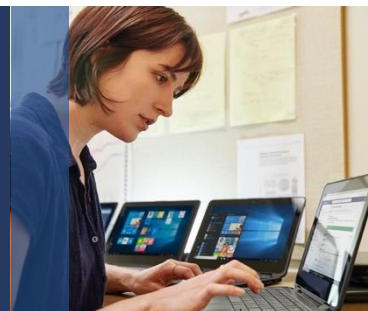# Microsoft

PL-600 Power Platform Solution Architect
APPLIED WORKSHOP

Overview

In this workshop, you will create your own solutions to the stated problems.

This workshop is open-ended by design. Use this time to practice what you need and don't be afraid to use your trainer for help when you get stuck.

In this workshop you are analyzing and architecting solutions based on a series of sheets in a planning workbook. You are choosing the company to use, so we've given you details based on industry standards. **Your chosen company may or may not exactly fit the guidelines here, use creative license to evaluate and architect solutions for the new department they are planning.**

If time allows, you will have a chance to share your solution with your peers for review and feedback.

Note: You are only completing one scenario. We've given you three to choose from. Review them and choose the one you'd like to build.

Scenario 1- Financial Services

Learn about the customer

Complete the Customer Discovery tab in the Project Worksheet.
Choose a public company you are not very familiar with in the **Financial Services industry** and use what you learn to start discovery of that company using public sources.

Conceptualize the design

Complete the Architecture Diagram, Business Apps Used, and Fit Gap tabs in the Project Worksheet.
You are building a solution for a new Customer Retention Group that is being formed at your client to handle all customer exit requests across all divisions of the company. These customers are transferred to the Retention Group once they make it known they are trying to close their accounts. The retention group's goal is to take the transferred customer that wants to leave and retain them as a customer by offering a discount, an alternative service, or even settle an unresolved complaint.

- Each division of the company was an independent company at one time and were acquired through acquisition and therefor have their own independent applications for managing their customers.
- The new system only knows about the customer when transferred via an integration that will bring in the relevant information to the new solution. Your project will include establishing this integration.
- Accounts will be assigned to the retention group staff based on their current workload, they will have a list of options they can offer the customer such as a discount or an additional service.

- Once resolved the originating system will be advised of the resolution to implement it for the customer.
- The assigned staff will own the problem until resolved.
- Customers should be able to view their cancel request status via a website.
- After a complaint is resolved the complaint information will stay in the system for 28 days following resolution. After that it must be removed.
- Any complaint offering a discount more than 50% of the original contract price must be approved by the retention group manager.

Complete the Data Model, Apps Architecture, Automation, and Security Model tabs in the Project Worksheet.

Using what you know about the customer and the industry build a high-level data model. Include the core tables and their relationships.

Review each of the other tabs named here. Evaluate the questions asked and provide your answers.

Complete the ALM tab in the Project Worksheet.
Identify how ALM will be performed and what Power Platform environments will be required. Create a high-level diagram illustrating the different environments and your promotion path between them.

Use the following to influence your ALM strategy:

- You have a team of five who will be building the solution, two of the team members are code developers.
- Two people have been assigned to support testing.
- Each system integrating to send your system complaints will have at least one tester who will test the integration with your new solution.

Considerations
Review all completed tabs in the Project Worksheet, adjust as necessary.
- Are you able to focus only on the new group as described above? What is the technical debt or considerations for legacy information?
- Do you anticipate additional security risks moving data between the old systems and the new solution you are proposing?
- Accounts are referenced above, will you use system Account table, build your own?
- Did you choose a commercial or consumer-facing organization? What additional considerations do you have for either of these?

Scenario 2 – Technology Services

Learn about the customer

Complete the Customer Discovery tab in the Project Worksheet.

Choose a public company you are not very familiar with in the **Technology Services industry** and use what you learn to start discovery of that company using public sources. Choose an organization with several available lines of business offerings.

Conceptualize the design

Complete the Architecture Diagram, Business Apps Used, and Fit Gap tabs in the Project Worksheet.

You are building a solution for a new Customer Retention Group that is being formed at your client to handle all customer exit requests across all divisions of the company, additionally commercial customers attempting to reduce their licenses by at least 50% are considered for the Customer Retention Group. These customers are transferred to the Retention Group once they make it known they are trying to cancel or significantly reduce their paid services. The retention group's goal is to take the transferred customer that wants to leave and retain them as a customer by offering a discount, an alternative service, or even settle an unresolved complaint.

- Each division of the company was an independent company at one time and were acquired through acquisition and therefor have their own independent applications for managing their customers.
- The new system only knows about the customer when transferred via an integration that will bring in the relevant information to the new solution. Your project will include establishing this integration.
- Accounts will be assigned to the retention group staff based on their current workload, they will have a list of options they can offer the customer such as a discount or an additional service.
- Once resolved the originating system will be advised of the resolution to implement it for the customer.
- The assigned staff will own the problem until resolved.
- Customers should be able to view their cancel request status via a website.
- After a complaint is resolved the complaint information will stay in the system for 28 days following resolution. After that it must be removed.
- Any complaint offering a discount more than 50% of the original contract price must be approved by the retention group manager.

