



Microsoft Power Platform CONFERENCE

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An Espresso Shot of being a Power Platform admin and the tools

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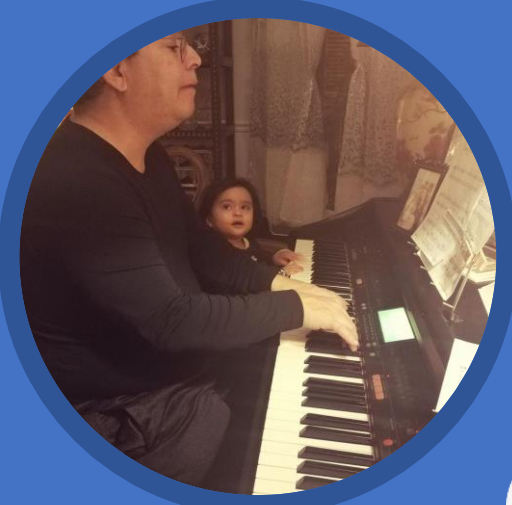


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About your speaker ...



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Booth #224 Today

- Focused on the Cloud (Azure!), M365 DevOps, Governance, Hi (High?, Hello?) and Low Code
- Community Contributor, Blog Writer, Speaker, Trainer, Evangelist and Practice Leader, Regular at M365 PnP SIG meetings and Partner events
- Semi mild-mannered architect by day, Entertainer (music & comedy), travel agent\tour guide, teacher\mentor, building engineer and IT Support (for the house) by night!
- Podcaster (<https://youtube.com/@cloudtalkshow>), User Group Leader (Chicago Microsoft Power Platform User Group, M365Chicago.com events), Accidental Licensing SME



Agenda

aka “What can we do in the next 20-25 minutes?”



Created by Luiz Carvalho
from the Noun Project

- Power Platform Admin – What does it mean?
- Goals of the Admin
- Tasks of the Admin
- Tools of the Admin
- Tips for the Admin
- Time for a quick Discussion?



The Administrator and the scope of the role

- **A fast definition ...**

- ☐ The person who manages and administers Microsoft Power Platform at the tenant level
 - ☐ Microsoft's adoption guides strongly advises that Power Platform administration a TEAM and not an individual! (links at the end of the presentation)

- **Key tasks that define the (*ideal*) scope of the role**

- ☐ Creating and managing environments, Data Loss Protection (DLP) Policies, connectors, data gateways and other power platform related resources such as Dataverse capacity
- ☐ Monitoring and reporting on *Key Metrics* for Power Platform solutions.
- ☐ Troubleshooting and resolving issues (both task and expectation sometimes regardless of the source ownership)
- ☐ Managing security and access to data and other resources *

* Big asterisk here: Multiple roles (Data Administration, Security and Compliance, etc.) are necessary to properly accomplish this task!

What are the goals of a Power Platform Administrator?

- **Common goals (as agreed to by the organization!)**

- ☐ Protect the organization's data and ensure compliance with policies and regulations (technically a responsibility for all citizens of the organization!)
- ☐ Enable and empower users to build and use Power platform apps and solutions efficiently and effectively including with costs.
- ☐ Optimize the performance and scalability of the Power Platform solutions and resources (as opposed to reacting to issues related to those topics)
- ☐ Ensure transparent communications with key stakeholders on the state of Power Platform operations on a regular, timely basis
- ☐ Foster a culture of innovation and collaboration through and with Power Platform while implementing the organization's procedures, policies, governance and vision*

* Experience note: Sometimes the elements are in direct contradiction with each other
#NinjaLevelChallenges ...

