Microsoft Power Platform Enablement
Planning, Consultancy, Implementation & Support Services

G-Cloud 14:

Service Definition Document

Contents

Mphasis Overview

Mphasis has 15+ years of experience in delivering successful digital transformation programs for central and local government entities across the globe. We offer the opportunity to accelerate their digital journey with a wide range of solutions cost-effectively, allowing maximum reusability of their current legacy systems. We understand the unique nature of the public sector's needs and challenges, and our offerings enable the right transformation to enable continuous adaptation for improved outcomes.

Mphasis is a leading applied technology services company with 20+years of experience in delivering successful digital transformation for our clients across the globe. Incorporated in 1998, Mphasis is a multinational IT software consulting services company which provides Integrated services offerings in Application, Infrastructure & Business Process Services. We offer organisations an opportunity to accelerate their transformation journey with a wide range of technology solutions. Currently, we operate in 22 countries with more than 37,000 plus employees and 71 delivery centres with annual revenue of $1.4Bn and a Market Cap of $7Bn.

Mphasis' Service Transformation approach helps 'shrink the core' through digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis core reference architectures and tools, speed and innovation with domain expertise and specialisation are key to building strong relationships with marquee clients.

Mphasis Microsoft Centre of Excellence Proposition

Mphasis Digital Transformation Proposition
Unlock Full Power of Microsoft Solutions To Drive Improved Business Outcomes

Speed of Releases Improve by 60%	Resilient Ops Improve resilience by 50-80%	Lower Cost Operations Lower by 40-50%

- **15+ years experience** delivering transformation programs on Microsoft Technologies
- **2,500+ highly skilled professionals**, in global delivery model on Microsoft Technologies & Platforms
- **1300+ Microsoft Certified Azure Architects**
- **1,000+ Office EUSS**, 100+ Evolving Practice
- **100+ Cloud** Foundations & Migrations **delivered**
- **100+ Dynamics 365 Transformation Delivery programs/projects**

- **30+ IP/Assets** to Accelerate Modern Operations on Hybrid Cloud Operations on Azure
- **Integrated End to End Offerings** to deliver full services at scale

Service Overview

The PowerOps Service is a partnership program that enables the adoption of a Centre of Excellence (CoE) for the Power Platform. The engagement is designed to best suit the customers organisations therefore this can also provide additional functional and technical capacity, or managed services where required.

What is "Power Platform"

The Power Platform is a low-code platform built by Microsoft to empower business users to become power users and help them meet their digital transformational needs. The platform is a single integrated platform consisting of a set of core tools, each an umbrella term that hosts a plethora of features and technology sets. The Power Platform is design to empower everyday business users in every organisation to build and consume end-to-end solutions spanning across Microsoft 365, Dynamics, Azure and include standalone applications and ISVs (Independent Software Vendor).

The Power Platform core tools include:
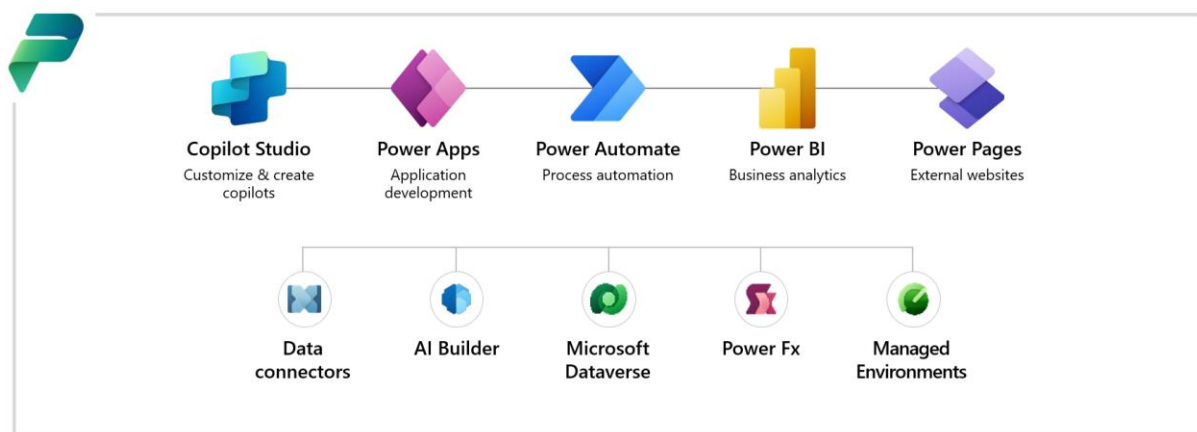
Over last few years the Power Platform has proven to revolutionise how business experts can engage with digital transformation programs and become 'citizen developers'. The platform has illustrated exponential growth in customer adoption, feature releases, and Microsoft investment.

