Power Platform CoE - Mise en oeuvre

v.1

KDS IMPACT

Les éléments du CoE

People

Identifier et rassembler les personnes qui feront vivre et exploiterons les différentes dimensions du Centre of Excellence.

Methods

Définir et implémenter les processus et procédures nécessaires pour déployer, exploiter et gouverner la Power Platform.
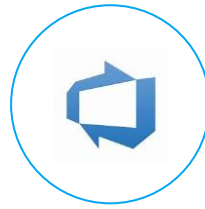
Tools

Définir, déployer, paramétrer les outils et fonctionnalités **nécessaires** à la gouvernance de la Power Platform.
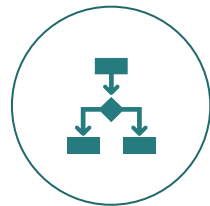
Les phases de mise en œuvre.

0. AVANT-PROJET
Qualification et quantification des attentes : moyens, objectifs, metrics.

1. SPONSORSHIP
Obtenir le support du management et le GO pour le CoE.

2. INITIALISATION
Structuration de l'approche, répartitions des rôles, **modalités du** projet, processus initiaux, étude de l'existant…

← Amélioration → ← Gouvernance →

3. CONFIGURATION
Paramétrage de la platform, déploiement des outils et des ressources de gouvernance.

4. ETAT DES LIEUX
Evaluation de l'usage de la Power Platform, revue de projet.

5. INDUSTRIALISATION
Exploiter le CoE et le mettre à l'échelle.

Objectif

L'objectif du CoE doit être d'augmenter le niveau de maturité de l'usage de la Power Platform.

- 🔴 **100 – Initial** *(Undocumented, ad hoc processes)*
- 🟠 **200 – Repeatable** *(Some processes are defined and produce consistent results)*
- 🟢 **300 – Defined** *(Processes and standardized and mostly implemented)*
- 🔵 **400 – Capable** *(Process are fully implemented and their efficiency measured through process metrics)*
- ⚪ **500 – Efficient** *(Continuous improvement is embedded in processes management)*

200 🟠 Stratégie et vision

200 🟠 Valeur métier

200 🟠 Citizen dev and makers

200 🟠 Automatisation

200 🟠 Fusion Teams (pro-dev / collaboration)

200 🟠 Support et assistance

300 🟢 Administration et gouvernance

Exemple d'objectif d'une implémentation initiale.

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Conclusion

- Pour la Power Platform, un Centre d'Excellence peut faire la différence entre une adoption partielle et erratique, et un avantage concurrentiel durable et profond pour votre organisation

- Le CoE fédérera 3 domaines pour augmenter la maturité :
  - **Personnes**
  - **Méthodes**
  - **Outils**

Nous contacter !

Accompagner les organisations de demain à gérer les risques et complexités croissantes

Microsoft Power Platform Adoption Maturity Model

	LEVEL 100 – INITIAL	LEVEL 200 - REPEATABLE	LEVEL 300 - DEFINED	LEVEL 400 - CAPABLE	LEVEL 500 - EFFICIENT
Strategy and Vision	• Innovation driven by Business Areas (bottom up) • Low-complexity scenarios • Limited re-use • Undefined strategy	• Common vision between IT and Business • Demand-management process	• Dedicated Power Platform product owner • Bottom up and top down innovation • Defined understanding of Power Platform's role in your organization's IT portfolio	• Established Center of Excellence team • Increased delivery efficiency supports rapidly changing business needs • Business plans shared across departments	• Power Platform is key part of the digital transformation strategy • Vision and strategy understood by all • Organization wide initiatives deliver larger scale apps • Enterprise Architecture decisions include Power Platform capabilities
Business Value	• No formal Business Value Assessment • Undefined targets	• No formal Business Value Assessment • Business cases understood but lacking review	• Key Performance Indicators (KPIs) understood, operationalised, reported on and reviewed against goals • Ideas with the highest business value are chosen for development • Business pain points are quantified before project start and compared after finish	• Precise quantitative and qualitative measures used to effectively control, predict and improve business efficiency • CoE Starter Kit and Innovation Backlog or equivalent tooling for measuring business value adopted	• "Big Picture" analytics visualize business value of Power Platform solutions all-up and per business area • Advanced dashboard and reporting provide decision-making capabilities and measure business value • Executive visibility of business value and impact of Power Platform solutions
Nurture and Citizen Makers	• Some staff may have attended App in a Day events (Partner or Microsoft delivered) • Team-based initiatives for nurturing makers	• On-boarding strategy for new makers • Some staff have participated in a hackathon • Makers become ambassadors across their departments and evangelize the capabilities	• Makers provide insights into business pain points • Training and upskilling strategy for makers • Internal Champions community • CoE Starter Kit - Nurture Module adopted	• Regular events for Champions • Regular hackathons • Maker assessments and certificates • Sharing and celebrating success stories • Show & Tell sessions • Adoption campaign	• Large internal community with proven value • Career path for makers • Community of mentors • Common development strategy and goals for Citizen and Pro developers

