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- ❖ Este material utilizou como referência as funcionalidades da **Power Platform** disponíveis conforme a **documentação oficial** e previstas para lançamento em seu **guia de lançamento** na data de sua elaboração (ver slide de abertura). Como o conteúdo destas fontes é dinâmico, sempre consulta-las em caso de dúvidas.

Em caso de dúvidas ou questões acesse nosso site (Power Platform Connect)
<https://microsoft.github.io/powerplatformconnect/>

Governance and ALM with Power Platform

V1.8 from Oct 09, 2024

Agenda

Innovation challenges for IT teams

Establishing a low-code Center of Excellence (CoE)

Power Platform governance pillars

- Security
- Management
- Monitoring

CoE Starter Kit Overview

Next steps



Innovation challenges for IT teams

Surging digital demand



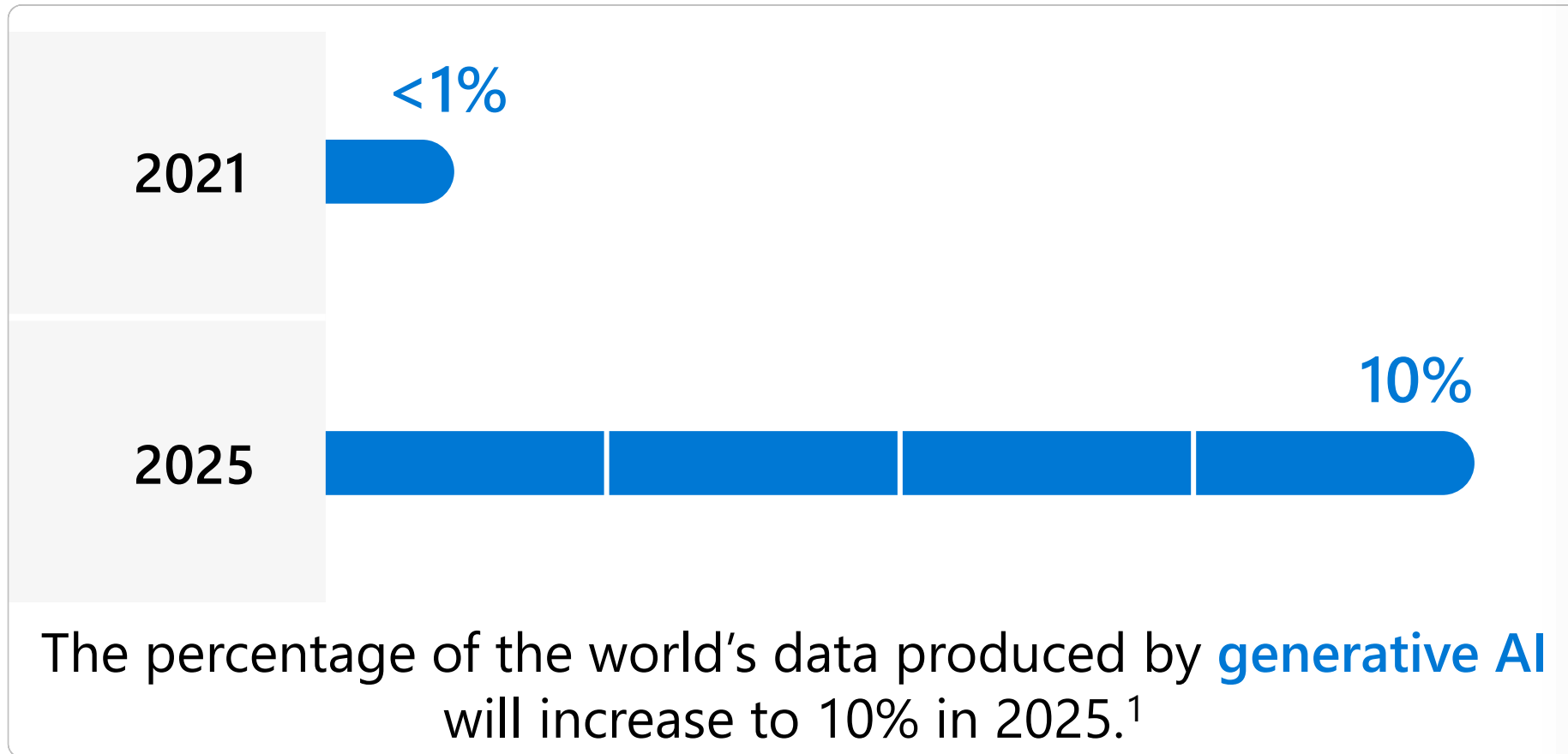
750M

**new apps need to be built
by 2025**

50%

**of digital work can be
automated with current tech**

The union of low code and AI is a game changer



65% +
More than
65% of app
development
will be
low-code by
2024.²

1. Source: Gartner® Press Release ,Gartner Identifies the Top Strategic Technology Trends for 2022, October 18, 2021. GARTNER is a registered trademark and service mark of Gartner, 2nc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

2. Source: Gartner 2019 Magic Quadrant for Enterprise Low Code Application Platforms

Not enough developers

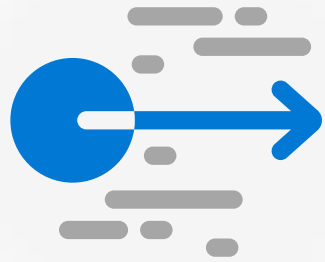


4M

developer shortfall

86%

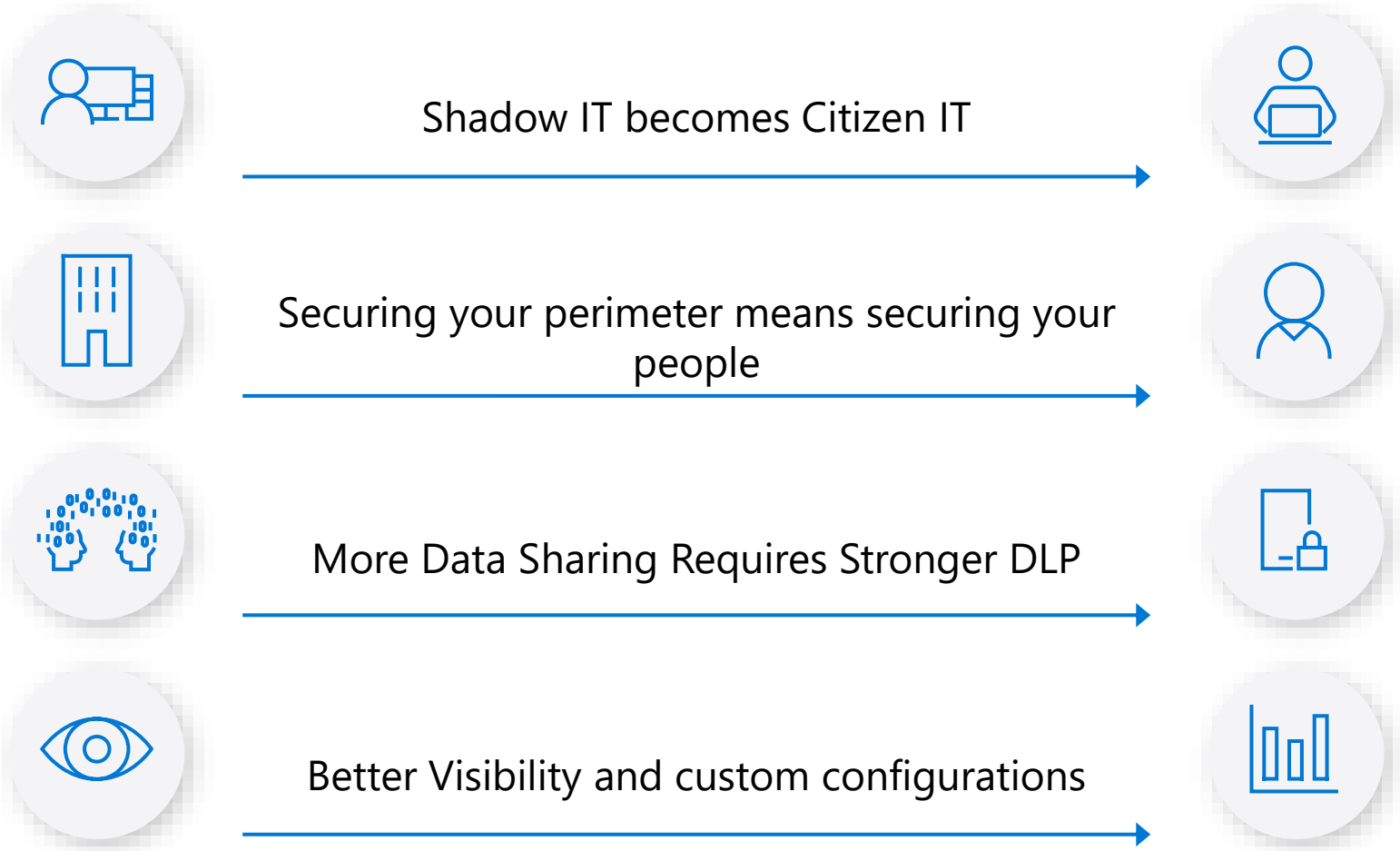
of companies struggle to hire
tech talent



**Accelerate developers and
empower new makers**

IT must adapt to the growing number of non-technical developers

The growing number of developers creates a new norm



Do any of these challenges sound familiar to you?



Business data security concerns regarding connectors



Security risks regarding "shadow IT"



Staff turnover challenges regarding app or flow ownership



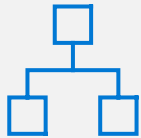
Environment health regarding trial setup



Compliance issues regarding GDPR



Information risk management



Maintenance challenges regarding app and flow distribution

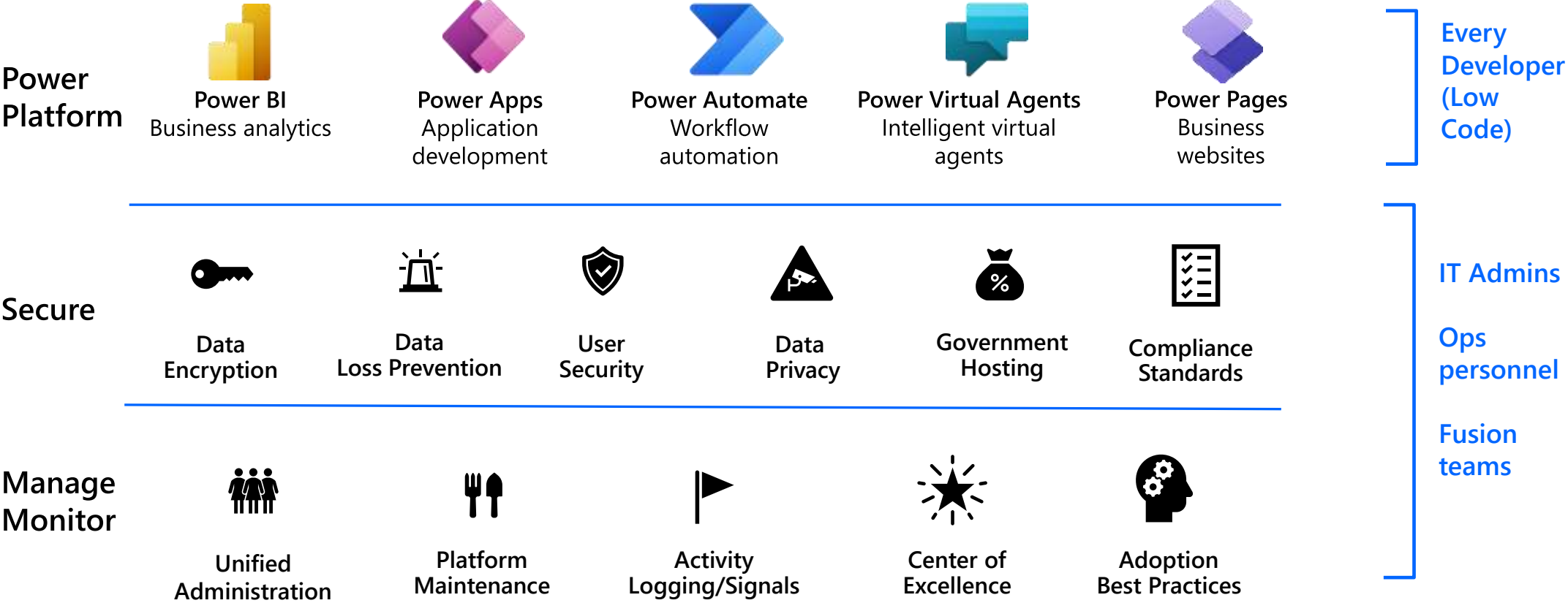


ALM support regarding apps being created/deployed

Governance is **key** to an enterprise scale low-code



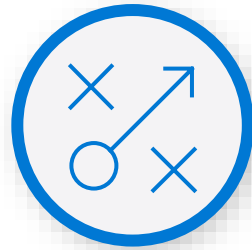
How to apply governance controls without hinder innovation?



