



# Microsoft Power Platform CONFERENCE

POWER BI

POWER AUTOMATE

POWER APPS

POWER VIRTUAL AGENTS

POWER PAGES

# What the Avengers taught me about working with Dynamics 365 developers

Angeliki Patsiavou



angeliki-patsiavou



@a\_patsiavou



Microsoft®  
Most Valuable  
Professional



# A tale of 3 cities

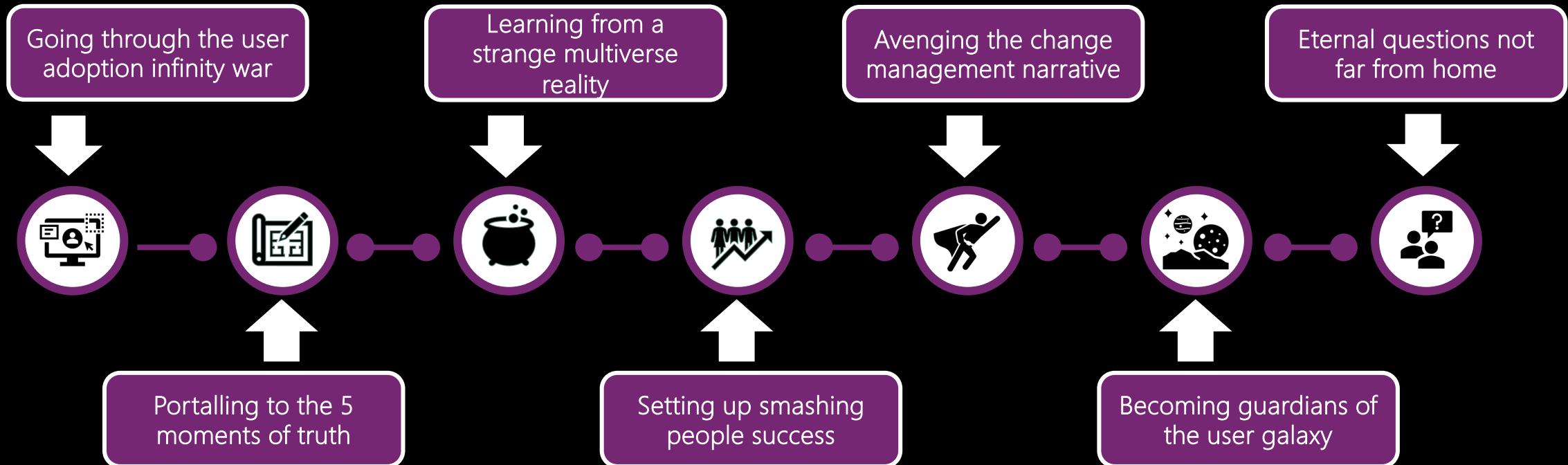


Human Evangelist



ANGELIKI PATSIAVOU

# What today is all about

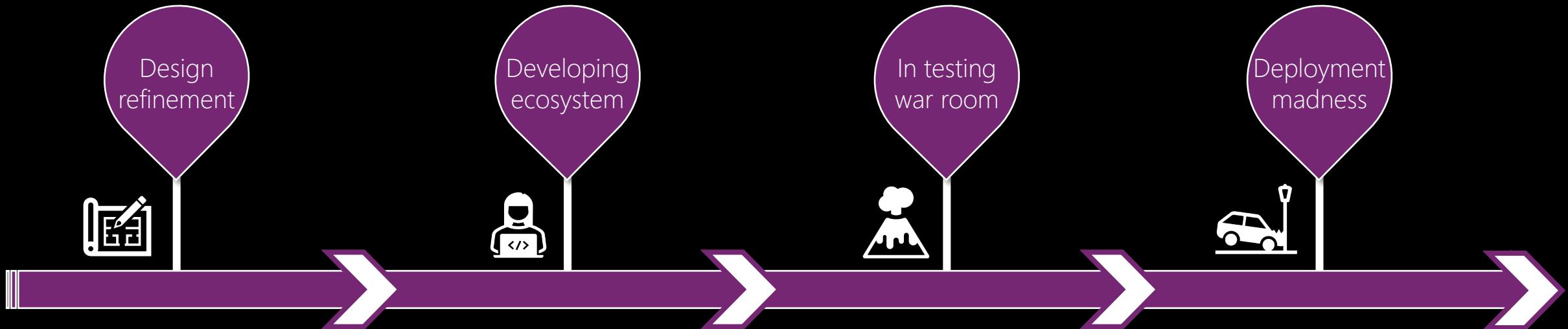


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# User adoption infinity war – Welcome to the terrible fours



