



G-Cloud 15 Service Definition

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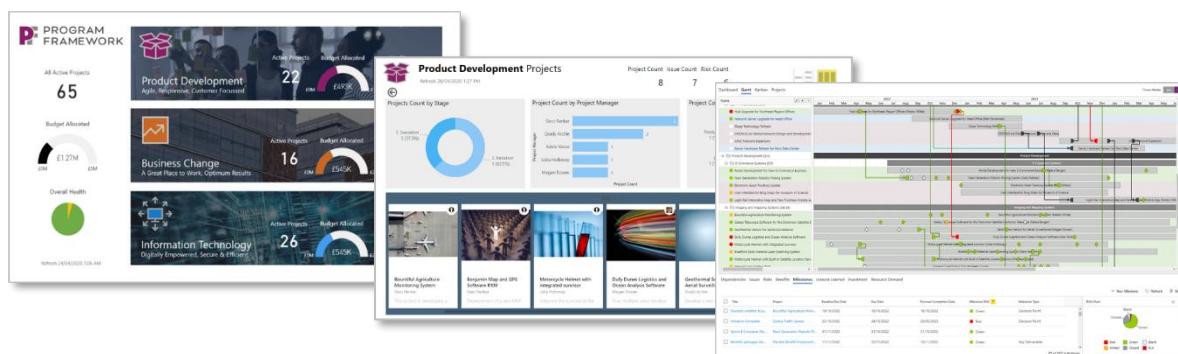
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1 Introducing Power Framework PPM

Power Framework PPM is built on the Microsoft Power Platform, using Power Apps, Power Automate and Power BI. It provides full portfolio and project management capabilities:



Bundled with Power Framework PPM is a comprehensive set of dashboards, supporting all the above features:



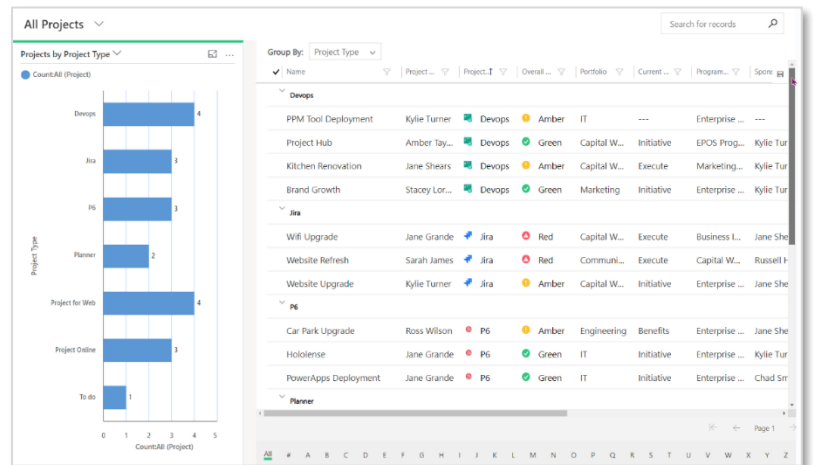
Check out our product website www.powerframework.com

For an overview of features included with the solution please see our Feature Summary document [here](#).

Integration with other PPM tools

Our vision is to provide visibility and governance of projects across portfolios and teams, regardless of the planning and work management tools they use.

Hence Power Framework PPM was conceived to closely integrate with a wide variety of scheduling and work management tools, such as Project for the Web, Project Online, Planner and DevOps. Custom connectors with other tools can be built.



Testimonials

Power Framework's user community is growing, with testimonials of happy users published on our website [here](#).



University Hospitals of Leicester NHS Trust

University Hospital Leicester NHS Trust is undertaking a £450m hospital reconfiguration and build programme.

Power Framework is deployed as the governance platform to track and report all aspects of status, progress and risk.

www.leicestershospitals.nhs.uk



Power Framework has already transformed our world: Reduced admin, instant access to valuable data, greater visibility of risk and much improved collaboration – and we have only just scratched the surface of what's possible.

Justin Hammond
Head of UHL Reconfiguration PMO

2 Deploying and Adopting Power Framework PPM

Power Framework PPM provides a ready-to-go, fully functional solution for project and portfolio management. To get the most out of it, it needs to be personalized for your own organisation, process and information requirements.

Below we set out how we make sure that you end up with a collaborative environment that is tuned to your level of process maturity - and users are enabled to adopt it. Thereafter you will continue to shape capabilities as your maturity grows and new requirements arise. The tool will be flexible to support your growth.

Deployment Stages



QuickStart Prototype

The purpose of this initial step is to create a dedicated solution environment for your organisation. We will then apply the first iteration of personalisation, primarily working on the data model to adjust to your terminology and information requirements.

Activities include:

- Provision dedicated solution environment and enrol prototype users (in a Microsoft cloud tenant provisioned by us)
- Undertake a solution walkthrough with your core team and define the first iteration of personalisation
- Apply changes to Power Framework PPM and personalise dashboards accordingly
- Migrate your sample data into the prototype, provided by you in Excel format
- Present solution to stakeholders and capture feedback
- Document backlog of further work required to make the solution ready for live deployment
- Finalise deployment plan with agreed dates for further events.

Build Up

The backlog will be developed, tested and reviewed. To cover:

- Further data model customisation
- Project lifecycle stages and business rules
- Security model
- Integration with work management tools (if required)
- Reporting

Roll Out

The solution will be delivered to you as a package file, to be deployed into your own Microsoft cloud tenant using standard deployment processes for Power App solutions.

