DXC Technology

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

G-Cloud 14:

Service Definition Document

Table of Contents

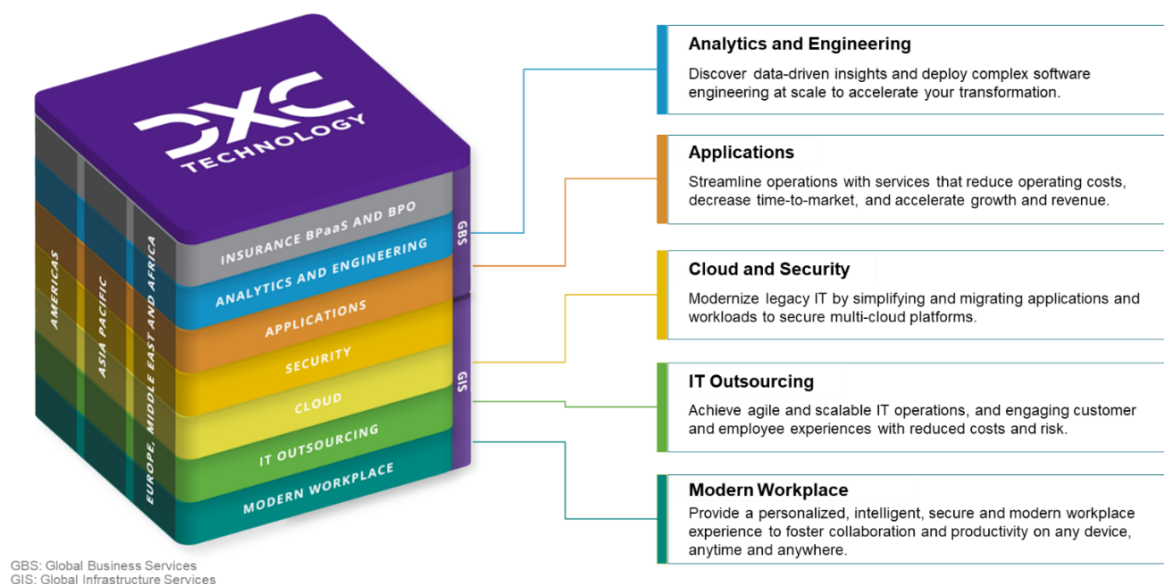DXC TECHNOLOGY   i

1 Company Overview

DXC Technology helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds.

The world's largest companies as well as mid-sized clients and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. We have a long heritage in data centre services and management, operating over 320 global data centres and supporting 1,300+ customers. DXC provides innovative solutions to customers by leveraging strong domain capabilities and by applying leading technologies as represented in the DXC Technology stack below.

Analytics and Engineering
Discover data-driven insights and deploy complex software engineering at scale to accelerate your transformation.

Applications
Streamline operations with services that reduce operating costs, decrease time-to-market, and accelerate growth and revenue.

Cloud and Security
Modernize legacy IT by simplifying and migrating applications and workloads to secure multi-cloud platforms.

IT Outsourcing
Achieve agile and scalable IT operations, and engaging customer and employee experiences with reduced costs and risk.

Modern Workplace
Provide a personalized, intelligent, secure and modern workplace experience to foster collaboration and productivity on any device, anytime and anywhere.

GBS: Global Business Services
GIS: Global Infrastructure Services

DXC is one of the few IT services providers that can orchestrate mainframes, servers, private and public clouds as an effective whole. We manage the complexities of your cloud migration strategy and apply modern operating models, practices, and capabilities to build and optimize cloud for the unique needs of your enterprise. We leverage deep cloud expertise and intelligent automation to run and maintain your infrastructure, and enable business agility, resilience, and continuous improvement.

1.1 Why DXC?

DXC were a launch partner for the Power Platform and as such the team at DXC have a wealth of experience in delivering projects and supporting customers in this area. With PowerOps, DXC provides expert guidance and insight, from its long-running experience with the Power Platform and successful large-scale deployments.

DXC is also one of Microsoft's leading global partners:

- Five-time Microsoft Global Partner of the Year
- Microsoft Inner Circle - top 1% of international partners (consecutively since 2000)
- Largest global Microsoft Dynamics systems integrator
- 6,000+ Microsoft Dynamics customers worldwide
- Over 2,450 Dynamics resources worldwide
- 18 years of Dynamics implementation experience
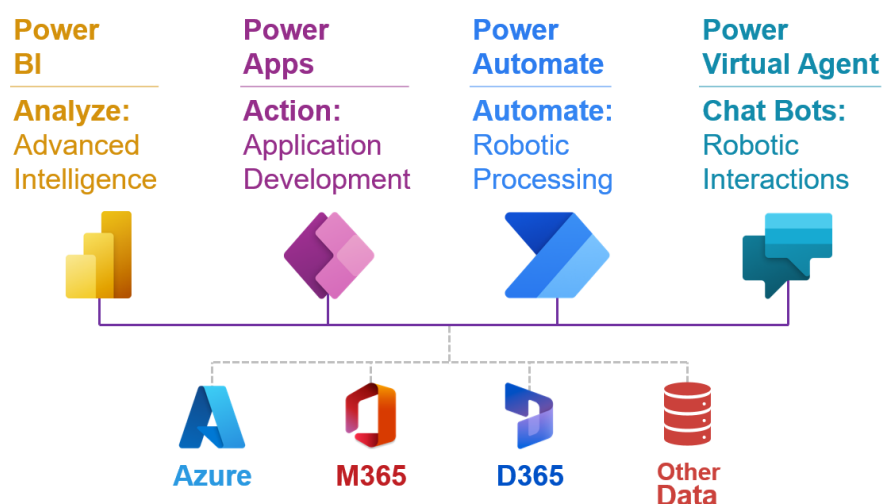- 1,000+ Microsoft certifications

2 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.

