

Microsoft Power Platform Services

G-Cloud 15 Service Definition

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1 Introduction

Agilisys - one of the UK's most innovative cloud and digital transformation specialists, enables organisations to adopt technologies, platforms and processes that promote new ways of working and help organisations transform.

Working for both the public and private sector for over 20 years, we have earned a formidable reputation and hold deep domain expertise delivering change and innovation, in particular within local and central government.

Our public sector cloud and IT services have been designed to accelerate cloud adoption and enable our customers to undertake successful, cost-effective transformation.

We combine technology, tested methodologies and skills that unleash the power of cloud services and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the skills, experience and capacity needed to make the right cloud decisions and transform public services.

2 Who this Service is For?

This Service is designed for UK public sector organisations, local authorities, central government departments, NHS providers and commissioners, blue-light services, and education bodies that need to modernise business applications, streamline processes, and safely scale low-code innovation using Microsoft Power Platform (Power Apps, Power Automate, Power Pages, Dataverse, Copilot, and Power BI). Typical starting points include replacing legacy forms and Access/Excel workflows, rationalising departmental "shadow IT," and instituting guardrails for citizen developers so innovation can flourish without compromising compliance or operational integrity.

We recognise that public sector organisations often operate within complex estates, multiple tenancies, shared services, and integrations with line-of-business systems (revenues & benefits, social care, housing, education MIS). They carry statutory obligations under GDPR and the UK Data Protection Act, must meet NHS DSP requirements where health data is in scope, and increasingly adopt Zero Trust principles across their digital fabric.

Typical challenges include:

- **Shadow IT & inconsistent governance** around user-built apps and flows.
- **Legacy forms and spreadsheets** (e.g., InfoPath/Access/Excel) that hinder scale and resilience.
- **Complex environment strategies** and **unclear ALM** (Dev/Test/Prod, tenant isolation, pipelines).
- **Security & compliance obligations** (GDPR, UK DPA, NHS DSP) requiring **DLP**, **conditional access**, and **data classification**.
- **Integration gaps** between line-of-business systems, legacy APIs, and modern cloud services.
- **Skills and adoption barriers** needing a balance between **user-developer enablement** and **professional development guardrails**.

This Service brings those realities into a coherent operating model for Power Platform: strategy first, safety-by-design, and measurable outcomes aligned to frontline service delivery.



3 Power Platform Services – an Overview

Agilisys' approach to Power Platform is a **programme**, not a point solution. We align **technology, people, and process** to create an environment where **low-code** can be adopted securely, governed consistently, and scaled with confidence. The programme encompasses:

- A **Platform Strategy and Target Operating Model** clarifying roles (platform owner, admins, architects, makers), governance forums, release processes, service management and support.
- A robust **Environment Strategy and ALM model** (Dev/Test/Prod, managed environments, solution packaging, CI/CD with Azure DevOps or GitHub), ensuring changes are controlled, auditable, and reversible.
- **Governance and Compliance by design**: DLP policies, connector approval workflows, information protection (labelling/classification/retention), auditability and evidencing through Microsoft Purview.
- **Secure solution delivery** of apps, flows, pages and analytics using Dataverse where appropriate, and integrating with APIs and line-of-business systems through policy-controlled connectors.
- **Adoption and enablement** via user-developer pathways, role-based training, community of practice, and embedded knowledge transfer to internal teams.
- **Operations and optimisation**: measured performance, capacity/licensing efficiency, and continuous improvement backed by ITIL-aligned service management.



4 Service Description

Our Power Platform Service is a structured, end-to-end offering covering assessment, design, implementation, governance, optimisation, and adoption. It embeds public-sector compliance and resilience from the outset, delivers solutions with modern DevOps discipline, and leaves your teams capable and confident to operate the platform well beyond go-live.

Our range of services are described below, customers are able to call-off these services individually, or in any combination in order to customise the call-off to meet their specific requirements. Please contact us at info@agilisys.co.uk to discuss your needs further and we will be delighted to help.

4.1 Strategy & Readiness Assessment

We begin by establishing a clear vision and operating model for low-code across your organisation. Through stakeholder workshops and structured discovery, we assess current environments, governance mechanisms, security posture, licensing/capacity, integration landscape, and skills/culture.

Using recognised methodologies (TOGAF® for enterprise architecture alignment, DAMA-DMBOK for data governance concepts, ITIL for service design), we produce a Readiness Report identifying gaps, risks, and dependencies across people, process, and technology. We articulate a Target Operating Model describing how the platform will be owned, governed, and improved; and we define a phased Roadmap that sequences outcomes, e.g., environment baselines and DLP enforcement first, then ALM pipelines, then priority solutions and maker enablement so benefits arrive early while risk remains controlled.