With the solution ready, we will work with you to review and document your PPM processes, then provide knowledge transfer to your team. This will include:

- PMO training for day-to-day administration and governance of the tool (a Super User Admin guide will be supplied).
- Project manager training, with the help of custom collateral created to reflect your specific solution configuration and process (a template PM User Guide will be supplied).

We will assist with migration of any existing project data, enrolment of users and support for go live.

Adopt and Support

The solution will be wrapped into a managed service, that will maintain the software and support your user community (see appendix section 3 for details of our support service).

Your organisation will also be invited to join the Power Framework user group. This provides a forum for customers to meet and convene on a regular basis, share best practice and learn from each other. This group also gives input to the product feature roadmap for future development.

Demand for Your Resources

The speed of deployment depends highly on the availability of your team who will be required to give their time to this project for activities such as:

- Internal project management
- Giving input to solution design
- IT technical staff will be required to provision user accounts and licenses
- Internal activities such as requirements gathering, data provision and decision making

- Acceptance testing of configuration and reports
- Internal communication, stakeholder engagement, sponsorship and leadership engagement
- Creating internal documentation
- Attending training
- Data load and migration.

We request that you form your team for this deployment project, assigning your own project manager and senior sponsor. The team should also include future key user(s) who will provide internal support and be in charge of internal user adoption and governance once the tool is live.

Timeline

The duration of these phases depends on your own resource availability, complexity of requirements and other factors, but as a minimum you may expect the following durations from project start:

- QuickStart prototype built within 2 weeks
- Build Up completed within 6 weeks
- Roll Out may take just a small number of days thereafter.

3 Support Service

The support service for Power Framework is bundled with the license of the product to give you full peace of mind. It is provided by the Program Framework support team and will be the first point of call for any query or question relating to the solution.

Service Scope

The support service covers your specific configuration of the Power Framework app and reporting features, to provide solution fixes where required.

It also covers advice on any functionality queries relating to the solution, best practice usage or anything else you want to throw at us. It is essential in avoiding user frustration and supporting full adoption.

This will include the following:

- Unlimited support calls (subject to fair use)
- Logged by email with our helpdesk 24 x 7
- Assistance will be provided remotely (support does not cover onsite consulting)
- Active during normal business hours
- Implemented as 2nd or 3rd line support (specific client representatives nominated/authorised to raise calls with Program Framework, e.g. PMO members)

Microsoft Platform Issues

Power Framework is deployed within your own Microsoft cloud tenant, using services in the Power Platform and storing its data in Dataverse, the Power Platform database.

Issues may therefore arise within the Microsoft cloud platform itself - if that is the case then these will be diagnosed by our support team but may require escalation to Microsoft. Where appropriate we can assist with raising the Microsoft support request and compiling the evidence.

Client Internal First Line Support

Our standard support service is implemented as 2nd or 3rd line support. Clients will nominate a group of internal staff who will provide first line support and validate any requests prior to escalating to the Program Framework helpdesk.

These authorised individuals will be registered with the Program Framework helpdesk and requests from any other individuals will not be accepted.

This is to ensure that due process and fair use policy is followed, client in-house expertise can be applied where possible, and support requests can be tracked effectively.

Standard Response Times

The following table indicates the maximum time periods for a Program Framework support analyst to commence work on a support request received. These are associated with the severity level assigned by the client:

Severity Level	Functionality Loss	Users Impacted	Response Time
1	Major	Many or All	4 Business Hours
2	Minor	Few or None	16 Business Hours
3	None	Any	4 Business Days

4 Solution Set-up and Customisation

Customisations of the template solution will be developed in a development environment provisioned by us. We will continue to maintain this development environment for you, to support further development in future.

The initial deployment of the Power App to your production environment and future updates will be delivered as solution package files to be applied in your tenant. This enables version control and the capability to roll back.

Power BI reports will be delivered as Power BI source files (.pbit/.pbix files).

Solution development will make best use of the effort budget specified in this proposal and is delivered through an agile, iterative process with frequent reviews.

Data Model

Customising the following entities (by adding custom data columns, changing labels and value lists of existing columns):

- Portfolios
- Programmes
- Projects
- Project Snapshots
- Risks
- Issues
- Milestones
- Project Costs
- Benefits
- Status Reports
- Lessons Learned

We may also create completely new entities (i.e. custom data registers to your specification), only limited by the effort budget available.

Forms & Views

Customising data entry forms to reflect data model changes (i.e. to feature additional columns and reflect column changes, include any new entities). This may include customisation of business rules (e.g. to hide or protect certain fields under certain conditions), rules for calculated fields etc.

Stage Gate Process

Customising the project stage gate process to reflect your lifecycle stages. Stage Gates may vary for different project types.

Connectors

Any connectors that are included within the deployment are subject to customisation in terms of data mapping.

Security Model

Customising the security group definition for users of the core applications (PMO, Project Managers), to define visibility and change access to data.

Workflows

Customising alert and approval workflows.

SharePoint Document Management

Deploying key document templates as SharePoint content types in the SharePoint document library integrated with the solution.

Setting Up Solution Parameters

Setting up parameter tables such as:

- Reporting Periods
- Document Standards
- Milestone Templates
- Resource Roles and Capacities
- Team Members
- Budget and Cost categories

Power BI Report Development

Will include customisation of supplied templates, such as

- Changes resulting from your data model customisation, i.e. the need to show new columns, change column labels etc.
- Custom branding
- Changes to visuals, filters, grouping, etc.
- Development of all-new reports based on templates
- Hiding reports not required