- Ideas for leadership
- UX not championed
- CMs in - adoption worries
- Business faith lost in release
- Focus on tech, not uses
- Aggressive adoption plan
- No awareness or test process
- Bad adoption to legacy habits
- Change Managers (CM)not in
- Tech meets needs or egos?
- E2E UX and staging issues
- Tech burden and no fix dates



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# Iceberg of Ignorance



Executives see 4%



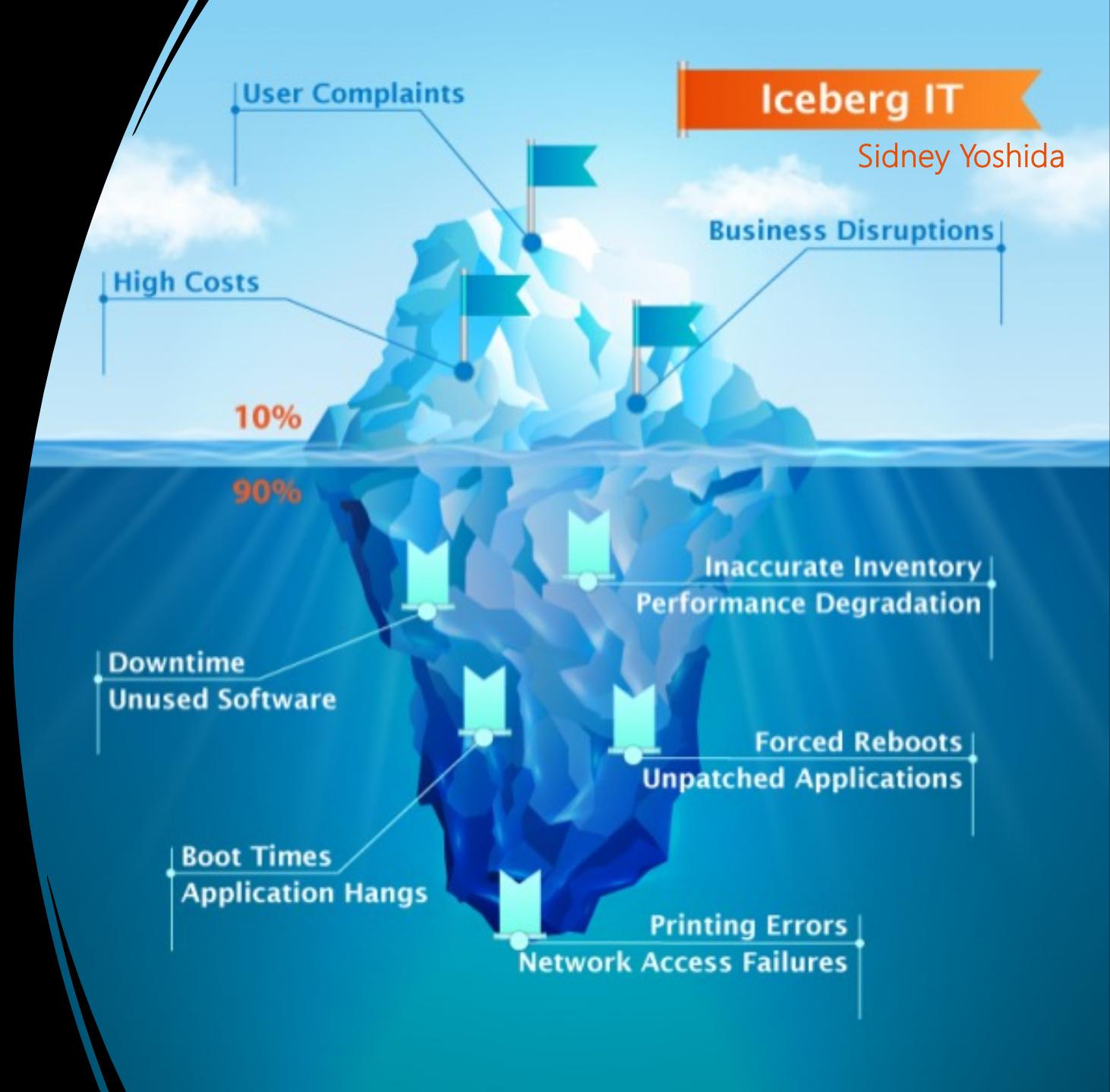
Team Managers see 9%



Team Leaders see 74%



Staff sees 100%



# Portalling to the 5 moments of truth



Fusion teams  
assemble!



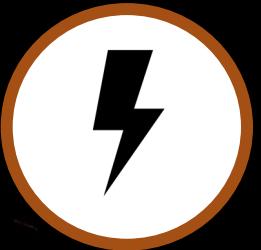
Marvel-lous  
agility



Business  
resiliency  
endgame



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User love with  
PB thunder



Fantastic  
four testing



**HOW DO WE PUT OUR  
DIFFERENCES ASIDE?**

# Team silos do not work – fusion teams assemble!



## Speed to market



Big estimates and backlog stall go to market and hyper-automation trends

Digital democratizing  
Business  
Technologists

## Delegated innovation



Business technologists know the solutions customers need but lack CIO-backed tools

Enabling governance  
SME-supported CoE

## Scaling standards



End-of-life on-prem tech reduces scale and cost-efficient, real-time decisions

Low/No-Code solutions  
Copilot & Copilot Lab



- ✓ **x2.6 times** more likely to accelerate company's digital transformation
- ✓ **41% of employees** are business technologists, varies a lot by industry
- ✓ By 2026, **75%** of new enterprise applications to use low/ no-code tech, up from < 25% in 2020

# The GenAI movement in numbers and programs

Is it just temporary?

Over **140** Microsoft Copilot products, always increasing

ChatGPT only took **~2** months to reach 100 million users

Min long-term potential

**70%** of employees to delegate to AI, **87%** of companies see a competitive edge

The next frontier of low-code is **extensibility** at all levels