2.1 What the service is

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 four 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).

Power BI	Power Apps	Power Automate	Power Virtual Agent
Analyze: Advanced Intelligence	**Action:** Application Development	**Automate:** Robotic Processing	**Chat Bots:** Robotic Interactions

Azure   M365   D365   Other Data

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.

DXC 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 – outsourcing option
- Offering managed services – outsourcing option

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

What is includes in the PowerOps Service?		
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

DXC's experience have 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 DXC 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.

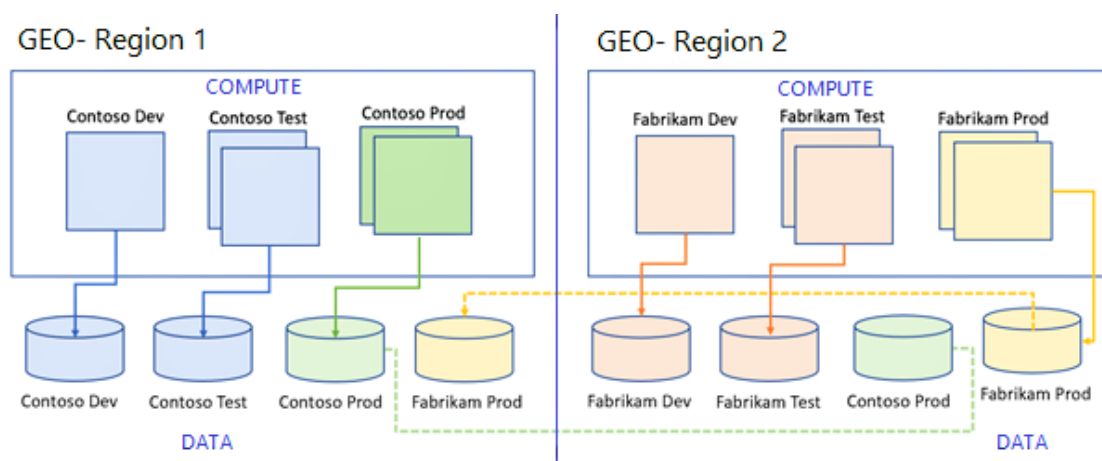## 2.2 Business Continuity and Disaster Recovery

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.

Geo-secondary replicas back up production environments

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 datacentre becomes operational. Normal	None

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.	

2.3 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 • 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		
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		

DXC build support	Consultancy/ development	Three engagement models:
		A. **Skills-based staff augmentation** – customer and DXC work together as a single team – approach examples:
		   a. *Shadowing* – DXC develops the app with regular customer briefings
		   b. *Backlog Split* – ownership shifting from DXC to the customer over a set period
		   c. *Team Integration* – a DXC resource becomes part of the customers dev team
		B. **App-as-a-Service** – customer has a monthly allowance for DXC devolvement (timeboxed)

		C. **DXC 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 Center of Excellence (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	DXC can provide three levels of support packages: A. **Gold** – to be defined B. **Silver** – to be defined C. **Bronze** – to be defined
General project management and resourcing		
Project Manager	Project Plan & Governance	Project setup, plan, bookings, and on-going management through project timeline
Weekly Stand-up	Playback of tasks	1hr prep, 1hrs for call and immediate actions.

2.4 Service constraints

PowerOps itself is a service thus has no technical limitations however the four 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):

- Power Apps - limits and configuration
- Power Automate - limits and configuration
- Power Virtual Agents - limits and configuration
- Power BI - capacity limit and configuration
- Dataverse - API limits

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

2.5 Service Levels - Performance, Availability and 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.

2.6 After Sales Support

PowerOps addresses the importance of having SALs 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 DXC can offer to provide support as an alternative option.

DXC provides three levels of support packages:

A. **Gold** – to be defined*

B. **Silver** – to be defined*

C. **Bronze** – to be defined*

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

2.7 Technical Requirements

Not applicable

2.8 Outage and Maintenance Management

Not applicable – covered in the document linked in section 2.5

2.9 Hosting Options and Locations

Not applicable – covered in the document linked in section 2.5

2.10   Access to Data (Upon Exit)

Data is located on the Microsoft Azure cloud and is therefore not restricted to a specific partner. If DXC 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.

2.11   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.

3 Service Definition

PowerOps is DXC'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 Center of Excellence and highly experienced team of Microsoft Power Platform consultants.

3.1 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