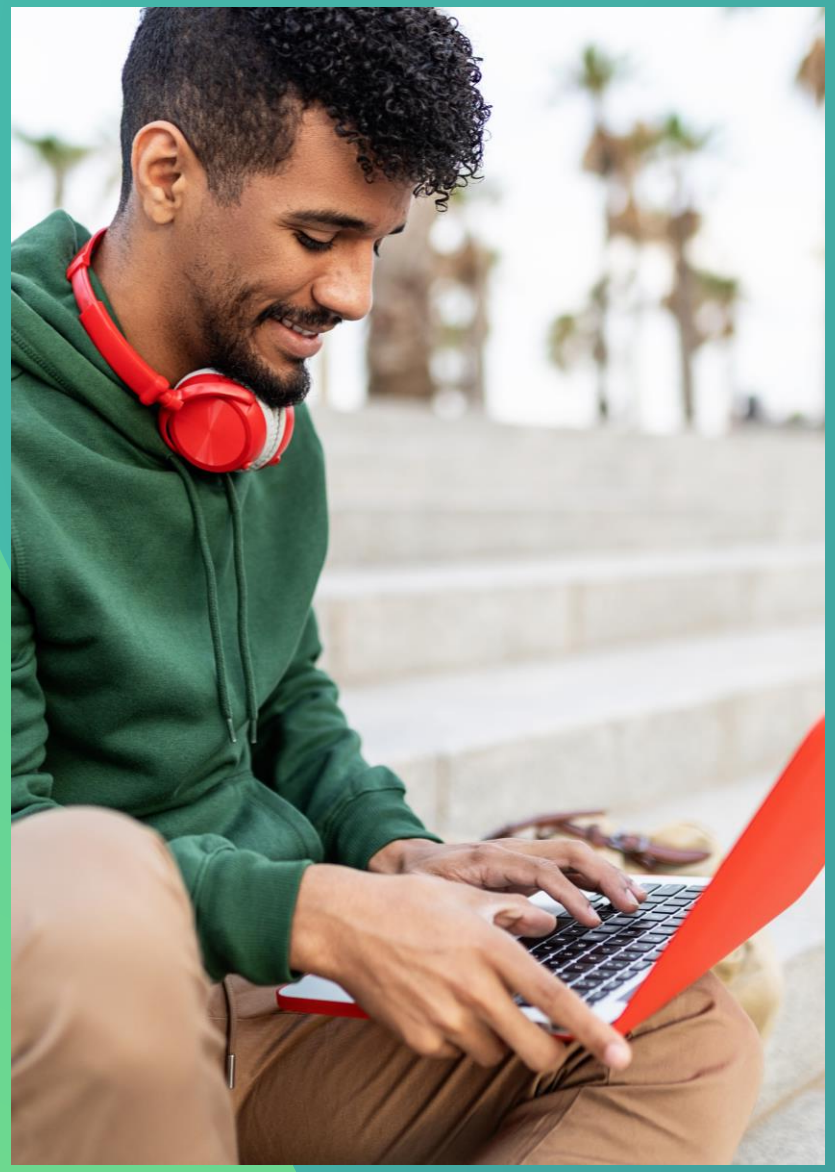
This checklist covers essential steps for best practice, aligning the CoE with organizational governance strategies and setting a foundation for Power Platform success.

By developing governance strategies, implementing maker guardrail supported by DLP policies to secure data access, provides an environment for makes to flourish.

Monitoring and alerts will support the progress through maturity assessments and identifying opportunities to ensure the makers follow best practice and the CoE stays aligned and responsive to evolving needs.

SUGGESTED STEPS

- ☐ Developed a Governance Strategy
- ☐ Established Guardrails and Communicated with Maker Community
- ☐ Defined Tenant and Environment Strategy
- ☐ Develop and Implement Standardized Operational Procedures and Processes
- ☐ Aligned DLP policies with Environment Strategy
- ☐ Configured DLP policies
- ☐ Defined Solution Best Practices aligning with Standards and Policies
- ☐ Implemented Monitoring by exporting data
- ☐ Setup Alerting on exception events



Operational Excellence

- Design excellence
- Assure
- Application Lifecycle Management
- Adoption and best practices
- Innovation events
- Champion programs

The Operational Excellence phase focuses on building resilient, scalable Power Platform environments that meet quality standards and ensure consistent performance. This phase aligns operations with Microsoft's best practices, providing a foundation for streamlined management and governance across the platform.

Establishing efficient practices for designing, creating, and managing environments supports seamless operations while reinforcing platform stability and availability. To maintain high standards, teams must focus on robust training programs that equip members with the necessary skills, empowering a broader community of champions to drive innovation and uphold quality.

Through strategic upskilling and consistent operational practices, organizations ensure that Power Platform applications remain secure, dependable, and responsive to evolving business needs. This approach nurtures a well-prepared team capable of sustaining and expanding the platform's capabilities as demand grows.

Achieving operational excellence with robust Power Platform design

Operational excellence begins with robust solution design. Adopting best practices in solution design ensures that your Power Platform solutions are scalable, maintainable, and secure.

Key principles include prioritizing responsiveness and feedback, ensuring uniformity in design elements, and reducing cognitive load for users.

By following these guidelines, organizations can create intuitive and efficient applications that meet user expectations and drive business value.

