

DTC Standard Operating Procedures for the VA Microsoft Power Platform

Purpose

The purpose of this document is to provide an overview of the different functions performed by the Digital Transformation Center (DTC) at the Department of Veterans Affairs (VA) for the Microsoft Power Platform (MPP) Center of Excellence (CoE).

Intended Audience

The primary audience for this document is members of the customers responsible for developing MPP solutions (Power Apps, Power Automate, Power Virtual Agents, Power Pages/Portal, AI Builder) that provide business capabilities on the VA Microsoft Power Platform.

The secondary audience for this document is members of the DTC team. These teams will have a working knowledge of the processes described in this plan.

Scope

This Standard Operating Procedure (SOP) is applicable to all staff involved in the Digital Transformation Center and work within the Microsoft Power Platform.

Roles and Responsibilities

MPP COE

- Provide lifecycle support to citizen developers looking to expand their MPP solutions through premium connectors or functionality.
- Manage all MPP environments for availability, scalability, and functionality.
- Manage all user provisioning/deprovisioning for MPP premium licenses, as well as security groups.
- Maintain all security documentation and VA Authority to Operate (ATO).

Business Owner

- Provides detailed use case information to MPP COE team for design and licensing evaluation.
- Is main point of contact (POC) for all development work being done for project.
- Completes all license purchase documentation and coordinates with the COR.
- Provides planned go-live date and manages communication on date changes.
- Signs Acceptable Use Policy for lower and Production environments and provides Data Dictionary to MPP COE.

Customer Team

- Provides the Architecture Flow Diagram to MPP COE.
- Develops, tests, and manages MPP solution.
- Signs Acceptable Use Policy for lower environments and provides inputs to the Data Dictionary.
- Works with MPP COE on any issues they run into; participates in weekly office hours.

Contracting Office Representative

- Coordinates with MPP COE and Business Owner on new license purchases.
- Works with MPP COE to renew annual license purchases with all customers.
- Allocates purchased licenses to the MPP COE for assignment.

Architecture Review and Support

The MPP COE meets with business owners and customer teams during the Discovery Call to review their use case and planned approach. This allows the COE to discuss with customers best practices within the platform, recommendations on the best solution, and any limitations they might encounter. The MPP COE will answer questions about feasibility, highlight potential areas for future scalability, and provide insight into additional services that might benefit the use case.

Potential Limitations

- Connecting to a 3rd Party Service that sits outside of the Microsoft Azure for Government cloud.

- Using functionality or connectors that are not approved for use with the Government Community Cloud version of MPP or VA's tenant.
- The 3rd party service may not be FedRAMP approved or have VA Authority to Operate.

Architecture Flow Diagram

The Business Owner and Customer team will be responsible for providing an Architecture Flow Diagram of their planned approach before gaining access to the Development environment.



Application
Architecture.docx

License Management

License Recommendation and Estimate

As part of the Discovery Call, after the review of the planned approach, the MPP COE will provide the recommended approach and lay out the required premium licenses to achieve it. After the Discovery Call, the Business Owner and Customer Team usually need to review the cost with their leadership for approval to move forward. The MPP COE sets a follow up time (standard is two weeks) to see if they Business Owner is ready to start the license purchase.

Once confirmed that the Business Owner is ready to move forward with the license purchase, the MPP COE License Manager will work with them to create the Independent Government Cost Estimate (IGCE) document. This document lays out exactly what licenses will need to be purchased and the estimated cost for the remainder of the contract year. This is delivered to the Contracting Office Representative (COR) team to begin the license purchase process.

Microsoft Power Platform License Management

All users of an app or automation created with premium capabilities require a premium license.
Business customers need non-IT funding for these SaaS/PaaS subscriptions.



POWER APPS: Cost Per Month

- SKU_SEL-00005: \$ 11.23 - Power Apps (per user)
- Allows unlimited custom apps or portals (Incl. 500 AI Service Credits)
- SKU_J8S-00003: \$ 4.68 - Power Apps (per app)
- Allow 1 custom app or portal (Incl. 250 AI Service Credits)



POWER VIRTUAL AGENT: Cost Per Month

- SKU_RZG-00003: \$ 265.96 - Power Virtual Agents (per tenant) 1K sessions per month
- Charged according to the unit of "billed sessions".