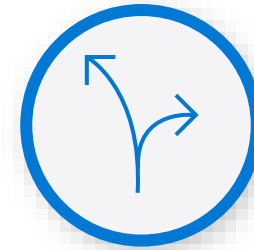
Power platform empowers IT admins with governance capabilities



Makes governance
a mandate



Helps Develop &
Implement a
Strategy



Allows flexibility
when needed

Empowering admins with full visibility and the tools needed to **balance business productivity with governance**

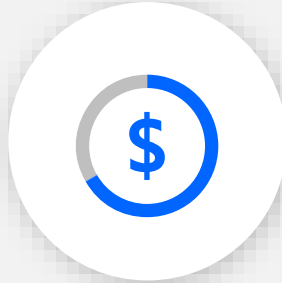
Power Platform governance pillars

Security, **management** and **administration** built with IT Leaders in mind



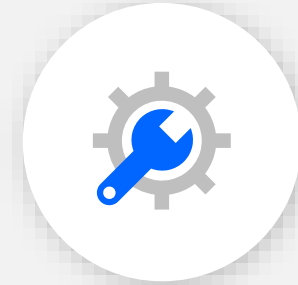
Secure

Data security, data integrity, compliance standards, environment differentiation, highly secure environments for government



Manage

Environment management and administration, manage Apps, Flows, Portals; Database management and integration.



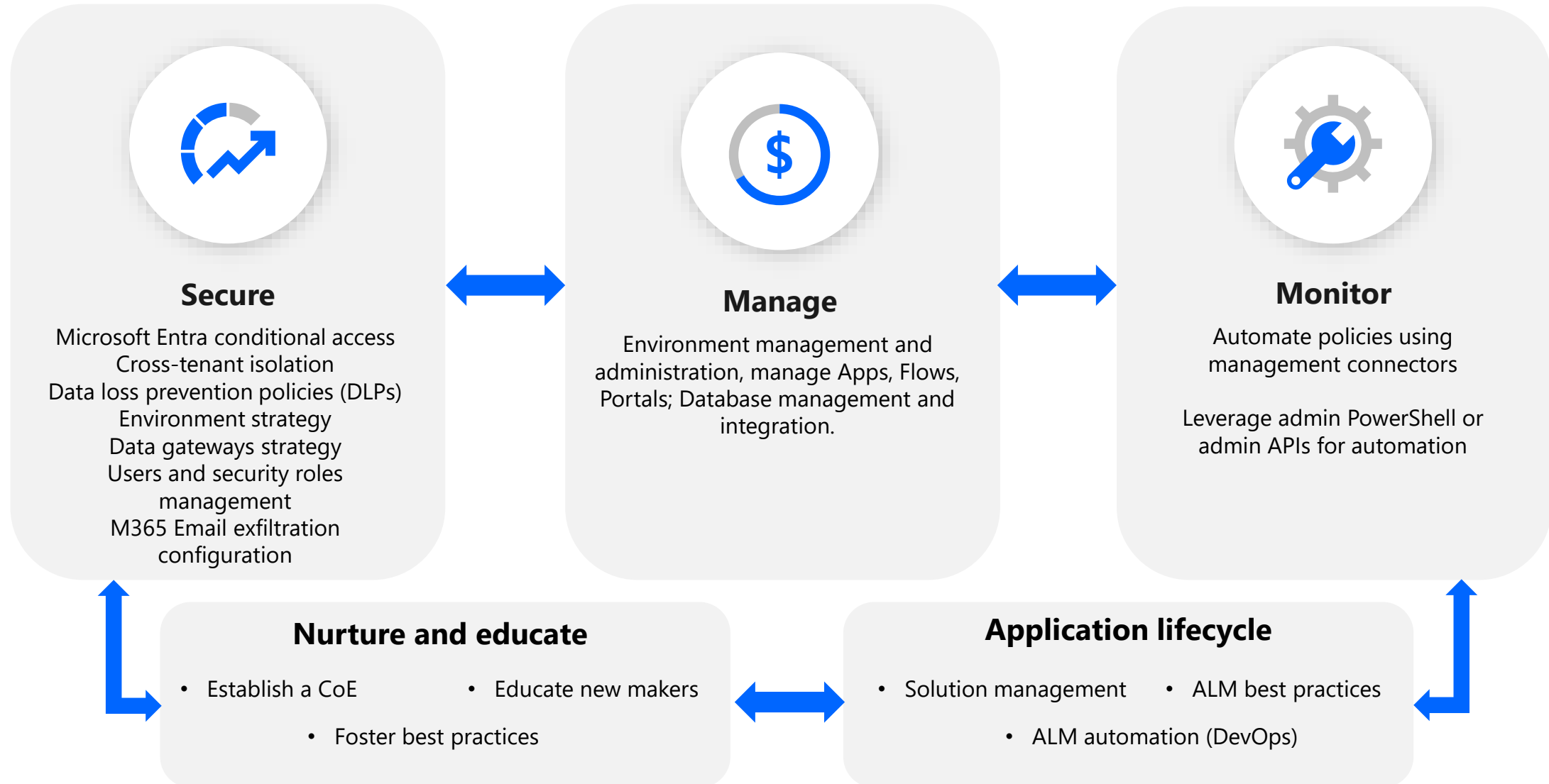
Monitor

Activity logging and oversight of standards, admin analytics, proactive monitoring, scaling growth through CoE, adoption best practices

Power Platform provides a low-code approach to rapidly build apps, flows and bots for any device, while seamlessly **allowing** for **security**, **management** and **monitoring** with **ease**.

Power Platform governance pillars (applied)

Security, **management** and **administration** built with IT Leaders in mind



Establishing a low-code Center of Excellence (CoE)

What is a Center of Excellence?

- A **team, shared facility** or **entity** that provides **leadership, best practices, research, support** and/or **training** for a focus area
- It is a **coordinating function** that often sits **between IT** and **business groups**.
- Helps form a **strategy** for **adopting & supporting** low-code.
- Establishes the **guard-rails, best practices & standard** to be followed.
- Designed to **drive innovation** and **improvement** with **longevity**.
- Ensures **consistency** & defines **standards** to be followed.



The benefits of a Center of Excellence

Create value and foster innovation faster through:



Community

Promote
Awareness, self
service, use cases,
& business
outcomes



Governance

Environments,
Master Data,
Security, DLP,
Architecture



Self Service

Training, resources,
best practices,
reusable
components



Empowerment

On Demand UX,
Dev, Support,
Solution
Architecture

Establishing a Center of Excellence

- A key principle is to **clarify** why you're setting up a CoE, what **it aims** to **accomplish** and the **key business outcomes** you hope to achieve.
- Designed to drive innovation and improvement, as a central function it can break down **geographic and organisational silos** – a powerful way for organisations to align around business goals rather than individual department metrics.



Center of Excellence **members**



Power Apps and flow Makers

Anyone, creating an app or a flow for personal productivity, increasing department efficiency or creating apps and flows that are shared across organization and/or externals.



Application Lifecycle Management & DevOps users

Employees taking care of those apps and flows seen as business critical, setting up and supporting environments for development and testing purposes. Offering surrounding platform services for agile software development across organization



IT-Department / Data Protection Officer

Members of all departments related to a cloud platform service to operate, maintain and secure all platform related services + surrounding areas. Responsible for operation wide data security and data loss prevention



Support & Training Engineers

Help maintain app support across organization for business critical (line-of-business) apps. Support nurturing a low-code platform by ensuring readiness and community wide shared skills inside an organization

Center of Excellence **roles and responsibilities**



Low Code Strategy

Align Power Platform strategy with Digital Transformation strategy

Drive innovation

Key Decision makers

Business Value

Adoption and Change management

Empower new ways of working



Power Platform Admin team

Environment Strategy

DLP Policies

Data integration / migration guidelines

Guardrails

License management



Power Platform Nurture team

App-in-a-day / Hackathons

Solution envisioning

Community of Practice

Evangelize Platform



Power Platform Re-Usable Assets & Automation ...

Automation / Azure DevOps

Application & Architecture review

Library of common utilities, patterns and templates

App Catalog



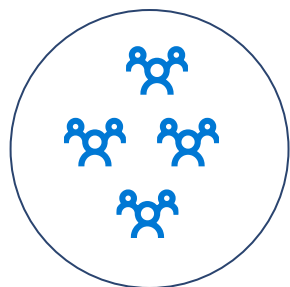
User support team

Help Desk guidance / FAQ

Ticketing process

Support Process & Resources

Center of Excellence delivery models

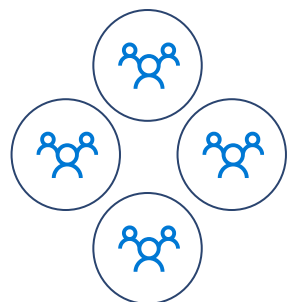


Centralized

A central team that can pick up development of apps based on organizational properties

CoE responsibilities

- ✓ Governance
- ✓ DevOps
- ✓ Change Management
- ✓ Support



Decentralized

Multiple teams deliver apps consistently within organization guidelines

CoE responsibilities

- ✓ Governance
- ⚡ DevOps
- ✗ Change Management
- ✗ Support

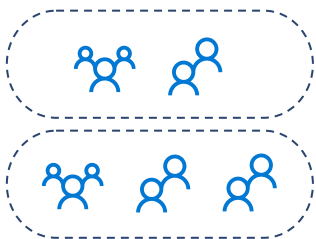


Matrix

Centralized team of specialists and low-code / business user teams

CoE responsibilities

- ✓ Governance
- ✓ DevOps
- ✗ Change Management
- ✗ Support



BizDevOps

Business teams delivers end-to-end solutions

CoE responsibilities

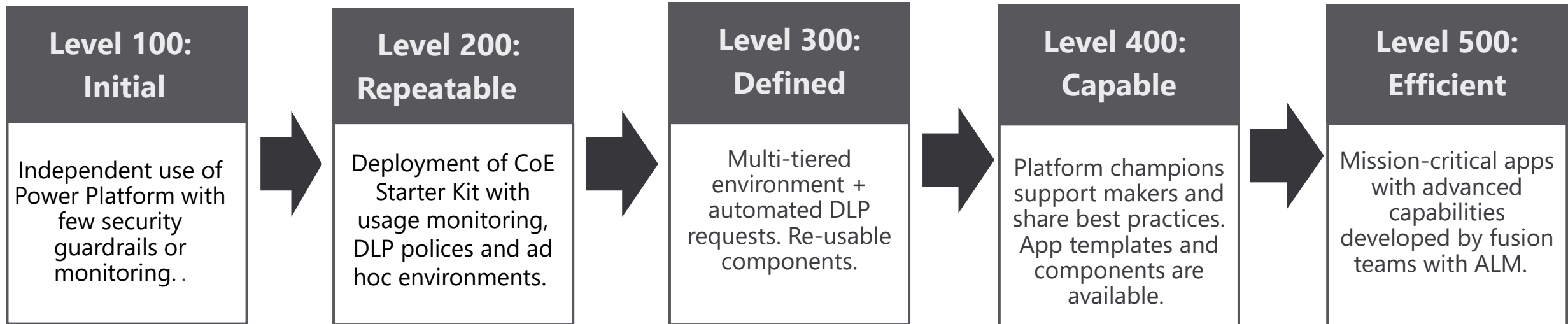
- ✓ Governance
- ✗ DevOps
- ✗ Change Management
- ✗ Support

Align your CoE to the Power Platform adoption maturity model

WHAT: The model identifies consistent themes, patterns, practices, and behaviors that underpin the progress of successful organizations as they implement Power Platform.

WHY: An effective CoE doesn't happen overnight. The model offers a practical roadmap for incremental growth and proven results.

