



Power Platform Center Of Excellence (CoE)

A coordinating function which ensures that change initiatives are delivered consistently and well, through standard processes and competent staff

Stephen Jenner and Craig Kilford, in *Management of Portfolios*

Agenda

- **Advantages of the Power Platform**
 - Power Platform capabilities and enterprise value assessment
- **Capgemini CoE Introduction**
 - Administrative, Governance, Education components
- **Setting up CoE Toolkit**
 - Secure, Monitor, Alert & Action, Nurture
- **Integrate CoE within your organization**
 - Readiness Activities, Training & Power Platform planning
- **CoE Developmental sprints**
 - Continuous application DevOps structure
 - On-going governance and training



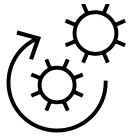
Why should organizations
take advantage of the
Power Platform?





Benefits of low-code application development

Focus on innovating. Microsoft and Capgemini take care of the rest.



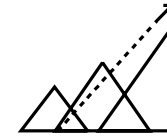
Increased development agility

Automate and enhance repetitive and time-consuming processes and reduce errors across your organization.



Speed & savings

Reduce time & cost building web and mobile applications, enabling you to get through your development backlog.



Efficiency

Effortless Dynamics 365, Office 365, and Azure integration. Remove your data siloes through low-code with Common Data Service and AI Builder.

Gartner estimates that **65% of all app dev** will be low code by 2024



Take advantage of the opportunities together



65%

App Development Backlog

65% of organizations report an app development backlog



37%

Paper processes

37% of organizations are still using paper to manage critical business processes



69%

Accelerate digital innovation and transformation

69% of organizations say that accelerating digital innovation & transformation is the number 1 reason they embrace low code application development



Power Platform drives business transformation

Reduce development costs and Increase overall efficiency using Power Platform

188%

ROI over three years

74%

Reduction in app development costs

3.2 hrs

Line-of-business employee productivity improvement per week

[Read the Study >](#)

Results are for a composite organization based on interviewed customers. The Total Economic Impact of Power Apps commissioned study conducted by Forrester Consulting, March 2020.

Why should organizations set up a Power Platform Center of Excellence?



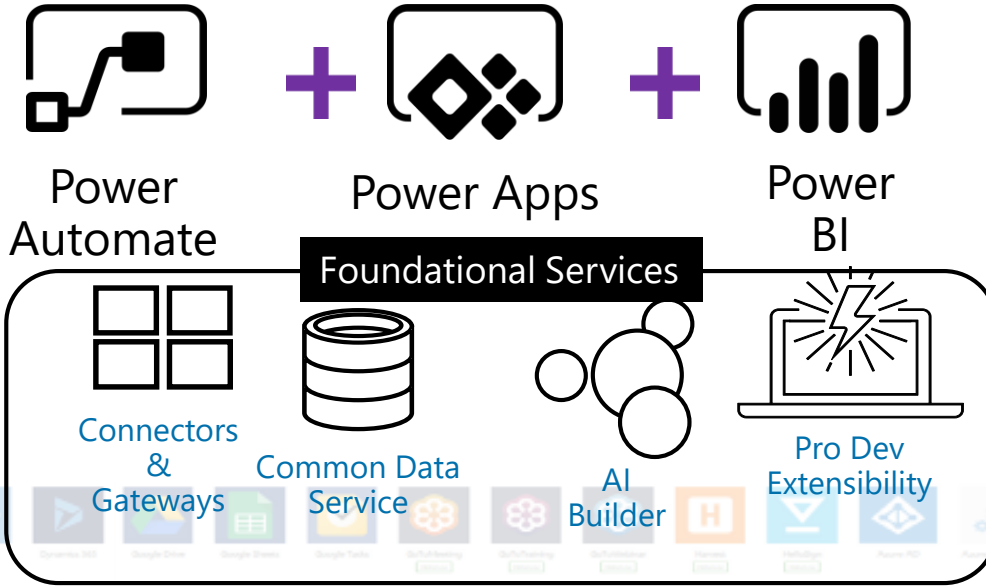
Why create a Power Platform CoE?

A CoE brings Structure to your Power Platform Environment(s)



PP Center of Excellence

Power Platform



Industrialize your processes with Power Automate

- Create automated workflows between your apps and services to get notifications, synchronize files, collect data and more

Act with PowerApps

- Easily build business apps you need and extend or customize the apps you already use

Measure with Power BI

- Turn your data to insights in seconds. Any data, any way, anywhere - and all in one view

CDS / Microsoft Dynamics

- Enables data from multiple data sources to work together
- Extend MS Dynamics functionality

Connectors, Gateways & APIs

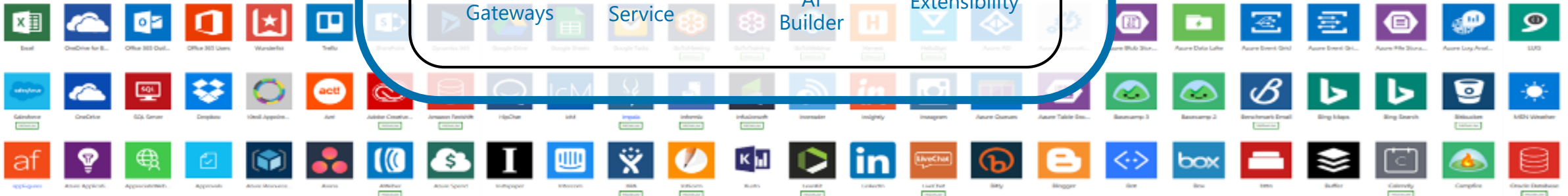
- 315+ built-in custom connectors
- Seamless connectivity to on-prem systems or cloud services

AI Builder

- Predict outcomes to help improve business performance

Pro Developer Extensibility

- Empowers your developers to be more effective by harnessing more sophisticated capabilities



What Is A Power Pod?

Power Platform Development team designed to bring the best-in-class Application Lifecycle Management (ALM) principles to your Power Platform environment

Power Pod ALM Cycle

The Power Pod ALM includes disciplines for: requirements management, software architecture, development, testing, maintenance, change management, continuous integration, project management, deployment and release management.