Microsoft has been the visionary leader in the 'modern workspace' for multiple years so the business question has moved from, "Should we adopt the Power Platform?" to "How do we give our citizen developers the skills and best practice needed to empower them to innovate?" and "How do we scale adoption throughout the organization in a way to encourage rapid innovation whilst also ensuring necessary governance for optimal operations and risk reduction?".

What is "PowerOps"

The PowerOps Service has been created to support customers in adopting a Centre of Excellence (CoE) for the Power Platform as well as, providing both Functional and Technical support which can assists customers in extending and maintaining their platforms.

Mphasis' PowerOps is designed to offer the following benefits:

- Provide a flexible partnership program
- Empower customers to enable self-service
- Provide planning and governance consulting
- Lead training and thought leadership to inspire
- Ideation workshops that provide analysis and design
- Extending functional and technical capacity – with outsourcing options
- Offering managed services – with outsourcing options

The PowerOps Service is a partnership program that covers 6 key areas:

The PowerOps service covers:		
Infrastructure planning and deployment service	Training in best practices and design patterns	Ideation workshops to get started with first deliverables
Support in building more complex solutions	Deployment of COE and application lifecycle management support	Business critical support and managed services offering

Mphasis' experience has proven that the Power Platform should never be viewed as a 'single project deliverable', but more a 'continuous delivery platform' which empowers organisations to rapidly build and deploy enterprise grade applications and analytics in an agile fashion.

PowerOps is about developing a Power Platform CoE as a high-level goal, which means the organisation will have a focused entity that manages and supports the platform, therefore the userbase. There are multiple responsibilities of an established CoE, and it is up to each organization to figure out how they decide to define the parameters for those responsibilities.

These responsibilities can be segmented into the following four categories.

- Administration & Governance
    - Secure
    - Monitor
    - Alert and Action

- Nurture
    - Evangelism and Training
    - Technical Guidance
    - Tools and Components

- Operations
    - Application Lifecycle Management
    - Infrastructure automations

- Support
    - Help desk
    - Governance
    - External/Consulting

Throughout the PowerOps engagement Mphasis will work with customers to understand each of these segments in detail to design and implement the best solutions in the shape that best fits the given organisation. Ensuring that the engagement is the correct fit for the organisation is key success factor for the CoE.

Onboarding and Offboarding Support

PowerOps is a bespoke engagement designed and delivered to each customer's needs. The program has a predefined foundation as a starting point which is then tailored to best fit. This is achieved through deep discussions with the project sponsors at the discovery and onboarding stages. This process then also defines the offboarding steps for the engagement.

The PowerOps foundation is designed to cover six key areas (plus, project governance). The table below illustrates a breakdown of activity in each area. Each activity is described with outputs highlighted.

Phase & Activity	Output Deliverables	Notes
Infrastructure planning and deployment service		
Introduction and briefing	High-level discussion	Discussion listing As-Is & To-Be: • High-level vision and current operations • Environments • Roles & Resources • Tools & Licencing
Environment health check: Analytics	High-level discussion	Cross-reference Discussion finding with platform Analytics: • Power Apps analytics • Dataverse analytics • Flow analytics • Desktop flows analytics
Environment health check: Analytics via audit logs	Detailed Power BI Report	Review of Office 365 audit logs: • Export of Office 365 audit logs • Creation of Power IB report • Review and discuss analytics
Environment health check: Manage	Knowledge transfer and on-the-job configuration	Walk through of: • Environment Strategy • Control environment creation • Assign a service admin role • Configure user security

