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Power BI — Lot 2b Product Definition / Service Definition

1) Service Overview

Service name: Power BI

Lot: 2b – Software as a Service (SaaS)

Service description (summary):

This service provides UK public-sector organisations with advanced analytics, business intelligence tooling, and data-driven insights using the Microsoft Power BI platform. It delivers real-time dashboards, cloud-based data warehousing, predictive analytics, geospatial intelligence, and integrated reporting across Microsoft 365 and Azure ecosystems. Customers gain secure, scalable access to data visualisation, automation, and analytics capabilities aligned to organisational governance and compliance needs.

Cloud deployment: Public cloud and Hybrid cloud options.

Supplier role: Reseller providing extra support for Microsoft services (organisation resold: Microsoft).

2) Service Categories (Lot 2b taxonomy)

This service applies to the following Digital Marketplace categories:

- **Application Development and Deployment**
- **Analytics and Business Intelligence**
    - Business Intelligence
    - Advanced and predictive analytics
- **Location and Geospatial Data Management & Analytics**
- **Multi-cloud support:** Yes

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3) Service Features & Benefits

Features

- Real-time reporting and dashboard creation using Power BI.
- Cloud-based data warehousing enabled by Microsoft Fabric.
- Predictive analytics via Azure Machine Learning models.
- Large-scale data processing pipelines using Azure Databricks.
- Geospatial analytics using Azure Maps and Cosmos DB.
- Integration with Microsoft 365 and third-party data connectors.
- Drag-and-drop application creation through Power Apps.
- Automated workflows using Power Automate triggers and actions.
- Role-based access control for secure user management.
- Mobile access to dashboards, apps, and reports.

Benefits

- Accelerates data-driven decision-making with high-quality insights.
- Provides secure, multi-device access to dashboards and analytics.
- Reduces manual effort through automated workflows and triggers.
- Enhances strategic planning using built-in trend analysis.
- Consolidates disparate data sources into unified reporting views.
- Enables cross-team collaboration using shared dashboards.
- Improves organisational efficiency with automated alerts and workflows.
- Delivers mobile-responsive access for frontline and distributed teams.
- Strengthens governance with role-based access and permissions.
- Supports predictive modelling for operational optimisation.

4) Scope, Add-ons & Extensions

- **Software add-on or extension:** Yes, but can also operate as a standalone service.
- **Extends:** Microsoft 365, Entra ID, and related Microsoft cloud applications by providing enhanced analytics, governance insights, optimisation capabilities, and operational tooling beyond native admin experiences.

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5) How Users Work With the Service

- **Interface:** Web-based, mobile-responsive interface supporting dashboards, reports, data modelling, apps, workflows, and analytics.
- **Browsers:** Edge, Chrome, Firefox, Safari.
- **Installation:** No local installation required.
- **Mobile experience:** Full mobile access to dashboards and apps, with responsive layouts and equivalent functionality for reporting and workflow interaction.
- **Service interface:** Unified cloud-hosted interface integrating Power BI, Power Apps, Power Automate, and other Power Platform services.
- **Accessibility:** Tested and aligned to **WCAG 2.2 AA**.

6) Technical Requirements & Dependencies

System Requirements

- Modern browser (Edge, Chrome, Firefox, Safari).
- Windows 10/11 or macOS 10.15+.
- iOS 14+ or Android 10+ for mobile use.
- Microsoft 365 or Power Platform licences required for full functionality.
- .NET Framework 4.8+ required for some connectors.
- Stable internet connection (minimum 5 Mbps).
- Devices must support secure networking and optional GPU acceleration.
- MFA required for secure access.
- Anti-virus software must be cloud-compatible.

Service Constraints

- Performance depends on network speed and connectivity.
- Advanced features may be limited on mobile devices.
- Some connectors or scripts may require additional licences or permissions.
- Large datasets may increase processing time.
- Predictive analytics require structured, quality data.
- Geospatial capability dependent on supported regions.
- Service updates may temporarily affect availability or interface behaviour.

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7) Onboarding & Offboarding

Onboarding (Getting Started)

- Self-service setup resources and documentation.
- Online training and tutorials covering Power BI, Fabric, Databricks, ML, and Maps.
- Optional onsite or virtual enablement sessions.
- Guided learning modules and sample dashboards.
- Community forums and template resources.

Documentation

- Provided in ODF format.
- Accessible to **WCAG 2.2 AA** standards.