What are the tasks of a Power Platform Administrator

- **The nature of the tasks help define the tools.**
- **Task Types:**
 - ☐ Ad Hoc Tasks
 - ☐ Troubleshooting, Issue resolution/escalation
 - ☐ User requests
 - ☐ General Inquiries
 - ☐ Milestone based Tasks
 - ☐ When targets are reached, e.g., Number of solutions/applications, Storage Capacity usage, licenses used, pay-as-you-go consumption costs etc.
 - ☐ Tasks on a regular intervals (periodic tasks)
 - ☐ Daily, Weekly, Monthly, Quarterly, Bi-annually, Annually

What are the tasks of a Power Platform Administrator

A Periodic sampling ...

| Cadence Period | Activities |
|----------------|---|
| Daily | Review service health and alerts, respond to user requests and feedback, update and deploy apps and solutions |
| Weekly | Monitor usage and adoption trends, audit and review security roles and permissions, backup and restore data |
| Monthly | Analyze and optimize app performance and resource consumption, review and update data loss prevention policies and connectors, apply patches and updates |
| Quarterly | Plan and execute environment and app migrations, evaluate and adopt new features and capabilities, conduct training and awareness sessions |
| Yearly | Assess and align Power Platform strategy and roadmap with business goals and priorities, review and update governance and administration framework, measure and report on business value and return on investment |

And Now about those tools ...

First, an overview

- The safest tools to use are the built-in, browser-based features of the Power Platform product
- Tools are not complete without the processes and practices behind their application towards achieving the goals
- Whether or not a specific tool is used or perhaps even allowed to be used, knowledge of them is strongly recommended at the very least as a pattern for solving issues and overcoming challenges.
- Home grown tools are encouraged especially where they are built to purpose and focuses on the organization's needs
- Administrators are also encouraged to create their own tools or versions of them (initially this was a major part of the admin in a day workshops) *

** Another asterisk: This is how some of the tools we now take for granted have come to life! Consider paying it forward by contributing to the community! <https://aka.ms/sharing-is-caring>*

Tools and key processes for Today's Power Platform Administrator

| Tool or Process | What about it ... |
|---|--|
| The Power Platform admin center | THE unified portal for managing environments and settings for Power Apps, Power Automate, Power Pages, and Power Virtual Agents |
| The Center of Excellence (CoE) Starter Kit <i>(also, the Automation CoE!)</i> | A free set of templates and tools to help establish and run a Center of Excellence/, such as the Core Components, the Governance Components, the Nurture Components, and the Innovation Backlog Components |
| The Power Platform CLI | A command-line interface for performing tasks such as creating and managing environments, apps, and solutions, packaging and deploying apps and components, and validating and repairing apps (PowerShell still works for the hardcore script mavens!) |
| The Power Platform VS Code Extension | A visual studio code extension for developing and debugging canvas apps, custom connectors, and PCF components |
| The Power Platform GitHub Actions | A set of GitHub actions for automating workflows such as building, testing, and deploying Power Platform apps and solutions |
| Azure DevOps Power Platform Plug ins | A set of plug ins for Azure DevOps that enable the ADO path for building, testing and deploying Power Platform apps and solutions |
| Managed environments Feature and Pipelines | A feature of Power Platform that provides a secure and isolated space for running solutions without worrying about the underlying infrastructure, security, or updates. Pipelines are a way to automate the deployment of solutions across different environments |
| Process advisor | A feature of Power Automate that helps discover, analyze, and improve business processes by recording and mapping user interactions, identifying bottlenecks and inefficiencies, and generating recommendations for automation and optimization |
| Other tools: Creator kit, Code Review Tool, Copilots and GPT | Occasional tools for the administrator's productivity or to aid in the development process. Creator kit is a tool that helps create canvas apps from templates. Code Review Tool is a tool that helps review and improve the quality of canvas app formulas. Copilots in the apps and as part of Bing are noted as tools also. |