Complete the Data Model, Apps Architecture, Automation, and Security Model tabs in the Project Worksheet.

Using what you know about the customer and the industry build a high-level data model. Include the core tables and their relationships.

Review each of the other tabs named here. Evaluate the questions asked and provide your answers.

Complete the ALM tab in the Project Worksheet.

Identify how ALM will be performed and what Power Platform environments will be required.

Create a high-level diagram illustrating the different environments and your promotion path between them.

Use the following to influence your ALM strategy:

- You have a team of five who will be building the solution, two of the team members are code developers.
- Two people have been assigned to support testing.
- Each system integrating to send your system complaints will have at least one tester who will test the integration with your new solution.

Considerations

Review all completed tabs in the Project Worksheet, adjust as necessary.

- Are you able to focus only on the new group as described above? What is the technical debt or considerations for legacy information?
- Do you anticipate additional security risks moving data between the old systems and the new solution you are proposing?
- Accounts are referenced above, will you use system Account table, build your own?

Scenario 3 – At-home food delivery subscription

Learn about the customer

Complete the Customer Discovery tab in the Project Worksheet.
Choose a public company you are not very familiar with in the **At-home food delivery subscription industry** and use what you learn to start discovery of that company using public sources.

Conceptualize the design

Complete the Architecture Diagram, Business Apps Used, and Fit Gap tabs in the Project Worksheet.
You are building a solution for a new Customer Retention Group that is being formed at your client to handle all customer exit requests across all divisions of the company. These customers are transferred to the Retention Group once they make it known they are trying to cancel their paid services. The retention group's goal is to take the transferred customer that wants to leave and retain them as a customer by offering a discount, an alternative service, or even settle an unresolved complaint.

- Each division of the company was an independent company at one time and were acquired through acquisition and therefor have their own independent applications for managing their customers.
- The new system only knows about the customer when transferred via an integration that will bring in the relevant information to the new solution. Your project will include establishing this integration.
- Accounts will be assigned to the retention group staff based on their current workload, they will have a list of options they can offer the customer such as a discount or an additional service.
- Once resolved the originating system will be advised of the resolution to implement it for the customer.
- The assigned staff will own the problem until resolved.
- Customers should be able to view their cancel request status via a website.

- After a complaint is resolved the complaint information will stay in the system for 28 days following resolution. After that it must be removed.
- Any complaint offering a discount more than 50% of the original contract price must be approved by the retention group manager.

Complete the Data Model, Apps Architecture, Automation, and Security Model tabs in the Project Worksheet.

Using what you know about the customer and the industry build a high-level data model. Include the core tables and their relationships.

Review each of the other tabs named here. Evaluate the questions asked and provide your answers.

Complete the ALM tab in the Project Worksheet.
Identify how ALM will be performed and what Power Platform environments will be required. Create a high-level diagram illustrating the different environments and your promotion path between them.

Use the following to influence your ALM strategy:

- You have a team of five who will be building the solution, two of the team members are code developers.
- Two people have been assigned to support testing.
- Each system integrating to send your system complaints will have at least one tester who will test the integration with your new solution.

Considerations
Review all completed tabs in the Project Worksheet, adjust as necessary.
- Are you able to focus only on the new group as described above? What is the technical debt or considerations for legacy information?
- Do you anticipate additional security risks moving data between the old systems and the new solution you are proposing?
- Accounts are referenced above, will you use system Account table, build your own?
- Did you choose a commercial or consumer financial institution? What additional considerations do you have for either of these?

Time management
You have a day to complete all aspects of this assignment. Review all the expectations first, then begin to manage your time. Phase 1 is designed to be a small group discussion, however if you are working solo then

take the time to brainstorm on your own to help you with the rest of the assignment. Most of your time should be spent in Phases 2 and 3. Your instructor will let you know when to start Phase 4, but plan for it to take about 30 minutes of your time.

Plan for the following:

Phase 1: Small group discussion

Phase 2: Choose your client and get to know them

Phase 3: Evaluate and architect your solution

Phase 4: Share and compare your solutions

Plan your time

Phase 4: Share & compare 17%

Phase 1: Group discussion 17%

Phase 2: Choose your client and get to know them 8%

Phase 3: Evaluate and architect your solutions 58%

Phase 1: Small group discussion
Discuss with your small group the idea of building the solution. Have a brainstorming session about how you might approach the requirements.

Discussion points
- Which scenario did you choose? Which scenario did the other group members select?
- Are there any distractors or irrelevant information offered?

Phase 2: Choose your client and get to know them
Choose which client's problems you will be solving.

Considerations

- Do you have access to enough information to be able to complete the exercise?

Phase 3: Evaluate and architect solution

Time to make complete the workbook.

Considerations

- Do you need to take any creative license to accommodate for vague requirements?
- Do you have enough time to complete all tasks?

Phase 4: Share and compare your solution

Share your solution with your small group. Compare the experience.

Considerations

- How do others' solutions compare to yours? What is similar? What is different?

- How would you improve upon your solution?

- What did you learn?