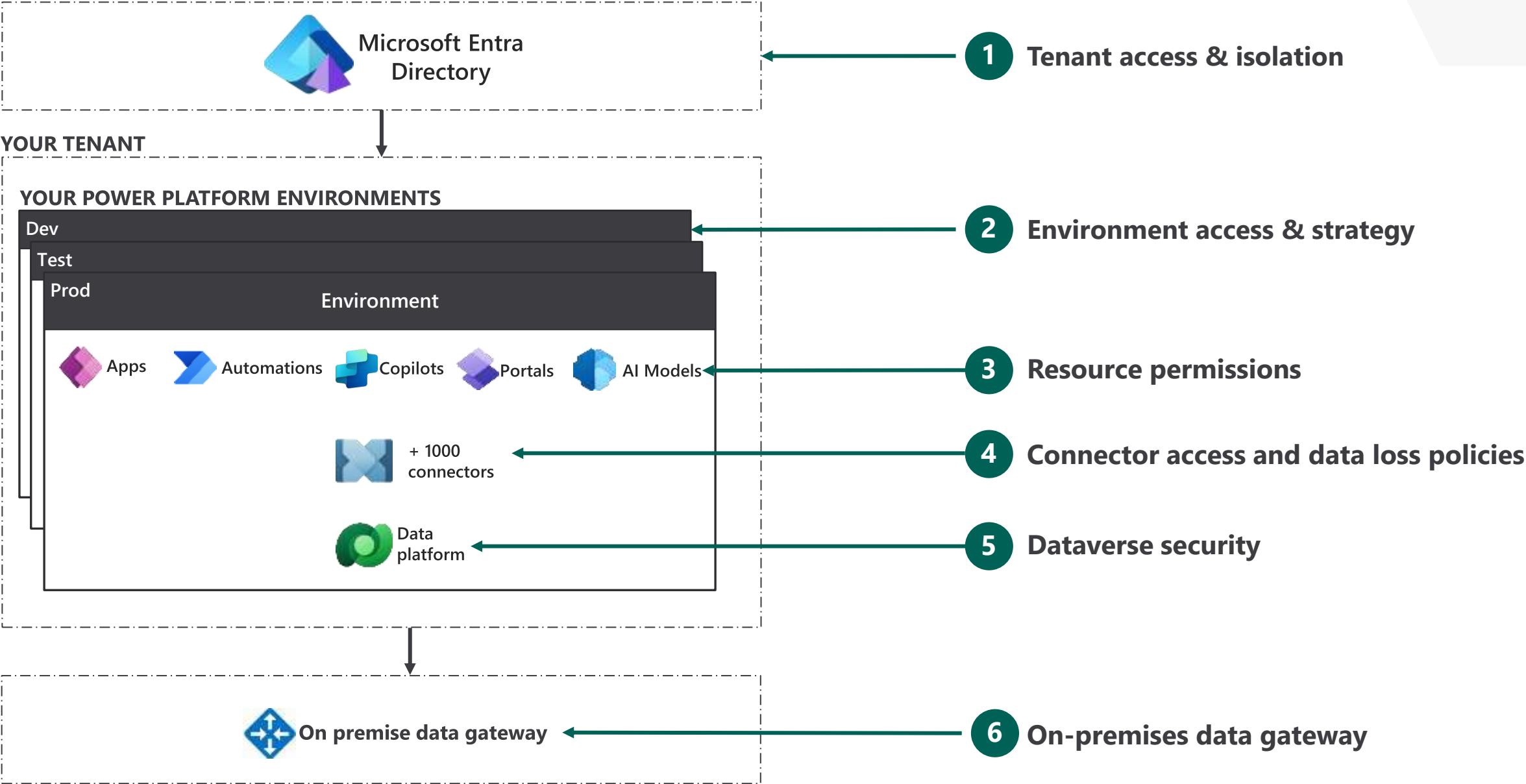
HOW: [Explore maturity model goals and opportunities](#)



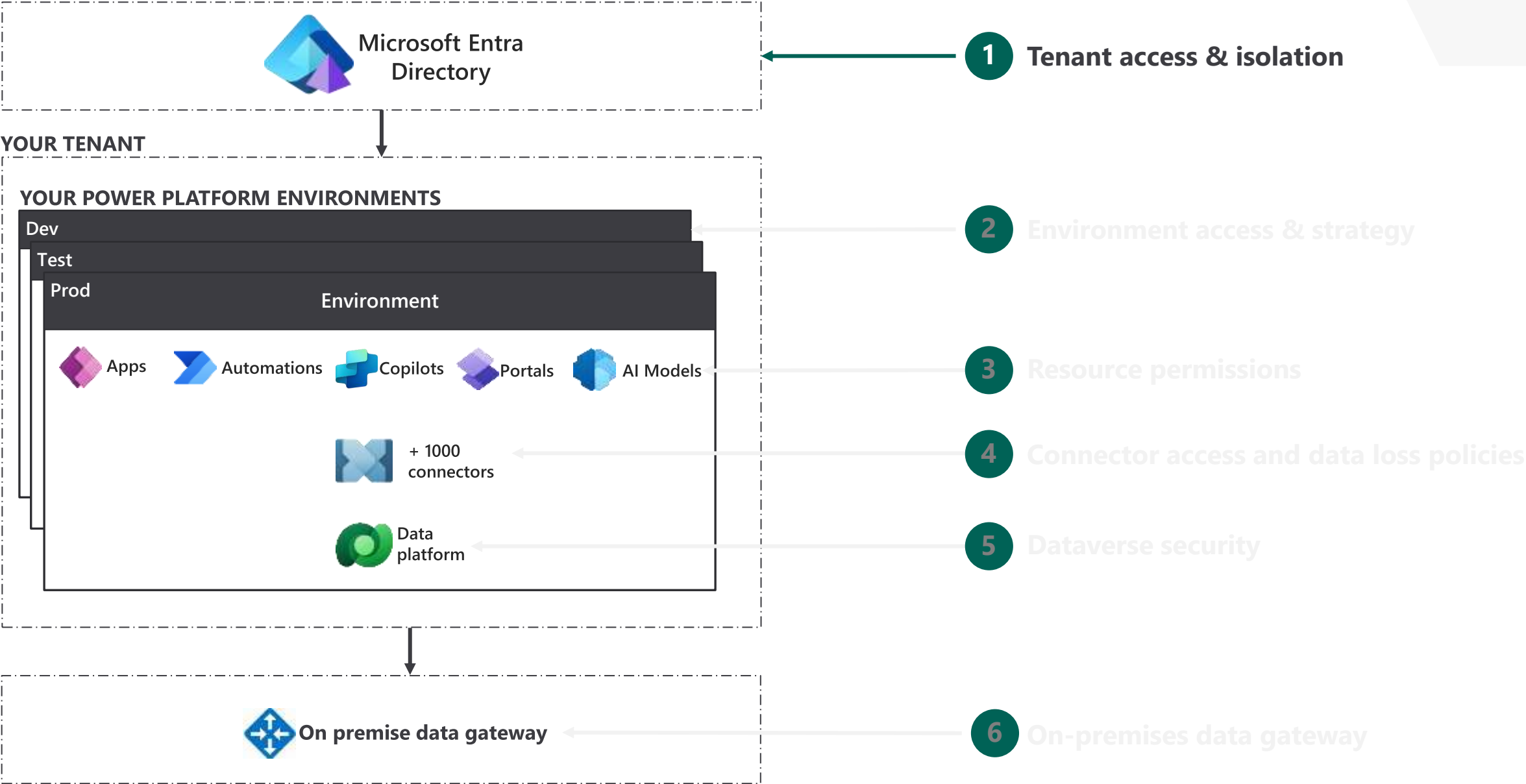
Governance pillar

Secure

Power Platform security layers



Power Platform security layers



Security layer 1: tenant access & isolation

Tenant level service admin roles

M365 admin roles that can perform administrative tasks on Power Platform.



Global Administrator

Full administration to all services in tenant including Power Platform e.g. Environment, User, License and capacity, Security, Analytics, Support, Data Gateways, Data Loss Policies, Data integration.



Power Platform Administrator Dynamics 365 Administrator*

Full administration access for Power Platform e.g. Environment, User, Security, Analytics, Support, Data Gateways, Data Loss Policies, Data integration. License management needs M365 Global admin privilege.



Delegated Admin

Full administration to all services in tenant
Used for partners to provide support to customers
Full support for Power Platform

Learn more [here](#).

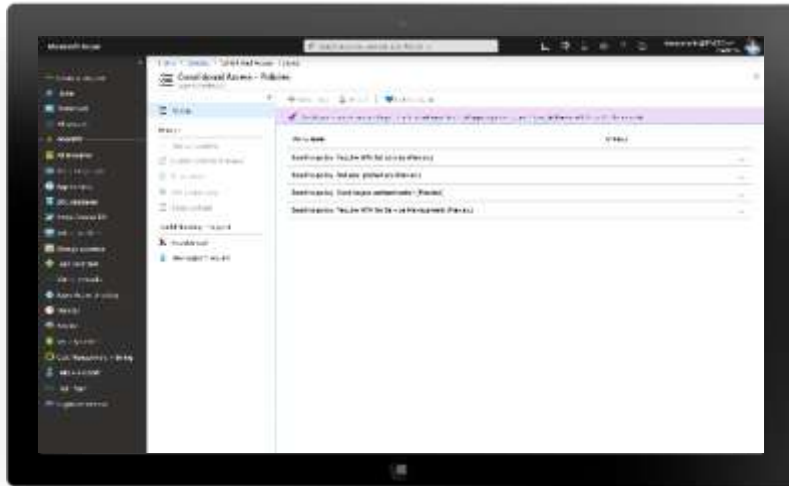
*D365 Admin access to specific environments can be annulled for Dataverse backed environments by associating an Azure AD Group to the environment and not adding the D365 Admin to the group.
© Microsoft Corporation Power Platform

Security layer 1: **tenant access & isolation**

Identity management with Microsoft Entra

Optional features that can ease user and license management

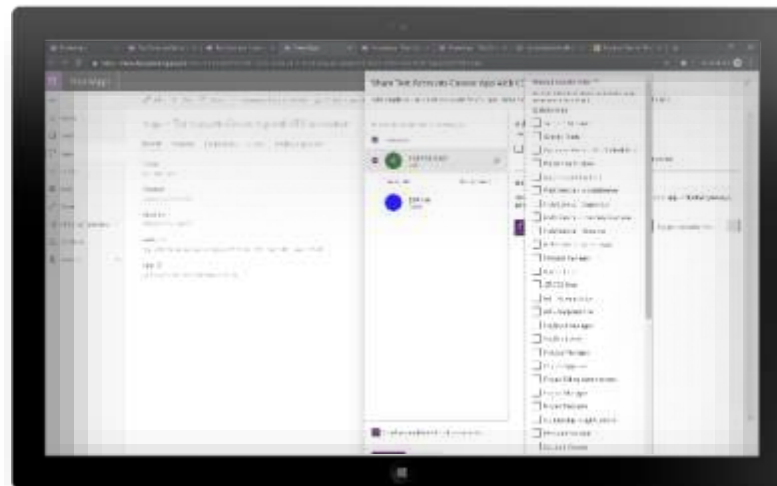
Conditional service access



Session and conditional access policies to manage timeout and access requirements. Requires Microsoft Entra Premium

Learn more [here](#).

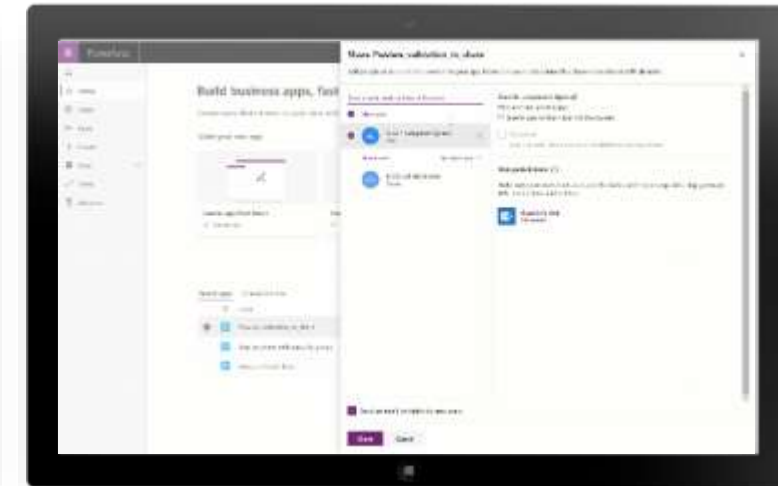
Security groups



Use security groups to manage/share apps and data access and assign licenses

Learn more [here](#).