Where a business case is required, we quantify expected benefits (cycle-time reductions, error reduction, data quality uplift, productivity savings) and outline the KPIs that will evidence them, ensuring accountability and transparency from day one.

4.2 Environment Architecture & Design (Design & Implementation)

We translate strategy into a secure, well-architected platform. The Environment Strategy defines tenants, regions, and Dev/Test/Prod patterns, clarifying segregation of duties and access boundaries. We design the Dataverse architecture (tables, relationships, business rules, role-based security, audit), choosing Dataverse where enterprise-grade data management, security, and ALM justify it; and alternative stores where that is appropriate for the solution.

Solution architecture covers both model-driven and canvas apps, Power Pages for authenticated self-service portals, and Power Automate flows (cloud and desktop RPA), with non-functional requirements (availability, performance, resiliency, logging, observability) embedded from the outset. Security-by-design incorporates conditional access, data loss prevention, least-privilege roles, and encryption, with clear run-books for secrets and connection management.

Implementation is delivered iteratively with DevOps discipline, standing up environments, applying baseline governance policies, and delivering reference solutions that demonstrate the patterns your teams will reuse. Architecture and low-level designs are accompanied by



deployment run-books, operational checklists, and solution health documentation to underpin ongoing support.

4.3 Application Lifecycle Management (ALM) & Automation

We industrialise low-code delivery using solutions as the unit of change and CI/CD pipelines (Azure DevOps/GitHub Actions with PAC CLI and Power Platform Build Tools). Pipelines enforce quality gates, solution health checks, dependency analysis, connection reference validation, environment variable management, and approval workflows so that deployments are consistent and auditable.

Source-control strategies (branching, pull requests, semantic versioning) ensure traceability and rollback. Release management practices provide change windows, pre-deployment checks, smoke tests, and controlled promotion across Dev→Test→Prod. Operational automation includes telemetry collection, alerting on failed flows, capacity thresholds, and auto-remediation patterns for common exceptions.

The result is a delivery engine that reduces risk and shortens cycle time, with clear artefacts: ALM blueprint, pipelines, policies, release calendars, and dashboards that your administrators can own. (Evolves your template's "DataOps and Automation" focus to PP ALM.)

4.4 Governance, Compliance & Ethical Frameworks

We embed governance into the platform rather than treating it as an afterthought. DLP policies are defined per environment and connector category, with workflows for controlled exceptions and evidence capture. Information protection (labelling, classification, retention) is mapped to Power Platform data and usage scenarios and enforced via Microsoft Purview; audit logs and access reviews provide assurance.

We establish an ethical AI framework, providing clarity on permissible data, prompt management, human-in-the-loop controls, bias mitigation, and explainability. We align to statutory obligations (GDPR, UK DPA) and, where health data is involved, NHS DSP standards. We prepare evidence packs for internal audit and external assurance, giving risk owners confidence that low-code innovation is compliant by default

4.5 Power Platform Centre of Excellence

We establish and, where required, operate a Power Platform Centre of Excellence (CoE) that provides the governance backbone for sustainable low-code adoption. The CoE acts as the single point of accountability for platform standards, maker enablement, and continuous improvement. For the CoE build, we design and implement the foundational artefacts:

- **Governance framework:** Policies for environment creation, connector usage, solution promotion, and maker onboarding.
- **DLP and security baseline:** Environment-specific Data Loss Prevention policies, conditional access rules, and audit configuration.
- **Environment strategy:** Tiered environment model (personal, team, production) with clear ownership and lifecycle management.
- **Accelerators:** Deployment of the Microsoft CoE Starter Kit and Copilot Studio Kit for inventory, analytics, and governance dashboards, customised to suit.



4.6 Power Apps Delivery

We deliver Power Apps solutions through a structured, iterative process that balances speed with enterprise-grade quality.

Canvas and Model-Driven App Design and Build

- **Requirements capture:** Workshops to define user stories, personas, data requirements, and success criteria.
- **UX design:** Wireframes, interactive prototypes, and design reviews to validate user journeys before build.
- **Iterative build:** Agile sprints delivering working increments, with regular demos and feedback cycles.
- **Testing:** Functional, regression, and user acceptance testing with documented test cases and defect tracking.
- **Release:** Controlled deployment via managed solutions and ALM pipelines to Dev, Test, and Production environments.

4.7 Power Automate Delivery

We design, build, and support Power Automate workflows that automate business processes reliably and at scale.

Workflow Discovery and Design

- **Process mapping:** Collaborative workshops to document current-state processes, pain points, and automation opportunities.
- **Trigger identification:** Selection of appropriate triggers (manual, scheduled, event-driven, Dataverse, connector-based).
- **Approval and routing logic:** Design of multi-stage approvals, conditional routing, parallel branches, and SLA timers.
- **Integration touchpoints:** Mapping of data flows to and from line-of-business systems, Microsoft 365, and external APIs.

