



Microsoft Power Platform
Services –
Lot 3
Service Definition

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Service Overview

QDC provides specialist consultancy and support to design, deploy, and optimise Microsoft Power Platform solutions, covering Power Apps, Power Automate, Power BI, Power Pages, and Dataverse - within Microsoft 365 and Azure ecosystems. We help public sector organisations modernise processes, digitise services, and unlock insight through low-code solutions, governed at enterprise scale. Our expert consultants deliver best-practice architecture, secure configuration, integration, and user adoption—accelerating time-to-value, ensuring compliance, and driving measurable outcomes across departments and service lines.

Service Features:

- Expert Power Platform specialists
- End-to-end design, build, and configuration
- Secure and compliant governance & ALM
- Integration with Microsoft 365/Azure/approved connectors
- Proactive performance and quality guidance
- Tailored training and adoption enablement
- Hypercare and transition to BAU

Service Benefits:

- Accelerates digital transformation and service digitisation
- Reduces manual effort and errors via automation
- Enhances data-driven decision-making with trusted insights
- Strengthens security posture and compliance alignment
- Scales with demand through governed low-code delivery
- Uplifts in-house capability and self-sufficiency

Service Scope

Included Services:

Advisory & Design

- Discovery, business analysis, and solution architecture (Power Platform, Dataverse, M365/Azure integration)
- Governance framework: ALM, environments, DLP policies, security roles, CoE recommendations
- Roadmapping and prioritisation (value vs. effort), backlog shaping, and release planning

Build & Configuration

- Canvas/model-driven apps, Power Pages sites, Dataverse schema, and security model
- Process automation with Power Automate (cloud/desktop flows) and approvals
- Analytics with Power BI: datasets, dataflows, dashboards, RLS, and workspace design
- Connectors and integrations (M365, Dynamics 365, Azure services, approved third-parties)
- ALM setup: Dev/Test/Prod environments, pipelines, solution packaging, and source control handover

Testing & Readiness

- Functional testing, UAT support, non-prod deployment rehearsals, readiness and go-live planning
- Performance and accessibility guidance (WCAG), load/usage considerations

Adoption & Capability

- Role-based training (makers, admins, support, end-users)
- Knowledge transfer, run-books, and operational documentation
- Change enablement: comms, champions, CoE starter/accelerator usage where appropriate

Support During Engagement

- Hypercare post-go-live, defect triage, tuning, and incremental enhancement within the agreed scope

Excluded Services:

- Ongoing managed service or 24/7 support (outside booked consultancy days).
- Licensing costs for Microsoft products (customer responsibility).
- Development of custom applications beyond Power Platform standard capabilities.

Delivery Model:

- Consultancy delivered on a daily rate basis.
- Minimum booking: 0.25 days.
- Available remotely or on-site (subject to agreement).

Onboarding Process:

Initiation

- Kick-off, stakeholder mapping, comms and RAID log setup
- Access enablement and environment review (tenant, environments, DLP, connectors)

Discovery & Design

- Requirements and process mapping; NFRs (security, data, performance, accessibility)
- Architecture and governance blueprint; delivery plan and acceptance criteria

Delivery Mobilisation

- Backlog creation and sprint plan; tooling setup (repos, pipelines, Dev/Test/Prod)
- Definition of Done/Ready; test strategy and release calendar

Dependencies & Readiness

- Confirm licensing, connectors, data sources, and SME availability
- Agree reporting cadence, change control, and acceptance gates

Offboarding Process:

Knowledge Transfer:

- Provide documentation of configurations, workflows, and any customisations implemented.

Training Wrap-Up:

- Deliver final training or Q&A sessions for administrators and end-users.

Handover:

- Transfer ownership of any developed assets (Power Automate flows, Power BI dashboards etc).

Closure Report:

- Summarise work completed, recommendations for next steps, and optimisation opportunities.

Access Removal:

- Ensure QDC access to client systems is revoked for security compliance.

Service Levels

Consultancy Delivery Hours:

- Consultancy days are delivered during standard business hours:
 - 09:00 – 17:30 (UK time), Monday to Friday, excluding public holidays.
 - Work outside these hours can be arranged by prior agreement and may incur additional charges.
- **Support Services:**
 - Ongoing support services (such as incident resolution, helpdesk, or SLA-based support) are not in scope for this service.
 - However, these can be purchased separately under a dedicated support offering if required.

Technical Requirements

- Active Microsoft tenant with applicable licences (e.g., Power Apps/Automate/BI, Dataverse, premium connectors as required)
- Appropriate admin roles and permissions (e.g., Power Platform Admin, Environment Admin)
- Network and security readiness for connector usage and data source access
- Non-production environments for Dev/Test and release rehearsals
- Customer-provided SMEs for process, data, and sign-off