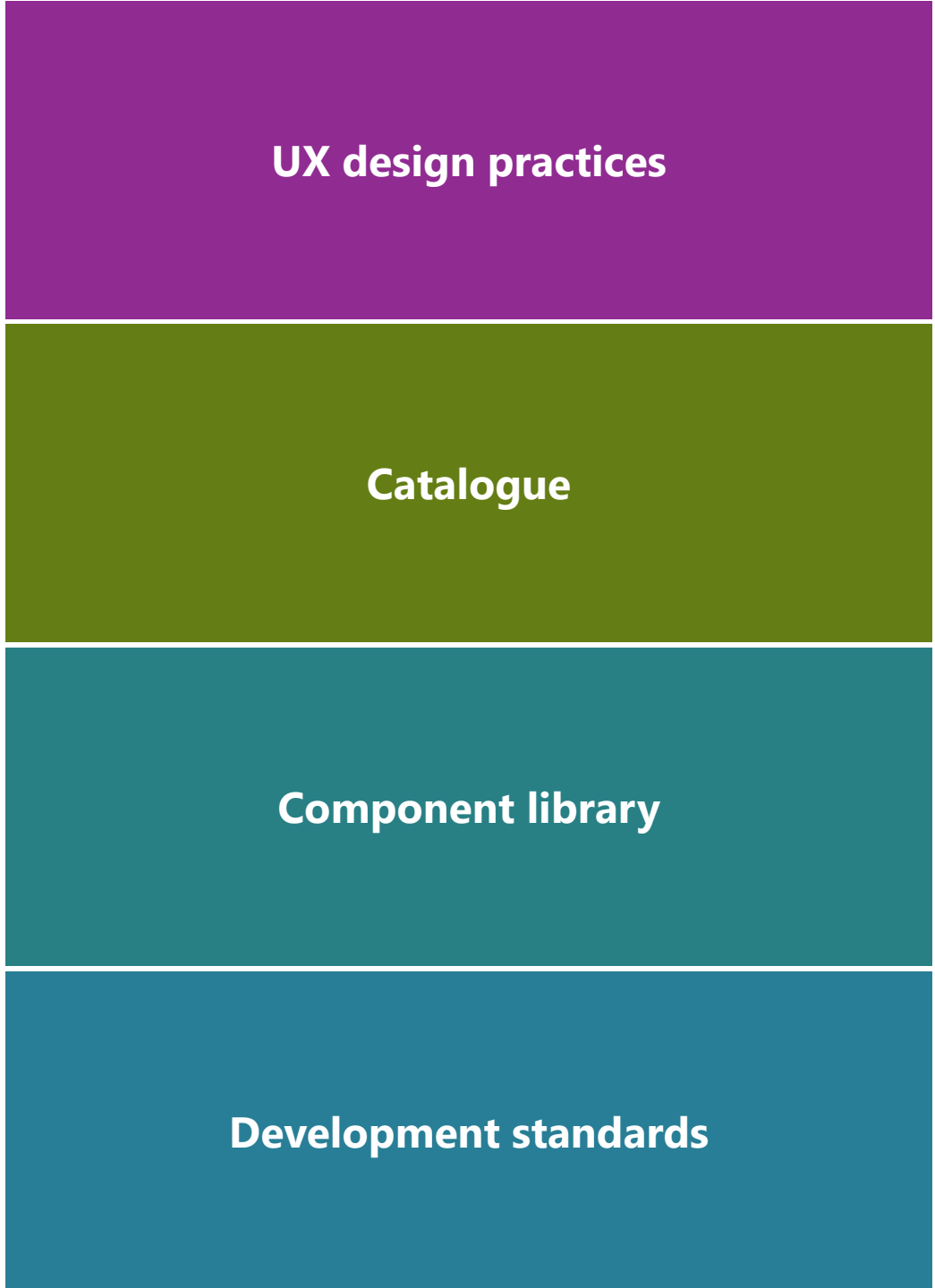
Best practices for Power Platform design excellence

To achieve operational excellence in Power Platform solution design, it's essential to follow best practices in UX design, maintain a comprehensive catalogue, utilize a component library, and adhere to development standards.

UX design practices ensure that applications are intuitive and user-friendly, enhancing the overall user experience. A well-maintained catalogue helps in organizing and managing resources efficiently.

Leveraging a component library promotes consistency and reusability across applications, while development standards ensure that solutions are scalable, maintainable, and secure.

Together, these practices contribute to creating high-quality, efficient, and effective Power Platform solutions.



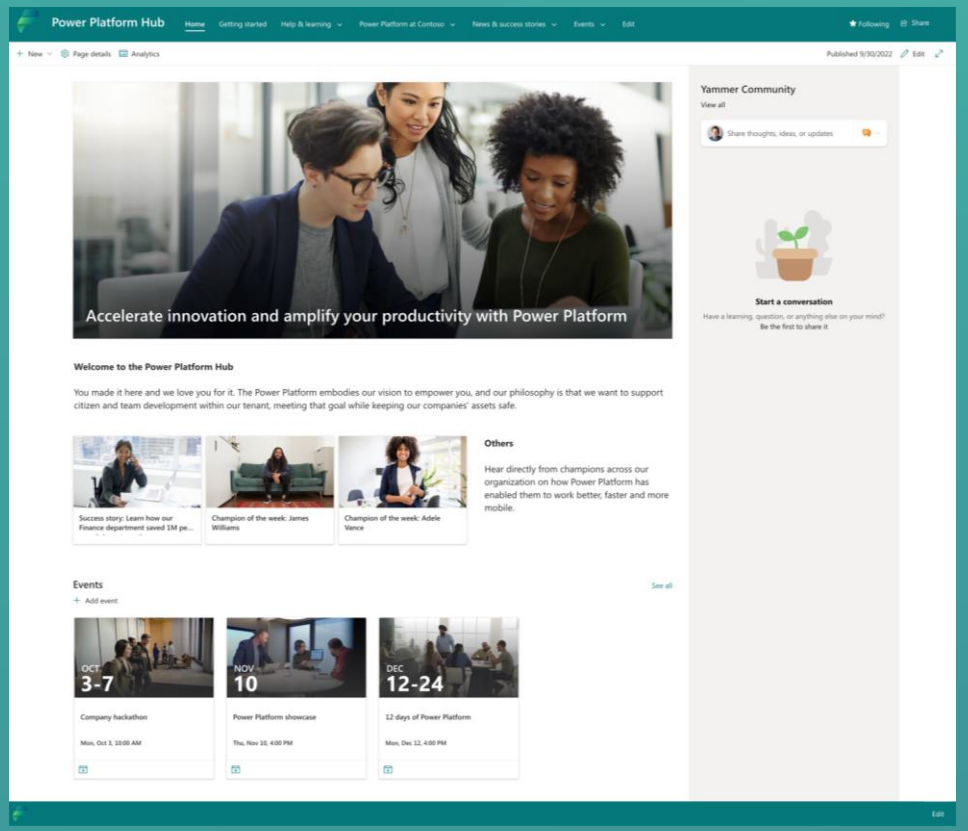
Power Platform hub

A Power Platform hub is necessary for fostering a thriving community where individuals can collaborate, share ideas, and leverage the Power Platform to achieve more. It provides a safe space for asking questions, sharing knowledge, and expanding skill sets.

Successful organizations use tools like Microsoft Teams, host regular innovation events, and encourage continuous learning.

Leaders aiming to build a digital culture, establish frameworks that unite the community, breaking down geographic, technical complexity and organizational silos.

This community-driven approach accelerates the development of robust AI agents and solutions, ultimately driving greater innovation and productivity.



Assurance layers

Solution checker

Solution explorer

Data resiliency

Data recovery

Export data to Azure insights

External backup retention

High availability

Inventory / export to Azure Data Lake

Pipelines

Tenant configuration across environments

Environment grouping

Environment grouping helps administrators organize and manage multiple environments efficiently by categorizing them based on criteria like business unit, project, or location.

This feature allows for bulk management, where rules and policies can be applied across many environments simultaneously, ensuring consistency and reducing manual effort.