B2B collaboration



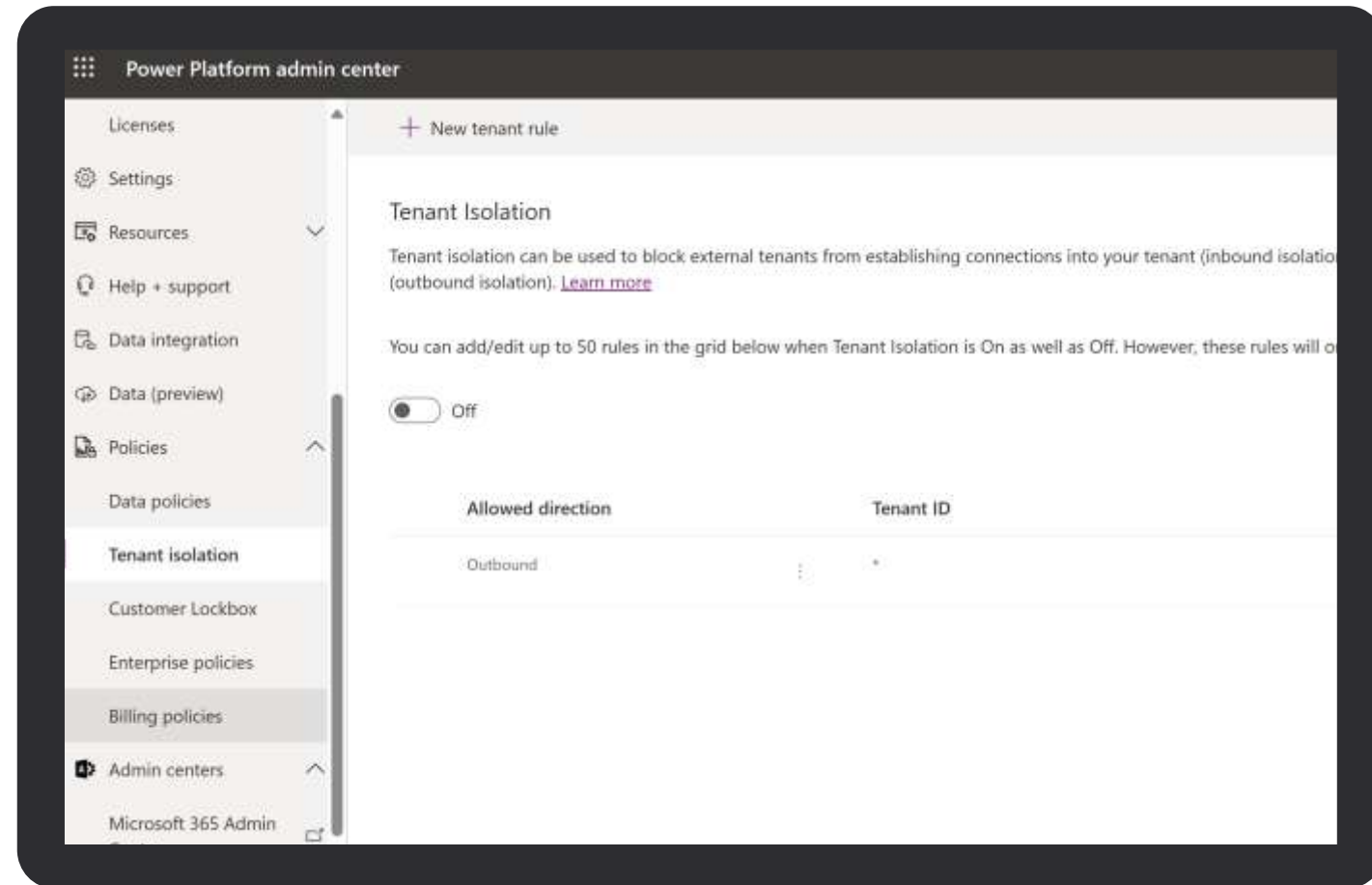
Share apps with external users with Microsoft Entra B2B collaboration.

Learn more [here](#).

Security layer 1: tenant access & isolation

Tenant isolation

Can be used to block external tenants from establishing connections into your tenant (**inbound isolation**) as well as block your tenant from establishing connections to external tenants (**outbound isolation**).



Learn more [here](#).

Security layer 1: tenant access & isolation

Email exfiltration blocking for O365 Outlook Connector

Power Platform has the capability to insert specific SMTP headers in email messages sent through Power Automate and Power Apps and using M365 Exchange/Outlook connectors. You can use these SMTP headers to set up appropriate exfiltration rules



SMTP header "x-ms-mail-application" to identify – **Microsoft Power Automate** or **Microsoft Power Apps** – as the client



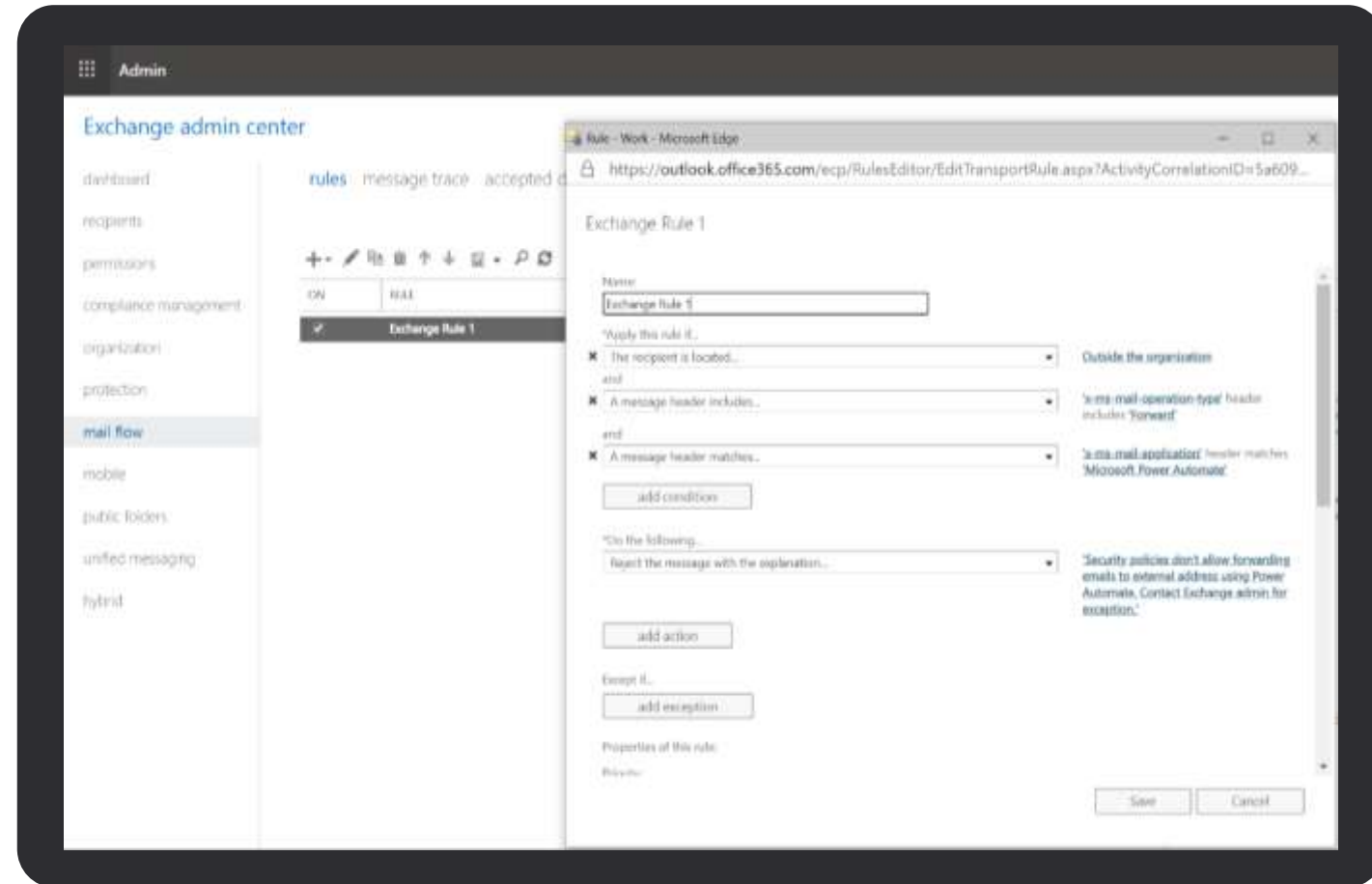
SMTP header "x-ms-mail-operation-type" to identify – **Forward**, **Reply** or **Send** – as message operation.



Exchange **mail flow rules** can be set up to filter appropriate message.

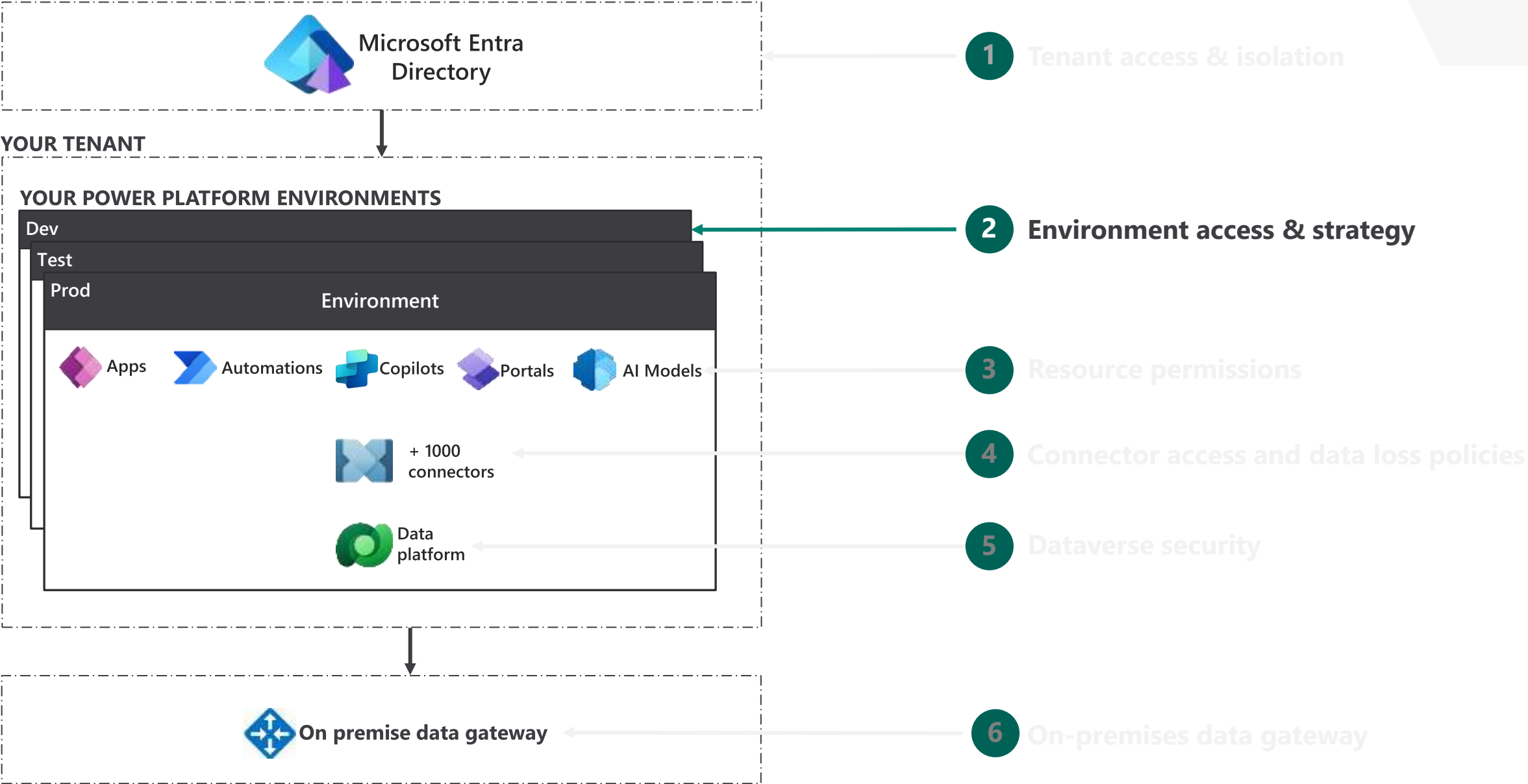


Individual apps or flows can be exempted by using **User-Agent ID** in the SMTP header



Learn more [here](#).

Power Platform security layers



Security layer 2: environment access & strategy

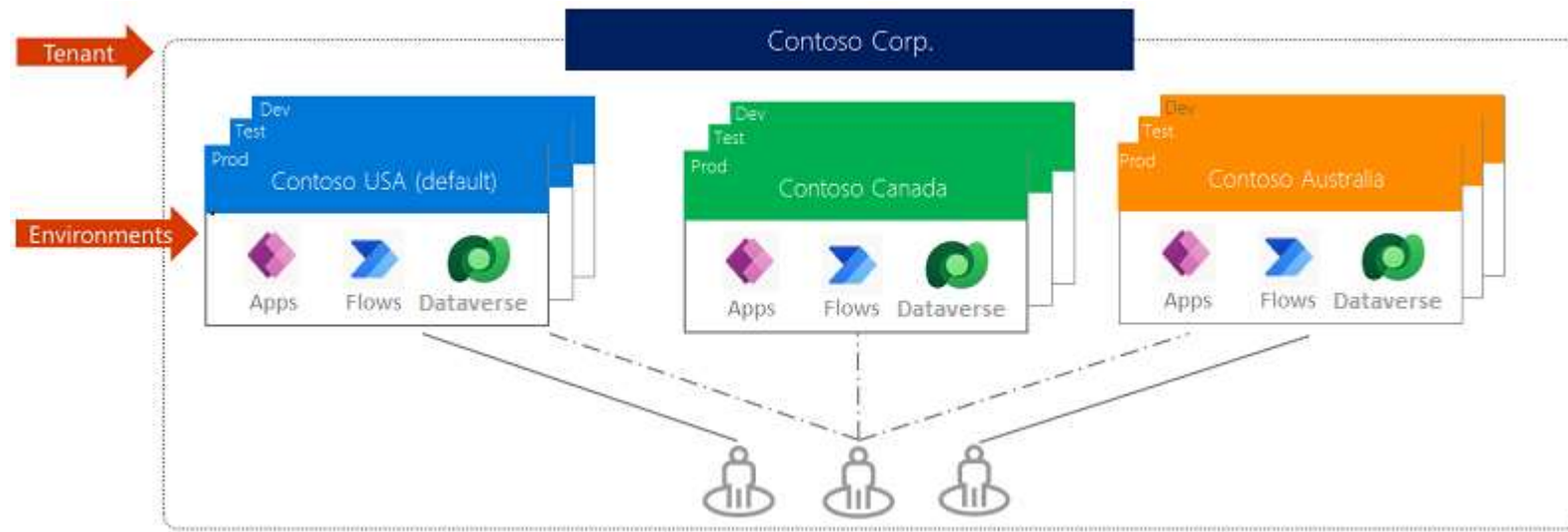
Environment overview

A space to **store, manage**, and **share** your organization's business data, apps, chatbots, and flows.

