



**POWER**  
FRAMEWORK

Powered by



**POWER**  
FRAMEWORK  
for Planner

# G-Cloud 15 Service Definition

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Power Framework is a trading name of Program Framework Ltd  
Registered in England & Wales: Company No. 05461232 | VAT No. GB 867 6674 60  
Registered Office: Hoppingwood Farm, Robin Hood Way, London SW20 0AB

[www.powerframework.com](http://www.powerframework.com)

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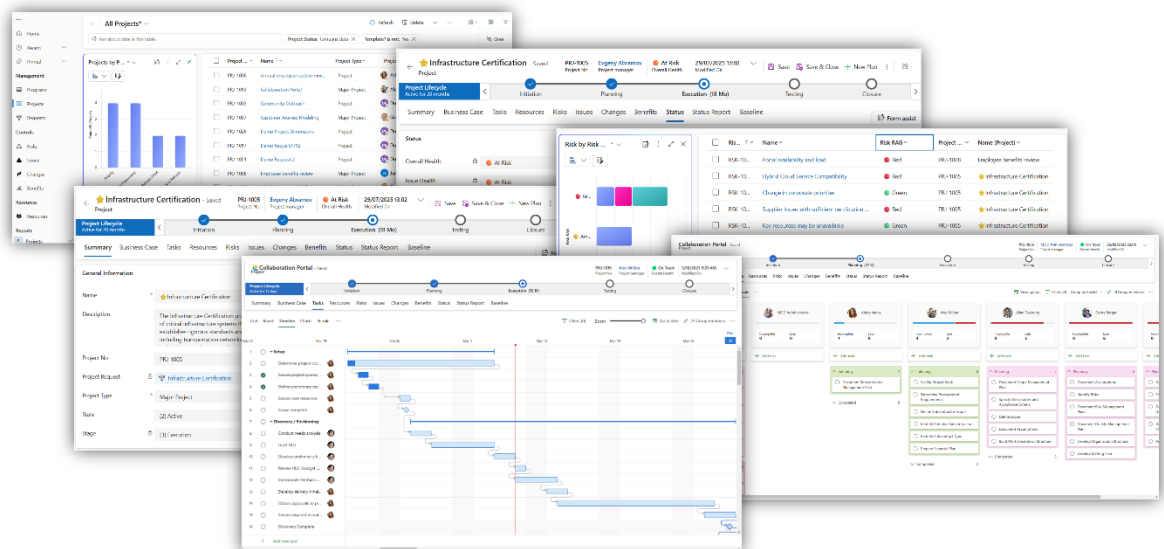
## 1 Introducing Power Framework for Planner

Power Framework for Planner is an easy-to-use, highly affordable Project Portfolio Management app. It's the ideal foundation for a PMO that wants to streamline project processes, move away from spreadsheets to a much more efficient and data-driven way of working, and enable AI.



Built on Microsoft Planner Premium, it extends Planner's task management and scheduling features with all the capabilities you need to take projects through their complete lifecycle.

### Rich functionality, yet easy to adopt



The solution is built with Power Apps, making it highly configurable and extensible.

It comes with a wealth of features, including:

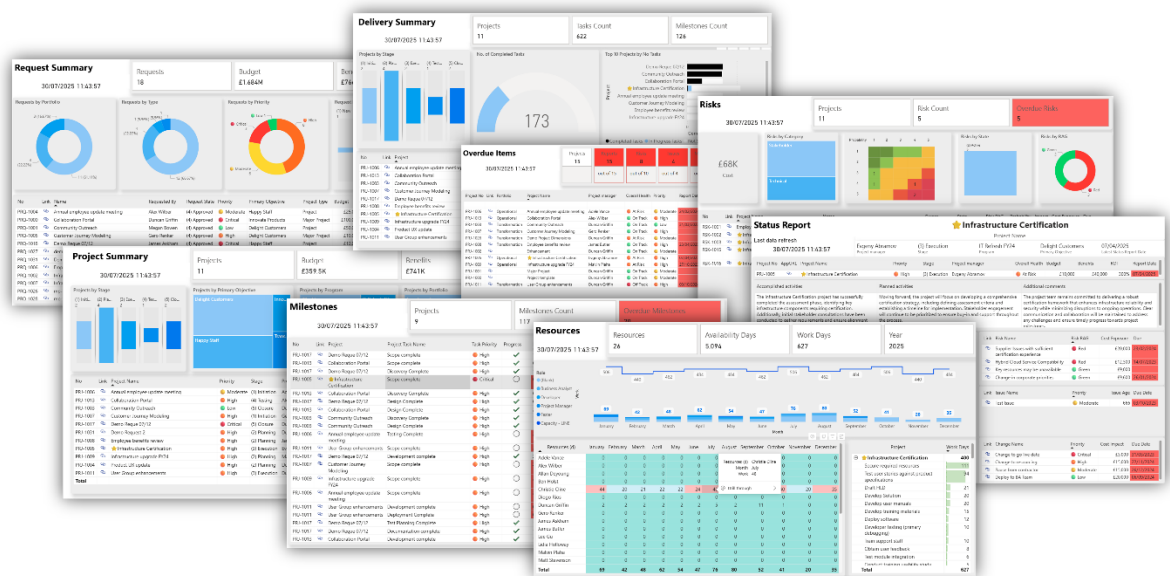
- Recording of project requests and converting to projects
- Detailed business case information
- Stage gate controls
- Document management
- Risk & Issues
- Change requests
- Benefits list



- Simple financials
- PM status updates
- Program management

It brings seamless integration with Planner's task scheduling, resource management and collaboration features.

## Full reporting out of the box



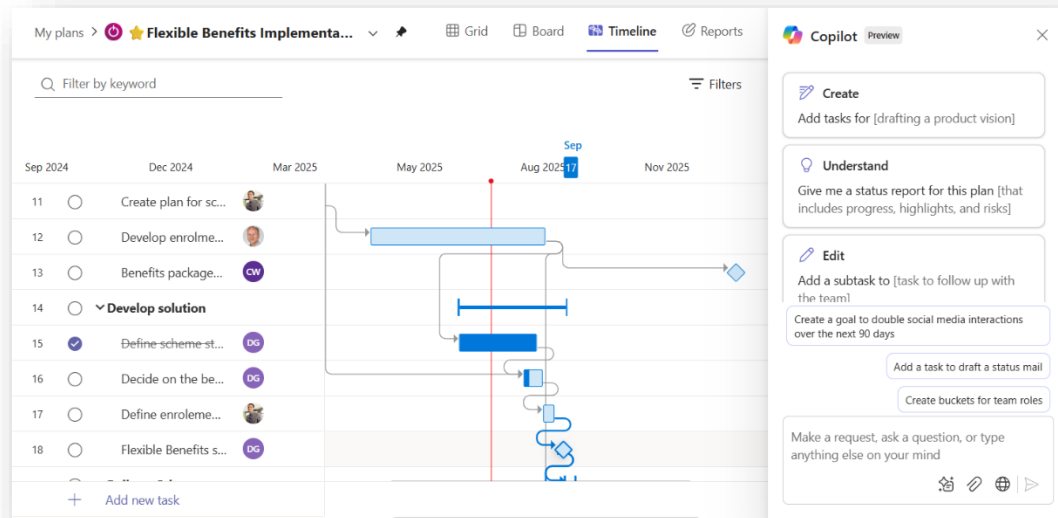
All reports are built with a Power BI data model that is supplied to serve as your 'single source of truth', empowering ad hoc report creation and data extracts.