Finance - Environment Group

Rules

- Sharing limits: <20 people
- AI-generated descriptions: Enabled
- Data retention: 28 days

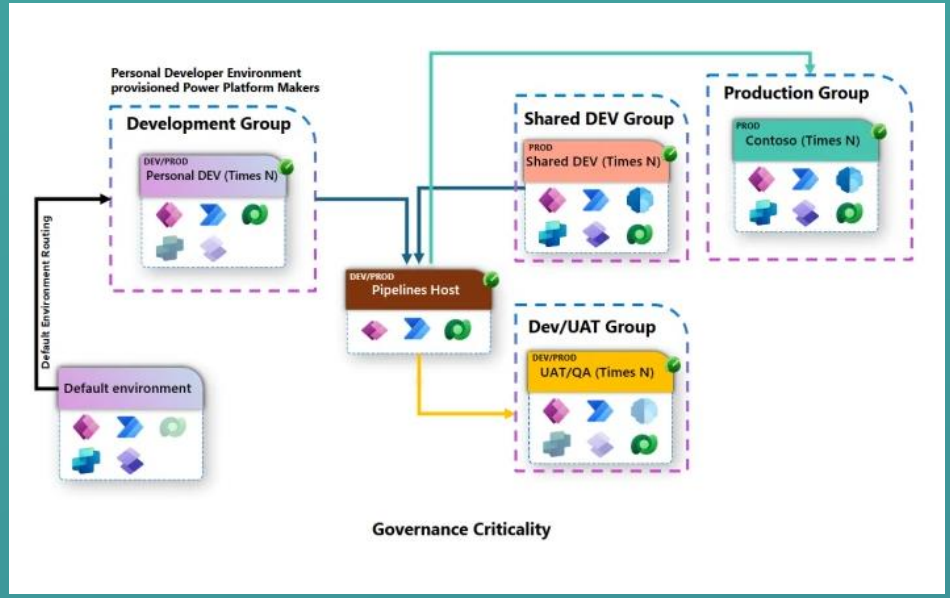
HR - Environment Group

Rules

- Sharing limits: <2 people
- AI-generated descriptions: Disabled
- Data retention: 7 days

Tenant Strategy

Enabling default environment routing, groups and rules, and pipelines



OPERATIONAL EXCELLENCE

Application Lifecycle Management (ALM) in Power Platform

ALM includes the end-to-end process of managing applications, from initial planning and development to deployment and maintenance. It comprises of governance, development, and maintenance activities to ensure applications are built efficiently, securely, and updated seamlessly.

ALM supports the governance goals of the Low Code CoE team by ensuring applications meet business needs and remain reliable over time. These practices can evolve or be applied with varying levels of automation and enforcement, depending on the complexity of the solutions, developer involvement, and the scale of the solution.

SUGGESTED STEPS

- ☐ Effective Collaboration across makers / developers
- ☐ Traceability of changes across solution versions
- ☐ Testing quality controls
- ☐ Security controls
- ☐ Compliance with governance principles

OPERATIONAL EXCELLENCE

Structured approach to Power Platform adoption and best practices

Successful adoption of Power Platform requires a structured approach to nurturing users and promoting best practices.

The Power Platform adoption maturity model outlines stages of adoption, from initial awareness to full integration.

Nurture components, such as onboarding new makers, sharing best practices, and building an internal community, are essential for sustaining engagement and driving long-term success.

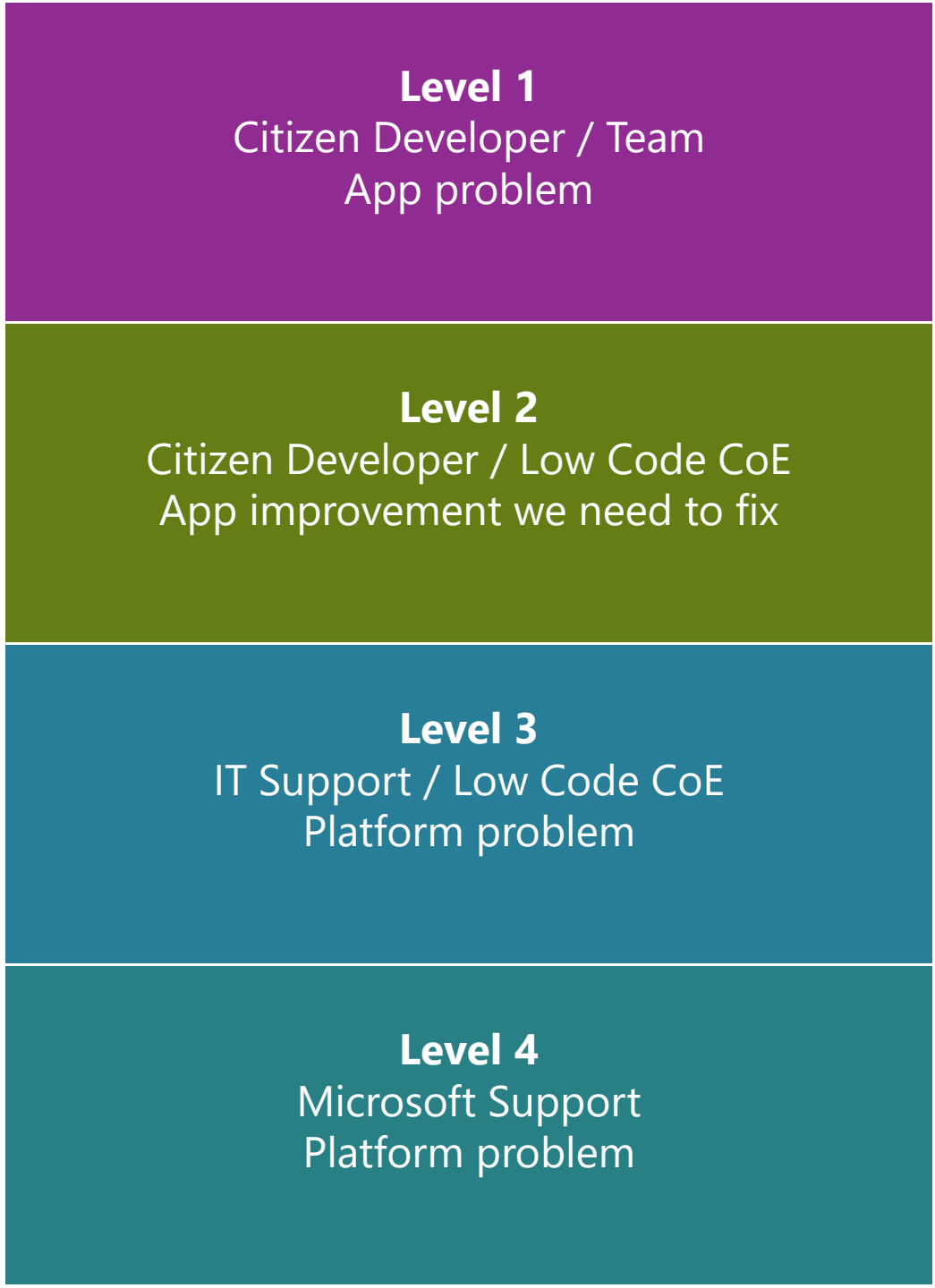
By investing in these activities, organizations can maximize the value of their Power Platform investments.