It also serves as a **container** to separate apps that might have **different roles, security** requirements, or **target** audiences.

How you choose to use environments depends on **your organization** and the apps you're trying to build.

You can also **move resources** between environments through **solutions**.



Learn more [here](#).

Security layer 2: environment access & strategy

Environment strategy

To follow **ALM principles**, are required dedicated environments for at least **development, testing** and **production**

Some organizations might also need **more environments**, for example for UAT and SIT testing

Consider separate development environments to **help isolate changes** from one work effort being checked in before it's complete

Power Platform updates are **applied by regions**, so additional consideration must be taken in **global organizations**

The level of **complexity**, how **critical** the app is, and **users impacted** by the application are all important measures of how to **provision environments** to support all the scenarios.

The environment strategy will **shape** and **direct** the **DLP strategy**

Each environment consumes **1 GB of data capacity**, so manage custom environments wisely.

Learn more [here](#).

Security layer 2: environment access & strategy

Environment types

Type	Creator	Description
Default	Auto-created	A single default environment is automatically created for each tenant and shared by all users (who are Environment Makers).
Production	Licensed user, subject to tenant level setting	This is intended to be used for permanent work in an organization. Production environments are what you should use for any environments on which you depend.
Sandbox	Licensed user, subject to tenant level setting	Sandbox environments are used for development and testing, separate from production.
Trial	Licensed user, subject to tenant level setting	Trial environments are intended to support short-term testing needs and are automatically cleaned up after a short period of time.
Developer	Licensed user	Developer environments are created by users who have the free Power Platform Developer Plan license. They're special environments intended only for use by the owner
Dataverse for Teams	Auto-created	Dataverse for Teams environments are automatically created for a Team in Teams when you create an app in Teams using the Power Apps app for the first time or install a Power Apps app from the app catalog.
Support	Microsoft support engineer	It is an environment created in your tenant by Microsoft under your direct instructions, for purposes of preventing, detecting, or repairing problems affecting the operation of your online service.

Security layer 2: environment access & strategy

Environment creation requirements

You can create environments in the Power Platform admin center or using PowerShell

Environment can be created either with or without Dataverse database

To create an environment, all the following must be **true**:

- The user has a license that allows environment creation
- Environment creation is allowed in tenant level (if user is not Global, Power Platform or Dynamics Admin)
- For production and sandbox environments, the tenant must have at least 1GB of database storage capacity available
- For trial (subscription-based) environments, each offer-based trial (also known as "admin trial") subscription entitles the tenant to three subscription-based trial environments. Only tenant-level admins are able to provision trial (subscription-based) environments.
- For trial (standard) environments, the user needs a license providing per-user entitlement for trial environments (refer to the table above). This applies to tenant-level admins, as well.

License	Trial	Production
Microsoft 365 Plans	No	No
Dynamics 365 Teams Plans	No	No
Power Platform Developer Plan	No	No
Dynamics 365 trial	Yes (one)	No
Dynamics 365 Plans	Yes (one)	Yes
Power Apps plan	Yes (one)	Yes
Power Apps trial	Yes (one)	Yes
Power Virtual Agents trial plan	Yes	No
Power Virtual Agents plan	No	Yes

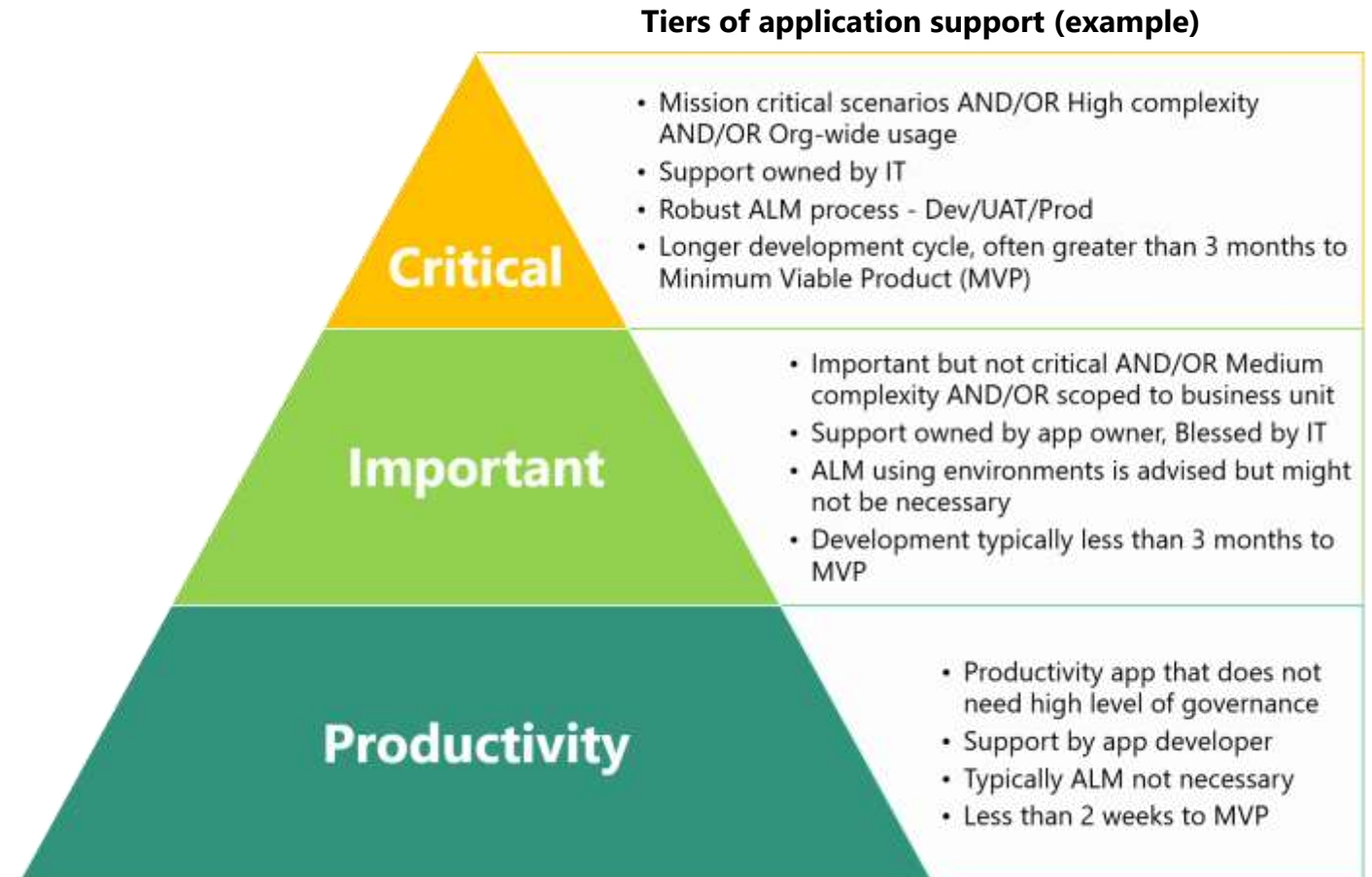
NOTE! Global and Power Platform Administrators can create environments without any license

Security layer 2: environment access & strategy

Environment strategy

Factors that influence environment strategy:

- Defined tiers of application support
- Capacity
- Admin involvement



Learn more [here](#).

Security layer 2: environment access & strategy

Environment strategy

Scenarios

Everyone is a maker. Communicate with everyone that **Default** isn't for development of critical apps

Only one user has access. **Developer** environments are completely locked for any other user except the user who subscribed to the community plan. Applications can be moved out of the environment if needed.

Approved users have access. **Shared** environments for user and team productivity scenarios, with an approved maker list.

Dedicated environments for critical projects and workloads. Developers have environment maker access in the development environment, but only user access in the test and production environments. End users only have end user access to the production solution so no one can modify the production applications.

Shared test and production environments for important but medium complex apps. Individual projects and business units have their own development environment to protect data, but solutions are deployed to shared test and production environments. Developers are end users in the test environment, and end users only have basic user access to solutions and data in the production environment.

Environments

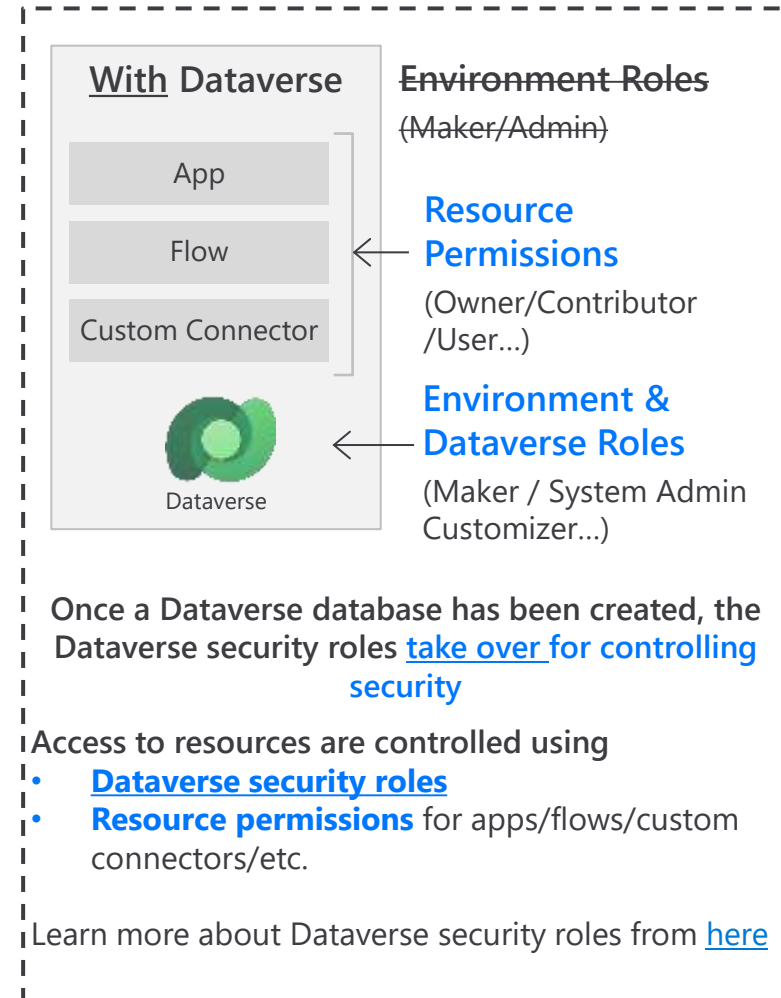
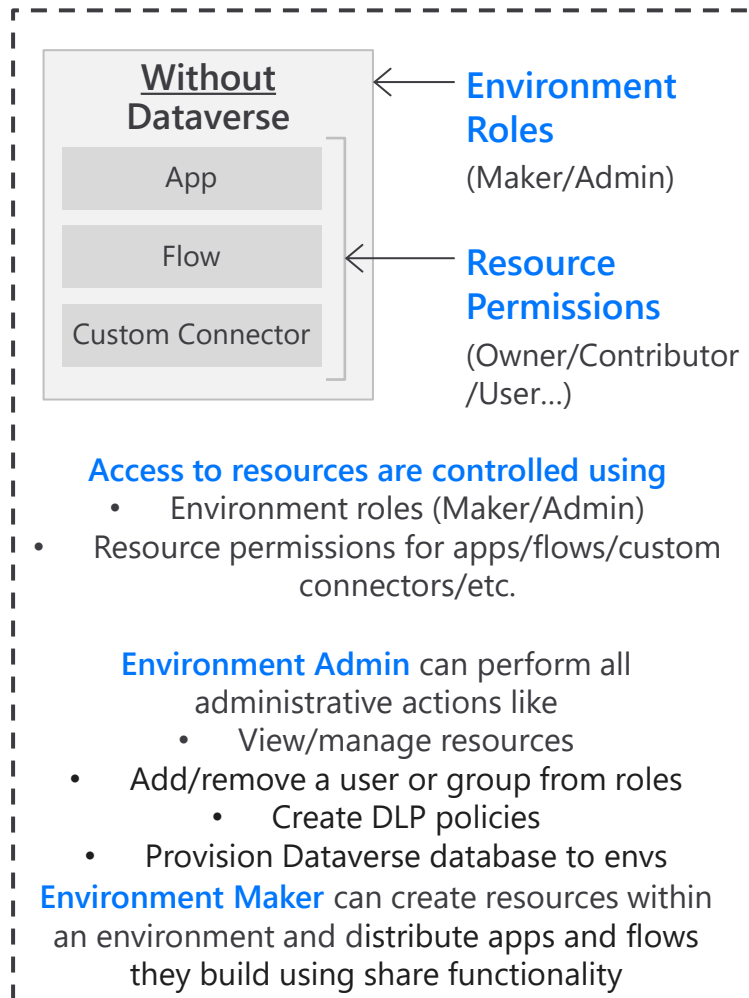


Learn more [here](#).