Rich Power BI report templates are supplied, including:

- Requests
- Portfolio, Program & Project Health
- Program Financials
- Project Status
- Timeline & Milestones
- Risks and Issues
- Benefits
- Data Quality
- Resource Utilisation



## Kickstarting your AI journey



Power Framework for Planner is not only a modern PPM solution—it's also your launchpad for leveraging AI in project and portfolio management.

Built on Microsoft technologies like Planner Premium, Power Platform, and Dataverse, it provides the structured, connected data environment that AI requires to deliver real value.

AI capabilities such as Microsoft Copilot, predictive analytics and automated insights are deployed through our solution. Features such as AI generated project plans, status updates and project analytics can all be explored, so you can adopt them with confidence.

## Why Power Framework for Planner?

Power Framework for Planner stands out as a fully open, low-code solution built entirely with Microsoft's Power Platform and Planner Premium—no black-box components, no hidden logic. Every part of the app, workflow, and report is visible and modifiable within your tenant, giving you complete flexibility to adapt and evolve the solution as your needs grow.

Unlike packaged tools that restrict customisation or rely on proprietary extensions, our solution is designed for transparency, extensibility, and alignment with your Microsoft investment. And while you have full control, you're never on your own—our expert support team is always on hand to help, whether you need guidance, troubleshooting, or additional development services.

Find out more at [powerframework.com](https://powerframework.com)

## 2 Rapid Implementation Guided by Experts

The Power Framework consulting team will work with you to install the application in your own Microsoft cloud tenant, configure it to your needs and get your team ready to use it.

### Deployment Stages

#### Power Framework for Planner Deployment

This is a rapid initial phase to install Power Framework for Planner in your own Microsoft tenant and provide an initial set of briefing sessions to demonstrate the solution and agree the scope for the remaining activities.

#### Solution Configuration

The requirements identified in the previous stage will be turned into a prioritised backlog. The solution will be configured to deliver those, guided by the available effort budget. Changes will be applied in an agile fashion with frequent reviews, monitoring and allocating remaining budget as we go.

Please see appendix section 3 for a break-down of potential configuration services.

#### Knowledge Transfer

Services to ensure that users are briefed on tool administration and usage, including:

- Solution administrators
- PMO and Project Managers
- Report authors (hand-over of Power BI data model)

Delivered via online sessions that may be recorded for re-use.

#### Onboarding Support

We will assist with user enrolment, solution data population and support your go-live activities.

#### Project Management

Project Management activities are included, to organise meetings, plan and monitor implementation activities, communicate on progress as well as manage risks and issues.

## Demand for Your Resources

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

These are activities that require time and effort from your team:

- Internal project management
- Giving input to solution design
- IT technical staff will be required to provision user accounts and licenses, deploy Power Platform / Power BI environments and provide access to our consultant.
- Internal requirements gathering and decision making
- Acceptance testing of configuration and reports
- Internal communication, stakeholder engagement, sponsorship and leadership engagement
- Creating internal documentation
- Attending training
- Data cleansing and import.

## Flexible Development Model – Empowering Your Team As Needed

Power Framework for Planner is deployed in your Microsoft tenant. We deploy a production environment and a sandbox (pre-production) environment for you to explore and test changes.

We actively encourage your team to take ownership of the solution by configuring, extending, or enhancing it—whether that means modifying the app, building automated workflows with Power Automate, or developing additional Power BI reports.

This enables you to fully leverage internal skills and align the solution with evolving needs. Of course, if preferred, our expert consultants are always available to deliver these enhancements on your behalf.

## 3 Solution Build and Configuration Activities

Power Framework for Planner is a Power App solution that we will deliver as a package to be installed in your tenant (in both Sandbox and Production environments).

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

Solution build will make best use of the effort budget of the procured implementation service package(s) and is delivered through an agile, iterative process with frequent reviews.

Below details the typical solution build activities delivered through Standard Configuration and examples of what can be achieved with Enhancement.