POWER PAGES: Cost Per Month

POWER APPS PORTALS

- SKU_HP1-00003: \$ 11.23 - Power Apps Portal Login Capacity T5 GCC Add-On – **EXTERNAL ONLY** (100k logins/per month)
- Login provides the authenticated user access to a single portal for up to 24 hours. Multiple logins during the 24-hour period counts as 1 billable login.
- SKU_SE7-00001: \$ 93.62 - Power Apps Portal Page View Capacity Add-On (100k page views/per month)

POWER PAGES

- User can access a single Internal website multiple times within a calendar month
- SKU_WDW-00001: \$191.30 - Power Pages Authenticated Capacity Packs (100 users/site/per month)



POWER AUTOMATE: Cost Per Month

- SKU_SFR-00001: \$ 14.40 - Automate (per user) allows unlimited flows
- SKU_SFL-00001: \$ 93.62 - Automate (per flow) allows serves unlimited users across an org.

POWER AUTOMATE RPA

- SKU_105-00001: \$ 37.45 - Automate w/attended RPA (per users) allows unlimited flows, plus automate legacy apps through RPA and AI (Incl. 5K AI Service Credits)
- SKU_109-00001: \$140.43 - Automate w/unattended RPA (per bot) extends desktop-based automation by enabling a bot to run autonomously (Incl. 5K AI Service Credits)

Costs Valid through:
04-01-2023 – 03-31-2024

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Figure 1: MPP Licensing Slide

MICROSOFT POWER PLATFORM AI Builder Capacity Add-On

AI Builder rate card

Each AI Builder capability consumes service credits at different rates. The calculator is available to help estimate AI Builder Capacity add-on units to be purchased based on the anticipated usage of various AI Builder services.

Qualified Based License



Capability	Operation	Type	Service Credit Consumption Rate
Business Card Reader	Real-time Prediction	Prebuilt	100 credits/Card
Forms Processing	Training	Custom	Free
	Real-time Prediction	Custom	500 credits/Page
ID reader	Real-time Prediction	Prebuilt	100 credits/Page
	Training	Custom	Free (Performed on-premises)
Image Classification	Real-time Prediction	Custom	4 credits/Image
Invoice Processing	Real-time Prediction	Prebuilt	500 credits/Page
Object Detection	Training	Custom	50 credits/Image (Standard - First 500 images)
	Real-time Prediction	Custom	400 credits/Image (Domains - First 500 images)
			10 credits/Image (After 500 images)
Prediction	Training	Custom	Free
	Scheduled Prediction	Custom	1 credit/5 rows
	Real-time Prediction	Custom	10 credits/1 row
Receipt Scanning	Real-time Prediction	Prebuilt	100 credits/Page
Text Analysis	Training	Custom	Free
Category Classification, Entity Extraction	Real-time Prediction	Custom	20 credits/1k chars
	Real-time Prediction	Prebuilt	20 credits/1k chars
Text Analysis	Real-time Prediction	Prebuilt	20 credits/1k chars
Key Phrase Extraction, Language Detection, Sentiment	Real-time Prediction	Prebuilt	20 credits/1k chars
Text Recognition	Real-time Prediction	Prebuilt	20 credits/Image
Translation	Real-time Prediction	Prebuilt	100 credits/1k chars

U.S Government

Available Features as of April 2023

POWER APPS AI BUILDER	IL2 GCC	IL4 GCC High	IL5 DoD
Power Platform AI Builder	✓	✓	✓
Business Card Reader	✓	✓	✓
(Custom) Document Processing (structured/semi-structured docs)	✓	✓	✓
(Custom) Document Processing (unstructured docs)	✓	✓	✓
(Custom) Entity Extraction	✓	✓	✓
(Custom) Image Classification (Lobe)	NA	NA	NA
(Custom) Object Detection	✓	✓	✓
(Custom) Prediction	✓	✓	✓
(Custom) Category Classification	✓	✓	✓
(Custom) Document Automation Toolset	NA	NA	NA
(Prebuilt) Business Card Reader	✓	✓	✓
(Prebuilt) Category Classification	✓	✓	✓
(Prebuilt) Entity Extraction	✓	✓	✓
(Prebuilt) Identity Document Reader	✓	✓	✓
(Prebuilt) Invoice Processing	✓	✓	✓
(Prebuilt) Key Phrase Extraction	✓	✓	✓
(Prebuilt) Language Detection	✓	✓	✓
(Prebuilt) Receipt Processing	✓	✓	✓
(Prebuilt) Sentiment Analysis	✓	✓	✓
(Prebuilt) Text Recognition	✓	✓	✓
(Prebuilt) Text Translation	✓	✓	✓

\$468.09/monthly
/per 1 Unit

1 unit =
1 M service credits

Capacity Enforcement

For AI Builder capacity add-on SKUs, purchased capacity is enforced monthly and unused service credits do not carry over month to month.

