



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

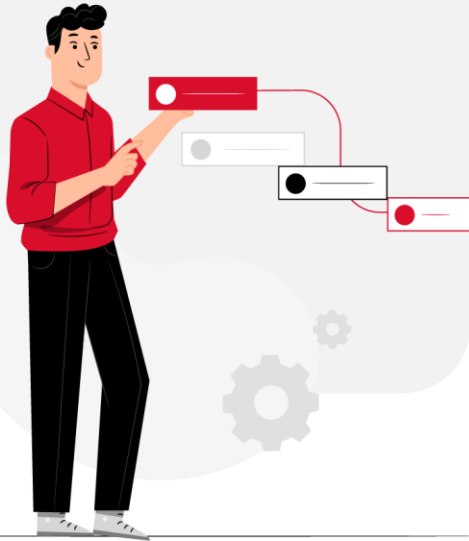
Power Platform Guardrails and
Centre of Excellence for AI

Power Platform Guardrails and Centre of Excellence for AI

What the service is, what you get, and the benefits

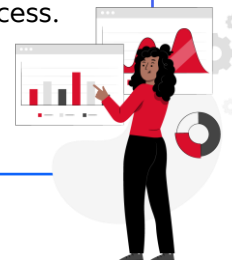
Service Description

Establish safe, scalable Microsoft Power Platform adoption with an AI-ready Centre of Excellence. We define operating model, ALM and environment strategy, apply DLP and connector controls, and set governance for Copilot, AI Builder and data. You get guardrails, templates, and a rollout plan.



Service Features

- CoE operating model: roles, governance boards, decision logs.
- Environment strategy: lifecycle, naming, capacity, segmentation.
- ALM and DevOps pipelines for solutions and components.
- DLP policies and connector classification for data control.
- Dataverse security baseline: roles, audit, access reviews.
- Copilot and AI Builder governance, approvals and risk controls.
- Reusable standards: templates, UX patterns, accessibility guidance.
- Monitoring and compliance reporting standards.
- Enablement: playbooks, training, coaching and office hours.
- Adoption roadmap and governed intake process.



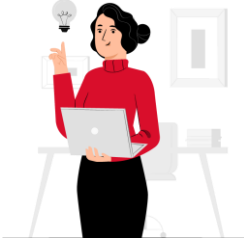
Service Benefits

- Reduce risk from uncontrolled apps, flows and AI usage.
- Prevent data leakage with DLP and connector governance.
- Improve quality with standards, reviews and monitoring.
- Speed delivery using reusable patterns and approved components.
- Clarify ownership and accountability for changes.
- Reduce platform sprawl through structured environment management.
- Increase confidence deploying AI solutions with clear guardrails.
- Enable self-sufficiency through training and playbooks.
- Support scaling with intake, prioritisation and roadmap.
- Provide audit-friendly evidence where required.



Power Platform Guardrails and Centre of Excellence for AI HITACHI

Establish AI-ready Power Platform guardrails and CoE



What this service is for

Create safe, scalable Power Platform and AI adoption

Teams often start with good intent but end up with unmanaged apps, unclear ownership, and inconsistent controls. This service sets the foundations for a safe, scalable Power Platform operating model, with an AI-ready Centre of Excellence that supports delivery without slowing it down.

We define how work is requested, approved, built and released, then put practical controls in place across environments, data, connectors, and AI capabilities. The outcome is a governed way to scale, with clarity on who decides, who builds, and how you evidence decisions.

Key outcomes: Clear operating model | Controlled environments | Governed AI use | Safer data access | Scalable intake and roadmap



Why this service is useful

Stop sprawl and reduce risk while increasing delivery speed

Uncontrolled growth creates real friction: duplicated apps, inconsistent security, and uncertainty about what is safe to deploy. Teams lose time reworking solutions, chasing approvals, and fixing issues after release.

This service helps you prevent data leakage using DLP and connector governance, improve quality through standards and reviews, and speed delivery using reusable patterns and approved components. It also supports audit-friendly evidence where required, so assurance and delivery move together rather than in sequence.

Common triggers: Rapid citizen or staff app growth | AI features starting to emerge | Data leakage concerns | Multiple teams building differently | Slow or risky releases | Lack of ownership and accountability



Why this service is different

Working controls, not just guidance

We focus on adoptable guardrails, not theory. Policies, environment strategies, and ALM approaches are built to be used day-to-day by makers, platform admins, and delivery teams, with clear decision points and ownership.

We keep delivery assurance-ready by making decisions visible and repeatable: governance touchpoints, decision logs (where required), and monitoring and compliance reporting standards. The emphasis is on reducing waste for teams while improving confidence for security and service owners.