Administrators will/should use all the features of the Power Platform Administration Center

| Feature | Description |
|--------------------|---|
| Environments | View, create, and manage your environments. Select an environment to see details and manage its settings. (Top Tip: set up Managed Environments!) |
| Analytics | Get a detailed view of key metrics for Microsoft Power Platform apps. (Top Tip!: Turn on Tenant wide Analytics!) |
| Billing (Preview!) | View a summary of environments in your tenant requiring licensing attention and license consumption for your environments. |
| Settings | Manage settings for all environments in your tenant. The home of the new Default Environments Setting! (Top Tip: Leverage the Weekly Digest) |
| Resources | View and manage resources (Capacity, Power Pages Sites, Power Apps assets, D365 Apps) in your tenant and environments. |
| Help + Support | Get a list of self-help solutions or create a support ticket for technical support. (Secret Tip: This actually works with Dev tenants!) |
| Data Integration | Integrate data into Dataverse (Traffic cop with ETL Powers - Be on good terms with your Data/D365 Teams!) |
| Data Management | Manage your cloud and data gateway connections. |
| Policies | View and manage various policies for your tenant and environments. |

Highlights of the Center of Excellence Starter* Kit

| Feature | Description |
|--|---|
| The Power BI Dashboard | Extensive (and growing) Admin Insights into the main Power Platform elements (Apps, automate, Pages, Agents but NOT BI!) |
| Governance | Compliance Processes, Inactivity Processes, Microsoft Teams Governance, Cleanup for Orphaned Resources, App Quarantine Process, Governance Components Solution, Developer Compliance Center Components (Note this is as of today and these feature may grow or move over to the Admin Center) |
| Nurture | Administrators provide these features for the team deadiated to accelerating Power Platform/Low Code adoption. This is more a case of knowing them over using them |
| Power Platform Admin View App | This is the Administrator's Command center (and reason for another monitor and, yes, the PPAC goes on the other monitor, #BestPractices #Reasons) |
| DLP Editor and Set App Permissions Apps | Two very specific apps in the CoE Kit that probably should be in the PPAC natively as they are very critical to best practice administrative control and management including Governance |
| Standardized Governance and Best Practices Documentation | The Documentation is actually a tool to itself and the seeds for a potential (ahem) Copilot ... |
| The Sample Planning Solution | Unsung Hero for Administrators who live on spreadsheets and reports. This one found in the kit is highly recommended! |

** Let us please remember this is a STARTER Kit and best practice should imply that it is modified and enhanced for your team's and your organization's needs and aspirations.*

For the “Deep in the weeds” Administrators ...

- **The PAC CLI Tools**

- ☐ Command line script tools for administrators and developers including DevOps Engineers that do just about everything (A session by itself!)

- **VS Code Extensions**

- ☐ Developer tools that also help Administrators with deployment management responsibilities

- **Git Hub and Azure DevOps Pipeline tools**

- ☐ For Administrators with deployment management responsibilities or need finer control over pipelines
- ☐ Remember, these features are also available through the Power Platform Admin Center when you do not need those capabilities

The Process Advisor as a friend to the Administrator

- **Even Power Platform Administrators can benefit from process optimization!**
- **Recall the case for the “*Starter kit*” where practice implies actively (or reactively) improving upon it. Process advisor can show the way**
- **Process advisor for continuous improvement**
 - **Identify Bottlenecks:** Use Process Advisor to identify bottlenecks in your workflows and processes.
 - **Analyze Processes:** Analyze various processes and workflows to understand where time and resources are being spent.
 - **Optimize Workflows:** Based on the analysis, optimize your workflows to make them more efficient and less time-consuming.
 - **Monitor Improvements:** Continuously monitor the improvements made to ensure they are effective and making a positive impact.
 - **Share Insights:** Share insights and findings with your team to collectively improve and optimize workflows.
 - **Repeat Analysis:** Regularly repeat the analysis to find new areas of improvement as your processes evolve over time.

* Note: Process advisor is not the replacement for the Power Automate Process analyzer feature which is used for troubleshooting specific flows (but a reminder that you have that tool as well to help with those issues!)

So many tools, so little time ...

