

Microsoft PowerPlatform Services

G-Cloud 15 — Lot 3 (Cloud Support)

Supplier: Inetum Digital Services UK Ltd

1. Services Overview

Design, build and operate secure, governed low-code solutions with Microsoft Power Platform. Our service covers discovery, solution design, app and automation development, data and analytics, Center of Excellence (CoE) setup, DLP/ALM guardrails, adoption and training, and ongoing managed support (Platform Administration & Enablement, L2 Engineering, L3 Architecture & ALM) aligned to Microsoft best practices.

2. Service scope and activities

- CoE setup: environments strategy, roles, DLP policies, telemetry, templates and governance processes.
- Governance and security: Admin Center configuration, auditing, logging, connectors governance and review boards.
- Solution design: use-case discovery, prioritised backlog, architecture and UX patterns for apps and flows.
- App development: Power Apps (canvas/model-driven), Power Pages; component libraries and reusable controls.
- Automation: Power Automate cloud flows, approvals, RPA where relevant; orchestration with business rules.
- Copilots and chatbots: Copilot Studio assistants embedded in business processes.
- Data platform: Dataverse schema and policies; connectors strategy and custom connectors as needed.
- Analytics: Power BI dashboards and semantic models; optional Fabric integration.
- DevOps & ALM: Git/Azure DevOps pipelines, environments, solution-aware deployments and quality gates.
- Managed support: Platform Administration & Enablement (CoE ops), L2 Functional/Technical Engineering, L3 Architecture & ALM.
- Adoption & training: enablement plan, champions network, learning content, office hours and community of practice.

3. Data backup, restore and disaster recovery

Dataverse provides automated and on-demand backups with point-in-time restore in line with Microsoft service limits. We document restore procedures, rehearse restores in sandbox, and capture evidence. For analytical and archival needs we support controlled exports to Azure Data Lake or equivalent. Where Azure services participate (e.g., Functions, Logic Apps, Key Vault), we apply Azure-native backup/DR patterns and runbooks.

4. Onboarding and offboarding

- Onboarding: kick-off, RACI, access and change controls, toolchain setup (Admin Center, DevOps, ticketing), discovery/baselining.
- Offboarding: artefact handover (solutions, pipelines, configurations, runbooks, as-built), knowledge transfer, access revocation and exit report.

5. Service constraints

- Platform limits for environments, API calls, connectors and capacity apply per Microsoft service terms.
- Custom code is isolated and minimal; standard and low-code patterns preferred for maintainability.
- Third-party systems may constrain scope, timelines or non-functional requirements (NFRs).
- Buyer SMEs, timely decisions and environment access are required to meet targets.

6. Service levels (performance, availability, support hours)

Coverage: Business Hours (UK) as standard; optional 24x7 for P1/P2. Typical SLAs (tailored at Call-Off):

- P1 — response 30 minutes; engineering engagement ≤ 2 hours.
- P2 — response 30 minutes; engineering engagement ≤ 4 hours.
- P3/P4 — triaged same business day.
- Monthly service reviews cover SLA attainment, incident trends, change success and improvement backlog.

7. After-sales support and governance

A named Platform Manager/Technical Account Manager (TAM) runs governance, KPI reporting, roadmap and risk/issues. We provide release notes, knowledge base updates, enablement refreshers and a continuous improvement backlog focused on automation, resilience and adoption.

8. Technical requirements

- Buyer tenant and Power Platform licences; environments for DEV/TEST/PROD; DLP policy model.
- Azure DevOps or GitHub repositories and pipelines for ALM; service connections configured.
- Connectivity requirements for data sources (e.g., SQL, SharePoint, Dynamics 365, Azure services).
- Access to buyer ticketing/CMDB for integration and traceability.

9. Outage and maintenance management

Planned changes follow change control with agreed maintenance windows and rollback. Emergency changes follow an expedited process with post-implementation review. Microsoft service advisories and platform updates are assessed early; we plan regression testing and phased deployment to minimise disruption.

10. Hosting options and locations

Power Platform is Microsoft-hosted. Data residency is set at tenant creation (e.g., UK/EU) and observed per Microsoft commitments. Integrations that leverage Azure can be deployed in buyer-selected Azure regions.

11. Access to data (upon exit)

Buyer retains ownership of data and solutions. We support structured exports (solution packages, Dataverse export to Data Lake/CSV, API-based extracts) and hand over pipelines, configurations and documentation. Inetum access is removed with evidencing.

12. Security

- Least-privilege and role-based access; admin roles segregated; MFA enforced.
- DLP policies and connector governance; tenant isolation patterns where required.
- Auditing and monitoring via Power Platform Admin Center and Microsoft 365 compliance tooling.
- Secrets management for integration components; encryption in transit/at rest per Microsoft.
- Personnel: BPSS-aligned screening baseline; higher HMG vetting via buyer route where required; Cyber Essentials maintained.

13. Roles, responsibilities and support levels

Support levels: Platform Administration & Enablement (CoE ops), L2 Functional/Technical Engineering, L3 Architecture & ALM, and a named TAM/Platform Manager. Responsibilities are documented in the RACI agreed at onboarding.

14. Service reporting and continual improvement

Monthly/quarterly reviews with KPIs (SLAs, incidents, change success, adoption, usage), risk/issues, and a prioritised improvement backlog (automation, resilience, usability, value realisation).

15. Accessibility

Buyer-facing artefacts can be provided in accessible formats. Our templates follow WCAG 2.1 AA guidance where applicable.

16. Assumptions and dependencies

- Timely buyer decisions and SME availability.
- Access, licences and approvals granted on schedule.
- NFRs (security, DR, performance) agreed per solution and reviewed annually.

17. Contact and ordering

Ordering is via the G-Cloud Call-Off process. For queries, contact your Inetum account manager or the assigned Platform Manager at onboarding.