Next-level inclusivity

**SUIT up & Power up** for community upskilling, career advancement and recognition

**5.2M** monthly active community users, with **480** User Groups to be involved in

Sources:

Microsoft 2023 Work Trends Index

MIT Sloan Management Review



**COLLABORATION WITHOUT JOINT  
STANDUPS OR RETROSPECTIVES?**

# Collaboration not a buzzword – but has Marvel-lous effects



## Prioritize together



Story points are great, but what about bigger pain points or quick wins?

User-centered design  
Adoption-led CI/CD

## Stand up together



Change managers can't rely on chance for dev updates to Change Champions

Cross-functional calls  
Scrum of Scrums

## Retros together



Environment instabilities, incomplete journeys and complaints can't be ignored

Continuous feedback  
Team Retrospectives



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**PROMISED CONTINUOUS  
DEPLOYMENT WITHOUT REASON?**

# No adoption lens? – Show users love with PBI thunder



## User stories



Developing technical PBIs is important, but we can't ignore the user stories

Wireframe feedback  
User-centered Design

## Ops matter



Ops shouldn't worry about robust system monitoring, back ups or manual admin

Constant automation  
Definition of Done

## Change request process



Dev change requests in any environment shouldn't be favors over tea or Teams

Prioritization process  
Change Advisory Board



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**NOT TESTED THE FRONT-END  
USER EXPERIENCE?**

# Who are you testing for? – Avenge your end users!



Strategy for champions



Testers shouldn't chase test scenarios, CRUD access, data, or unstable environments

Business test strategy  
Change Champions

Accessibility & usability



If your app is not operable, understandable, robust or perceivable, why build it?

Consumer duty act  
W3C - WCAG 2.1

Device superheroes



Ever checked what the most popular devices, email clients, screen size is etc.?