- **A quick word on these other “favorite tools” in the Administrator’s Workbench:**

- ☐ The Creator kit – What it creates becomes something an administrator will eventually deal with, so this is one good to learn and understand
- ☐ Code Review Tool – A developer tool that turns out can be another troubleshooter where code quality affects the issue you are addressing
- ☐ About those Copilots
 - ☐ The obvious one is to use Bing Chat to get you started but remember to deep dive the links it returns to confirm before applying anything!
 - ☐ Tip: You can “insert” those capabilities into Power Virtual Agents, the Chatbot components in Power Apps or even in Flows directly where you can fine tune the prompts to focus on your issues. (Perhaps the path to enhancing your support capabilities to your organization!)

Where did the time go? How about some tips!

- **A quick summary of the many best practices and tips for Power Platform Administrators ...**

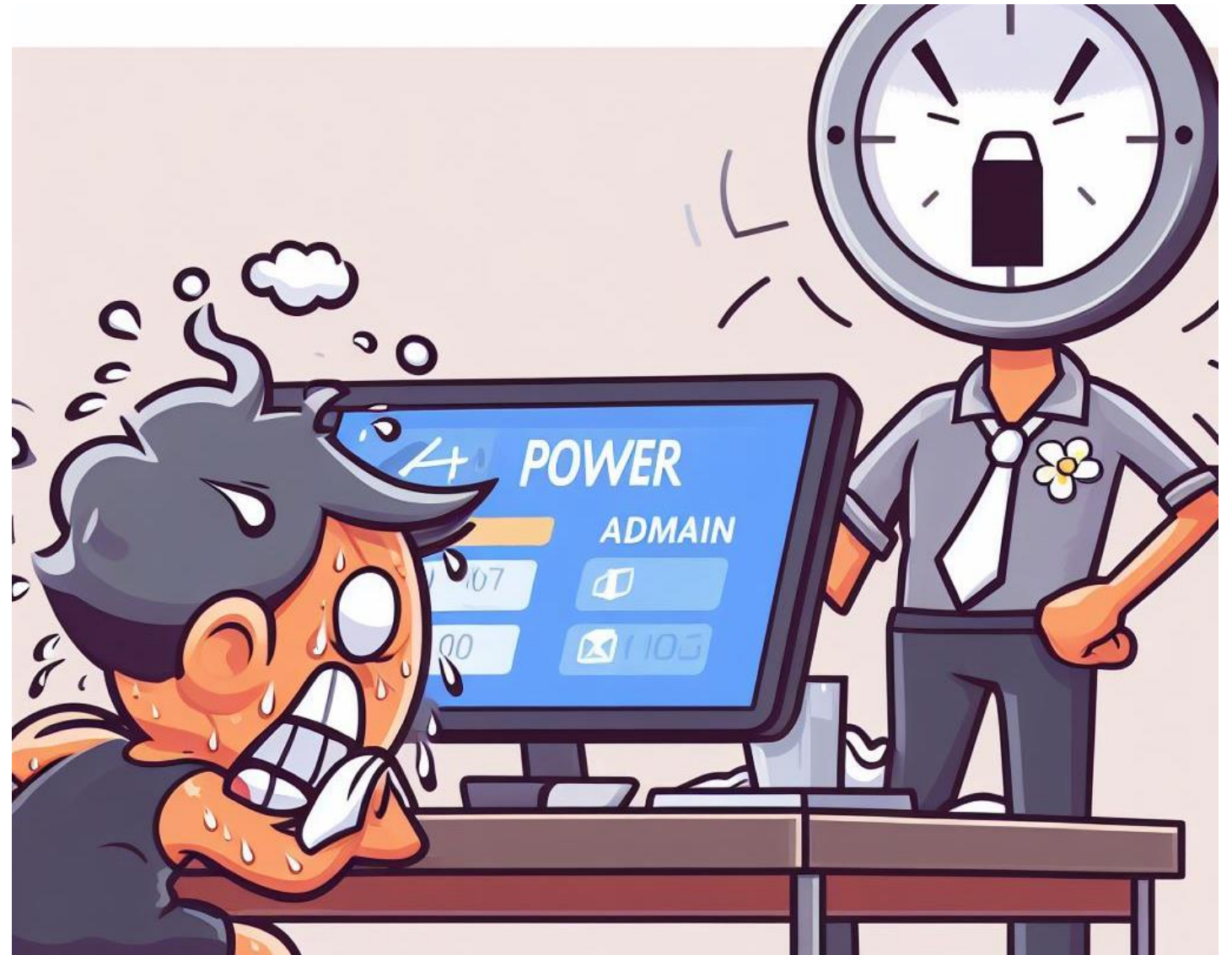
- ☐ Define and document clear roles and responsibilities for Power Platform administration and governance.
- ☐ Establish and communicate policies and guidelines for Power Platform app development and usage.
- ☐ Leverage the built-in and custom analytics and reporting capabilities to monitor and measure Power Platform app health and performance.
- ☐ Automate and streamline administration tasks and processes using tools such as PowerShell, Power Automate, and GitHub.
- ☐ Engage and collaborate with the Power Platform community and learn from the experts and peers.