The Enhancement service budget will be estimated and agreed following requirements and use case discussions.

| Category                              | Standard Configuration                                          | Enhancement                                                                               |
|---------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| <b>Data Model</b>                     | Configuring tables and columns to support localisation.         | Adding or repurposing tables, altering relationships                                      |
| <b>Forms &amp; Views</b>              | Modification of forms to support localisation                   | Adding forms, with custom business rules and or processes                                 |
| <b>Stage Gate Process</b>             | Alignment of single stage gate process to customer requirements | Multiple stage gates or dynamic stage gate rules                                          |
| <b>Security Model</b>                 | Configuration of out of the box security roles                  | Add additional security roles to application and/or reports                               |
| <b>SharePoint Document Management</b> | N/A                                                             | Document management library synchronization, document templates, document automation etc. |
| <b>Workflow Automation</b>            | Configuration of out of the box workflows                       | Custom workflows for approvals, alerts/notifications                                      |





| Category                           | Standard Configuration                          | Enhancement                                                                                                                    |
|------------------------------------|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| <b>Integrations</b>                | N/A                                             | Custom integration created and deployed to external systems (e.g. intake of project requests, financial accounting interfaces) |
| <b>Power BI Report Development</b> | Update Power BI reports to support localisation | Significant configuration of supplied reports, new reports, paginated reports, report distribution etc.                        |

## 4 Support Service Definition

The support service for Power Framework for Planner is designed to give you full peace of mind. It is provided by the Power Framework support team and will be the first point of call for any query or issue relating to the solution.

### Service Scope

The support service covers your specific configuration of the app and reporting features, to provide technical support as required.

This will include the following:

- A limited number of support requests (cost assumes 8 tickets per year). Power Framework will endeavour to respond to all support calls based on reasonable usage (i.e. answer basic questions, concerns etc), any support call that necessitates effort to resolve from Power Framework will be raised as a formal support request and count against total tickets allocated. Unused tickets cannot be rolled over to the next year.
- Logged by email with our helpdesk 24 x 7
- Assistance will be provided remotely
- Active during normal business hours (9 am to 5 pm)
- Implemented as 2nd or 3rd line support

### Exclusions

The support service excludes:

- Solution configuration or development
- Onsite consulting
- Application user training
- Support for Microsoft Cloud platform issues unless they cause malfunction of Planner Premium solutions features
- Support for issues resulting from customer-made changes to the application, workflows, or reports unless expressly commissioned and implemented by Power Framework. We reserve the right to assess whether a reported issue arises from such changes and may offer support on a time-and-materials basis to resolve them.

### Microsoft Cloud Platform Issues

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

Platform database. Your Microsoft Cloud services are assured by your own Microsoft technical support.

Microsoft Cloud platform issues may cause Planner Premium solution features to malfunction. These will be diagnosed by our support team but may require escalation to Microsoft. Our support team can assist your own IT team 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 Power Framework helpdesk.

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

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

## Submitting and Tracking Support Requests

Requests are submitted via email or directly in our online service desk portal, where they can also be tracked and reviewed (detailed instructions will be supplied).