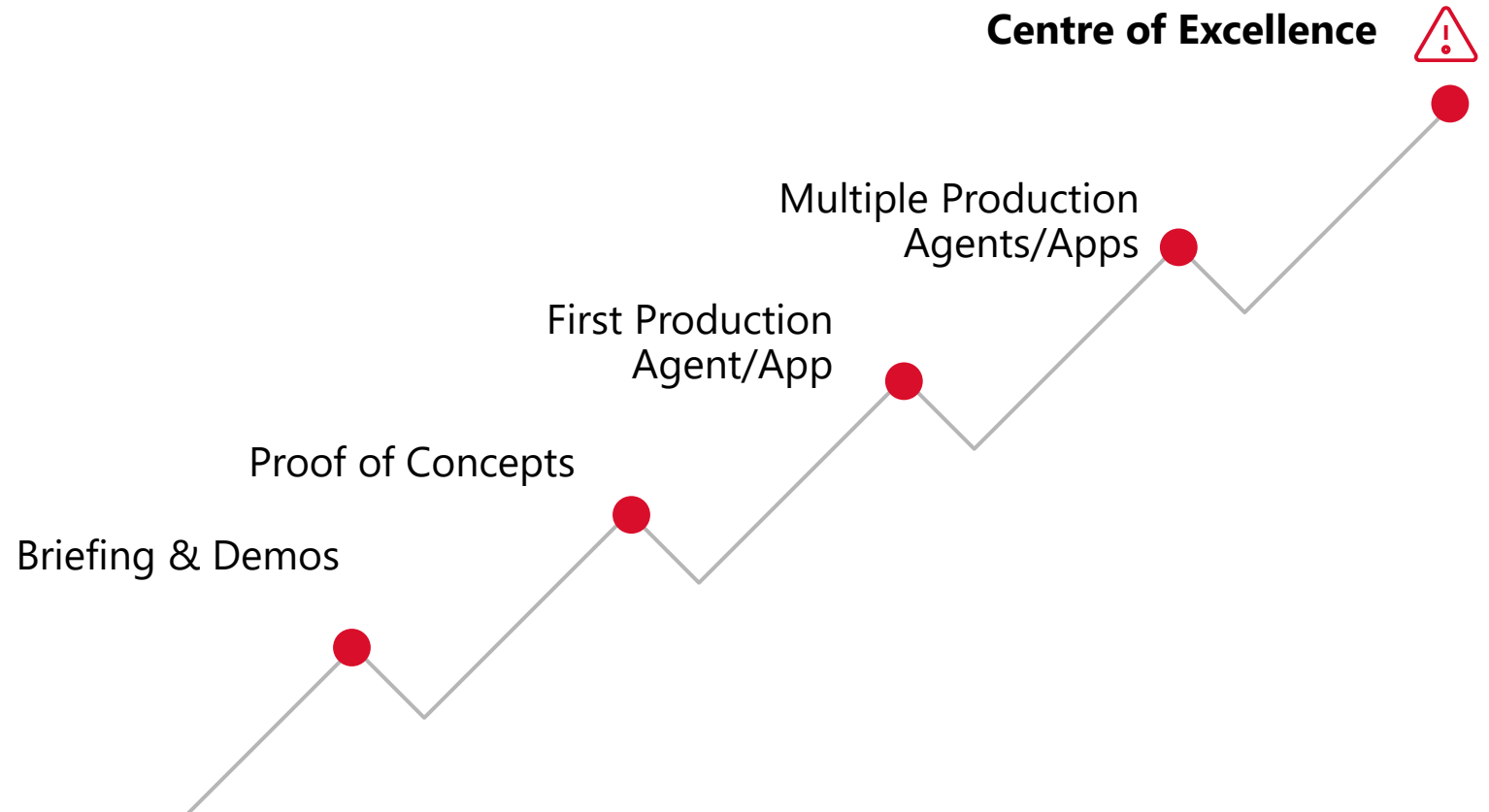
Differentiators: Human-friendly guardrails | Decision-led governance | Reusable standards library | Evidence-ready delivery | Enablement built in

The Typical Journey

Centre of Excellence

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Delivery your CoE
before users discover
the Power Platform
and AI (if they haven't
already).