Key links to take to home/to the bank/to the office

- **The Downloadable, still super relevant Adoption workbook:**
 - <https://aka.ms/powerplatformadoptionworkbook>
- **The home of the CoE(s)**
 - <https://learn.microsoft.com/en-us/power-platform/guidance/coe/starter-kit>
 - <https://learn.microsoft.com/en-us/power-automate/guidance/automation-kit/overview/automation-coe-strategy>
- **Build Tools**
 - <https://learn.microsoft.com/en-us/power-platform/alm/devops-build-tools>
- **CLI Starting point**
 - <https://aka.ms/powerplatformcli>
- **Copilots to the Rescue?**
 - *You can roll your own links here ...*

Do we have time to Show and discuss? If not ...

- Be sure to check out the other administrator tracks here at the conference
- Join a User Group with Admin focus (use the community search or create one!)
- Don't be alone!



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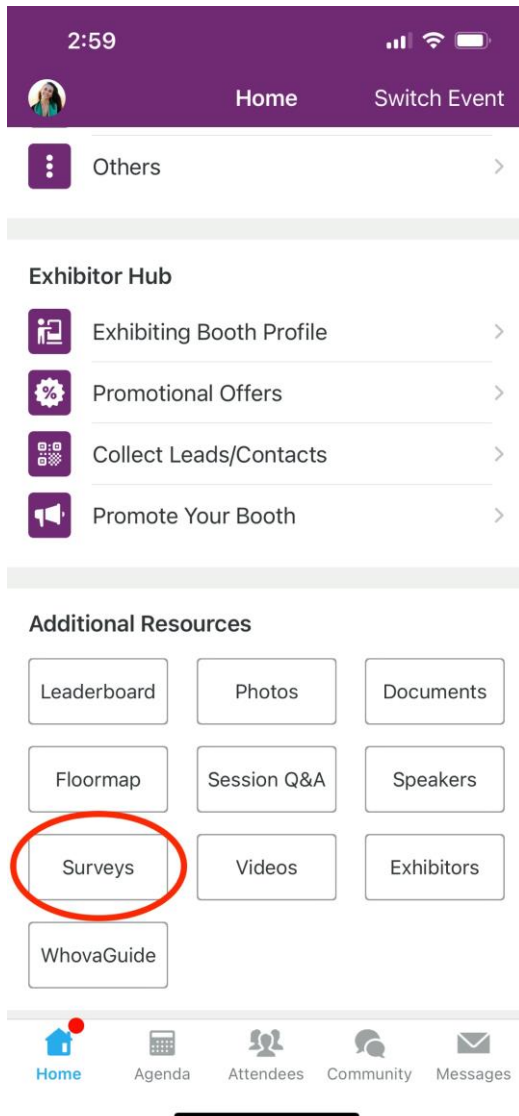
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