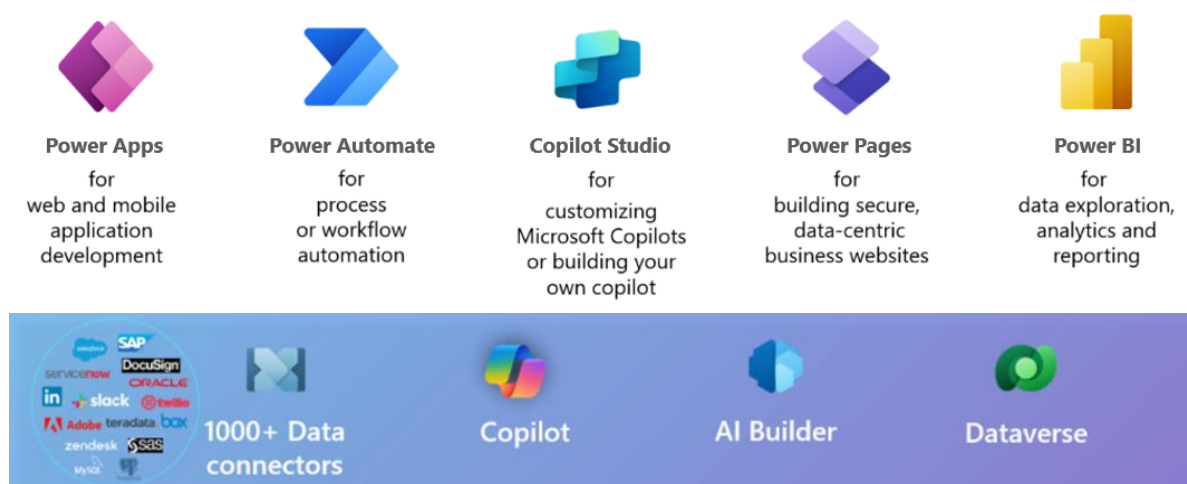
## Standard Response Times

The following table indicates the maximum time periods for a Power 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   |

## 5 Appendix: Introducing the Microsoft Power Platform

The Microsoft Power Platform is a suite of cloud-based tools designed to create, manage, and analyse data-driven applications across multiple devices. Key services in the platform include:



Power Framework for Planner is created with Power Apps and stores its data in **Dataverse**. It is deployed in your own cloud tenant rather than being hosted by a 3<sup>rd</sup> party vendor. It inherits the many benefits of the platform such as:

- **Microsoft Cloud-Native** – Protects your investment in Microsoft cloud, the platform that is already securely accessed by your users and adopted for daily collaboration.
- **Low-Code/Pro-Code Flexibility** – While the platform enables rapid development with low-code tools, it also supports extensibility through pro-code capabilities (e.g., Power Automate, Azure Functions, and Dataverse APIs).
- **Secure and Compliant** – Microsoft Dataverse provides enterprise-grade security, including role-based access control (RBAC), data loss prevention (DLP) policies, and compliance with industry standards (ISO, GDPR, SOC, etc.).
- **Seamless Integration** – The Power Platform natively integrates with Microsoft 365, Dynamics 365, Azure, and other third-party services via prebuilt connectors and APIs, reducing the need for custom development.
- **Scalable and Maintainable Architecture** – The use of Dataverse ensures a scalable, structured data model with relational database capabilities, advanced query performance, and support for large datasets.

- **Automated Workflows & AI Capabilities** – Power Automate allows for process automation across systems, and AI Builder and Copilot provide embedded AI-driven insights.
- **Extensible & Customizable** – Organisations can tailor the solution with Power Apps, Power Automate, custom connectors, or embedded Power BI reports while maintaining a standard deployment approach.
- **Governance & Lifecycle Management** – The platform can support robust ALM (Application Lifecycle Management) with DevOps capabilities via solutions, environments, and source control integration with GitHub/Azure DevOps.

## Environments

The application is deployed in a **Power Platform environment**. An environment is a logical container that isolates and manages apps, data, and resources within the Power Platform. It serves as the foundation for governance, security, and application lifecycle management (ALM). Key Characteristics of a Power Platform Environment include:

- **Data and App Isolation** – Each environment is a separate space that contains its own Dataverse database, apps, flows, and resources, ensuring separation between development, testing, and production.
- **Security & Access Control** – Environments support role-based access control (RBAC) and security groups, allowing administrators to define who can build, modify, or access apps and data.
- **Application Lifecycle Management (ALM)** – Environments facilitate structured solution management, allowing us to develop and deploy our applications across Dev, Pre-Prod/Test, and Production environments using solutions and pipelines.
- **Geographic & Compliance Considerations** – Organisations can choose environment regions to comply with data residency requirements and optimize performance based on user location.

All environments benefit from built-in [business continuity](#) and [backup](#) features of the Power Platform.