Plan & Track

- Identify business needs

Develop

- Allows Pod members to develop project requirements in an agile manner

Build & Test

- Allows collaborative development, along with isolated component testing

Deploy

- Development cycle is optimized as component library is built
- Enhances modularity of Power Platform components, easily extensible, testable and encourages re-use.

Operate

- Ability to integrate onshore/offshore resources

Monitor & Learn

- Ensures enterprise governance standards are adhered to and helps create a library of best-in-class Power Platform components

Center of Excellence Lead

- Responsible for the Process/UX
 - › Pod leader
 - › Lead Process Facilitation sessions
 - › Execution and delivery of program
 - › Quality Assurance/UAT
 - › Skeleton/Master App build-out
 - › Incorporate functional components & business logic

Industry Expert

- Work with business to
 - › Identify/qualify business needs
 - › Uncover areas where the business may benefit from the Power Platform
 - › Provide high-level business requirements

- Responsible for the UI/Data
 - › Responsible backend database
 - › Define entities/relationships
 - › Design modeling approaches
 - › Model Governance
 - › Unit testing

Power Platform Developer

Responsible for PCF

- › Build components library
- › Build component functionality specific to app
- › Understanding of inputs/outputs for functioning app

Power Platform Components Developer

Power Platform – How mature is your organization?



Undirected

LEVEL 1



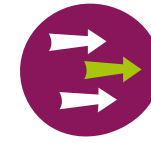
Contained

LEVEL 2



Invested

LEVEL 3



Strategic

LEVEL 4



Pervasive

LEVEL 5

Current State	<ul style="list-style-type: none"> • Novice when it comes to low-code, no-code applications • Data/Processes live in spreadsheets & legacy applications 	<ul style="list-style-type: none"> • No executive sponsorship of IT investment to leverage low-code, no-code applications • Data is inconsistent • Utilization limited to specific “early adopters” 	<ul style="list-style-type: none"> • Low-code/no-code solutions being applied to address specific business needs • Establish Power Pods that support business units on a project-by-project basis 	<ul style="list-style-type: none"> • Data governance and policies are defined and enforced • Power Pods are being utilized to execute critical business objectives 	<ul style="list-style-type: none"> • Power Platform is utilized across enterprise • Self-service enables users to access, act and automate processes • Infrastructure is designed to support large volumes of data
	Enterprise Value: Unrealized	Enterprise Value: Low	Enterprise Value: Increasing	Enterprise Value: High	Enterprise Value: Critical
Challenges	<ul style="list-style-type: none"> • Business is not making fact-based decisions • Data quality is suspect 	<ul style="list-style-type: none"> • Limited to early adopters • Lack of standards • Org. lacks tools and skills to leverage information for insights 	<ul style="list-style-type: none"> • Training is lacking • Standards and processes are undefined 	<ul style="list-style-type: none"> • Increased usage, change mgmt. crucial • Self-service is being embraced 	<ul style="list-style-type: none"> • Fail to aggregate data insights to improve decision making, identify trends and improve legacy processes



How Capgemini sets up and runs a Power Platform CoE to provide continuous innovation for our customers

Phase 1: Set up your CoE Toolkit

1. Installation
2. Configuration
3. Establish governance model

Phase 2: Integrate CoE within your organization

1. Embed industry expert within the organization to uncover new areas where the Power Platform can provide new innovations
2. Understand current & planned projects, place them under the CoE's umbrella
3. Bring in x number of Capgemini Power Pods depending on desired capacity
4. Power Platform App in a Day (training)
5. 1-2 MVPs

Phase 3: CoE Development Sprints per Power Pod

1. Continuous Power App development and delivery
 - Small – Canvas, PA workflows, Power BI reports/dashboards
 - Medium – Model-driven, portals, CDS integration, Power VA, BPF
 - Large – CI, RPA, AI/ML
2. On-Going governance and training

LEVEL 1

• 2 weeks

• 4 weeks

LEVEL 5

• Ongoing capacity model

Phase 1

Setting up your CoE Toolkit





High level outputs of a Power Platform CoE Toolkit

- Administration & Governance
 - Secure
 - Monitor
 - Alert and Act
- Nurture
 - Evangelize and Train
 - Technical guidance
 - Tools & Components

Designed to drive innovation and improvement, break down geographic and organization silos by bringing together like-minded people with similar business goals to share knowledge and success, while at same time providing standards, consistency and governance to the organization

Center of Excellence Structure



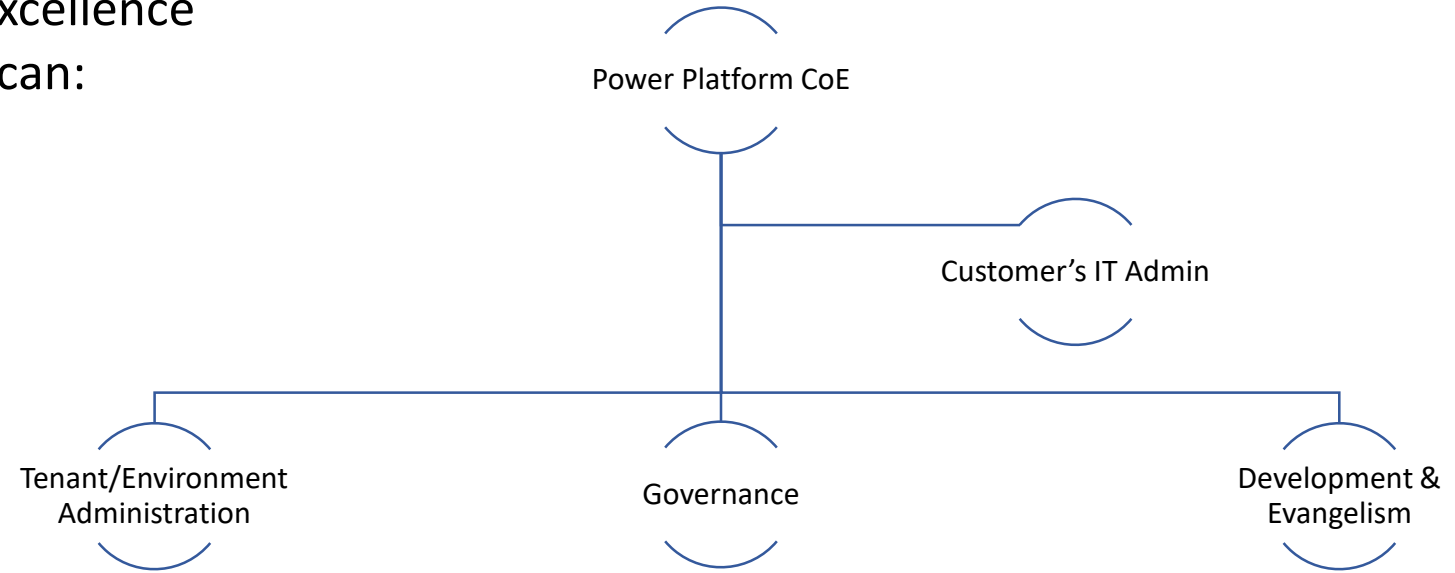
Build a Power Platform Center of Excellence
Where “citizen developers” and IT can:

Administration & Governance

- Secure
- Monitor
- Alert and Act

Nurture

- Evangelize and Train
- Technical guidance
- Tools & Components



Administration	Governance	Development
<ul style="list-style-type: none"> • Sync all your resources • Build admin apps 	<ul style="list-style-type: none"> • Gather additional app information from citizen developers • Audit specific connectors or app usage 	<ul style="list-style-type: none"> • Nurturing your “citizen developers” and an internal community • Share leading practices
Gain visibility of which apps, flows and citizen developers are in your environment	Contains assets relevant to admins and existing citizen developers	Contains assets relevant to everyone in the organization

Phase 1: Set up your CoE Toolkit

CoE Toolkit consists of:

1. Core Components – sync resources into entities, build admin apps
2. Governance Components – audit and compliance processes
3. Nurture Components – develop Citizen Developers and internal community, share best practices, onboard new citizen developers

Step	Scenario	Toolkit Component
Secure	Data Loss Prevention policy editor	1. Canvas App – DLP Editor
Monitor	Flow templates to collect data into CDS Power BI Dashboards	2. CDS Entities: Environment, App, Flows... 3. Flow – Sync resources template 4. Flow – Sync audit logs 5. Power BI Dashboard 6. Custom Connector for Office 365 Audit Logs
Alert & Action	Citizen Developer and Admin notification via Flow templates (Compliance request) Admin Model driven app facilitates app audit process	7. Canvas App – Developer Compliance Center 8. Flow – Compliance detail request 9. Model Driven App – Business Process Flow for auditing resources
Nurture	App catalog Welcome email, Internal community channel links, Train In A Day	10. Canvas App - App Catalog 11. Flow – Welcome email 12. Canvas App – App In A Day, Admin In A Day

You Are Here

LEVEL 1

LEVEL 2

LEVEL 5

Capgemini
Power Pod

Center of Excellence Lead

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Phase 2

Integrate CoE within your Organization





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Phase 2: Integrate CoE within your organization

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4. Power Platform App in a Day (training)
5. 1-2 MVPs

• 4 weeks

Phase 3: CoE Development Sprints per Power Pod

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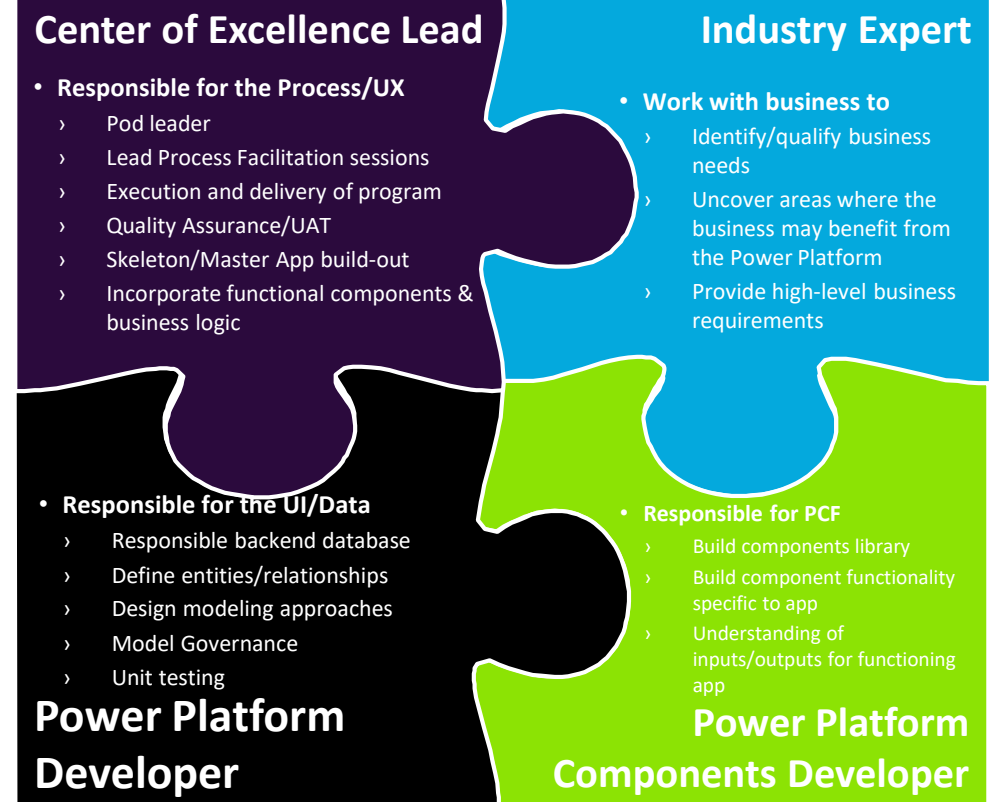