Phase & Activity	Output Deliverables	Notes
		• Environment users • Manage settings • Licencing and capacity – options / upgrade paths
Environment health check: Secure	Knowledge transfer and on-the-job configuration	Walk through of: • Establishing a DLP strategy • Azure AD Conditional Access • Enable cross-tenant isolation
Training in best practices and design patterns (example courses)		
Training	Course	Power Platform in a week
Training	Course	PowerApps Admin in a Day
Training	Course	Admin in a Day
Training	Course	Flow in a Day
Training	Course	Power Virtual Agents in a Day
Training	Course	RPA in a Day
Training	Course	Dashboard in a Day
Training Follow-up	Consultancy	Optional: Training follow-up session to support users after they've has training
Ideation workshops to get started with first deliverables		
Analysis and design of project vision	High level design documentation	Time-boxed analysis and design – of overall project vision: • Review of overall vision • High-level design considerations • Breakdown of workload • Optional: Start backlog
Analysis and design of first deliverable / MVP	High level design documentation	Time-boxed analysis and design – of first deliverable / MVP: • Review of requirements • design of solution • Breakdown of workload • Optional: Start backlog
Support in building more complex solutions		

Phase & Activity	Output Deliverables	Notes
Mphasis build support	Consultancy/ development	Three engagement models: A. Skills-based staff augmentation – customer and Mphasis work together as a single team – approach examples: a. *Shadowing* – Mphasis develops the app with regular customer briefings b. *Backlog Split* – ownership shifting from Mphasis to the customer over a set period c. *Team Integration* – a Mphasis resource becomes part of the customers dev team B. App-as-a-Service – customer has a monthly allowance for Mphasis devolvement (timeboxed) C. Mphasis PowerApps Project – A standalone development project
Deployment of COE and application lifecycle management support		
Deployment of the CoE kit	Access to the configured CoE kit	Deployment of the CoE Starter Kit: • Import the CoE Kit solutions into environments • Configuring the apps, flows, and dashboard • Extending the starter kit • Installing any updates
Handover of the CoE kit	Knowledge transfer of the CoE	Time-boxed handover of the CoE kit and its components
Business critical support and managed services offering		
Support agreement	Supported SLAs	Mphasis can provide three levels of support packages: A. Gold B. Silver C. Bronze
General project management and resourcing		
Project Manager	Project Plan & Governance	Project setup, plan, bookings, and on-going management through project timeline

Phase & Activity	Output Deliverables	Notes
Weekly Stand-up	Playback of tasks	1hr prep, 1hrs for call and immediate actions.

Service constraints

PowerOps itself is a service thus has no technical limitations however the key toolsets underpinning the Power Platform have some technical constraints. These can be seen on the Microsoft documentation (use the links provided below, as these are often updated):

- Copilot Studio - quotas, limits, etc. & Responsible AI FAQs
- Power Apps - limits and configuration
- Power Automate - limits and configuration
- Power BI - Manage workspaces & Data Refresh limit
- Dataverse - API limits

Note, other constrains may apply depending on the customer's systems and current architecture however the PowerOps engagement also provides the opportunity to discuss constrains and service configurations as part of the *'Infrastructure planning and deployment service'* phase.
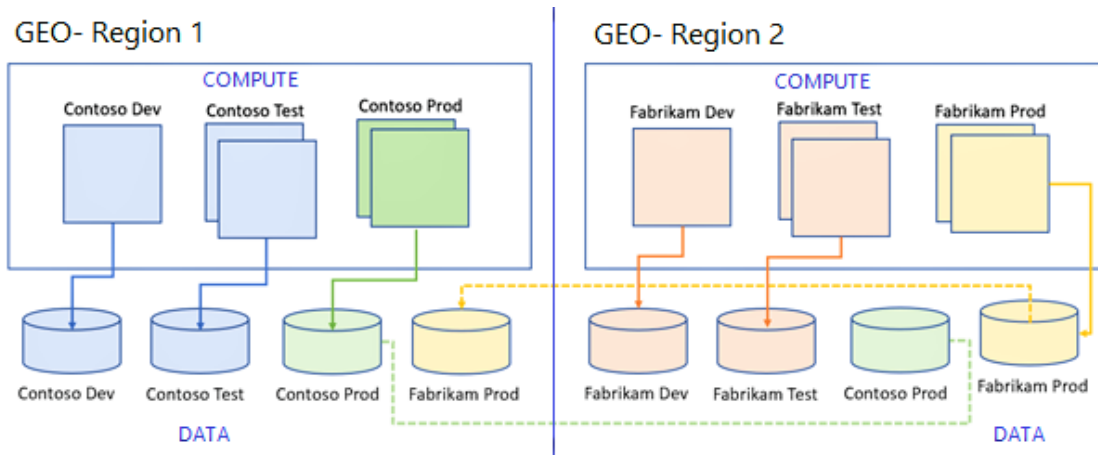
Business Continuity and Disaster Recovery