Key considerations for supporting Power Platform solutions

When discussing support for a Power Platform solution, consider several key aspects to ensure smooth operation and business user satisfaction.

- Define support tiers to address different complexities and differentiate between user and maker support.
- Establish clear escalation paths for resolving issues and provide comprehensive training and onboarding to reduce support requests.
- Maintain thorough documentation, implement monitoring tools to track performance, and create feedback mechanisms to continuously improve the solution.

By addressing these areas, you can create a robust support framework that ensures your Power Platform solution remains effective and user-friendly.



Innovation events

Day training workshop

Hackathons

Power hour / lunch & learn

Showcase: Show and tell

Train the trainer

Solution envisioning workshop

Building and hosting workshops and hackathons

Workshops and hackathons are effective ways to engage users, foster innovation, and accelerate learning. Hosting these events provides hands-on experience with Power Platform tools and encourages collaboration among participants.

Learnings from previous hackathons highlight the importance of clear objectives, structured agendas, and active participation.

By organizing regular workshops and hackathons, organizations can build a vibrant community of makers and drive continuous improvement.

Building a Power Platform community in your organization

Creating a strong Power Platform community within your organization is key to sustaining adoption and fostering innovation. This involves providing platforms for users to connect, share knowledge, and collaborate on projects.

The Power Platform Community Conference is an example of an event that brings together users, experts, and thought leaders to share insights and best practices.

By building a supportive community, organizations can enhance user engagement and drive collective success.

Identifying and building champions of Microsoft Power Platform in your organization

Identifying and nurturing champions within your organization is essential for driving Power Platform adoption and operational excellence.

Champions are enthusiastic users who advocate for the platform, share their knowledge, and mentor others.

By recognizing and supporting these individuals, organizations can amplify their impact and create a network of advocates who drive continuous improvement and innovation.

Training strategy

On-site training

Virtual training

Self-help resources

Live support

Champions network

Champion network / programs

Department champions

Center of excellence champions

Specialist champions

Champion network / programs

Champion community

At the heart of growth is a community, a place for people to collaborate, share ideas, and discover new ways to apply technology to achieve more. It is a safe place to ask questions, to share knowledge, and to expand skillsets.

Organizations that experience successful adoptions create a digital culture that fosters an environment of ongoing learning as well as provides tools such as forums, regular events, and speaking opportunities. They make sure that every person in the organization can come together at regular intervals to socialize, share their knowledge, and explore new possibilities.

Leaders who want to create a digital culture will put a framework in place for the community inside their organization to break down geographic and organizational silos.

> "It's been particularly inspiring when makers can see apps developed by their colleagues that solve problems similar to their own."
>
> **— Claes Söderström, Cross Delivery Coordinator, H&M Group**

OPERATIONAL EXCELLENCE

Adoption objectives and outcomes

Low Code Center of Excellence team outcomes

SUGGESTED STEPS

Build adoption platform

- ☐ Innovation initiatives strategy & plan
- ☐ Adoption plan
- ☐ Communicate & share guardrails and best practice
- ☐ Power Platform hub
- ☐ Champion develop plans
- ☐ Grow low code CoE
- ☐ Training programmes

Hosting or supporting innovation initiatives

- ☐ Host workshop
- ☐ Host hackathon
- ☐ Setup in a day training

Management structures

- ☐ Dev lifecycle strategy
- ☐ Environment strategy
- ☐ Define support processes

continued

Useful links for operational excellence

Power Platform Well-Architected	https://learn.microsoft.com/en-us/power-platform/well-architected/
Power Platform in a day workshops | Microsoft Power Platform	https://www.microsoft.com/en-us/power-platform/training-workshops?msockid=32e5014d245262fc0dd6128a2508631d
Microsoft Power Up Program for career switchers	https://powerup.microsoft.com/
Training and upskilling strategy for makers - Microsoft Power Platform - Power Platform | Microsoft learn	https://learn.microsoft.com/en-us/power-platform/guidance/adoption/training-strategy
Create an internal Microsoft Power Platform hub - Power Platform | Microsoft learn	https://learn.microsoft.com/en-us/power-platform/guidance/adoption/wiki-community
Find and support champions in your organization - Microsoft Power Platform - Power Platform | Microsoft learn	https://learn.microsoft.com/en-us/power-platform/guidance/adoption/champions

Useful links for operational excellence

Training for Power Platform | Microsoft learn	https://learn.microsoft.com/en-us/training/powerplatform/
Browse credentials | Microsoft learn	https://learn.microsoft.com/en-us/credentials/browse/?products=power-platform
Develop a tenant environment strategy to adopt Power Platform at scale - Power Platform | Microsoft learn	https://learn.microsoft.com/en-us/power-platform/guidance/white-papers/environment-strategy

Operational excellence checklist

This checklist covers essential steps ensuring operational excellence following Microsoft best practices and supporting the focus of a resilient and scalable solution Power Platform environment.

Leveraging the foundation of streamlined management and governance across the platform, with adoption plans and strategies for the ongoing needs.

Ensuring the makers and admins have a developed community or network, that is a source of information, to support continued learning, patterns and processes for the ongoing success of the Power Platform.

continued

SUGGESTED STEPS

- ☐ Refined innovation strategy and matured adoption plans.
- ☐ Expanded the Low Code CoE team.
- ☐ Promoted best practices and conducted maker community training.
- ☐ Developed and implemented support standards, processes, and lifecycle strategies.
- ☐ Established and maintained a Power Platform Adoption Hub.
- ☐ Created learning paths and champion development programs with defined milestones.
- ☐ Empowered and trained champion networks.
- ☐ Supported innovation events, workshops, and hackathons.
- ☐ Implemented ALM practices with governance configuration.
- ☐ Documented management structures and environment strategies.

Performance Optimization

- Leveraging analytics
- Essential monitoring
- Leveraging platform
- Enhancing performance
- Extensibility options

PERFORMANCE OPTIMIZATION

The Performance Optimization phase is essential for maximizing performance efficiency across Microsoft Power Platform solutions, ensuring applications and processes operate smoothly, reliably, and at peak speed. By focusing on continuous improvement, this phase enhances the user experience, boosts productivity, and drives alignment with business objectives.

Utilizing analytics tools, teams can pinpoint areas for enhancement, address integration challenges, and resolve potential bottlenecks, supporting ongoing platform optimization. Seamless integration with existing Microsoft services enables solutions to be more functional and responsive to evolving needs, enhancing overall value and efficiency.

This phase emphasizes demonstrating tangible business value, measuring improvements, and showcasing the benefits of optimized solutions, reinforcing the impact of the Power Platform on achieving organizational goals. Organizations can deliver high-performing solutions seamlessly fitting into their Microsoft ecosystem through targeted optimization efforts.

Leveraging analytics for Power Platform performance improvement

Analytics play a crucial role in monitoring and improving the performance of applications built on the Power Platform.

By leveraging analytics, organizations can gain insights into usage patterns, identify bottlenecks, and make data-driven decisions to enhance performance.