Our Industry Experts



- Identify/Qualify business needs
- Uncover areas where the business may benefit from a new or improved Power Platform application
- Provide high-level business requirements

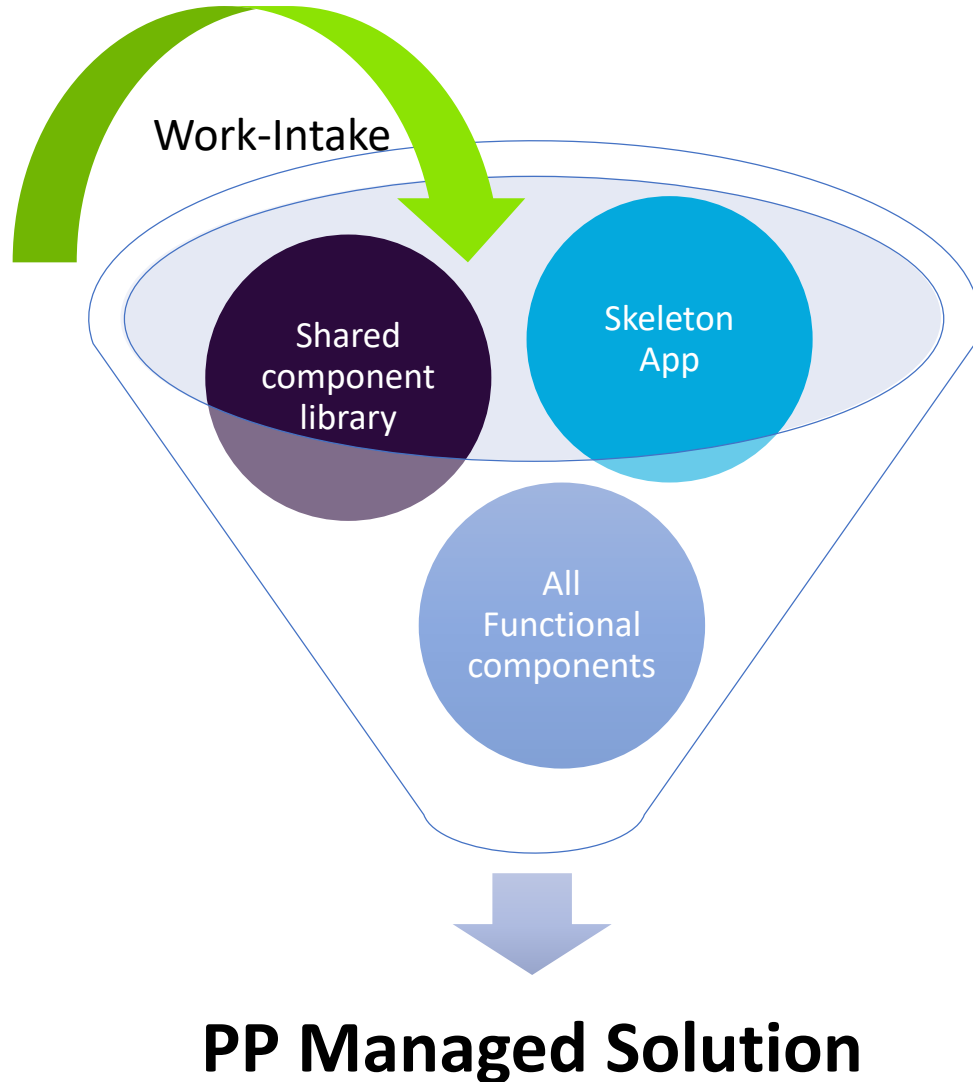
Process analysis is key to building on the platform



Phase 2: Integrate CoE within your organization



2. Understand current & planned projects, place them under the CoE's umbrella



Readiness Activities

Team Construct

- Finalize Team Assignments
- Create App Backlog
- Schedule Process Facilitation events

Infrastructure

- Create infrastructure for Training courses
- Registration mobile app
- Administration application
- Establish Centralized Responsibility based upon Criticality of Workload

PP Planning Activities

App Build-Out

- Create Work-Intake and Approval application

Component Framework

- Create Library framework
- Migrate source code for Generic Power Apps components

Training Activities

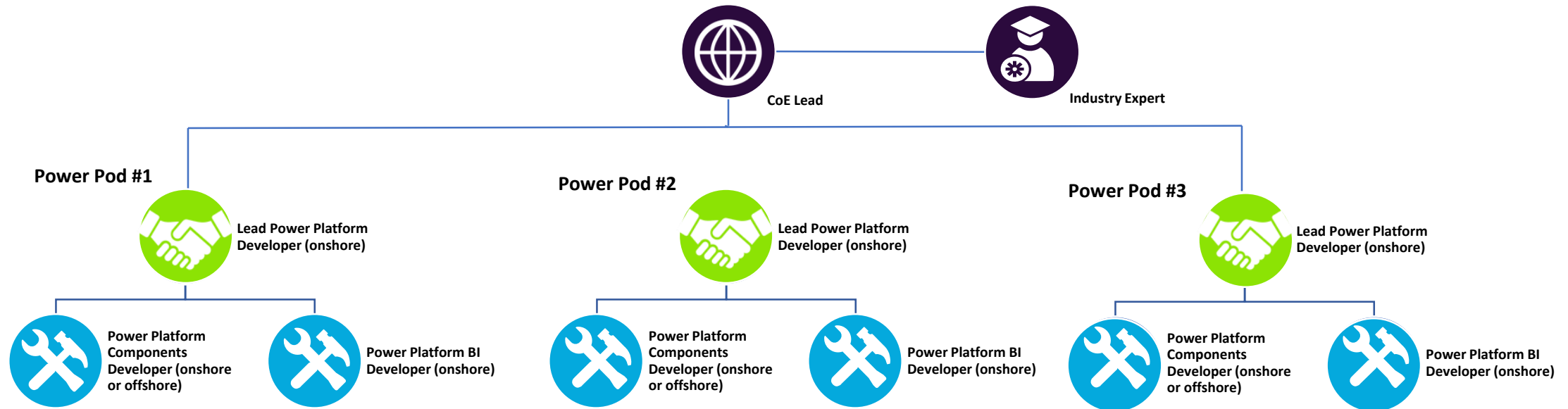
Training

- Conduct PP PowerHack – D365 Healthcare Accelerator (4 4-hr. sessions)
- Power Platform In A Day training (1 day)