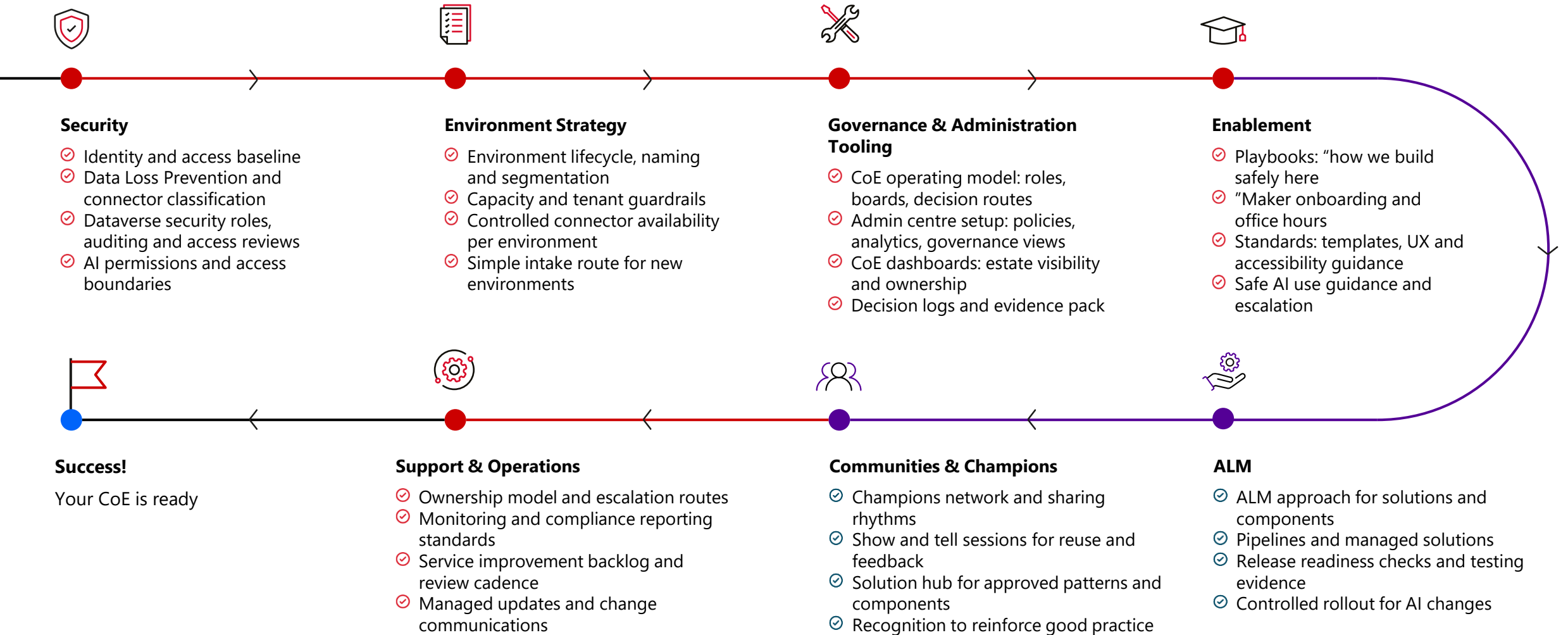


A Typical CoE Journey

From initial guardrails to scalable Power Platform and AI adoption.

● Must have

● Mature



CoE Assessment & Guardrails Scope

We assess these areas to produce a CoE Blueprint and rollout plan.