Tools like the Power Platform admin center provide detailed reports on environment-level usage, errors, and service performance, enabling administrators to drive governance and change management effectively.

Essential monitoring capabilities for Power Platform applications

Effective monitoring is essential for maintaining the health and performance of Power Platform applications.

The platform offers various monitoring capabilities, including audit logs, PowerShell cmdlets, and custom monitoring solutions built on the Microsoft Graph reporting API.

These tools help administrators track performance metrics, detect anomalies, and take proactive measures to ensure optimal performance.

Leverage platform monitoring and alerts

Identify and address system bottlenecks to ensure smooth, fast, and efficient solutions.

Performance dashboards

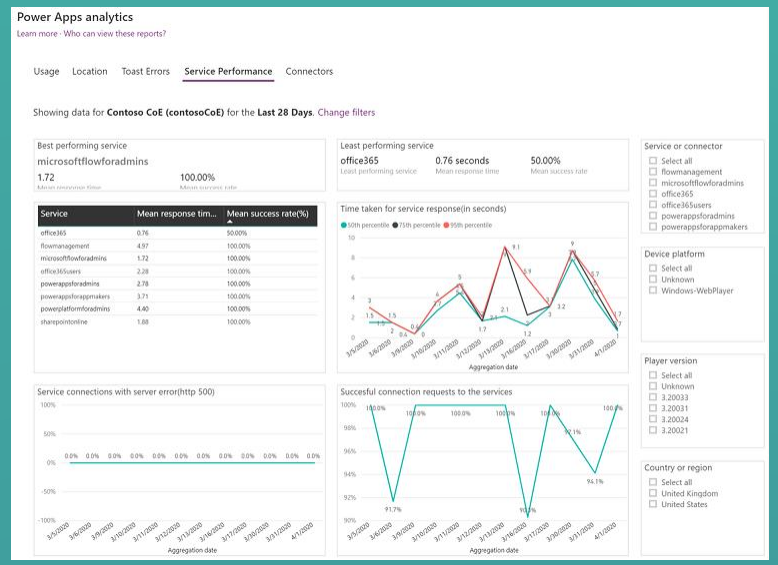
Use performance dashboards to visualize key metrics and trends.

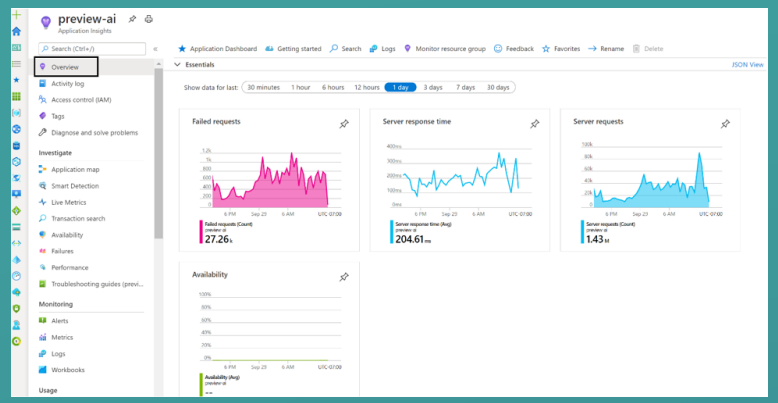
Real-time monitoring

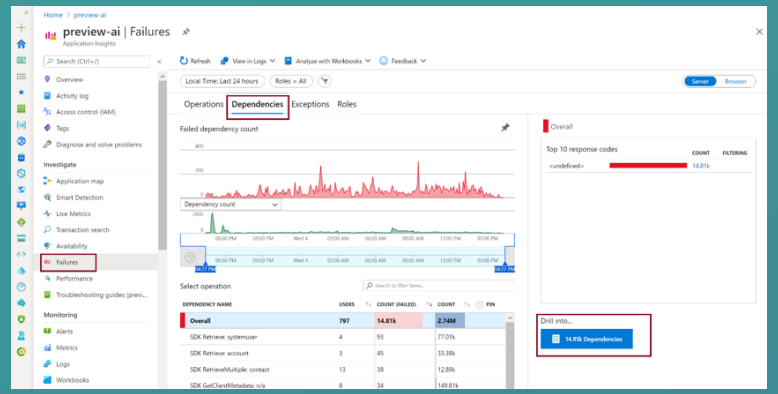
Implement real-time monitoring to detect and address issues promptly.

Automated alerts

Set up automated alerts to notify relevant teams of potential problems.