Security layer 2: environment access & strategy

Environment security

There are two types of environment security



Security layer 2: environment access & strategy

Environment security

Key out-of-box security roles you need to know



Environment Admin/System Administrator

- Complete ability to customize and administer the environment
- Full read-write access to data in the database
- The role cannot be modified
- Care should be taken in assigning this to the right people



System Customizer

- Full permission to customize the environment
- Data access is focused only on data owned by the user
- Role can be modified but it is not recommended to modify



Environment Maker

- Create new resources in the environment including apps, connections, gateways and flows
- There is no default privileges to data included
- Role can be modified but it is not recommended to modify



Basic User

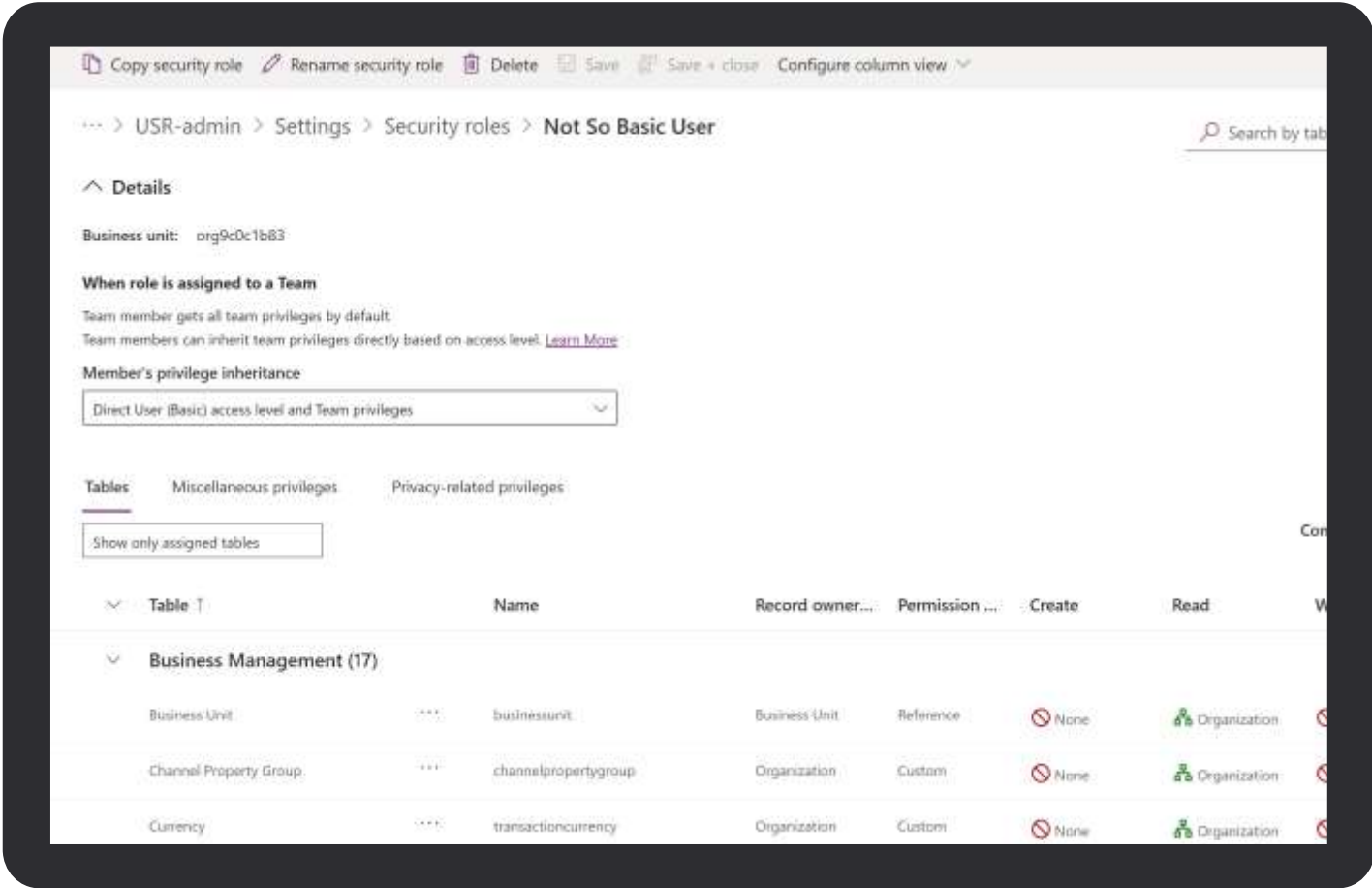
- Basic user role, with ability to run apps and perform common tasks but no ability to customize the system
- The data access is focused on Read access to most Common Data Model core entities with full access to records owned by the user (i.e. 'self' privileges)
- Good role to copy to make a custom security role for users

Security layer 2: environment access & strategy

Environment security

Customizing Security Roles

If your app uses a custom table, its privileges must be explicitly granted in a security role before your app can be used. You can either add these privileges in an existing security role or create a custom security role.



Learn more [here](#).

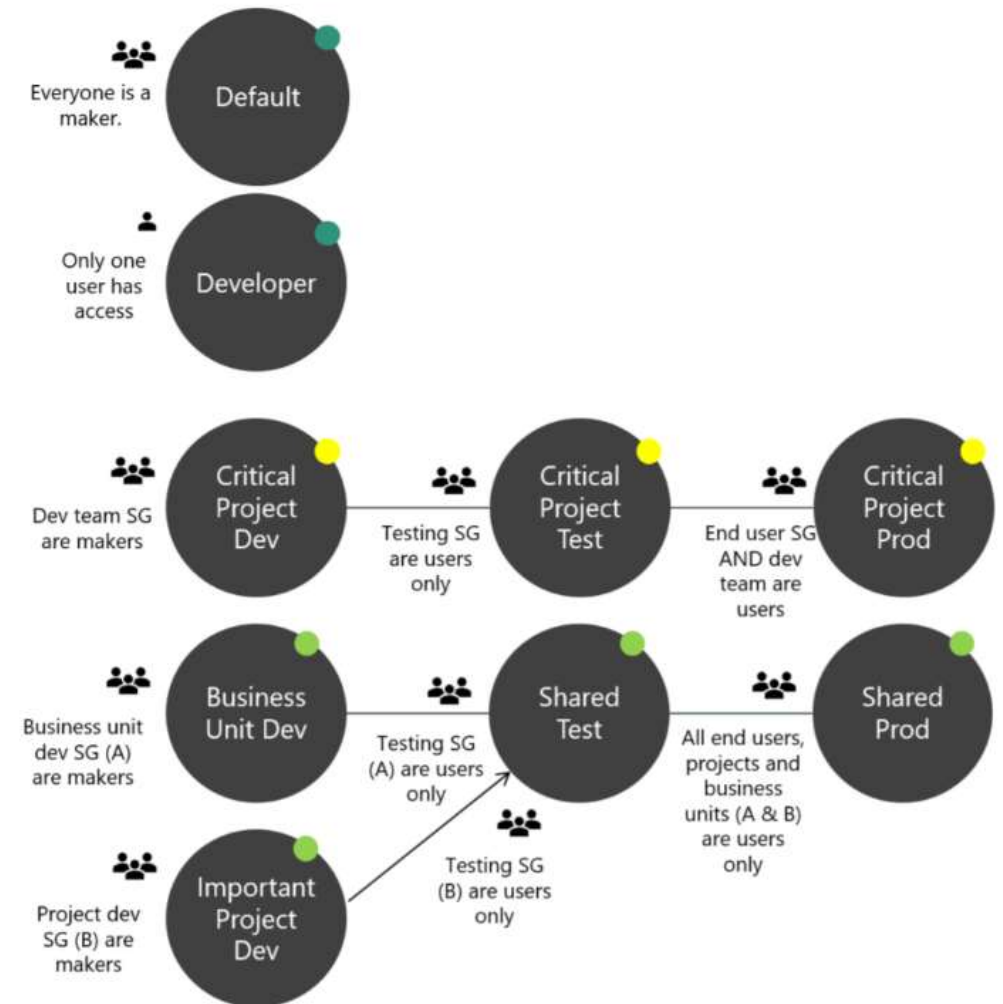
Security layer 2: environment access & strategy

Environment security

Strategy for establishing secure environments

- ✓ **Assign your admins** the Power Platform service admin role.
- ✓ **Restrict the creation** of net-new trial and production environments to admins.
- ✓ Treat the **default environment** as a '**Personal productivity**' environment.
- ✓ Establish a process for **requesting access** to or **creation of environments**.
 - Dev/Test/Production environments for specific business groups/ applications.
 - Individual-use environments for POCs and trainings.
- ✓ Establish **Tenant and Environment level Data Loss Prevention (DLP) policies**.

Learn more [here](#).



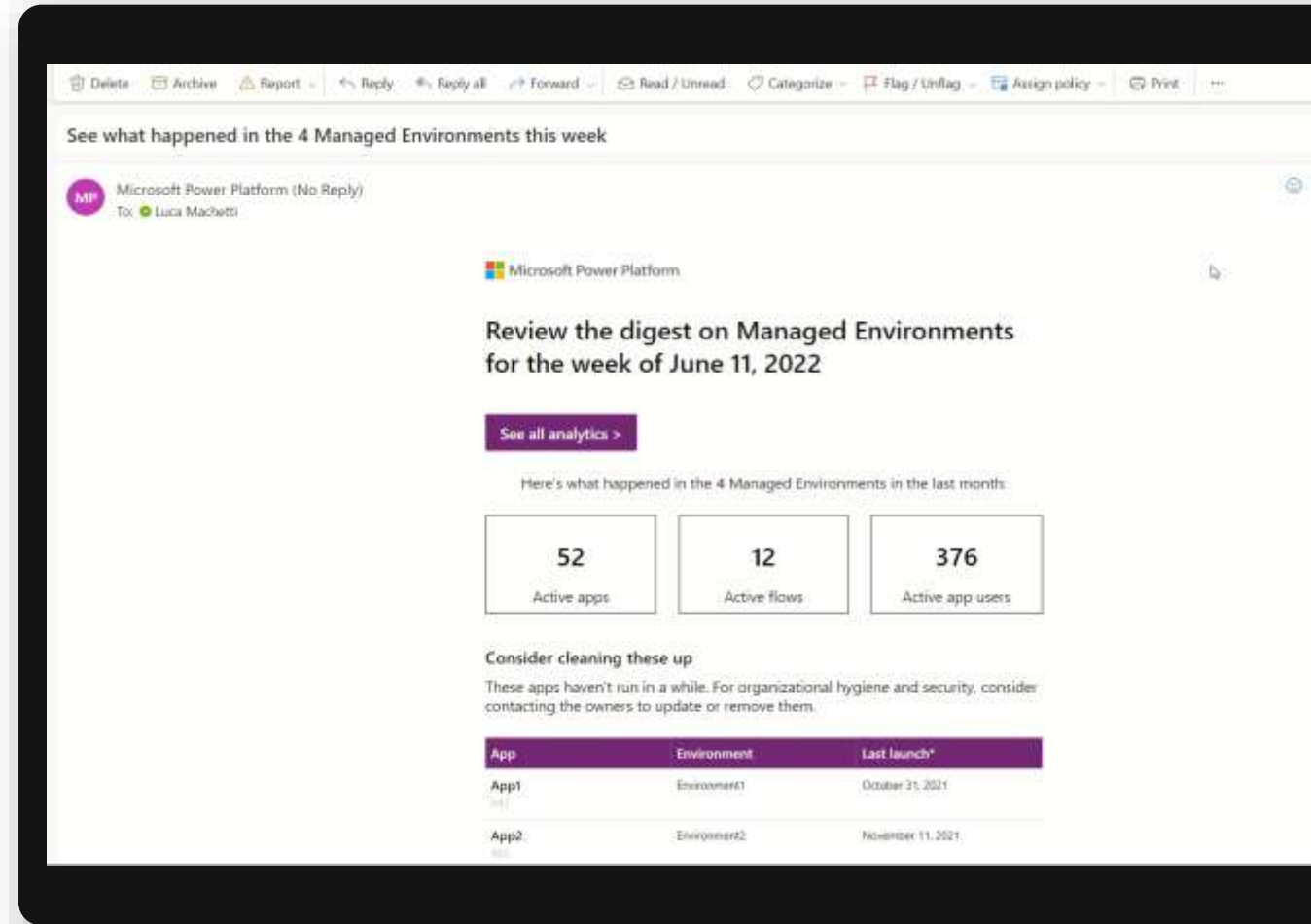
Visual representation of an environment strategy at work.