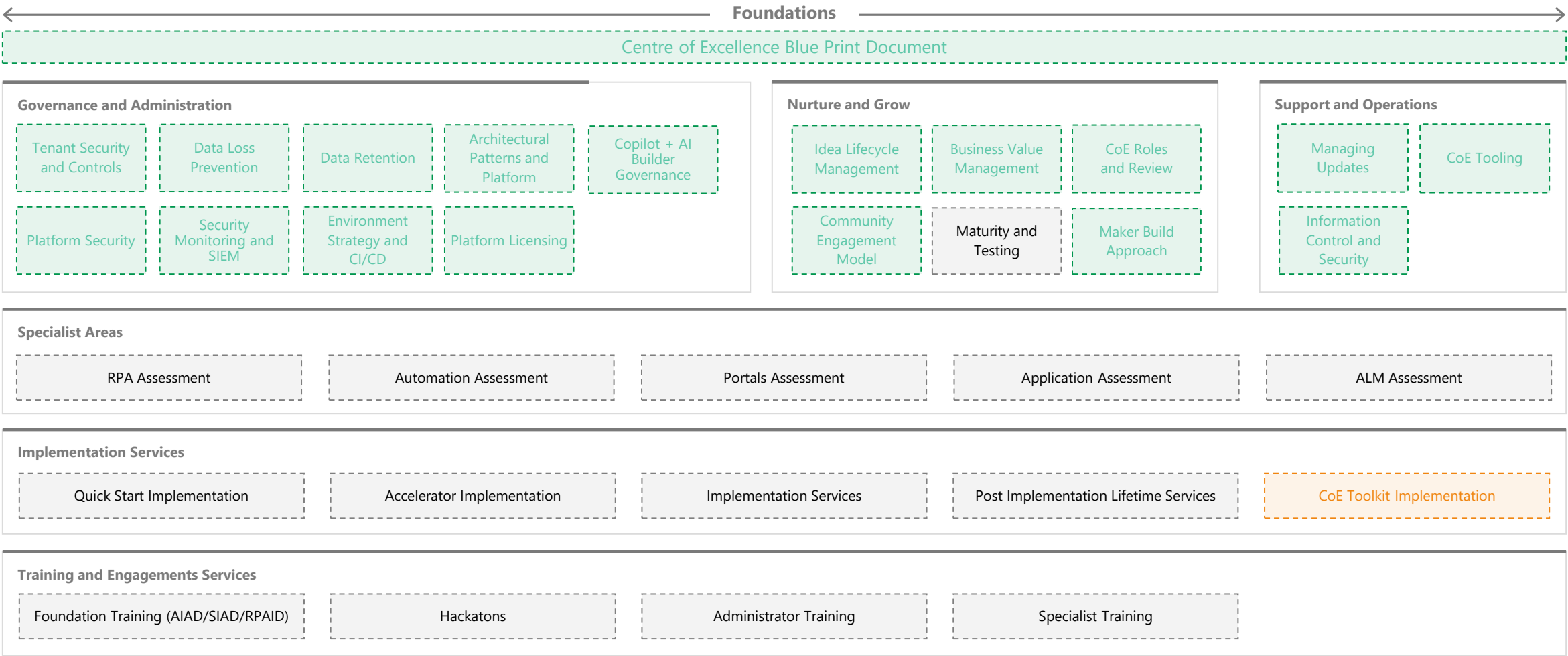
Legend

Included

Optional Services

Outside Core Scope

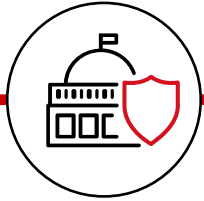
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Our Centre of Excellence **Capabilities**

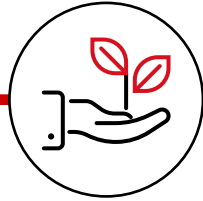
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Three pillars that keep Power Platform and AI safe, scalable and usable.



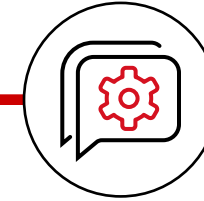
Governance & Administration

- ✓ Set the operating model: roles, boards, decision routes (where required)
- ✓ Control environments: lifecycle, naming, capacity, segmentation
- ✓ Protect data: DLP policies and connector classification
- ✓ Baseline security: Dataverse roles, auditing, access reviews



Nurture & Grow

- ✓ Standards and templates: reusable patterns, UX and accessibility guidance
- ✓ Enablement: training, coaching, office hours and playbooks
- ✓ Community: sharing sessions, examples, trusted components
- ✓ Value and roadmap: intake, prioritisation, benefits tracking



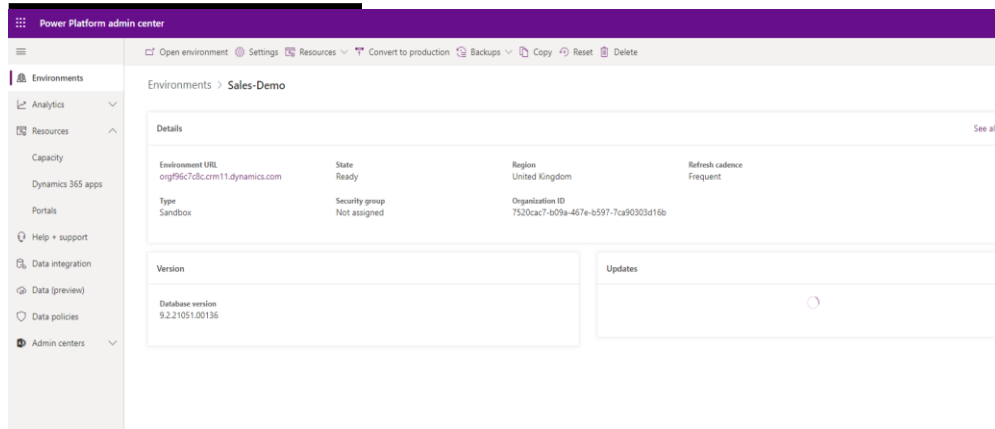
Support & Operations

- ✓ Release governance: ALM approach and pipelines for solutions/components
- ✓ Monitoring and reporting: compliance views and usage insights
- ✓ AI governance: Copilot and AI Builder approvals and risk controls
- ✓ Handover model: runbooks and BAU transition (optional)