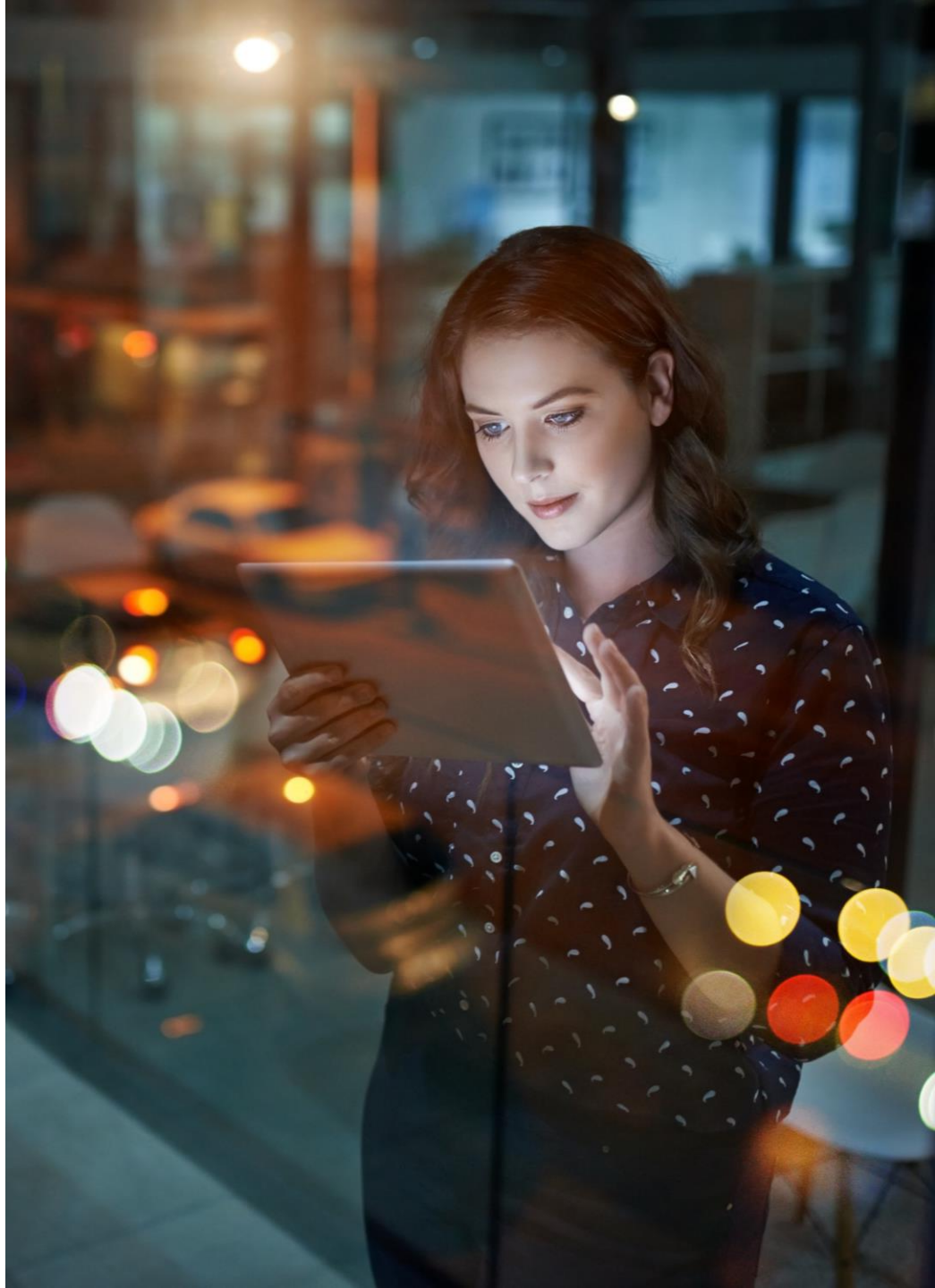




Enhancing performance through Power Platform Integration with Microsoft technology stack

The Power Platform seamlessly integrates with the broader Microsoft technology stack, including Azure and Microsoft 365. This integration allows organizations to leverage the strengths of each platform to enhance performance.

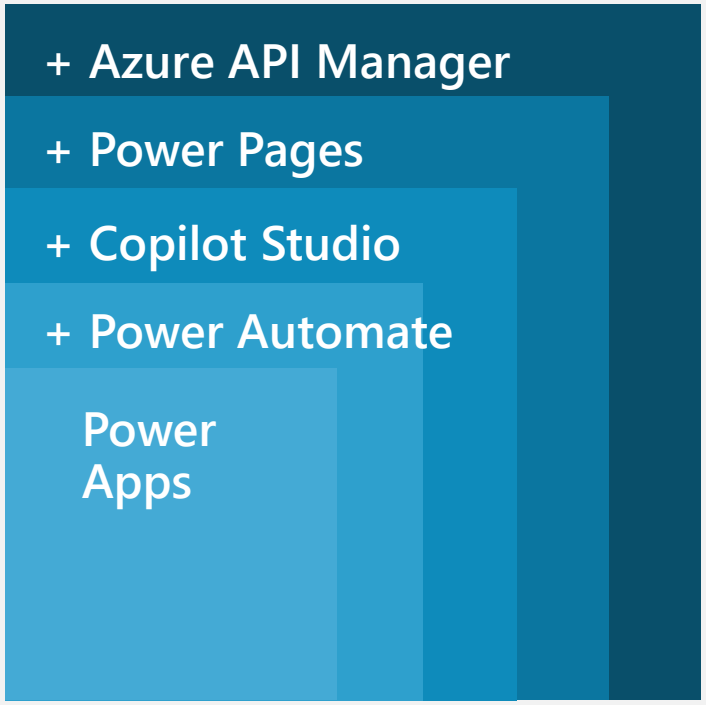
For example, combining Power Apps with Azure services like Kubernetes and API Management enables developers to build and deliver applications faster and more cost-effectively. This synergy between platforms ensures that solutions are scalable, reliable, and efficient.



Enhancing performance examples

MVP/Solution

Increase depth of technology stack utilization as adoption matures



Organization

Increase depth of technology stack utilization as adoption matures

Extensibility options in Power Platform for custom solutions

The Power Platform offers various extensibility options that allow organizations to customize and extend their applications to meet specific needs.

These options include Power Platform connectors, Power Automate flows, and the Power Copilot Builder. By utilizing these extensibility features, organizations can create tailored solutions that enhance performance and provide a better user experience.

PERFORMANCE OPTIMIZATION

Adoption objectives and outcomes

Low Code Center of Excellence team outcomes

SUGGESTED STEPS

- ☐ Disaster recovery strategies
- ☐ Monitoring reports
- ☐ Alerting
- ☐ Monitoring and alerting solution standards
- ☐ Analytics
- ☐ Communication reports and patterns demonstrating business value
- ☐ Strategic alignment reshape

Useful links for performance optimization

Business continuity and disaster recovery for Dynamics 365 SaaS apps - Power Platform | Microsoft learn	https://learn.microsoft.com/en-us/power-platform/admin/business-continuity-disaster-recovery

continued

Performance optimization checklist

This checklist covers steps to performance optimization phase to ensure you maximize efficiency, operations and reliability of solutions developed on the Power Platform for continued success.

By focusing on continuous improvement, this phase enhances the user experience, boosts productivity, and drives alignment with business objectives.

Leveraging well architected assessments and identifying solution bottleneck, configuring alerting to support monitoring and disaster recovery plans ensure the success of the solutions. Taking the opportunity to identify if the solution can be extended with new features and interacting with the wider Microsoft Technology Stack.

SUGGESTED STEPS

- ☐ Planned for platform Performance Optimization by leveraging analytics and Well-Architected Assessment
- ☐ Identified and Planned for Addressing Solution Specific Bottlenecks
- ☐ Monitoring and Adjusting Performance of underperforming solutions
- ☐ Distributed and Shared Monitoring Reports with relevant audiences
- ☐ Configured central and decentralised Alerting
- ☐ Defined standard and deployment practices for Monitoring and Alerting within existing solution
- ☐ Identified opportunities for and utilizing Extensibility Options within features
- ☐ Advancing existing solutions by extending functionality within the Microsoft Technology Stack
- ☐ Incorporated Power Platform functions into new or existing Disaster Recovery Strategies