Phase 2: Integrate CoE within your organization



3. Bring in x number of Capgemini Power Pods



Power Platform CoE Lead	Industry Expert	Lead Power Platform Developer	Power Platform Developer
<ul style="list-style-type: none"> Overall understanding of business process and functional requirements to meet/exceed demands Create both developmental and production version(s) of app Incorporate components as well as business logic (workflow) Oversees the output of each Pod 	<ul style="list-style-type: none"> Identify/Qualify business needs Uncover areas where the business may benefit from a new or improved Power App Provide high-level business requirements 	<ul style="list-style-type: none"> Provide and generate data models, visualize data and govern dimensional tables Create initial and subsequent back-end database(s) Define entities and relationships to fulfill various requirements 	<ul style="list-style-type: none"> Develop shared and app functional components Maintain clear understanding of app inputs/outputs



Phase 2: Integrate CoE within your organization

4. Power Platform App in a Day (training)

01

- **Build Power Apps Canvas App**
 - Employee facing device ordering experience
 - Connect to data sources, filter results
 - Use controls, properties, formulas and actions to customize the user experience

03

- **Build Power Apps Model-Driven App**
 - Complete the device procurement process
 - Create a standalone Model-driven app
 - Use a Business Process Flow to guide users through a process

05

- Use Power BI report**
- Visualize device order data
 - Connect Power BI to CDS
 - Transform CDS data for use in visualizations
 - Combine CDS data with other data sources

02

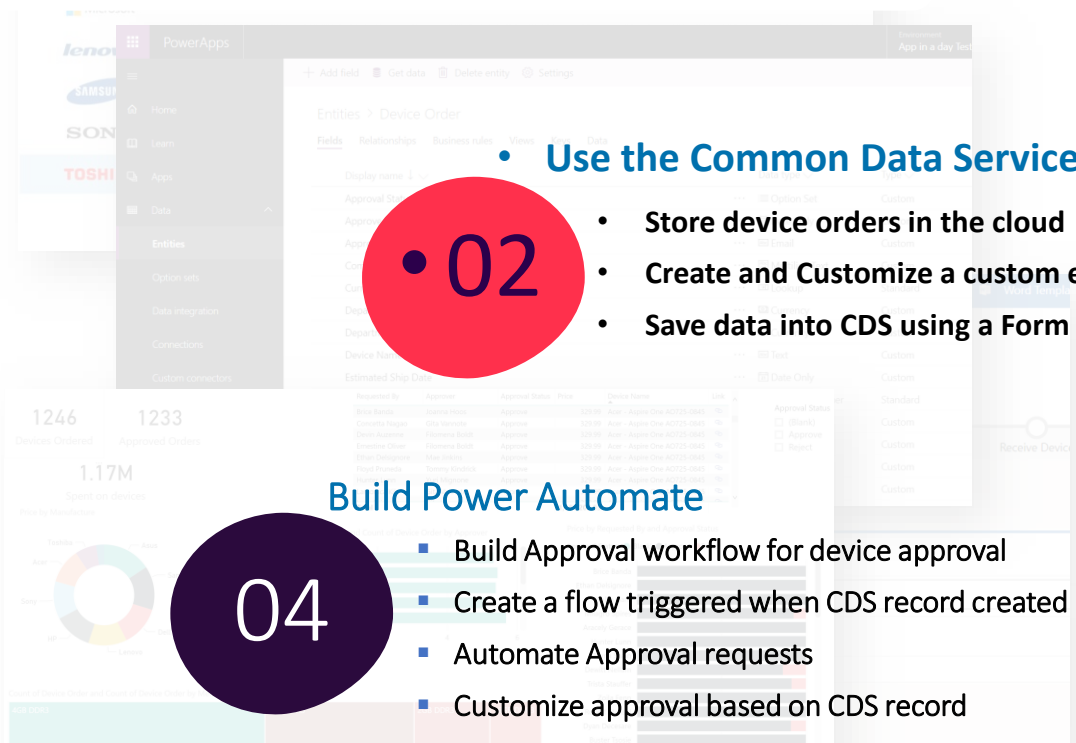
- **Use the Common Data Service**
 - Store device orders in the cloud
 - Create and Customize a custom entity
 - Save data into CDS using a Form control

04

- Build Power Automate**
- Build Approval workflow for device approval
 - Create a flow triggered when CDS record created
 - Automate Approval requests
 - Customize approval based on CDS record

In a single day, we'll Build the following Scenario:

- An organization's hardware refresh cycle runs every three years
- Streamline device ordering and approval process
- App must run in web browser or on mobile devices
- View aggregate reports



Phase 2: Integrate CoE within your organization

5. 1-2 MVPs



POC SELECTION

Select optional Proof of Concept focus areas that align with your business goals



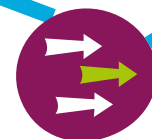
CONFIRMATION

Together we will decide on the appropriate selections and durations for your needs



CONSULTATION

Discuss how we can help you achieve your business goals



ENGAGEMENT

Typical engagement is two to four weeks and includes sessions and support

MINIMUM VIABLE PRODUCT

An app designed with the aim of verifying that the concept has real-life potential

What you'll get:

- A working tool
- Made in a very short time frame
- Improved through short iterations (~1w)
- Designed for testing on small scale

