

UNLOCK YOUR CUSTOMER DATA

CRM & POWER PLATFORM CUSTOMER DAY 2023

Starting My Journey With
Power Platform + Best
Practise



Hi!
Jason & Zak

What we'll cover

We've only got 45 minutes

1. Defining Your Makers & Community
2. Upskilling
3. Finding A Need
4. Admin & Governance
5. Support & Evolution
6. Centre of Excellence



Define Your Roles

App Makers & Citizen Developers

App Maker

The App Maker creates and enforces business processes, structures digital collection of information, improves efficiency of repeatable tasks, and automates business processes. The App Maker uses the Maker tools of Power Platform to solve business problems.

Citizen Developer

A citizen developer is an employee who creates application capabilities for consumption by themselves or others, using tools that are not actively forbidden by IT or business units. A citizen developer is a persona, not a title or targeted role. They report to a business unit or function other than IT.

Defining Your Community

- Not everyone is a App Maker/Citizen Developer
- People still have a day job too
- Business process knowledge is good
- Creating a working group to discuss, design and manage
- You can make an app, but what about support and evolution
- It can provide 'opportunity'

Upskilling

How Should You Upskill

External Training

- Partner Training
- Partner Consultancy

Internal Training

- System Landscape
- Business Process
- Business Policies
- Champions

Self-Taught

- MS Learn
- YouTube
- Community Forums

Finding A Need

Just because you can, doesn't mean you should

Do

- Identify challenges that affects multiple people, multiple times
- Consider if you already have the solution, or if there is something to 'buy' off the shelf
- Seek stakeholder buy in
- Do look at cost of licenses and time to build (storage too)
- Do consider amount of ongoing maintenance required

Don't

- Look in to a problem in isolation, disparate system landscapes aren't what you want
- Don't buy the wrong licenses
- Keep ideas to yourself
- Build, test and refine individually
- Go live without stakeholder approval

PRODUCTIVITY

Does your idea solution reduce effort

Does your idea enable more output

RISK

Of not putting something in place

Of putting it in place

COST

Licenses

Time to build, test, train and deploy

Cost to maintain

USER EXPERIENCE

Simplicity is key

Admin & Governance

Create A Strategy

Manage

- Number of environments
- Testing Policy
- Automated Tests
- Release Cycles

Secure

- Creating environments
- Permissions
- Environment data loss prevention

Monitor

- Capacity
- Usage

Environments

Solutions & Publishers

Comments & Documentation (+ DevOps)

Support & Evolution

The Technology Doesn't Stand Still

Microsoft | Learn | Documentation | Training | Certifications | Q&A | Code Samples | Assessments | Shows | Events

Dynamics 365 | Release plans | Support | Regional availability | Resources

Release plans for Dynamics 365, Power Platform, and Cloud for Industry

Find out what's new in Dynamics 365, Power Platform, and Cloud for Industry.

2023 release wave 1

Microsoft Dynamics 365

Features releasing from April through September 2023.

Microsoft Power Platform

Features releasing from April through September 2023.

2022 release wave 2

Microsoft Dynamics 365

Features releasing from October 2022 through March 2023.

Microsoft Power Platform

Features releasing from October 2022 through March 2023.

Additional resources

Archived release plans

Release plans from previous waves that have been archived after their final publish.

Release planner

Check out our new Release planner and share your feedback on this new interactive experience.

Microsoft | Power Apps | Product | Pricing | Partners | Learn | Support | Community

Search This forum

Home > Power Apps Ideas

Power Apps Ideas

Welcome to the Power Apps Ideas site.

5000+ Ideas

Filters

- Categories
 - (Select all)
 - AI Builder
 - ALM
 - Canvas apps
 - Cards
- Stages
 - (Select all)
 - Accepted
 - Completed
 - Declined
 - Deferred

Quick links

- Ideas Resources
 - Announcements and Known Issues
 - My Content
 - Power Apps FAQ
- Power Apps Resources
 - Power Apps Community: Ask questions and interact with the Community
 - Release Planning Portal
- Power Platform Ideas Sites

Community User • 4 years ago

1,971

Allow Admins to login as Users

It would be great if as an admin I could login as another user in order to troubleshoot issues that arise. Instead of having to waste a license for my test user so I can change the test users security roles to mimick that of the individual having issues.

Planned

32 Comments Follow Share 0 Flags

tpatel • 6 years ago

1,640

Share with external users

Hi Please add feature sharing apps with external users -T

Completed

291 Comments Follow Share 0 Flags

Migrated_User • 7 years ago

1,493

Printing

As this is designed for ENTERPRISE, printing from the within the APPS will make PowerApps superior to Excel and even ERP / SAP system. If ONENOTE can be accomplished (for printing) after our request, why not PowerApps. Anonymous shared this idea - February 01, 2016

Completed

351 Comments Follow Share 0 Flags

Community User • 4 years ago

1,406

Allow NOT IN searches in advanced find, marketing lists etc

A very common request from customers is to find records WITHOUT a certain related record. Today I need to make a custom report for that. I think it would be great to be able to create views etc based on NOT IN statements in an advanced find. That could easily be used for customer relationship management, marketing lists etc.

Centre of Excellence

- CoE Dashboard
- Introduction
- Overview - Power Apps
- Overview - Power Automate
- Overview - Chatbots
- Environments
- Microsoft Teams Environments
- Apps
- Flows
- Makers
- Connections
- UI flows
- Virtual Agents
- Custom Connectors
- App Risk Assessment
- App Archive
- Go back

CoE Starter Kit - Dashboard

MONITOR

OVERVIEW - POWER APPS	OVERVIEW - POWER AUTOMATE	OVERVIEW - CHATBOTS
ENVIRONMENT OVERVIEW	TEAMS ENVIRONMENT OVERVIEW	CUSTOM CONNECTORS
DEEP DIVE - APPS	DEEP DIVE - FLOWS	DEEP DIVE - UI FLOWS
DEEP DIVE - BOTS	CONNECTIONS	

Query basic inventory (Environments, Apps, Flows, Makers, Connectors, Audit Logs) at scale and monitor usage across your entire tenant and at environment level. These reports also support appropriate drill downs, trending, filtering (maker department/country/city, connector usage, premium feature usage)

GOVERN

APP RISK ASSESSMENT	APP ARCHIVE	APP LICENSE ASSESSMENT
FLOW RISK ASSESSMENT	FLOW ARCHIVE	APP LICENSE ASSESSMENT
UI FLOWS ARCHIVE	UI FLOWS RUN DETAILS	UI FLOWS ERRORS
UI FLOWS RISK ASSESSMENT		

Perform risk assessments based on viral sharing, connector or operation usage, identify complex flows and orphaned or unused resources. Take action through an embedded app to take ownership, archive or delete the resource.

NURTURE

MAKERS	APP GURUS	FLOW GURUS
APP SHARES	APP USAGE	APP ADOPTION

Find your star app and flow makers, see what connectors they are using, where they are based (department/city/country) and how they are adopting the Power Platform.

Filters

Thank you.