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Automation	• Processes are largely manual and one-off	• Processes are standardized, but implemented manually	• Environment and DLP connector policy requests are automated • Apps are deployed manually, but using solutions • Communication about processes and compliance between Admin and Makers is automated	• ALM processes are defined and implemented centrally • Admin tasks to identify overshared, unused and orphaned resources are largely automated • Governance tasks to gather compliance and support information are automated	• ALM processes are owned by each Fusion team • Environment Lifecycle Management is automated • CoE Starter Kit – ALM Accelerator is adopted
Fusion Teams	• Teams work independently • No pro dev use of Power Platform	• Teams review and ratify each other's work • Pro Devs pilot high-value use cases	• Teams plan work as a team, but operate independently • Teams manage source control and app lifecycles • Standard libraries, custom connectors and components to be consumed by makers	• Cross-functional teams plan and execute work jointly, including makers, testers and operational teams. • Collaborative planning for infrastructure and change enablement • Use of Common Data Models to aid data reuse	• Teams form seamlessly to accommodate cross functional skills • Common development strategy and goals for Citizen and Pro developers needed for new projects
Support	• Makers support their own apps • No or limited rules on how processes should be supported by IT and Business stakeholders	• Community support • Some degree of commitment and governance measures to manage solution lifecycle stages	• Support strategy involves Helpdesk • Defined risk profile dictates the level of support a solution will receive (e.g. IT supported, IT blessed, Maker supported)	• Dedicated Support team • Continuous improvement plans in line with business strategy • Clearly understood roles and responsibilities	• Automation of support activities (e.g. change ownership, bot for FAQ) • Responsibilities and ownership to build and operate solutions are fully understood

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Admin and Governance	• Environments are creatable by all • No Data Loss Prevention policies (DLP)	• Power Platform Service Admin role assigned to specific administrators • Default environment covered by DLP controls • Tenant Isolation configured • CoE Starter Kit - Core Module adopted to gain tenant-wide insights of existing usage	• Defined environment, DLP, and request management strategies • Monitoring of app usage and adoption • Monitoring of new connectors, to update DLP policies • License, capacity and consumption monitoring informs decision making • Tiered approach to productivity environments based on maker maturity • Custom environments are used for specific use cases and ALM scenarios	• Overshared, unused and orphaned resources are identified and appropriate actions are taken • Reactive governance to automatically gather business and compliance information • CoE Starter Kit - Governance Module adopted to gain compliance insights and archive resources • Telemetry helps identify business-critical apps • Power Platform Operations team looks after tenant hygiene • Maker responsibilities are clearly defined and understood and automatically communicated	• Further automation takes place through chatbots embedded in Teams – through clear risk profiles, tasks are auto-approved or routed through multi-step approval processes (e.g. line manager, information security department, environment or tenant admin) • Practices that worked in their organization are shared externally at Microsoft or community events