You Are Here

LEVEL 1

LEVEL 3

LEVEL 5



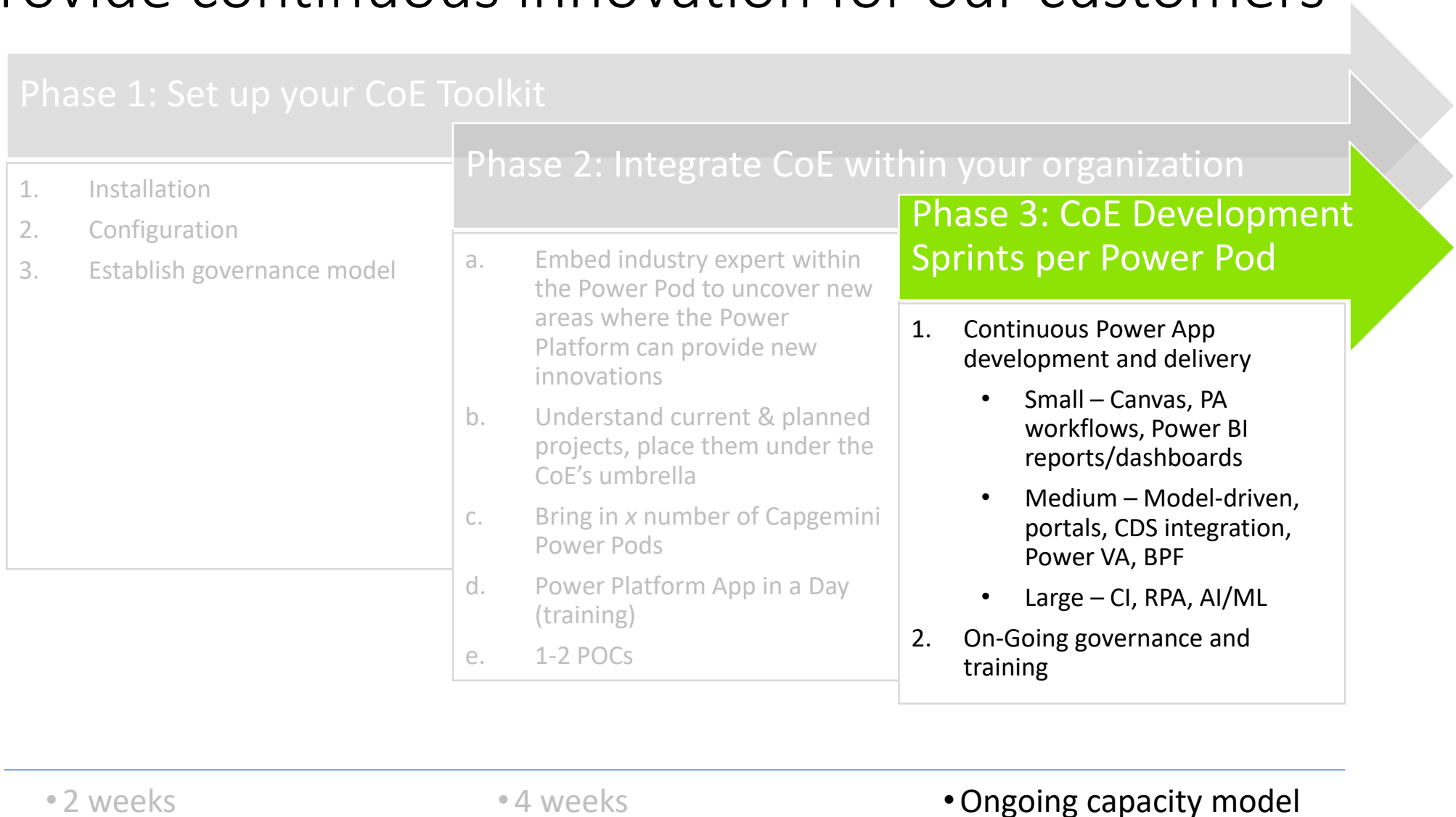
Phase 3

CoE Development Sprints per Power Pod





How Capgemini sets up and runs a Power Platform CoE to provide continuous innovation for our customers