Cloud Flow Build and Optimisation

- **Trigger design:** Efficient trigger configuration to minimise unnecessary runs and API consumption.
- **Data handling:** Use of Select, Filter, and Compose actions to reduce data volume and improve performance.
- **Parallelism and batching:** Concurrent branches and batch processing for high-volume scenarios.
- **Cost-aware patterns:** Minimising premium connector calls, optimising polling intervals, and leveraging built-in connectors where possible.



4.8 Power BI and Insights

We deliver Power BI solutions that transform data into actionable insight, governed and performant at an enterprise level.

Report and Dashboard Build

- **Requirements capture:** Workshops to define audiences, key questions, metrics, and data sources.
- **Wireframing:** Low-fidelity mockups to validate layout, visualisation choices, and user journeys before build.
- **Iterative design and build:** Agile delivery of reports and dashboards with regular stakeholder review.
- **Interactivity:** Drill-through, bookmarks, tooltips, and Q&A configuration to support self-service exploration.

Data Modelling

- **Star and snowflake schemas:** Dimensional modelling best practices for query performance and simplicity.
- **Calculated columns and measures:** DAX expressions for business logic, with documentation and testing.
- **Relationships and cardinality:** Correct configuration of table relationships to ensure accurate aggregations.

4.9 Adoption & Knowledge Transfer

Technology only delivers outcomes when people adopt it. We build a citizen-developer pathway with structured curricula, maker badges, and supervised build-a-thons that demonstrate best practice while keeping risk within guardrails. Role-based training addresses makers, admins, architects, product owners, and service desk colleagues, so every function understands its responsibilities and has the skills to perform them.

Using ADKAR, we manage communications and change impacts, establish a champions network, and implement feedback loops (surveys, office hours, backlog triage) to refine approaches as adoption grows. Knowledge transfer is embedded from day one through paired delivery, code and solution walkthroughs, administrator run-books, and train-the-trainer models, so capability sticks and scales.

4.10 Platform Optimisation & Modernisation

We keep the platform cost-effective and performant. Licensing and capacity are right-sized, Dataverse capacity is tracked and optimised; premium connector usage is governed; portal/page performance is measured and tuned. Telemetry informs prioritised improvements across apps, flows, and pages; anti-pattern remediation (e.g., over-chatty flows, non-paged queries) is addressed systematically.

Architecture evolves toward reusable components and solution libraries, enabling faster delivery and consistent quality. Quarterly service reviews examine KPIs, adoption metrics, governance compliance, and backlog health, establishing a rhythm for continuous improvement and benefit realisation.



4.11 Data Management & Dataverse (MDM)

Where Power Platform solutions rely on enterprise data, we implement robust Dataverse models and stewardship. Canonical data models for key entities (citizen, patient, supplier, case) are defined; matching/deduplication and survivorship rules address data quality; role-based security, field-level auditing, and retention policies ensure compliance.

We establish stewardship workflows, data quality KPIs, periodic reviews, exception management and integrate with organisational governance via Purview. Where master data management is centralised elsewhere, we design clear integration patterns and responsibilities so Dataverse complements, rather than competes with, enterprise MDM.

4.12 Integration & APIs

We design integration so solutions are both useful and sustainable. Connector strategies categorise standard, premium, and custom connectors with approval processes and evidencing. For system-to-system integration, we use Azure API Management to expose secure, governed APIs, with policies for authentication, throttling, caching, and retries; event-driven patterns (webhooks/queues) support resilient automation.

Legacy interfacing (including RPA) is used judiciously with a migration plan away from brittle, UI-level automation wherever possible. We provide integration blueprints, connector catalogues, API specifications, and non-functional test plans, giving technical teams a pathway that balances velocity with enterprise discipline.

Common Integrations

We have proven experience integrating Power Platform with the systems public sector organisations rely on:

- **Microsoft 365:** Outlook (email, calendar, contacts), Teams (channels, chats, adaptive cards), Planner, and Forms.
- **SQL Server / Azure SQL:** Direct query, import, and dataflows for transactional and analytical data.
- **Azure Services:** Logic Apps, Functions, AI Foundry, Blob Storage, and Key Vault for enterprise integration patterns.
- **Dynamics 365:** Customer Engagement, Field Service and Sales.
- **Line-of-Business Systems:** Revenues & benefits, social care, housing, and HR/payroll via custom connectors and API Management.