The Power Platform routes from the Dynamics 365 ecosystem therefore its Business Continuity and Disaster Recovery attributes are inherited.

Microsoft provides disaster recovery for production environments of Dynamics 365 software as a service (SaaS) applications for business continuity if there is an Azure region-wide outage. Tenant admins can deploy a production environment of a customer engagement app or Dataverse with appropriate licenses.

Microsoft creates a replica of Azure SQL storage and file storage in the secondary region for each production environment at deployment. These replicas are referred to as geo-secondary replicas.

Geo-secondary replicas are kept synchronized with the primary environment through continuous data replication. There is a small lag between the primary data sources and their geo-secondary replicas. Typically, the latency is less than a few minutes. More information: Ensure business continuity and disaster recovery (BCDR): Azure Paired Regions.

Failover types and service continuity

Customer engagement apps adhere to the Microsoft business continuity and disaster recovery (BCDR) standard. The standard requires each online service to have a BCDR plan reviewed, updated, and tested at least annually. The Microsoft Cloud Business Continuity and Disaster Recovery Plan Validation Report is available to customers on Service Trust Portal.

As seen in the preceding diagram, Microsoft provisions compute infrastructure so that it can handle the traffic volume if there is an environment or region-level failover, like data storage.

If an outage is caused by faulty hardware or a network interruption, we route the traffic to the secondary region environments. Recovery Point Objective (RPO) is small and could take up to a few seconds or a couple of minutes.

In the event of an unanticipated region-wide outage, such as a natural disaster that affects the entire Azure region, and Microsoft has determined that the region will not become available within a reasonable amount of time, Microsoft will notify customers and switch over the traffic to route to the secondary environments. In this case, it is possible that customers might experience a data loss of up to 15 minutes, depending on the nature and timing of the outage. Recovery Point Objective (RPO) is small and could take up to a few seconds or couple of minutes.

Recovery Time Objective (RTO) varies depending on the nature of the outage and could take up to 4 to 10 hours.

When Microsoft determines that the primary region is back online and is fully operational, we switch the environments back. Users who are connected to affected systems could experience a brief interruption of up to one minute. The service, including all non-production environments, is fully restored. There is no data loss during the planned failback process.

Exception for Dataverse for Teams

Dataverse for Teams environments does not support secondary replicas. Dataverse for Teams environments must be converted to Dataverse production environments to take advantage of geo-secondary replicas for business continuity.

Responsibilities for disaster recovery

Microsoft's responsibilities	Customer's responsibilities
Microsoft provisions a secondary environment in the Azure-paired datacenters at the time the primary production environment is deployed.	None
Microsoft enables geo redundancy of SQL and Azure storage at the time the primary production environment is deployed.	None
In an outage, Microsoft determines whether to execute a failover and if there will be a data loss. Data loss can be up to 5 seconds. If there is a data loss, Microsoft sends a request to the customer asking for permission.	The customer must provide written permission to trigger the failover there is a data loss.
Microsoft fails back to the production environment in the primary Azure region when the datacenter becomes operational. Normal operations resume and we notify customers. Customers could experience brief interruptions or disconnects during this window but will not need to take a full downtime.	None

Service Levels - Performance, Availability & Support Hours

To gain comprehensive information about product availability and customer data location for Customer engagement, Enterprise resource planning, and Power Platform family of applications, please see the Microsoft documentation (as the information will be updated periodically).