Phase 3: CoE Development Sprints per Power Pod

1. Continuous Power App development and delivery

small

medium

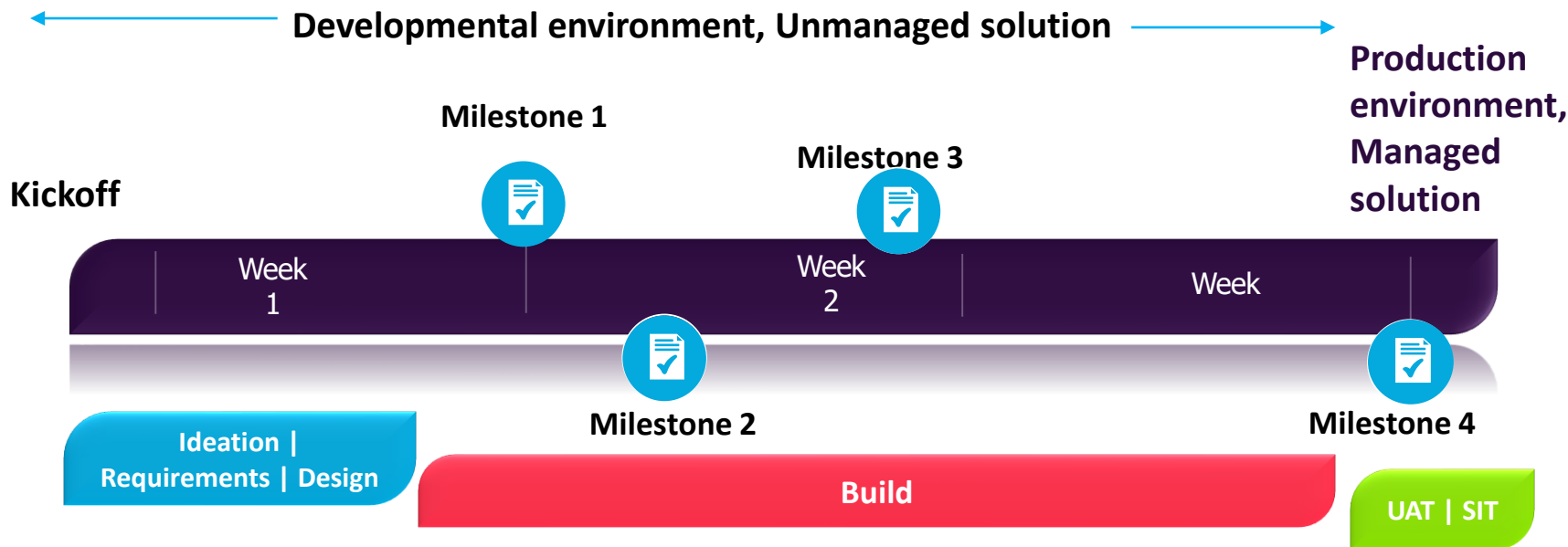
large

Point & Click Configuration	SharePoint Integration	User Reporting	Business Connections	Relevance Search	Native Office Interoperability	Real-Time Dashboards	Scalability	Role-Based Forms	Configurable Learning Path
Field-Level Security	Data Security	Alerting	Organizational Themes	Mobile Access	Document Generation	Personalized Views	Common Data Model	Business Process Automation	Robotic Process Automation
Tasks, Notes & Reminders	Auditing	Agnostic Web Interface	Embedded Visual Toolset	Offline Access	Activity Routing	Guided Processes	Application Privilege	Data Cleansing Tools	Portal Integration
Queue-Based Workflow	Cloud Based	Social Media and Networks	Teams Integration	Solution Deployment	Editable Grids	Portable Business Rules	Website and Portal Integration	Virtual Assistant	Relationship Insights

Canvas/workflow/dashboards | model-driven/CDS integration | portals/virtual chatbots/RPA | D365 Customer Insights