Security layer 2: environment access & strategy

Managed environments

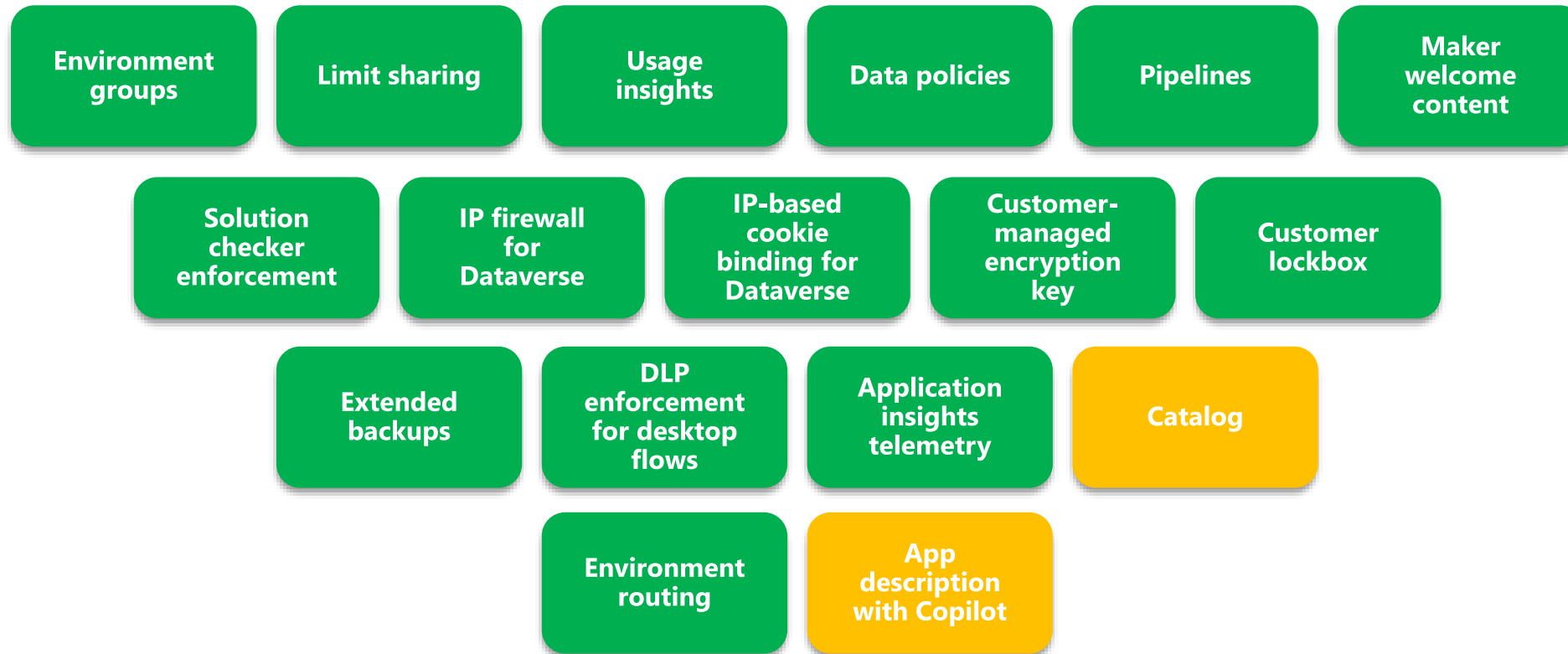
Managed Environments is a suite of capabilities that allows admins to **manage Power Platform at scale** with more control, less effort, and more insights..

- 1 **More visibility** into the apps and automations in your organization
- 2 **More control** over which apps are deployed and who builds them
- 3 **Less effort** to manage and govern your entire application estate





Security layer 2: environment access & strategy

Managed environments features



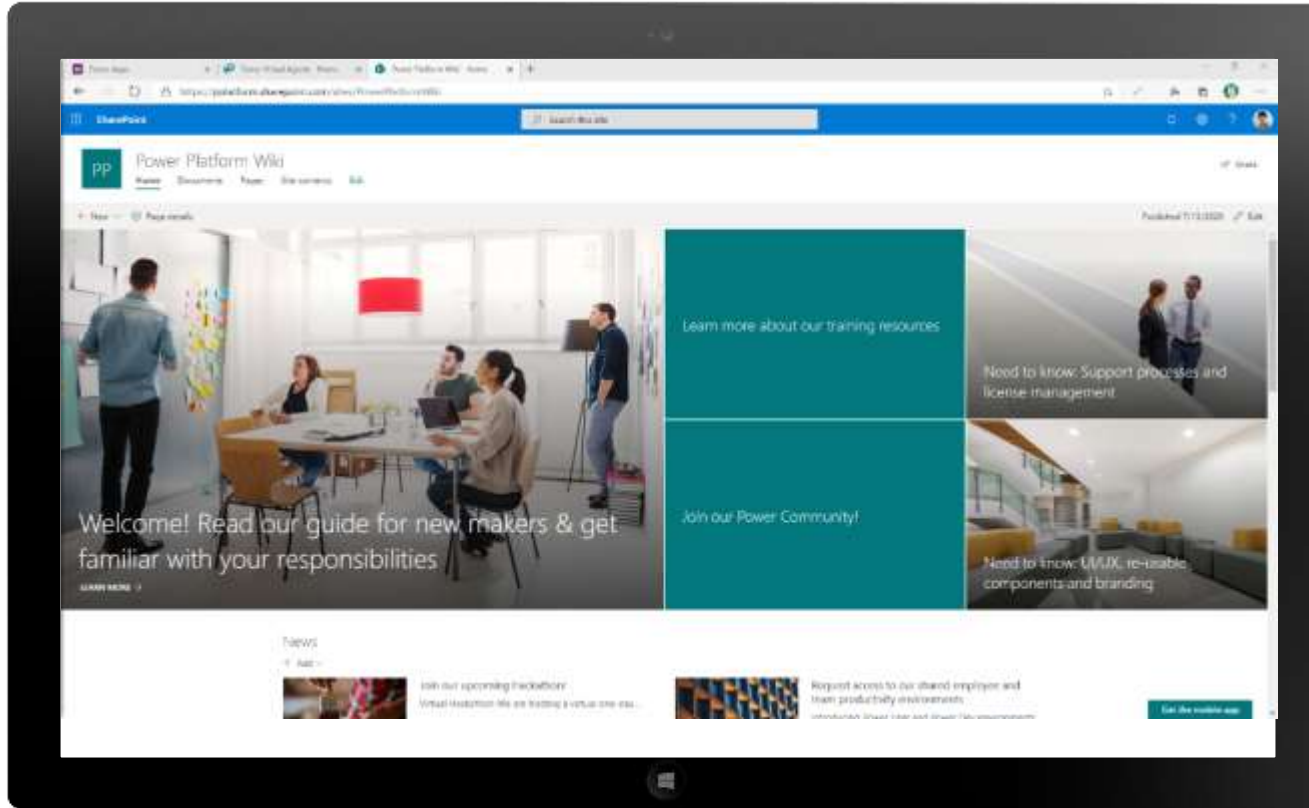
[Learn more](#)



 GA (Generally available)
 Public preview

Security layer 2: environment access & strategy

Clearly communicate your strategy to your makers



Purpose of **Default, shared** team and employee productivity environments



Purpose of **Trial** and **Developer** environments

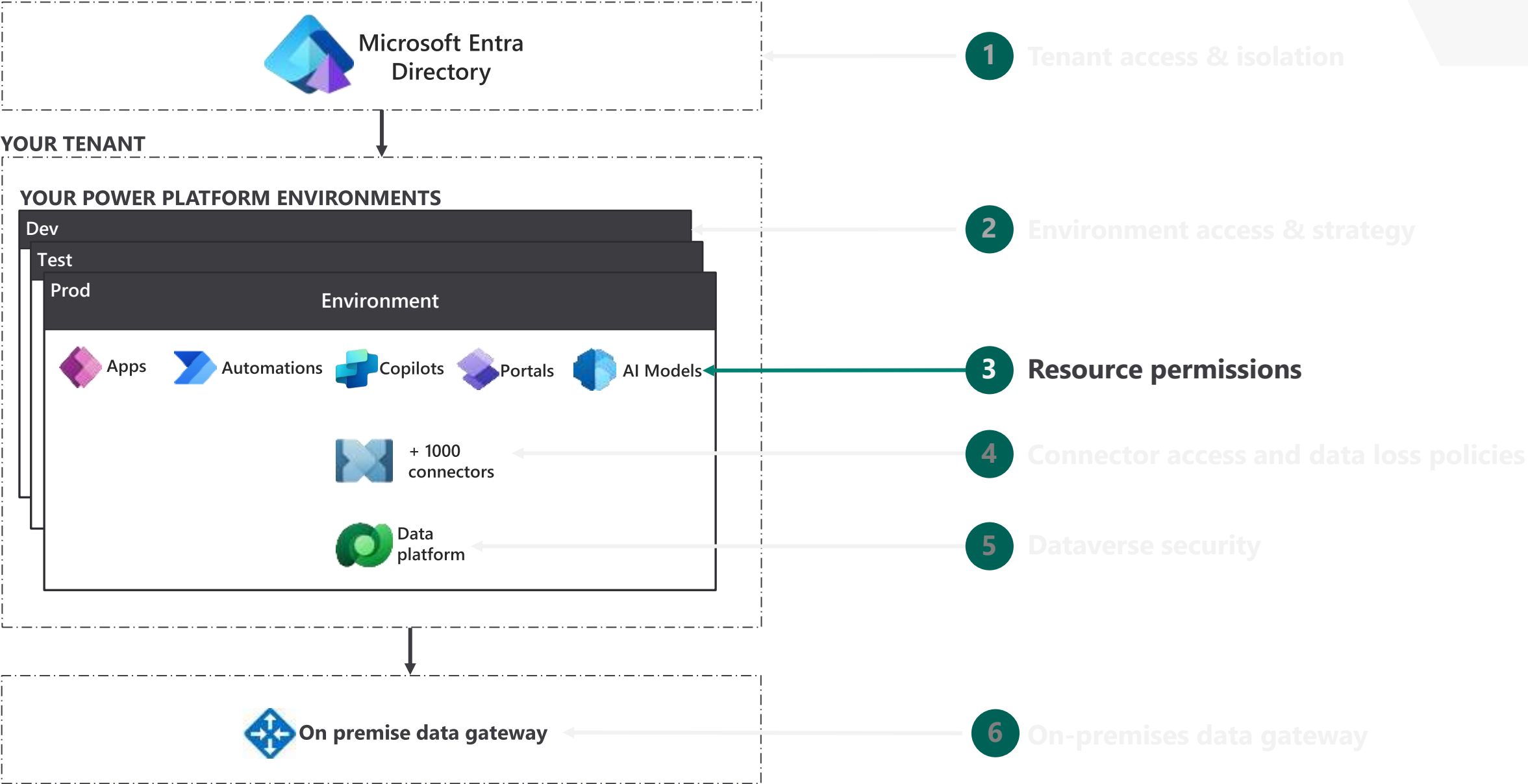


Process of requesting **custom** environments



Responsibilities of a maker: keep the tenant tidy, share wisely and protect organization data