Responsive design  
Litmus Test



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**NO ROBUST ERROR LOGS TO  
CHECK INTEGRATIONS ISSUES?**

# Have you smashed business resiliency? – Use your words!



Prod support shield



Do users know what each error message means, the problem and next step?

User-friendly error text  
Custom BPF Validations

Disaster trenches



Integrations or vendors?  
RTOs for disaster scenarios can't be ignored in dev.

Vendor contract test  
Disaster Recovery Test

Automated monitoring



24/7 product without 24/7 self-service error monitoring to give peace of mind?

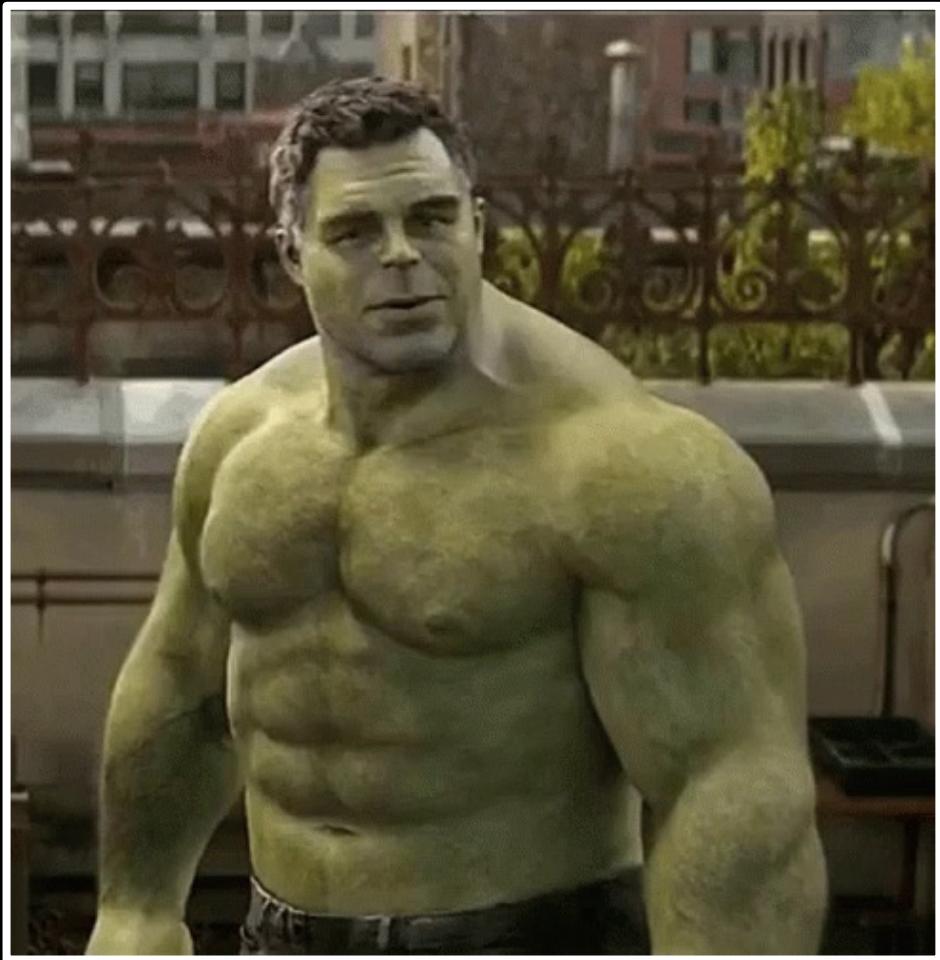
Real-time trigger alerts  
Power BI & Automate



10M users!



angeliki-patsiavou  
@a\_patsiavou



## *Homework to be indestructible*

1. Find and drive development passion by reimaging a fusion IT
2. Create evergreen services to modernize and accelerate revenue generation
3. Testing and Change Management are NOT a luxury, invest in your people



angeliki-patsiavou  
@a\_patsiavou



# HAVE A GREAT DAY

Looking forward to connecting!



angeliki-patsiavou



@a\_patsiavou



Tomorrow @ 11:15

And keep on rocking!