Costs Valid through:
04-01-2023 – 03-31-2024

Link: [AI Builder Calculator](#)

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






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Figure 2: MPP AI Builder Licensing Slide


License Purchase Process







Once the COR team receives the IGCE, they reach out to the Business Owner with the below information and instructions. Once the required steps and documentation are completed by the Business Owner, the license purchase will come through on the next monthly contract modification (occurs at the beginning of each month).

RE: PR-04211 – Microsoft Power Platform (Draft Copy-IGCE)

 **Giraud, Tinamarie**
 To:  Entwistle, Rebecca A. (Octo, an IBM Company);  Rollinger, Paula
 Cc:  Hague, Whitney M. (B3 Group, Inc) (she/her/hers);  Wafa, Daud (B3 Group);  Adams, Lawrence J.;  Martikes, Lisa;  Nowak, Edward
 Tue 8/15/2023 11:53 AM

 Reply  Reply All  Forward  

 You forwarded this message on 8/15/2023 1:25 PM.

 PR-04211-IGCE Finance Operations 104C.xlsx 30 KB	 Approval Memo for Late or Unfunded Acquisition Package PDAS - Template.docx 35 KB
 FOR SIGNATURE - V08911043_Memo_FY23 OPAL Cut-off Dates v2 lj.pdf 231 KB	 OIT Frequently Asked Questions 11Jan2023 MS EA Option Period 1.docx 252 KB
 Product Description.pdf	 Screenshots of Sample ARM Request 148808.docx

I wanted to take a moment to follow up the team regarding this request and share some ordering guidance if there was an interested in procuring the product recommended by the Digital Transformation Center (DTC).

In order to procure the DTC recommended products the following items will be required.

- IGCE (attached)
- ARM Approval (I have enclosed some documents [Product Description, VA SaaS Checklist, Acq Plan, MS FITARA presentation, OIT Frequently Asked Questions] that can help with the ARM review/approval process if uploaded to the Document Repository under the Acquisition Review tab)
 - Feel free to refer to Sample ARM [148808](#). Required documents are found within the Document Repository of the sample provided.
 - Make sure your BTT reflects the following:
 - Estimated Total Contact Lifecycle Amount: (within Acquisition Planning tab within BTT) reflects: \$1,637,215,100.00
 - Product Service Code: DA10 IT and Telecom - Business Application/Application Development Software As A Service
 - NAICS Code: 513210 Software Publishers
 - Under the TRM URL within the Acquisition Planning tab please ensure you include the appropriate TRM link or if the product is deemed a SaaS product please include the respective VA Digital Marketplace Link.
 - Under the description field please ensure you include the following statement: This action was briefed and approved by the PDAS on 3/10/2023, refer to slide 10 in the attached FITARA slides. Please see the attached SaaS approval.
- 2237 /IPR (sample attached)
- FORCE Request submitted to the TAC-NJ and please specify (Contracting Officer Matthew Newell and Contract Specialist Kalil O'Neil), [FORCE \(va.gov\)](#) if you need access please contact VA.Acquisition.Systems@va.gov.
 - The TAC's deadline for submitting all FY 23 acquisition packages was 6/8/23 (see attached OPAL Cut off memo). In order to submit your acquisition package to the TAC through FORCE for award in FY 23 you will need to complete the attached Approval Memo for Late or Unfunded Acquisition Package which will need to be signed by your Senior Executive and then the OIT PDAS. Once your Senior Executive has signed the memo please submit the memo to VA OSS Category Management Intake VAOSSCategoryManagementIntake@va.gov, and they will staff the memo to the PDAS for his signature. Once the memo has been signed by both your Senior Executive and the PDAS please ensure this memo is uploaded to the FORCE entry prior to submission.

Figure 3: License Purchase Process Email Part 1

5. If you require support from the Office of Strategic Sourcing (OSS) to process the 2237 and ARM approval, and FORCE submission please submit a request at [Acquisition Category Management \(ACM\) Inquiry and Assistance Form \(office.com\)](#). Please state "please assign to **Tinamarie** Giraud and Lisa Martikes".
6. For VHA Customers, BTT access is required ([Budget Tracking Tool \(BTT\) Version 9.6 - Dashboard \(va.gov\)](#)) to create the RPM and obtain the ARM approval. Your leadership to need access to BTT for approval of the ARM. In addition, your office will need to be listed as one of the requiring activities. Reach out to pittbudgettrackingtoolsupport@va.gov for assistance with BTT access and refer to the guidance below. Additional POCs, Sellers, Consuela L. Consuela.Beverly@va.gov and Hier, Michael Michael.Hier@va.gov. Once you have obtained access please review sample ARM provided above for reference.