Governance & Administration



Power Platform Administration Centre

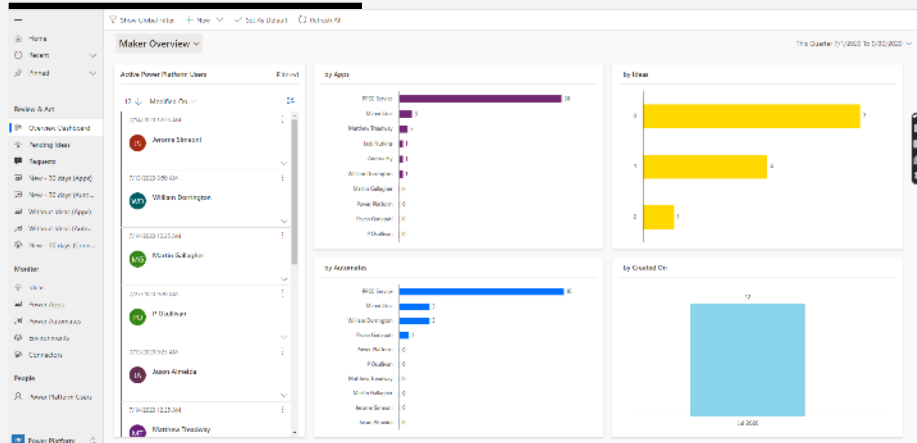


We help you run a controlled Power Platform and AI estate by putting clear rules around environments, data access, and release governance. This reduces unmanaged apps, risky connectors, and unapproved AI features, while still enabling teams to deliver quickly.

What we can do for you:

- Baseline your tenant: environments, Dataverse, connectors, AI features (where applicable)
- Agree environment lifecycle, naming, segmentation and capacity approach
- Implement DLP policies and connector classification to protect sensitive data
- Establish Dataverse security baseline: roles, auditing, access reviews
- Define guardrails for Copilot and AI Builder use, approvals and controls (where required)
- Set reporting measures for adoption, risk signals and governance reviews

Centre of Excellence Toolkit



We help you see what is being built and used across Power Platform and AI, so you can reduce duplication, spot risk early, and focus improvements where they matter most. This creates an evidence base for decisions and a practical route to scale.

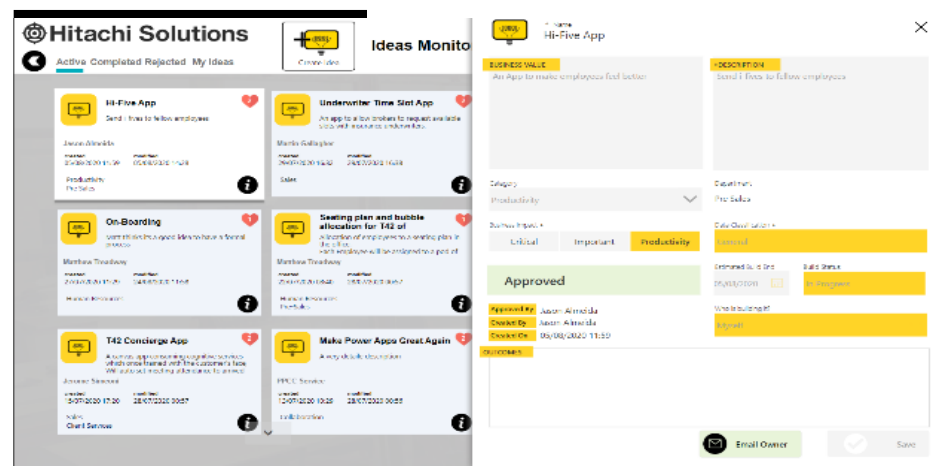
What we can do for you:

- Map apps, flows, connectors, environments and ownership across the estate
- Identify unmanaged or high-risk assets and agree actions (review, remediate, retire)
- Track usage, licensing and capacity to manage growth and cost pressure
- Monitor AI-related assets and activity where tooling supports it (where required)
- Define governance dashboards and a regular review cadence
- Produce a prioritised guardrails and improvement backlog to support rollout

