

. Service name

Service name

- Trustmarque Power Bi Strategy, Adoption and Governance

. About your service

Service description

- Even organisation with a high degree of technical capability with Power Bi can struggle with the implementation/ adoption/ transformation/ governance aspects. Working with a large number of clients in many different sectors we can help structure all elements of Power BI adoption while implementing security and governance best practice.

. Service features and benefits

Service features and benefits

- Service features
 - Identify Power BI projects both quick wins and strategic
 - Help you build governance processes outside Power BI
 - Integrate O365 policies and their impact on Power BI
 - Build engagement and distribution channels that drive adoption
 - Create and chair strategy and implementation groups
 - Build training plans that deliver sustained knowledge transfer
- Service benefits
 - Learn from many other organisations
 - Benefit from our pre-existing comprehensive documentation
 - Save time re-inventing the wheel re documentation
 - Avoid costly data breaches by maintaining control
 - Drive ROI for the investment in PBI by driving adoption
 - Skill staff in security and governance issues for Power BI

. Planning

Planning

- Planning service
- Yes

- How the planning service works
- Governance, documentation and security are core to any successful implementation of Power BI. By working with us we can guide your organisation and provide existing documentation or co-develop new documentation to ensure Power BI adoption is successful. For organisations that have already started with Power BI we can assist to reign in risky enthusiasm and swap it for structure support for self service users ensuring best practice is embedded across the organisation.
- Planning service works with specific services
- Yes
- Hosting or software services the planning service works with
 - Microsoft Azure Active Directory
 - Microsoft Office 365
 - Microsoft Power BI
 - Microsoft Power Automate
 - Microsoft Power Apps
 - Microsoft Synapse Analytics
 - Microsoft Fabric

• Setup and migration

Setup and migration

- Setup or migration service available
- Yes
- How the setup or migration service works
- Trustmarque will guide and organisations through our three stages of Power BI adoption: Pragmatism and speed A firm foundation Full Integration At each stage the functionality and use cases of the Power BI is expanded as the internal systems and processes of the organisation are updated to match the needs of the new functionality of Power BI
- Setup or migration service is for specific cloud services
- Yes
- List of supported services
 - Microsoft Azure Active directory
 - Microsoft Power BI
 - Microsoft Synapse Analytics
 - Microsoft Stream Analytics

- Microsoft Data Warehouse
- Microsoft Data Factory
- Microsoft Office 365
- Microsoft Fabric

. Quality assurance and performance testing

Quality assurance and performance testing

- Quality assurance and performance testing service
- Yes
- How the quality assurance and performance testing works
- By using the initial business and technical requirements, Trustmarque can help customers validate that they are meeting their goals. In addition, technical metrics and security processes will can also be confirmed by the Trustmarque delivery team. Dedicated test resource is available to help customers prove that solutions are fit for purpose. Trustmarque's dedicated portal service can also be used to help track cost benefits over time.

. Security services

Security services

- Security services
- Yes
- Security services type
 - Security strategy
 - Security risk management
 - Security design
 - Cyber security consultancy
 - Security testing
 - Security incident management
 - Security audit services
- Certified security testers
- Yes
- Security testing certifications
 - CHECK
 - CREST

- Cyber Scheme

• Training

Training

- Training service provided
- Yes
- How the training service works
- We train on all aspects of Power bi as well as help build your inhouse training materials for your own staff.
- Training is tied to specific services
- Yes
- Services the training service works with
 - Microsoft Azure Active Directory
 - Microsoft Office 365
 - Microsoft Synapse Analytics
 - Microsoft Stream Analytics
 - Microsoft Data Warehouse
 - Microsoft Data Factory
 - Microsoft Data Lake
 - Microsoft Power BI
 - Microsoft Purview
 - Microsoft Fabric

• Ongoing support

Ongoing support

- Ongoing support service
- Yes
- Types of service supported
 - Buyer hosting or software
 - Hosting or software provided by your organisation
 - Hosting or software provided by a third-party organisation
- How the support service works
- Trustmarque is able to support cloud hosting or software services either directly through its established service desk, or as part of its Azure service wrap. Hosting and software services supported vary.

. Service scope

Service constraints

- Particular constraints would need to be further understood as part of service scoping and project take-on.

. Reselling

Supplier type

- Supplier type
- I'm a reseller providing extra support
- Organisation whose services are being resold
- Microsoft

. User support

Email or ticketing support

- Email or online ticketing support
- Yes
- Support response times
- Subject to an agreed SLA.
- User can manage status and priority of support tickets
- Yes
- Online ticketing support accessibility
- WCAG 2.1 AA or EN 301 549

Phone support

- Phone support
- Yes
- Phone support availability
- 9 to 5 (UK time), Monday to Friday

Web chat support

- Web chat support
- No

Support levels

- We can provide any level of support based on the contract requirement from technical support in office hours to 24/7 managed service