Offboarding & Data Extraction

- Users retain full control of data stored in their Microsoft 365 tenant.
- Standard Microsoft export tools allow extraction of files, reports, configurations, and datasets.
- No data held outside the customer tenant.
- Optional consultancy available for migration or licence transition.

Data Export Formats

- CSV, ODF, JSON, XML.

Data Import Formats

- CSV.

8) Metrics, Reporting & Tagging

- **Service usage metrics:** Licence allocation, utilisation, user activity, adoption insights, consumption trends, compliance activity, optimisation indicators.
- **Reporting:** Regular or on-request via Microsoft admin centre or supplier-provided summaries.
- **Resource tagging:** Supported, including **FOCUS tagging**.

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9) Support Model

- **Channels:** Email/ticketing (with user-managed status/priority), phone support, optional web chat (extra cost) with AI chatbot.
- **Hours:** 09:00–17:00 UK time, Monday–Friday.
- **Accessibility:** Ticketing and chat systems meet **WCAG 2.2 AA** standard.
- **Onsite support:** Available at additional cost.
- **Support tiers:** T1 triage, T2 technical/configuration, T3 specialist engineering, T4 Microsoft liaison.
- **Support for third parties:** Available.

10) Security, Governance & Compliance

- **Data-in-transit:** TLS 1.2+, IPsec or TLS VPN gateway.
- **Data locations:** UK, EEA, other Microsoft-verified regions; customers maintain control over storage location selection.
- **Penetration testing:** At least every 6 months by external parties.
- **Data sanitisation:** Cryptographic erasure, secure overwrite, or physical destruction where relevant.
- **Governance:** Board-level security owner; **Cyber Essentials Plus** included; ISMS aligned with Cyber Essentials and ISO 27001 principles.
- **Operational security:** Defined configuration/change control, vulnerability tracking, Microsoft Security Centre alert monitoring, and incident-response processes.
- **Authentication:** MFA, RBAC, least-privilege controls, identity federation options, annual access-restriction testing.
- **Audit:** User and supplier activity audit available via support request; logs retained for a minimum of 12 months.
- **Post-quantum cryptography:** Supported.

11) Service Levels, Availability & Resilience

- **Availability:** Provided under Microsoft's SLA, typically 99.9% uptime for core components.

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- **Resilience:** Multi-datacentre redundancy, load balancing, automated failover, and 24×7 platform monitoring.
- **Outage reporting:** Via Microsoft 365 Service Health Dashboard and Microsoft Status site, with reseller support for escalation and communication.

12) Public-Sector Considerations

- **Independence of resources:** Microsoft's multi-tenant architecture ensures performance isolation and elastic scalability.
- **Public-sector networks:** No PSN integration required.
- **Compliance alignment:** Supports UK government data-protection, governance, and auditing expectations.

13) Pricing Summary (high-level)

- **Pricing basis:** Per-user licensing, aligned to Microsoft list prices under CSP/NCE.
- **Billing:** Monthly or annual commitment depending on chosen SKU.
- **Framework Discount:** Applied to baseline list pricing as defined in the Pricing Schedule.
- **Variable costs:** Any metered usage or storage overages charged at Microsoft-published rates.

14) Training & Documentation

- Accessible documentation aligned to **WCAG 2.2 AA**.
- Optional onboarding workshops, admin training, and user-enablement sessions.
- Guided online learning and community resources available.

15) Trials & Education Discounts

- **Free trials:** Selected Microsoft products may offer 30-day evaluation periods based on active Microsoft campaigns.

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- **Education discounts:** Available where permitted under Microsoft licensing rules.

16) Responsibilities Matrix (Supplier vs Buyer)

Supplier responsibilities

- Provide licensing, configuration guidance, analytics enablement, optimisation insights, and operational support.
- Manage escalation to Microsoft cloud support where required.
- Maintain secure access controls and governance processes.

Buyer responsibilities

- Maintain their Microsoft 365 tenant and associated identity management.
- Ensure user provisioning, MFA enforcement, and internal governance alignment.
- Manage data stored within their own tenant and perform exports at contract end.
- Define internal compliance and access-control policies.

Platform operation

- Underlying cloud platform operated by Microsoft; supplier does not host or administer the SaaS infrastructure.

17) Compliance with Lot 2b Product Definition Spec

This service definition includes all sections and mandatory content required under **Lot 2b – Software as a Service**, covering service overview, features, constraints, technical dependencies, onboarding/offboarding, support, SLAs, governance, security, pricing summary, public-sector considerations, training, and responsibilities. The structure, terminology, and scope meet the G-Cloud 15 Product Definition expectations and are aligned with CCS and GDS guidance.