Governance & Administration



Idea Submission & App Catalogue

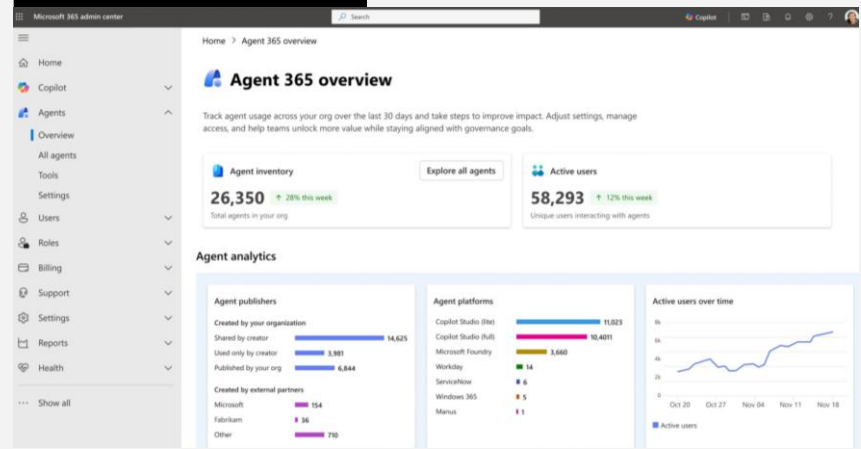


We help you create one front door for low-code and AI demand so ideas are captured consistently, prioritised transparently, and approved safely. This avoids “shadow” builds and ensures the right controls are applied before anything goes live.

What we can do for you:

- Set up an intake process for apps, automations and AI use cases
- Triage and prioritise using value, risk, data sensitivity and dependencies
- Define approval routes and ownership for changes (where required)
- Maintain a catalogue of what’s live, what’s in progress, and what’s reusable
- Capture decisions and rationale for auditability (where required)

Agent 365



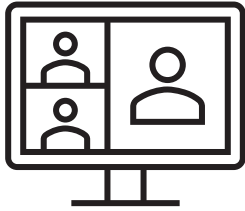
We help you scale agents safely by making ownership, data access, and change control explicit. You get clarity on what agents exist, how they perform, and what guardrails are needed so agents support users without creating new risk.

What we can do for you:

- Assess agent inventory, ownership, and current usage patterns
- Define “safe to deploy” rules: data access, connectors, and escalation routes (where required)
- Put approvals and change controls around new agents and updates (where required)
- Set monitoring for agent performance, gaps, and user feedback signals
- Create an improvement backlog to raise answer quality and user trust over time

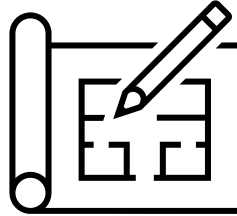
Nurture & Grow: Technology Evangelism

We help you build momentum for Power Platform and AI in a way that stays safe and consistent. We run short, practical sessions that show what good looks like, how to use approved patterns and data controls, and where people can get support. The focus is turning interest into governed delivery, not “shadow IT”.



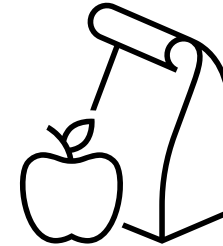
App-in-a-Day Workshops

Hands-on sessions where teams build a simple app or automation using approved templates and guardrails.



Hackathons

Timeboxed problem-solving on real use cases, with coaching on data, security and AI controls



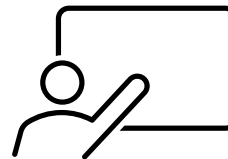
Learning Lunches

Short, accessible demos on one topic (e.g., DLP, connectors, Copilot/AI Builder) with clear “do and don’t” guidance.



Tech Talks

CoE-led talks that share standards, reusable patterns, and lessons learned from what has worked in your estate.



Show & Tell

Structured showcases where makers demo work-in-progress, get feedback, and confirm what is safe to release.



Success Stories

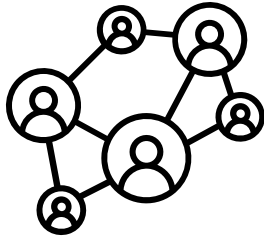
Short case studies that highlight value delivered, controls used, and the repeatable pattern others can follow.

Nurture & Grow: Community Development



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We help you create lightweight spaces and routines that keep standards alive and reduce repeat questions. This gives makers and teams a trusted place to learn, share, reuse approved components, and ask for help. Where AI is in scope, we include safe-use guidance and escalation routes.



Champions Network

Network of champions throughout the organisation who recruit and teach others



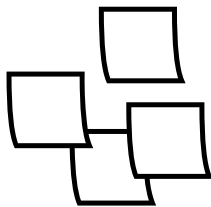
Yammer Forums

A community forum for Q&A, announcements, and sharing approved patterns and updates.



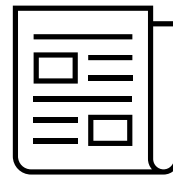
Teams Channels

A practical support and sharing space for makers, admins, and reviewers, with pinned guardrails and templates.



Solution Hub

A single place for approved components, templates, guidance, examples, and AI patterns.



Monthly Newsletters

Short updates on new standards, common issues, upcoming sessions, and what's been approved or retired.



Individual Recognition

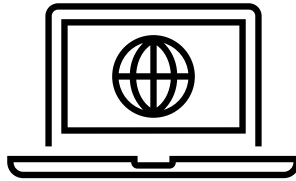
Simple recognition for safe, high-value solutions that follow guardrails and can be reused by others.

