

Establishing Governance for Microsoft Power Platform to Support a Thriving Maker Community

In the modern enterprise, speed and efficiency are paramount, and the demand for automation, data insights, and application development has surged. Microsoft's Power Platform empowers both professional developers and citizen developers to create apps, automate processes, and generate insights quickly. However, with this rapid growth comes significant governance challenges, particularly in large organizations.

This case study examines the journey of Compass365 and Company X, a diverse F-100 global organization with over 200,000 employees, as they implemented a Power Platform Center of Excellence (CoE) to govern the widespread use of Power Platform while maintaining security, compliance, and operational efficiency.

THE CHALLENGE

As the usage of Power Platform expanded within Company X, the organization faced a rapidly growing ecosystem of apps, flows, and bots created by over 10,000 citizen developers. While these tools empowered employees to increase productivity and innovation, they also introduced significant risks:

Security Concerns: The open nature of the platform allowed for the potential misuse of confidential data, including Personally Identifiable Information (PII) and data subject to regulations like HIPAA.

Compliance Issues: Without proper oversight, there was no assurance that the solutions developed were compliant with internal security and data loss prevention policies.

Operational Risks: The proliferation of apps without a structured governance framework raised questions about sustainability, lifecycle management, and support for these applications.

Company X needed a governance strategy to mitigate these risks while still enabling innovation across the organization. As a long-term client, Company X turned to Compass365 to guide them on their governance journey.

SUCCESS METRICS

- Customized governance framework implemented addressing security, compliance, and operational concerns.
- 30,000 active assets assessed for risk and compliance.
- Ongoing support and education instituted to enable their maker community.

INDUSTRY

Global Media and Entertainment

PLATFORMS AND SOLUTIONS

- Power Platform - Power Apps, Power Automate, Power BI
- Microsoft Teams
- SharePoint
- Dataverse
- Microsoft 365

“Compass365 helped us start by envisioning the final goal and then work backward. They encouraged us to consider the expected outcomes and evaluate the effort required from all perspectives, including makers, developers, security, and IT operations.”

PM, Company X

ABOUT COMPASS365

Compass365, a Microsoft Solutions Partner, combines our years of Microsoft expertise with proven methods to improve the way companies work, operate, and confidently get the value from their Microsoft investments.

THE INVESTIGATION

Company X's IT leadership, platform owners, and the Compass365 team began by exploring Microsoft's Power Platform CoE Starter Kit. While the Starter Kit provided essential components such as core setup, governance tools, nurture components, and reporting tools, it was clear that customization and additional solutions were necessary for a large enterprise. Challenges included the need for heavy customization, licensing implications, and the sheer scale of implementation with over 30,000 existing assets.

Key requirements discovered:

- Company X had to assess the scale of Power Platform usage within the organization. This included identifying how many apps were in use, the nature of the data being accessed, and the overall risk profile of these assets.
- The team examined the components of the CoE Starter Kit and identified gaps that needed to be addressed to ensure a robust governance framework.
- Successful implementation required the involvement of various functional areas, including IT operations, security, compliance, and business units. Building partnerships and gaining buy-in from these stakeholders was crucial.

THE SOLUTION

Company X, in collaboration with Compass365, embarked on a multi-faceted approach to implement a governance framework that would secure their Power Platform environment while supporting ongoing innovation.

Compass365 helped Company X implement the foundational components of the Power Platform Center of Excellence, augmented by the custom build of an Inventory and Attestation Power App used to evaluate the risk and compliance score of more than 30,000 assets (apps, flows, bots) and enforce the appropriate action.

Company X now has the confidence to encourage, promote, and support makers and pro-code development partners like Compass365, to take full advantage of the Power Platform to improve efficiency, visibility, and productivity throughout the organization. They will take the lead in nurturing and supporting makers, while we work together to further build out operational process improvements.

ONGOING PARTNERSHIP

Through a strategic approach that combined the Power Platform CoE Starter Kit with custom solutions, Company X successfully implemented a governance framework that addressed their security, compliance, and operational concerns. This allowed them to continue empowering their employees to innovate using the Power Platform while ensuring that all solutions were developed in a safe and sustainable manner.

Next up on the IT roadmap:

- ALM Accelerator: A tool to support Application Lifecycle Management (ALM) and streamline the development and deployment process.
- Pipelines and Environment Request App: Tools to manage the creation and management of environments, ensuring that apps are developed in a controlled and compliant manner.
- ServiceNow Integration: Integration with ServiceNow to enhance operational support and incident management for the Power Platform.

As Company X continues to evolve its governance program, they are well-positioned to support ongoing innovation while maintaining the security and integrity of their ecosystem.

"The Power Platform CoE Starter Kit is like drawing an outline in black and white. It's foundational and gets you started. Then, you layer in the colors to bring the art alive."

Solution Architect, Compass365

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