On-Premises Data Gateway

For organisations with on-premises data sources, we design and implement secure gateway connectivity:

- **Gateway cluster design:** High-availability clusters with load balancing and failover for resilient connectivity.
- **Connectivity patterns:** SQL Server, file shares, on-premises APIs, and legacy systems accessed securely.
- **Monitoring and operations:** Gateway health monitoring, performance metrics, and alerting integrated with service management.



4.13 Copilot Studio & AI Builder

We deliver useful, governable AI. Use-cases are selected where conversational and document experiences genuinely improve throughput or citizen satisfaction, e.g., authenticated self-service queries, triage, document understanding for incoming forms. We implement Copilot Studio bots and AI Builder models within strong data boundaries, with prompt management, human-in-the-loop oversight, and transparent escalation/hand-off into casework.

We measure accuracy, adoption, and deflection, and we maintain Responsible AI guidelines to protect citizens and staff from unintended outcomes, embedding review cycles and model updates in the ALM process.

4.14 Support & Service Management

Support is ITIL-aligned and pragmatic. We provide Early Life Support following each release, which has heightened monitoring, rapid triage, and targeted fixes before transitioning to steady-state service under agreed SLAs. We implement platform health monitoring (environment capacity, flow failure rates, portal/page performance), governance compliance telemetry, and monthly/quarterly service reviews that examine adoption, incident trends, and improvement backlogs.

Operational run-books cover backup/restore, access management, incident and change, and release calendars, giving your teams a repeatable rhythm for safe change. For organisations with mixed internal/external support models, we define clear boundaries, RACI, and escalation paths so accountability is unambiguous.

Our commitment does not need after service transition. We provide comprehensive support aligned to ITIL v4 standards, including:

- **24x7 Service Desk Access:** Via a secure portal for incident logging and tracking.
- **Proactive Monitoring:** Automated alerts and resilience testing to prevent issues before they impact operations.
- **Regular Service Reviews:** Monthly and quarterly sessions to assess performance, identify improvement opportunities, and update roadmaps.
- **Early Lifecycle Support:** Dedicated resources during the initial transition to ensure stability and confidence.

These are available through our Lot 3 service offer. Our structured approach ensures continuity, compliance, and a smooth handover to in-house teams, supported by robust governance and knowledge transfer.



5 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for each programme, scaled to provide the appropriate support for the programme.

5.1 Programme Onboarding

We onboard programmes through a structured mobilisation phase that establishes a shared understanding of scope, objectives, and success criteria; this includes collaborative discovery workshops, environment review, and the creation of a tailored delivery plan aligned to your priorities.

We define governance structures, communication protocols, and decision-making frameworks from day one, confirming access requirements and any necessary staff security clearances (e.g., SC) to ensure a secure, low-risk start as well as the Exit Plan. Our approach aims to integrate delivery with business change and training so that customer adoption is rapid, measurable, and successful.

5.2 Programme Offboarding

At the conclusion of a professional services engagement, we execute a structured offboarding process that ensures continuity, compliance, and a clean handover. At programme commencement, we agree an Exit Plan that sets out roles, timelines, acceptance criteria, training/handover requirements, and governance so the transition is controlled and visible to all stakeholders.

6 Support

Our professional services are delivered with robust governance and effective management throughout each programme, integrating with your programme governance processes where required.

We guide customers through service transition, ensuring all necessary governance frameworks and compliance measures are established as services are handed over to in-house teams.

We include Early Lifecycle Support phases, following each service cutover. During these, our project team remains actively involved, for a period of time, following the initial service take-on, providing expert guidance and troubleshooting to facilitate a smooth ramp up and empower customer teams to confidently manage their new systems and environments.

In addition, we offer tailored training programmes that can be scoped as part of the overall project, equipping your teams with the knowledge and skills required to maintain compliance, optimise cloud resources, and uphold governance standards independently. This approach ensures that, as ownership transitions, your organisation is fully prepared to sustain high standards of service delivery and operational integrity.



7 Pricing

Pricing is based on the specific programme requirements using the rate card provided in the accompanying pricing document for this GCloud service.

We provide UK based onshore, and offshore resources that can be leveraged to meet your specific needs, the prevailing rates are detailed within our Pricing documents.

Please contact info@agilisys.co.uk to obtain a quote for your required services.

8 Compliance and Security

Agilisys embeds robust compliance and security practices across all stages of cloud transformation and management, ensuring public sector organisations meet regulatory obligations while safeguarding critical assets.

Our services are designed to align with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001, Cyber Essentials Plus, and other relevant certifications.

Agilisys is certified/compliant with the following standards and schemes for Managed and Professional Services and is a proud signatory of the Armed Forces Covenant:



9 Contact and Next Steps

We welcome the opportunity to support your organisation's cloud transformation journey. For further information, to discuss your specific requirements, or to request a tailored proposal, please contact us at info@agilisys.co.uk.