New User Account Creation

HOW TO CREATE A NEW USER ACCOUNT

Navigate to the following link: <https://btt.dva.va.gov/>. This link will only navigate you to the New User Information Page if you do **NOT** already have a BTT account.

1. Fill out all of the required fields, marked in red asterisk, in order to successfully create the account.
2. Select Next
3. Upon successful submission, you should be redirected to the BTT Permission Request Form.

How to Request BTT User Permissions

Navigate to "Create Permission Request", which can be accessible within the Quick Links drop down menu, or in the Text Only Menu.

It will open a new tab/window, to the [Permission Request Form Start Screen](#).

Figure 4: License Purchase Process Email Part 2

MPP COE License Pool

In addition to the premium licenses purchased by individual Business Owners, the MPP COE manages a pool of licenses that are not only used to support DTC projects, but also to provide loaner licenses for Business Owners and Customer Teams. The licenses are assigned at the same time as the lower environments are stood up and are meant to cover the time it takes to have the license purchase go through. The standard loan period is 60 days but can be extended on a case-by-case basis and based on availability.

Purchased License Assignment

Once the purchased licenses have come through from Microsoft, the MPP COE will assign out the licenses at the user and/or environment level based on the license type. For licenses assigned to the users, MPP COE will work with the Business Owner to confirm the list of users; any users that had a loaner license assigned will automatically be switched over to the purchased version without any action or issue to the end user.

License Renewals

The current contract goes from April to April of each calendar year. Starting in February, the MPP COE and COR team will reach out the Business Owner to confirm if they plan to increase, decrease, or continue with the same licenses.

Environment Management

Both the main VA Default environment and the premium environments are under the purview and management of the MPP COE. This includes ensuring the correct Data Loss Prevention (DLP) Policies and Content Security Policies (CSP) are enabled across all environments and working to remediate any rogue usage.

For end users with premium MPP licenses, premium environments will be stood up, at a minimum with a Development and Production environment. The team utilizes security groups to ensure that the correct privileges are assigned based on environment type (premium vs standard).

In addition, this includes management of allowed data connectors to ensure that all available connectors are usable by VA end users. Conversely, MPP COE is also responsible for ensuring that any blocked data connectors are unable to be used by VA end users.

Acceptable Use Policy

All VA end users automatically have access to the VA's main Default environment through their Office 365 standard license. For end users with premium licenses, they will need access to their standalone premium environments. To ensure the environments are used appropriately against the VA's security standards, users must sign an Acceptable Use Policy (AUP). For access to the lower environments, all users must sign the document; for access to the Production environment, only the Business Owner must sign.

Instructions for Lower Environment AUP

In order to set up Dev/Sandbox environment and assign premium loaner licenses, the developers are required to digitally **sign (2nd PDF in the list)** and upload the signed Development acceptable use policy document to the same SP site, found here:

<https://dvagov.sharepoint.com/sites/OITPPCOE/SitePages/Submit-Signed-Acceptable-Use-Documents.aspx>

Important: All fields are required, please make sure you attach your document before submitting.

* VA Email	<input type="text"/>
* Environment Type (Development/Production)	Find Items <input type="button" value="v"/>
* First Name	<input type="text"/>
* Last Name	<input type="text"/>
* Action Needed	Find Items <input type="button" value="v"/>
* PR Number (e.g. 01234)	<input type="text" value="00000"/>
* Administration	Find Items <input type="button" value="v"/>
* Requesting Site/Department/Office	<input type="text"/>
* Attachments	<div>There is nothing attached.</div> <div> <input type="button" value="Attach file"/> </div>




Figure 5: AUP Form Submission

Instructions for Production Environment AUP

In order to set up Dev/Sandbox environment and assign premium loaner licenses, the developers are required to digitally **sign (1st PDF in the list)** and upload the signed Development acceptable use policy document to the same SP site, found here:

<https://dvagov.sharepoint.com/sites/OITPPCOE/SitePages/Submit-Signed-Acceptable-Use-Documents.aspx>

Important: All fields are required, please make sure you attach your document before submitting.

