

SERVICE DEFINITION

Dynamics 365, Power Platform & Power BI Managed Service Support

1. Service Summary

This service provides a comprehensive, UK-public-sector-aligned managed support offering for Microsoft Dynamics 365, Power Platform, and Power BI. It ensures secure, resilient, and continuously optimised Microsoft cloud environments, delivered by a UK-based team and aligned to NCSC, Cyber Essentials Plus, and G-Cloud 15 requirements.

The service covers:

- Dynamics 365 Customer Engagement applications
- Power Platform (Power Apps, Power Automate, Dataverse)
- Power BI (dashboards, datasets, gateways, governance)
- Azure components supporting the above

The service is designed to reduce operational risk, improve service quality, and support digital transformation across public-sector organisations.

2. Service Description

2.1 Core Capabilities

- 24×7 monitoring of Dynamics 365, Power Platform and Power BI
- Incident, problem and request management
- Microsoft Wave release and update management
- Configuration, customisation and solution lifecycle management
- Power BI workspace governance and dataset refresh monitoring
- On-premises data gateway management
- Integration support (Dataverse, Azure Logic Apps, API Management)
- Performance tuning and proactive optimisation
- Security, compliance and audit alignment
- Environment strategy, ALM governance and DevOps pipelines
- User support, training and adoption services

2.2 Public-Sector Alignment

- NCSC Cloud Security Principles
- Cyber Essentials Plus
- ISO 27001-aligned controls
- G-Cloud 15 transparency, accessibility and exit requirements
- WCAG 2.2 AA-aligned documentation and support

3. Service Scope

3.1 In Scope

Dynamics 365

- Customer Service, Sales, Marketing, Field Service
- Custom entities, plugins, workflows
- Solution management and ALM
- Security roles, permissions and auditing

Power Platform

- Power Apps (canvas & model-driven)
- Power Automate flows
- Dataverse schema management
- DLP policies and governance
- Environment lifecycle management

Power BI

- Workspace and dataset management
- Dataset refresh troubleshooting
- Gateway configuration and monitoring
- Data modelling best practice guidance
- Report lifecycle management (dev → test → prod)
- Row-level security (RLS) governance

Azure Components

- Logic Apps
- API Management
- Azure SQL (where used for reporting)
- Azure DevOps for ALM

3.2. Out of Scope

(Available as optional add-ons)

- New project delivery
- New Power BI report development
- Custom integrations requiring new build
- Licensing costs
- Third-party system support
- Non-Microsoft BI tools

4. Service Levels (SLAs)

4.1 Incident Response

Priority	Response	Resolution
----------	----------	------------

P1	30 minutes	4 hours
----	------------	---------

P2	1 hour	8 hours
----	--------	---------

P3	4 hours	2 days
----	---------	--------

P4	1 day	5 days
----	-------	--------

4.2 Power BI-Specific SLAs

Area	SLA
Dataset refresh failures	Response within 1 hour (Silver+)
Gateway outage	Response within 30 minutes (Gold/Platinum)
Workspace access issues	Resolution within 4 hours
Report performance issues	Investigation within 1 business day

6. Onboarding

Activities

- Discovery workshop
- Review of environments, workspaces, datasets and gateways
- Security and compliance baseline
- Documentation handover
- Monitoring configuration
- Service desk integration
- Go-live readiness review

Deliverables

- Onboarding report
- Environment health assessment
- Support model confirmation
- Risk and dependency register

7. Offboarding (Exit Plan)

Aligned to G-Cloud 15 exit requirements.

Activities

- Knowledge transfer
- Export of configurations and data
- Removal of access
- Final service report
- Optional transition support

Deliverables

- Exit pack
- Data export
- Access removal confirmation
- Handover documentation

8. Support Model

- UK-based service desk
- ITIL-aligned processes
- Dedicated service manager
- Monthly service reviews
- Quarterly roadmap sessions
- Ticketing via portal, email or API

9. Technical Architecture

- Dynamics 365 SaaS
- Dataverse as core data platform
- Power BI Service (Pro & Premium)
- On-premises Data Gateway (optional)
- Azure Logic Apps & API Management
- Azure DevOps for ALM
- Microsoft 365 for identity & access

10. Security Approach

Aligned to:

- NCSC Cloud Security Principles
- Cyber Essentials Plus
- ISO 27001 controls
- G-Cloud 15 security requirements

Includes:

- MFA enforcement
- Role-based access control
- Power BI workspace security & RLS
- Audit logging and usage analytics
- DLP policies for Power Platform and Power BI
- Secure DevOps practices
- Regular security posture reviews

11. Change Management

- CAB approval for major changes
- Wave release planning
- Regression testing
- Sandbox → UAT → Production pipeline
- Version control and deployment automation

12. Service Management

- Monthly reporting
- KPIs & SLAs
- Risk management
- Continual service improvement
- Customer success management

13. Data Migration & Integration

- ETL pipelines
- Azure Data Factory (optional)
- API-based integrations
- Data quality checks
- Migration rehearsal & validation

14. Sustainability & Social Value

- Remote-first delivery to reduce carbon footprint
- Use of Microsoft cloud services powered by renewable energy
- Support for customer sustainability reporting
- Commitment to fair work, diversity and skills development

15. Accessibility

- WCAG 2.2 AA-aligned documentation
- Accessible training and support materials
- Inclusive service design

16. Service Benefits

- Unified managed service across Dynamics 365, Power Platform and Power BI
- Improved stability, performance and resilience
- Reduced operational risk and downtime
- Predictable, transparent support costs
- Strong security alignment with UK public-sector standards
- Faster adoption of new Microsoft capabilities
- Enhanced data-driven decision-making
- Seamless onboarding and compliant exit processes
- UK-based expertise ensuring rapid response and high service quality