Nurture & Grow: Training & Support



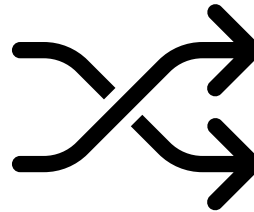
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We help you build capability so teams can deliver safely without relying on a small number of experts. Training is aligned to your guardrails and operating model, including how to use AI features responsibly where applicable. Support focuses on unblocking delivery while protecting data and quality.



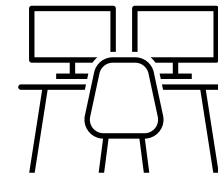
Internal Training Resources

A curated library of “how we do it here” guides: standards, templates, DLP/connector rules, and AI safe-use notes.



Learning Tracks

Role-based pathways (maker, reviewer, admin, AI owner) with clear steps from basics to confident delivery.



Drop-In Clinics

Regular office hours to troubleshoot builds, review solutions against guardrails, and coach teams on next steps.

Support & Operations: Operating Models



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We right-size governance and support for each Power Platform and AI solution. We assess adoption, data sensitivity, complexity, integrations and Copilot/AI Builder use (where applicable). This sets the right controls for ALM, monitoring and support without slowing down low-risk work.



Productivity

- Small user group, low service impact
- Low sensitivity data; approved connectors only
- Maker-led build with light-touch guardrails
- Support owned by app maker / business owner
- Fast change cycle; basic checks and documentation



Important

- Wider adoption or important process support
- Medium complexity; integrations may apply
- Controls: DLP, access reviews, audit settings
- Clear owner; CoE oversight and periodic reviews
- Managed releases; Dev/Test/Prod recommended



Critical

- High impact service or mission-critical process
- High sensitivity data; strict access and connector controls
- Strong ALM: Dev/UAT/Prod, approvals, testing evidence
- Monitoring + incident response + evidence pack
- Support via IT/service desk with SLAs

WHAT THIS SETS:

Governance Touchpoints

Which reviews, approvals and decision routes apply (where required).

ALM & Release Control

Required environments, pipelines, testing and release evidence.

Support & Monitoring

Ownership, escalation path, monitoring expectations and reporting cadence.

AI Controls

Approved use, data access rules, change control and safe rollout checks.

People-focussed for success

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We mix people from Customer and Hitachi Solutions teams to blend multidisciplinary expertise



Advisory

Own priorities, success measures and decisions for CoE, governance and guardrails.



Human Centred Design

Validate journeys and usability with real users for CoE, governance and guardrails.



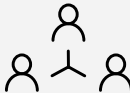
Architect & Design

Design architecture, integrations, data and security for CoE, governance and guardrails.



Solution Lead

Lead delivery, controls, handover and enablement for CoE, governance and guardrails.



Product Owner

Ensure standards, assurance evidence and governance for CoE, governance and guardrails.



Subject Matter Experts

Provide operational insight and requirements for CoE, governance and guardrails.

← ¹ Customer Team →

The Hitachi logo is displayed in a bold, white, sans-serif font in the top right corner of the image. The background of the entire slide is a photograph of a grand, multi-story classical building with a curved facade, many windows, and a balcony with a decorative railing. A large Union Jack flag is flying from a pole attached to the building. The overall tone is professional and official.

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Hitachi Solutions Europe

UK Government Overview

Hitachi Solutions for the UK Government

HITACHI

Our **vision** is to be government's partner of choice for the design and delivery of **sustainable, human-centred, Microsoft Solutions and digital services**.

Human-centred Services

Every service starts with people and how technology can make their day simpler.

+

Deep Microsoft Expertise

Hitachi Solutions is dedicated exclusively to the Microsoft ecosystem.

+

Emotionally Aware Delivery

Our former civil servants bring deep understanding and cultural alignment.

=

+

One Hitachi

Hitachi Solutions is part of Hitachi, Ltd., one of the world's largest and most respected organisations.

Sustainable government transformation.

Human-centric by default.

Powered by Microsoft.