* VA Email	<input type="text"/>
* Environment Type (Development/Production)	Find Items 
* First Name	<input type="text"/>
* Last Name	<input type="text"/>
* Action Needed	Find Items 
* PR Number (e.g. 01234)	<input type="text" value="00000"/>
* Administration	Find Items 
* Requesting Site/Department/Office	<input type="text"/>
* Attachments	<div>There is nothing attached.</div> <div> Attach file</div>

[Submit](#)

Figure 6: AUP Form Submission

Provisioning and Deprovisioning Environments

The provisioning of new premium environments is initiated through the submission of the Acceptable Use Policy. Additional environments beyond the required Development and Production environments can be created at no additional cost to the Business Owner and Customer Team.

Deprovisioning of environments occur when either A) a product request is closed and the Business Owner will no longer be moving forward or B) when the Business Owner requests it through the DTC Customer Success Center.

Table 1: Customer Success Center Information

Support Options	Business Hours
<u>Open a Ticket with the Customer Success Center</u>	Monday - Friday: 8:00 AM - 9:00 PM EST Excludes Federal Holidays
Customer Service Line (CSL): (202) 921-0911, option 2	Monday - Friday: 8:00 AM - 9:00 PM EST Excludes Federal Holidays

Development Support

While the customer team is working through development and testing of their solution, they will have reach back support to the MPP COE team for guidance and help. One on one meetings can be scheduled to provide support up to three hours. Additionally, MPP COE has recorded trainings and can point users to Microsoft resources to assist. All customer teams will also be invited to the weekly office hours help by MPP COE. This call covers issues, questions, demos, and a lively discussion that includes Microsoft representation and other citizen development groups in the VA.

MPP COE is also able to provide minimal configuration support to customers who do not have any resources to build their solution; this support is determined as under twenty hours of work and as the team has capacity. The MPP COE also supports and manages several internal DTC projects.

User Management

As mentioned in the Purchased License Assignment section of this document, licenses are originally assigned once the license purchase is completed. If a user leaves the VA or is assigned to a new work area, the license can be reassigned to a new user through a request to the DTC Customer Success Center.

Table 2: Customer Success Center Information

Support Options	Business Hours
<u>Open a Ticket with the Customer Success Center</u>	Monday - Friday: 8:00 AM - 9:00 PM EST Excludes Federal Holidays
Customer Service Line (CSL): (202) 921-0911, option 2	Monday - Friday: 8:00 AM - 9:00 PM EST Excludes Federal Holidays

MPP COE can also work with the Business Owner to create security groups to help manage permissions for users; this can also be done by the customer team without MPPCOE intervention.

Data and Security Management

As the Customer Team prepares to go live in Production, the MPP COE team will work with them to complete the NIST Data Dictionary template. This document outlines all the data elements that the solution will use and is utilized to create the Data Security Categorization of Low, Medium, or High Impact.



Copy of NIST data
type mappings temp

An individual Privacy Threshold Analysis (PTA) and Privacy Impact Assessment (PIA) are not required for each use case and requires no input from the Business Owner or Customer Team. MPP COE delivers a quarterly PTA and annual PIA to the VA Privacy Office that includes all additional use cases that have gone to Production since the last submission.

An individual VA Authority to Operate is not required for each use case and requires no input from the Business Owner or Customer Team. MPP COE manages the eMASS package from a holistic platform level.

BISL SQL Connections

Many customers want to utilize the SQL connector to their MPP solutions; setting up an on-premises data gateway is handled through the BISL team, instructions can be found below:



DTC SOP_DVM-157
How to request an c

Release Management

At this time, the MPP COE is looking to build out a full Release Management process; currently, Business Owners and Customer Teams can move their own solutions from environment to environment. If they need support in this process, a one-on-one session will be schedule with MPP COE. In the future, MPP COE will look to implement a formal release process to move from the lower environments to Production.

Sustainment Support

For all support requests after the MPP solution has gone live, Business Owners and Customer Teams are directed to submit a ticket through the DTC Customer Success Center.

Table 3: Customer Success Center Information

Support Options	Business Hours
<u>Open a Ticket with the Customer Success Center</u>	Monday - Friday: 8:00 AM - 9:00 PM EST Excludes Federal Holidays
Customer Service Line (CSL): (202) 921-0911, option 2	Monday - Friday: 8:00 AM - 9:00 PM EST Excludes Federal Holidays

Requests are immediately assigned to the MPP COE for support. Requests can include but are not limited to:

- Error Resolution
- Questions Regarding Platform Capabilities
- User/Environment Provisioning
- Changing Ownership of the Solution

For any major changes that require either A) additional licenses to be purchased or B) new functionality to be added should instead be a discussion with the MPP COE team to determine if a new Product Request should be created or what the appropriate next steps are.