Next steps: Continuous Improvement loop

Loop back

Communicate & demonstrate

Demonstrating business value

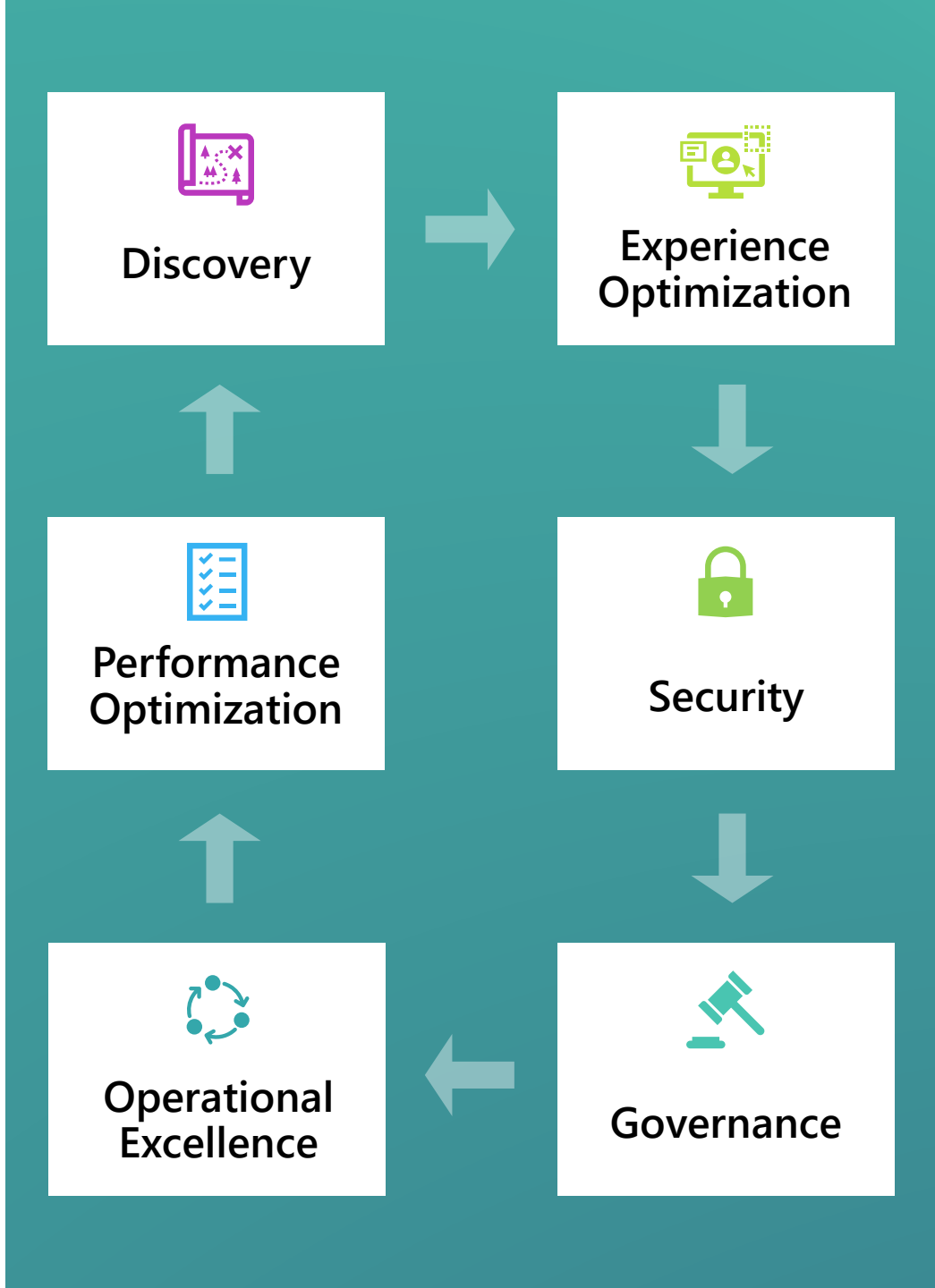
Continuous Improvement loop back

Adoption with the lens of iterations and continuous improvement strengthens a successful Power Platform adoption practice. It ensures that the platform remains effective and up-to-date by regularly revisiting and enhancing processes, tools, and practices.

This iterative approach allows organizations to adapt to new challenges, incorporate feedback, and leverage the latest advancements.

By continuously optimizing performance, security, and user satisfaction, organizations can maintain high standards and align solutions with evolving business needs and industry standards.

Repeating the improvement cycle is essential for sustaining long-term success and fostering innovation within the Power Platform ecosystem.



Communicate and demonstrate business value

Demonstrate ROI (return on investment)

Roadshows: show and tell success stories

Rewards and recognition program

Innovation baked in individual KPI

Build internal success stories

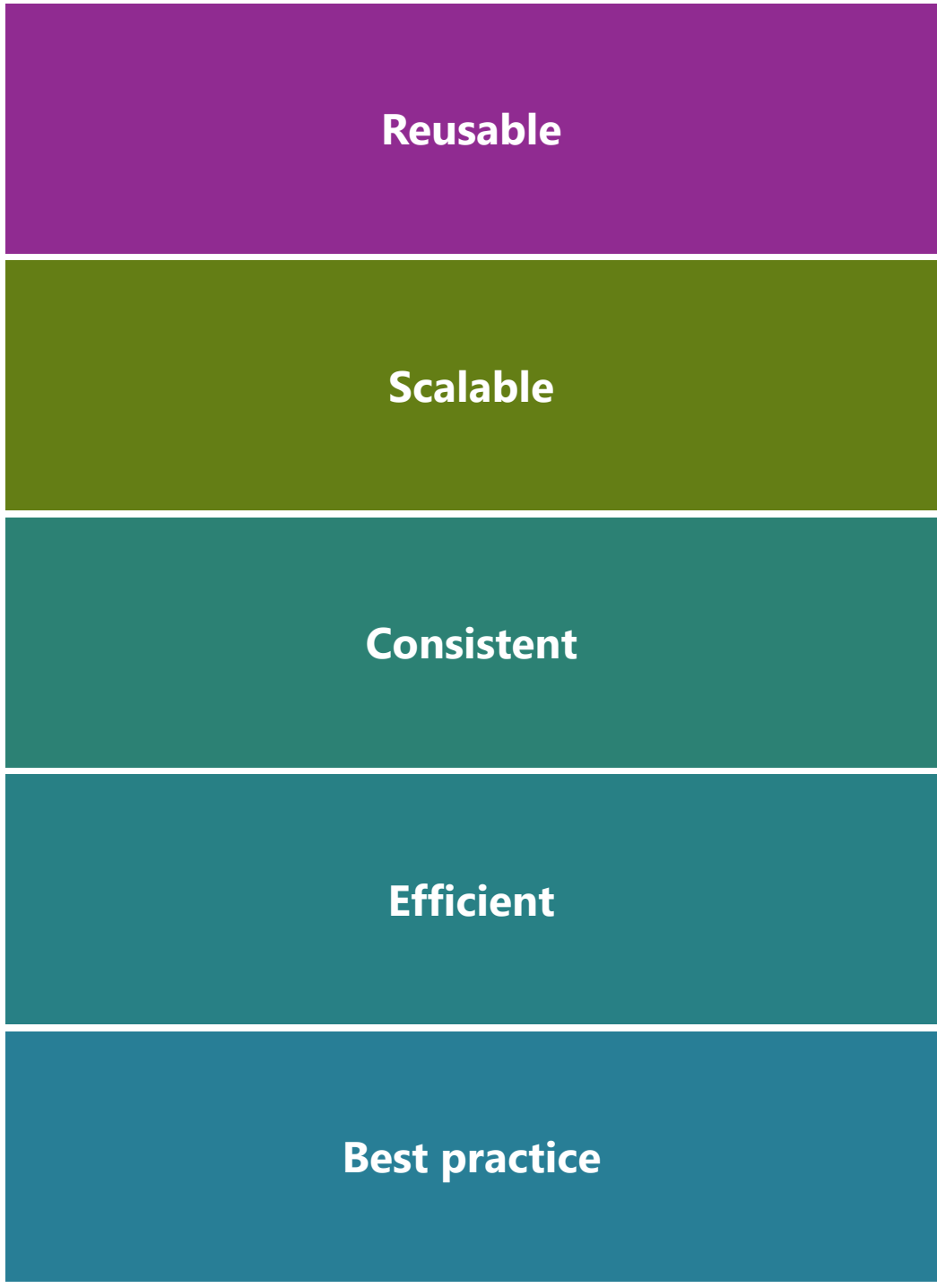
Identify and share internal success stories highlighting patterns which are attainable.