Our Credentials

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Microsoft



Microsoft global Government and Finance
Partner of the Year 2025

Microsoft Partner of the Year 2025 Finalists in
Build and Modernise AI Apps, Dynamics 365
Supply Chain, Dynamics 365 Sales and Customer
Insights, and Low Code Application Development

22 Years in **Microsoft's Inner Circle**
(including 2025)

Microsoft Solutions Partner across AI Business
Solutions, Cloud and AI Platforms and Security
with **18+ specialisations**

Industry



Keystone member of the **Government Digital
Sustainability Alliance**

Crown Commercial Service Supplier

Cyber Essentials Plus Certified

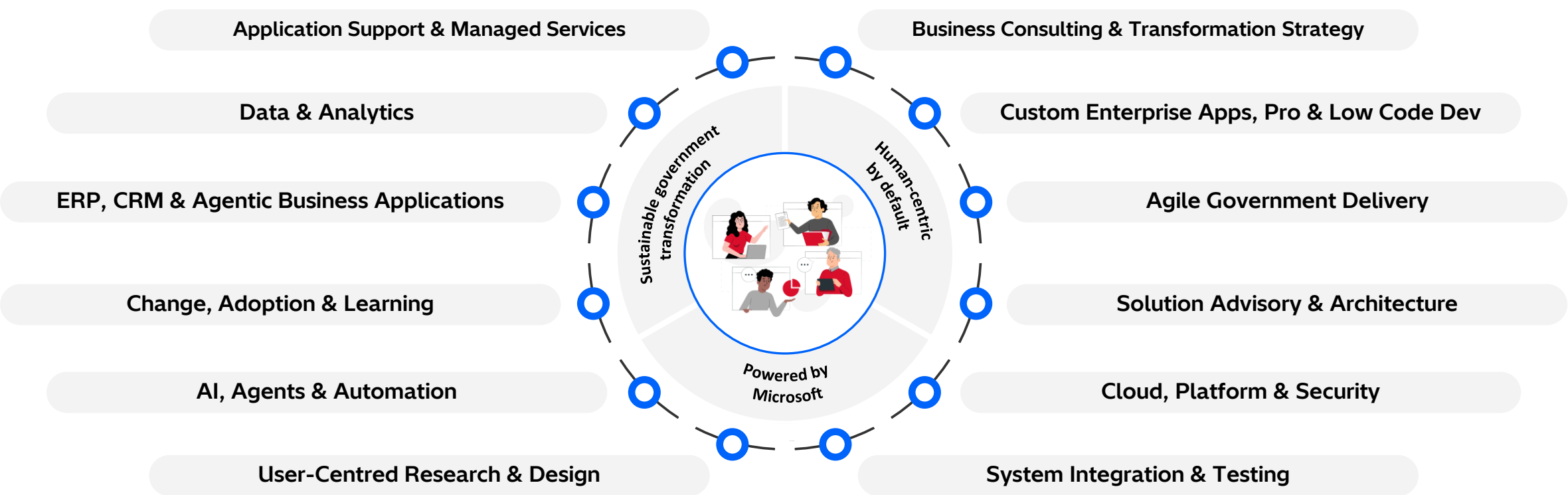
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

Recognised in the **Smarter Working Live Awards**
for our regulatory services Customer Experience
work with the Environment Agency

Our Services and Expertise

HITACHI

Sustainable business transformation through tailored advisory, consulting, and technology solutions.



Our Clients

HITACHI



"Hitachi Solutions brings substantial digital expertise to the table, complementing our robust business experience. Their insights have been instrumental in identifying opportunities for enhancement and accelerating our initiatives."

Gillian Pratt

Deputy Director Future Regulation
at Environment Agency



"Hitachi Solutions brought in a great project team who we kept for the full duration; they engaged with The Royal Mint side of things very effectively. It really felt like they were part of our own team."

Richard Hobbs

CIO The Royal Mint



"Hitachi Solutions bring the innovation, space and expertise needed to deliver digital transformation at a pace that is needed."

Andy MacDonald

Director of Customer Services,
Aberdeen City Council



"Hitachi Solutions were really good to work with, expertly turning our processes into slick system functionality. Their patience, understanding and "one team" approach to this project facilitated a free-flowing, inclusive environment. Hitachi Solutions' expert technical teams have delivered a great user experience, employing creative thinking to deliver to our often complex requirements."

Daniel Saward

OIA Head of Digital Technology



"DHSC collaborates closely with Hitachi Solutions LTS, emphasising the significance of our enduring partnership characterised by collaborative teamwork and mutual trust. Operating with a framework of high trust and capability, Hitachi Solutions ensures the delivery of quality and excellence to DHSC. Hitachi Solutions should be very proud of their track record in DHSC."

Bryan Rayner

Head of IT Business Systems



"Right from the start, we recognised in Hitachi Solutions a potential partner that would listen to us and really recognise the value of what we were trying to achieve, the lifesaving benefits of what we were trying to build and support."

Alex Duncan

Chief Technology Officer



Centre for Environment
Fisheries & Aquaculture
Science



Department
for Environment
Food & Rural Affairs



Valuation Office
Agency



HM Revenue
& Customs



Rural Payments
Agency



City of Westminster



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THE ROYAL BOROUGH OF
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Forestry and
Land Scotland
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