

Service Definition

Dynamics 365, Power Platform & Power BI Development

1. Service Overview

This service provides specialist Microsoft Dynamics 365, Power Platform, and Power BI development for public-sector organisations. It supports the design, build, integration, and optimisation of cloud-based business applications, workflows, and reporting solutions. Delivery covers the full lifecycle from discovery through to deployment and ongoing support.

2. Service Features

- Configuration and customisation of Dynamics 365 (Customer Service, Sales, Field Service, and custom model-driven apps)
- Full Power Platform capability:
 - Power Apps (canvas and model-driven)
 - Power Automate workflow automation
 - Power Pages portal development
 - Dataverse data modelling and governance
- Power BI dashboard, report, and data-model development
- Integration with Microsoft 365, Azure, third-party APIs, and legacy systems
- Data migration, cleansing, and transformation
- Security-aligned configuration following Microsoft and NCSC best practice
- Documentation, knowledge transfer, and handover

3. Benefits

- Streamlined business processes and reduced manual effort
- Improved analytics and data-driven decision-making
- Secure, compliant, cloud-based CRM and low-code capability
- Faster delivery through reusable components and accelerators
- Reduced reliance on legacy systems
- Scalable architecture aligned with Microsoft's cloud roadmap

4. Service Scope

4.1 Dynamics 365

- Entity/table design
- Business rules and workflow automation
- Plugin development (.NET)
- Model-driven app development
- Role-based security configuration
- Integration with Azure services and external APIs

4.2 Power Platform

- Power Apps development (canvas and model-driven)
- Power Automate workflows and system-to-system integrations
- Power Pages portal design and build
- Dataverse schema design, governance, and security
- Low-code accelerators for rapid delivery

4.3 Power BI

- Data modelling (DAX, Power Query)
- Dashboard and report development
- Row-level security
- Gateway configuration
- Embedding and integration with Dynamics 365 and Power Apps

5. Service Constraints

Delivery depends on timely customer access to required environments, data sources, and decision-makers. Customers must provide appropriate Microsoft licences and permissions for Dynamics 365, Power Platform, Power BI, Azure, and any integrated systems.

Outputs rely on the quality and availability of customer data. Changes to scope follow an agreed change-control process and may affect timelines or cost. Integrations depend on the availability and stability of third-party APIs. Solutions are delivered within Microsoft platform limitations and the customer's governance, testing, and release processes. Customers are responsible for UAT, internal approvals, and compliance with organisational security policies.

6. Onboarding

- Discovery workshops to understand processes, data, and reporting needs
- Review of existing systems and integrations
- Environment setup and access configuration
- Migration planning and data preparation
- Delivery roadmap and sprint planning

7. Offboarding

- Export of data, configurations, and solution components
- Handover documentation
- Knowledge transfer sessions
- Removal of access and credentials

8. Service Levels

- Standard support hours: 09:00–17:00 UK time
- Incident response aligned to priority levels
- Agreed SLAs for response and resolution times

9. Security

- Delivered in line with Cyber Essentials Plus
- Adherence to NCSC cloud security principles
- Role-based access control
- UK-based Azure data residency available
- Secure development practices and audit trails

10. Pricing

- Time-and-materials or fixed-price engagement models
- Day rates for Dynamics developers, Power Platform specialists, Power BI engineers, architects, and project managers
- No hidden costs or additional charges

11. Customer Responsibilities

- Provide access to relevant systems, environments, and data
- Nominate a product owner or key contact
- Ensure timely feedback during development cycles
- Conduct user acceptance testing and provide sign-off
- Maintain required Microsoft licences

12. Ordering and Invoicing

- Services can be ordered directly through G-Cloud
- Invoicing is monthly in arrears or aligned to milestones
- Purchase orders must be issued before work begins

13. Termination Terms

- Either party may terminate in line with agreed contract terms
- Customer retains ownership of all data
- Offboarding support provided as required