Phase 3: CoE Development Sprints per Power Pod

1a. Small application timeline: canvas app/workflow/dashboard



Initialize build

- Skeleton app
- Define context variables, screens, process flows

Generic & Shared Components

- Pre-loader
- Search
- Navigation
- Menu
- Header

App Functional Components

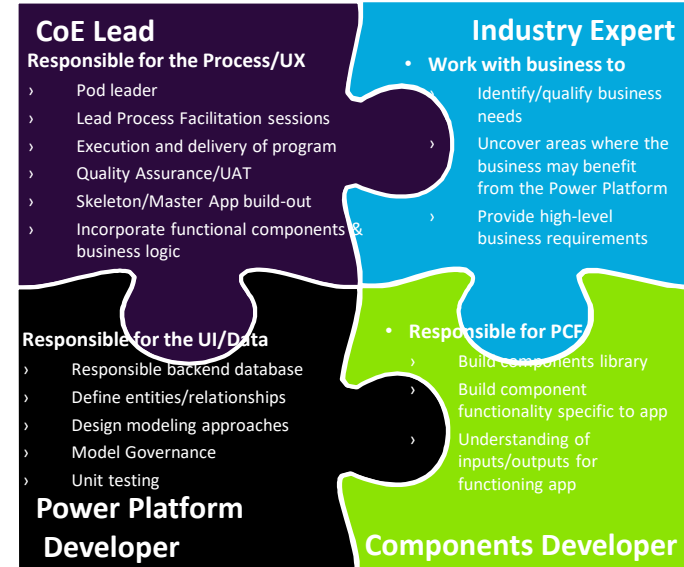


Integrate components

- Adhere to Branding/Color guidelines

Deploy managed solution

- Version control
- SSO
- Role-based Security

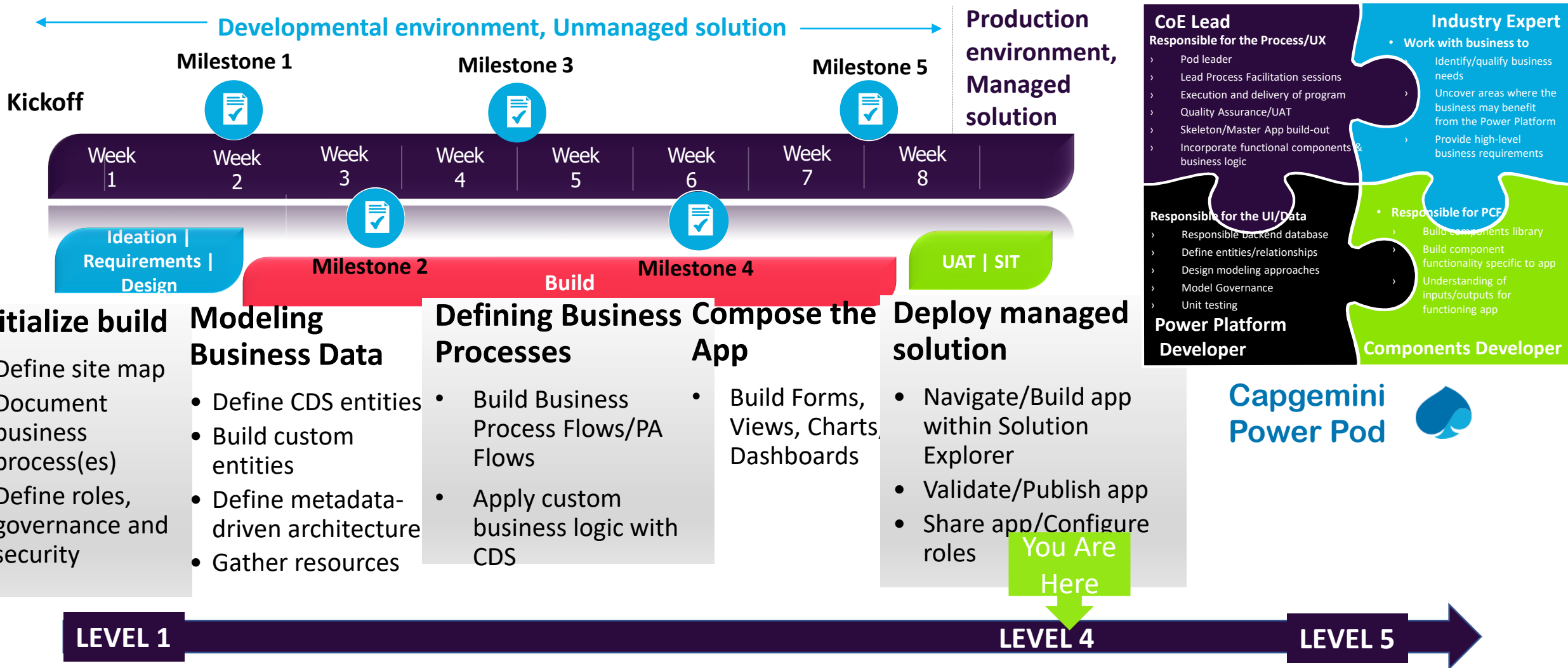


Capgemini
Power Pod



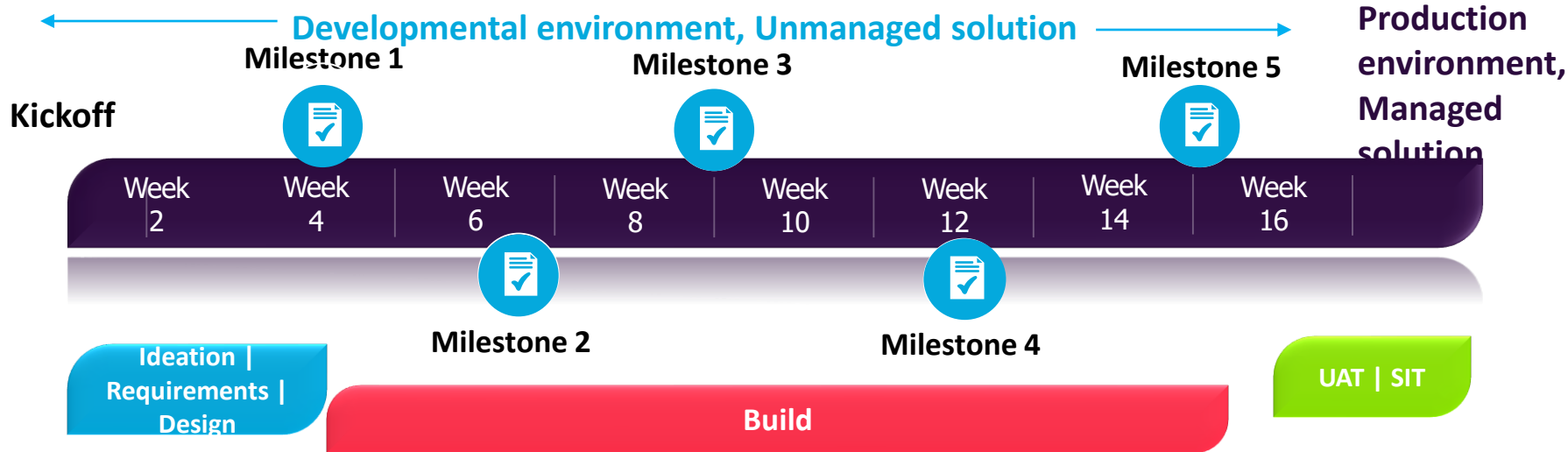
Phase 3: CoE Development Sprints per Power Pod

1b. Medium application timeline: model-driven, BPF, portals, chatbot, RPA



Phase 3: CoE Development Sprints per Power Pod

1c. Large application timeline: D365 Customer Insights + Power Platform



Data Integration

- Define roles, governance and security
- Define/Build Internal/External data connections

Data Unification

- Data Ingestion
- Data Map/Match
- Data Conflate
- Data Enrichment

Data Enhancement

- AI and ML
- Analytics

App Integration

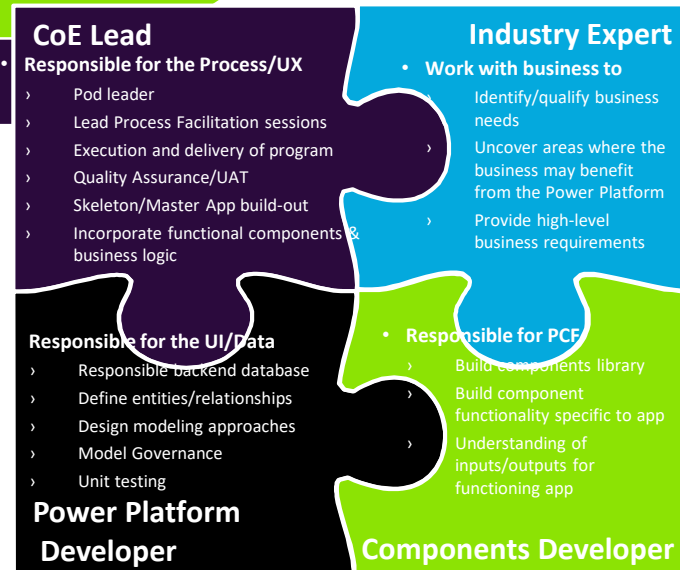
- Skeleton app
- Define context variables, screens, process flows
- Build PA Flows
- Build App components
- Power BI dashboards

Deploy managed solution

- Version control
- SSO
- Role-based Security

LEVEL 1

LEVEL 5



Capgemini Power Pod





Phase 3: CoE Development Sprints per Power Pod

2. On-Going Governance and Training

Platform architecture

- Develop environment strategy, provisioning, access resource control
- Manage CDS database instances – Power Apps, Power Automate/BPF, Power BI

Secure

- Gain understanding of the origin of apps, flows, connectors, reports, etc.
- Enforce rules for business/non-business data connectors, licensing management

Monitor

- CDS Audit logs & Track Activity log
- Review OOB service & environment health, Application Insights telemetry

Alert and Act

- Manage and Support GDPR Data Subject Rights requests
- Establish process of ensuring environment creation and app creation (business justification)

Deploy

- Manage, Plan, Track and Deploy – Licensing, Azure AD Groups, Environments, DLP policies
- Manage App/Flow Versioning, custom connectors

Educate and Support

- Evangelize – Run Internal App-In-A-Day, organize hackathons with real use case scenarios
- Community Development – incorporate and update users on new features, development of leading practices



People matter, results count.

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A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion.

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