In this link above, covers the following areas:

- Product availability
- Data location
- Language
- Localization

Also see, Azure Application Insights which can also be setup with Power Platform to enable performance and diagnostics monitoring.

After Sales Support

PowerOps addresses the importance of having SLAs around the Power Platform solutions – especially covering any business-critical solution in production. During the *'Business critical support and managed services offering'* phase 'support' is discussed in detail.

The aim is to ensure the customer sets up a support internally if they have the capacity and skillset to do so or Mphasis can offer to provide support as an alternative option.

Mphasis provides three levels* of support packages based on number of support hours required, hours of coverage and response SLA required:

    A. **Gold**

    B. **Silver**

    C. **Bronze**

*The details of each package will be finalised during the engagement.

Outage and Maintenance Management

Microsoft's Business Application Platform (BAP) provides Business Continuity and Disaster Recovery (BCDR) capabilities to all production type environments in Dynamics 365 and Power Platform applications.

The primary communications channel for outages is via Service Health Dashboard (SHD) within Microsoft and Power platform admin centres. The Microsoft communications team will initiate the process by posting initial communications to notify you of the outage and post necessary updates to the SHD as needed. For more information on how to view your messages on the admin centre, see Home page dashboard. For more information visit the readiness page and Microsoft 365 service health.

Microsoft also document their Service Level Agreements (SLA) for Online Services.

Options and Locations

Power Platform is hosted across Microsoft's global data centres distributed across various regions worldwide. The location of the data and apps however can specified using the region of the environments. For example, if your environment is created in the Europe region, then your app is deployed in Europe data centres. It is also common for organizations' data to be stored and processed in the data centre closest to their geographic location. However is will be specified based on their required data residency requirements to ensure compliance with data protection regulations, offers transparency, control, and security of data.

Access to Data (Upon Exit)

Data is located on the Microsoft Azure cloud and is therefore not restricted to a specific partner. If Mphasis is no longer the partner of record in future, the new partner and the customer will still have full access to the data as they own the username/passwords to access that data.

Security

Power Platform offers a wide range of rebuts Security Factures. These can be seen through the Power Platform security documentation – this covers the following areas:

- Get started with security
- Configure environment security
- Configure user security
- Data loss prevention policies
- Configure teams and team templates
- Configure field-level security
- Encryption
- Analytics

Note, the PowerOps engagement will additionally provide customers with the opportunity to review security in more details as part of the *'Infrastructure planning and deployment service'* and *'Deployment of COE and application lifecycle management support'* phases.

Service Definition

PowerOps is Mphasis's leading service for building impactful low code business solutions that scale; maximising adoption and value by creating a structured innovation framework for application management. Our comprehensive training, design and deployment service is underpinned by our CoE and highly experienced team of Microsoft Power Platform consultants.

Service Features and Benefits

PowerOps is a partnership program to enable and enhance the use of the Power Platform in the most efficient way possible. This is done through a carefully designed framework that covers:

- Governance and infrastructure planning
- Training and nurturing programs
- Ideation workshops and proof of concepts
- Support in building more complex solutions
- Deployment of COE and application lifecycle management
- Business critical support and managed services offering

In summary the program is for the adoption and maturity of the Power Platform; and includes the key governance and Application Lifecycle Management considerations. PowerOps is based on a user-centric methodology, focusing on empowering the business users to achieve more in the digital transformation space.

PowerOps is implemented by one of the leaders in the Microsoft network globally, where experts are using their experience to deliver best practices and design patterns for their customers. This reduces time to value, and by design increases collaboration across the organisation.

The core technologies covered in PowerOps are listed below; however, other related technologies are also commonly included in discussions as these form key integration points e.g. Dynamics 365, Dataverse, Azure, etc.

- Power Apps – gain bespoke business applications
- Power BI – gain business insights
- Power Automate – automate business processes
- Power Virtual Agents – automate external and internal interactions

Further Information

For more information about our G-Cloud services, please contact our Public Sector Team at mphasisukps@mphasis.com.