Real-world Examples

- Core scenarios into uses that solve real business problems

Innovative use cases

- Determining which scenario makes sense for the organization to promote
- A pattern in Power Platform solutions is a predefined, best-practice approach to designing and implementing applications, workflows, and data integrations that solve recurring business problems. Patterns encapsulate proven methods and techniques that can be adapted and reused across different projects and departments.



CONTINUOUS IMPROVEMENT

Demonstrating business value and return on innovation with Power Platform Low Code CoE

Demonstrating the return on innovation or business value is crucial when implementing a Low Code CoE and adopting the Power Platform. It helps justify the investment by showcasing tangible benefits such as increased efficiency, cost savings, and enhanced productivity.

By highlighting successful use cases and measurable outcomes, organizations can illustrate how the Power Platform drives innovation, streamlines processes, and delivers significant business value. This not only secures ongoing support and funding but also encourages broader adoption and continuous improvement across the organization.

Adoption rate

Growth in the number of solutions created over time.

User satisfaction

Feedback from users and makers on their experience with Power Platform.

Efficiency gains

Improvements in process automation and workflow efficiency.

Innovation impact

Success stories and case studies showcasing impactful projects.

Governance and compliance

Adherence to governance policies and compliance standards.

Training and enablement

Growth in the skill levels of business users and makers.

Business value

Return on innovation using quantifiable outcomes.

Community engagement

Focused engagement and growth of communities of practice such as hackathons, workshops, ideation session, user groups.

CONTINUOUS IMPROVEMENT

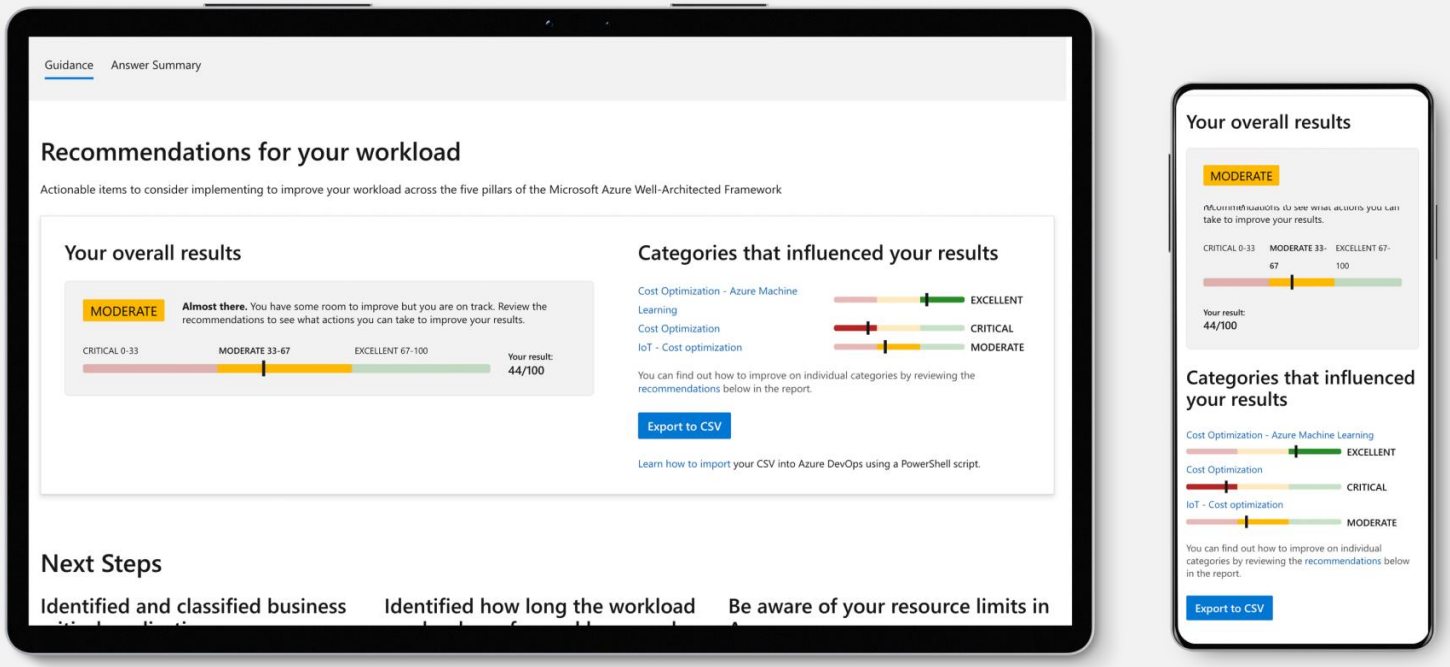
Power Platform Well-Architected assessments

The Power Platform Well-Architected assessment is a valuable tool for evaluating and improving the architecture of Power Platform workloads.

This assessment provides recommendations based on key design principles, helping organizations achieve and sustain performance targets.

By regularly conducting these assessments, organizations can identify areas for improvement, implement best practices, and ensure their solutions are well-architected for performance efficiency.

Power Platform Well-Architected assessments



Continuous improvement checklist

This checklist covers essential steps to support continuous improvement, aligning organizational goals and continuing to optimize and continuously improve for Power Platform success.

Leveraging feedback loops, demonstrating business value and communicating with Stakeholders are key.

Completing Well Architected Assessments to optimize and examine the security, operational excellence of your workloads design. These will ensure ongoing success ways in which to advance current and future solutions with the Microsoft technology stack.

continued

SUGGESTED STEPS

- ☐ Identified and Planned for Addressing Solution Specific Bottlenecks
- ☐ Maintained Continuous Stakeholder Communication and Extending / Advancing Audiences
- ☐ Measuring and Demonstrating Business Value
- ☐ Defined Analytics and Sharing with relevant audiences
- ☐ Setup Communication Reports and Patterns demonstrating Business Value
- ☐ Reshaping and Advancing Strategic Alignment
- ☐ Iterating and Extending plans for Continuous Improvement
- ☐ Planning next steps to leaning into the advancing solutions within the Microsoft Technology Stack

Thank You!