Power Platform security layers

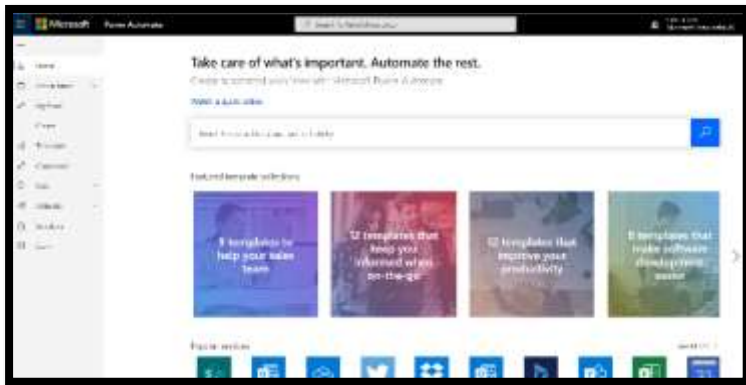


Security layer 3: resource permissions

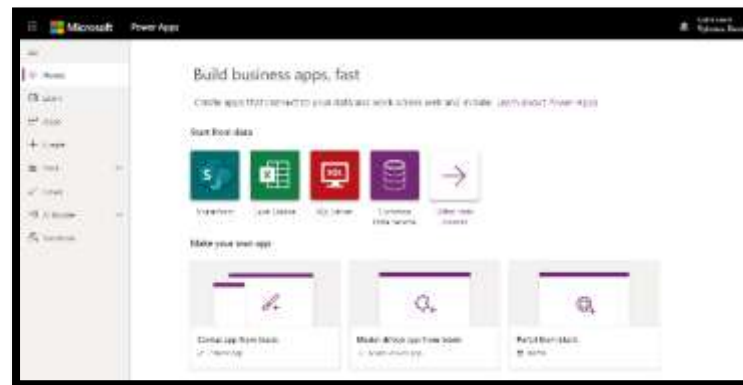
Resource level access

Resources can be shared in the following modes by the makers

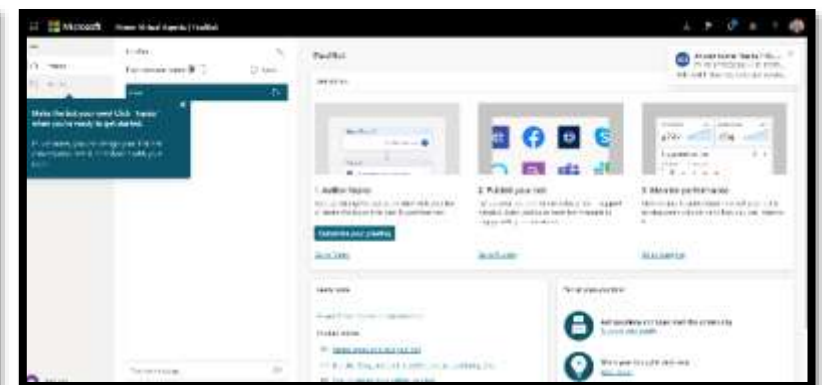
- Access to **co-own** components – **edit, share, use**
- Flow co-ownership sharing **also shares connections** in the flow implicitly with owners
- Access to run components – **use only**



Power Automate



Power Apps



Copilot Studio

Security layer 3: resource permissions

Sharing Component and Granting Data Access

The screenshot displays the Power Apps interface with the 'Share Champify' dialog box open. The dialog box is titled 'Share Champify' and contains the following elements:

- Header:** 'Add people as Users and Co-owners to your app. Make sure your data connections have been shared with all users.'
- User Selection:** A list of users to share with, including 'Isaiah Langer' (User), 'Adale Vance' (User), 'CoE Admins' (User), 'Emily Braun' (User), 'Grady Archie' (Co-owner), 'Jordan Miller' (Co-owner), 'Lee Gu' (Owner), and 'Megan Bowen' (Co-owner). Each user has a checkbox and an 'X' icon to remove them.
- Data Permissions:** A section titled 'Data permissions' with a sub-header 'Make sure your users have access to the data used in your app, including gateways, APIs, connectors, and entities.' It lists 'Champify Students, Champify' (Common Data Service) and 'Office 365 Users'. The 'Champify Students, Champify' entry has a dropdown menu set to 'Approvals User'.
- Buttons:** 'Share' and 'Cancel' buttons at the bottom right.

The background shows the Power Apps home screen with options like 'Canvas app from blank', 'Model-driven app from blank', and 'Your apps' list.

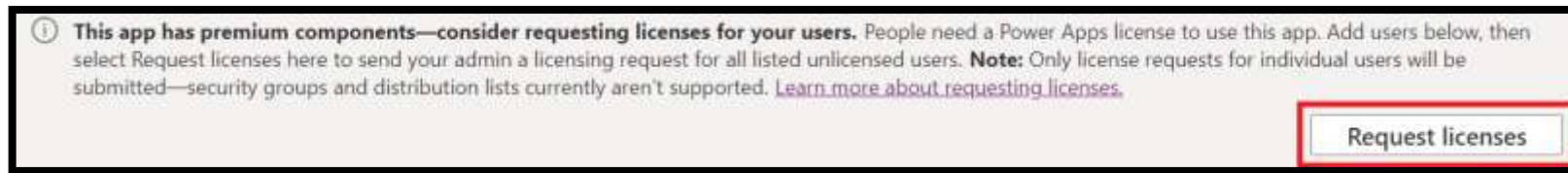
Security layer 3: resource permissions

Sharing Component and Granting Data Access

Important considerations

Canvas Apps

- If your app contains **premium components**, such as a map or address input components, users must have a Power Apps license to use the app. To request licenses for the users of your app, select Request licenses to submit a license request to your admin.



- For a shared app to function as you expect, you must also **manage permissions** for the **data source or sources on which the app is based**, such as **Microsoft Dataverse** or **Excel**. You might also need to **share other resources on which the app depends**, such as **flows, gateways, or connections**.
- Some connections (such as SQL Server with SQL or Windows authentication) are **implicitly shared (fixed)** with the app when you share the app with other users. Other connections require users to create their own connections and **explicitly grant security privileges** (such as security roles for the Dataverse, OneDrive for Business, SQL Server with **Microsoft Entra authentication**

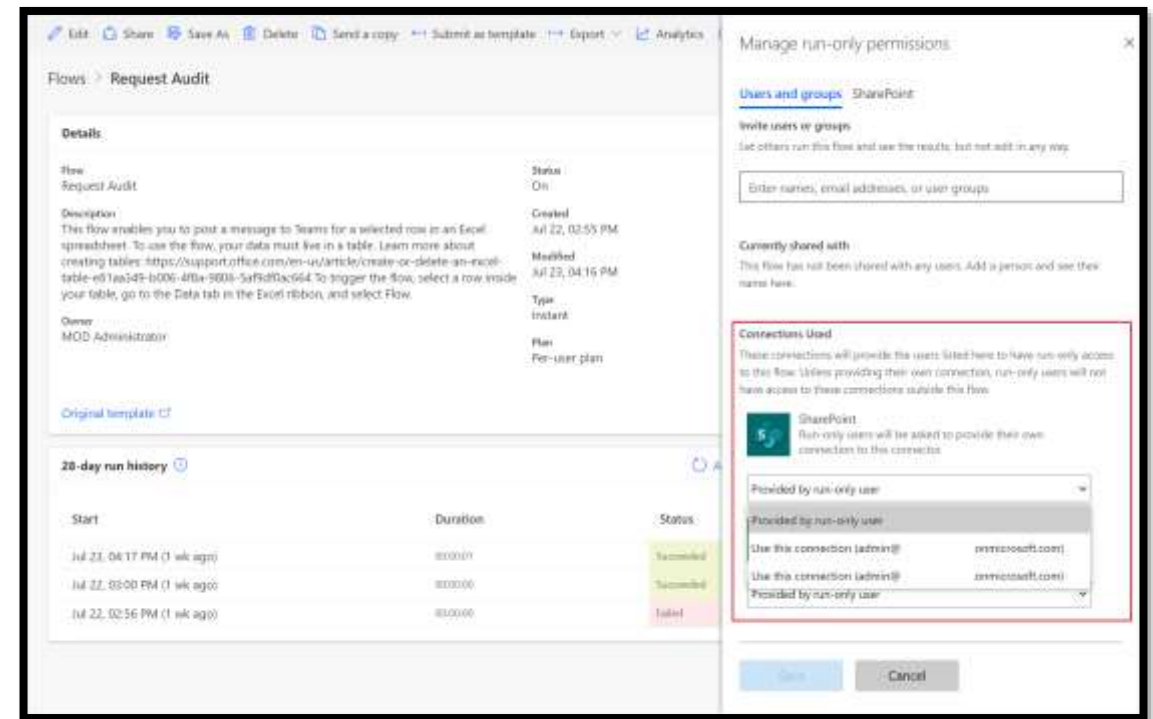
Security layer 3: resource permissions

Sharing Component and Granting Data Access

Important considerations

Cloud flows

- **Automated** and **scheduled flows** can be shared adding another **users, groups** and a **Sharepoint list** as an owners (full access).
- **Instant flows** can be shared with **run-only permissions**.
- Cloud flows can be **owned** or **shared** with **Microsoft Entra ID service principal application users** to provide flexibility and stability in how organizations administer Power Automate flows
- Another way of sharing a cloud flow is **sending a copy** of it for another user.



Security layer 3: **resource permissions**

Sharing Component and Granting Data Access

Recommended documentation

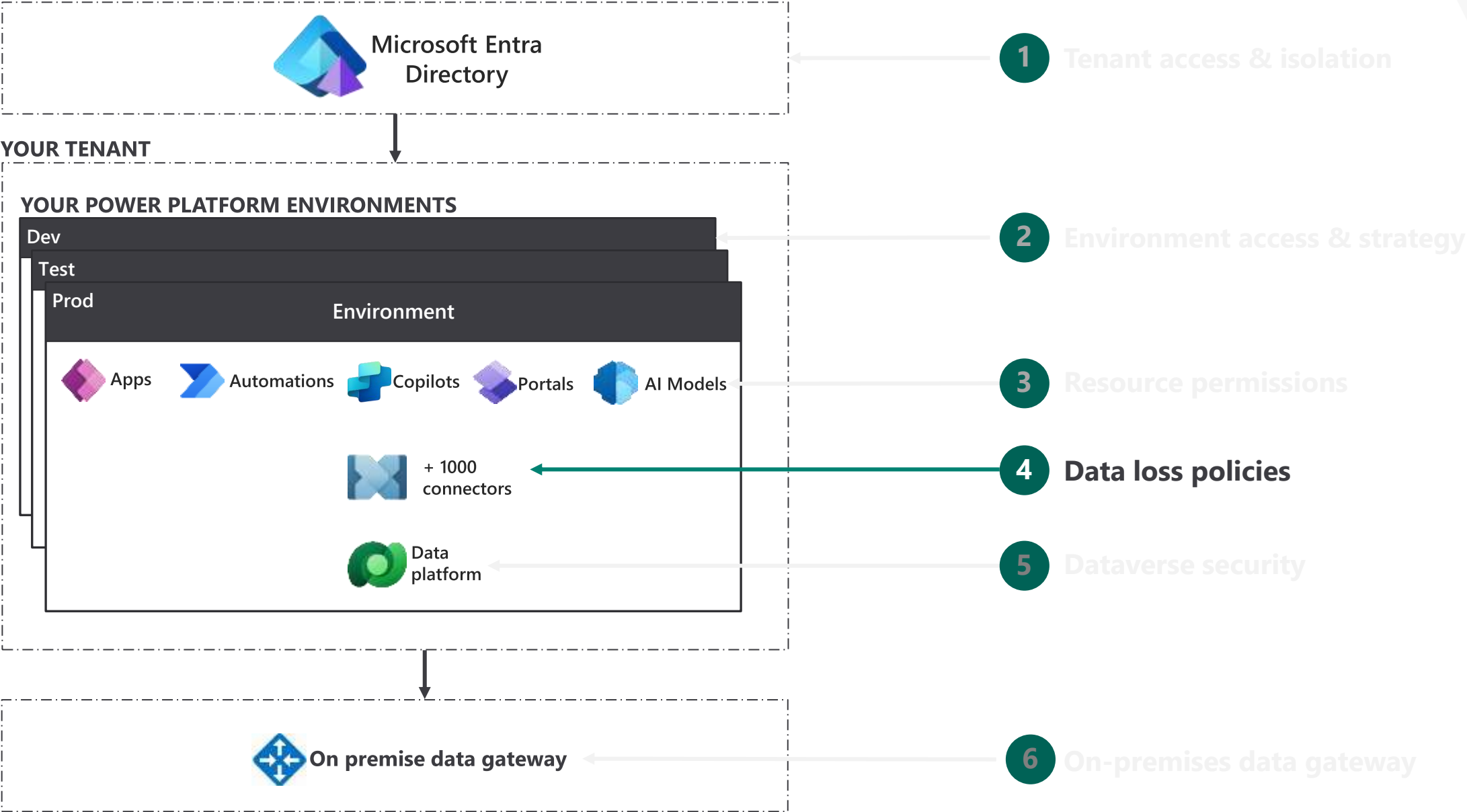
Canvas Apps

[Overview of connectors for canvas apps](#)
[Share a canvas app with your organization](#)
[Share resources used by canvas apps](#)

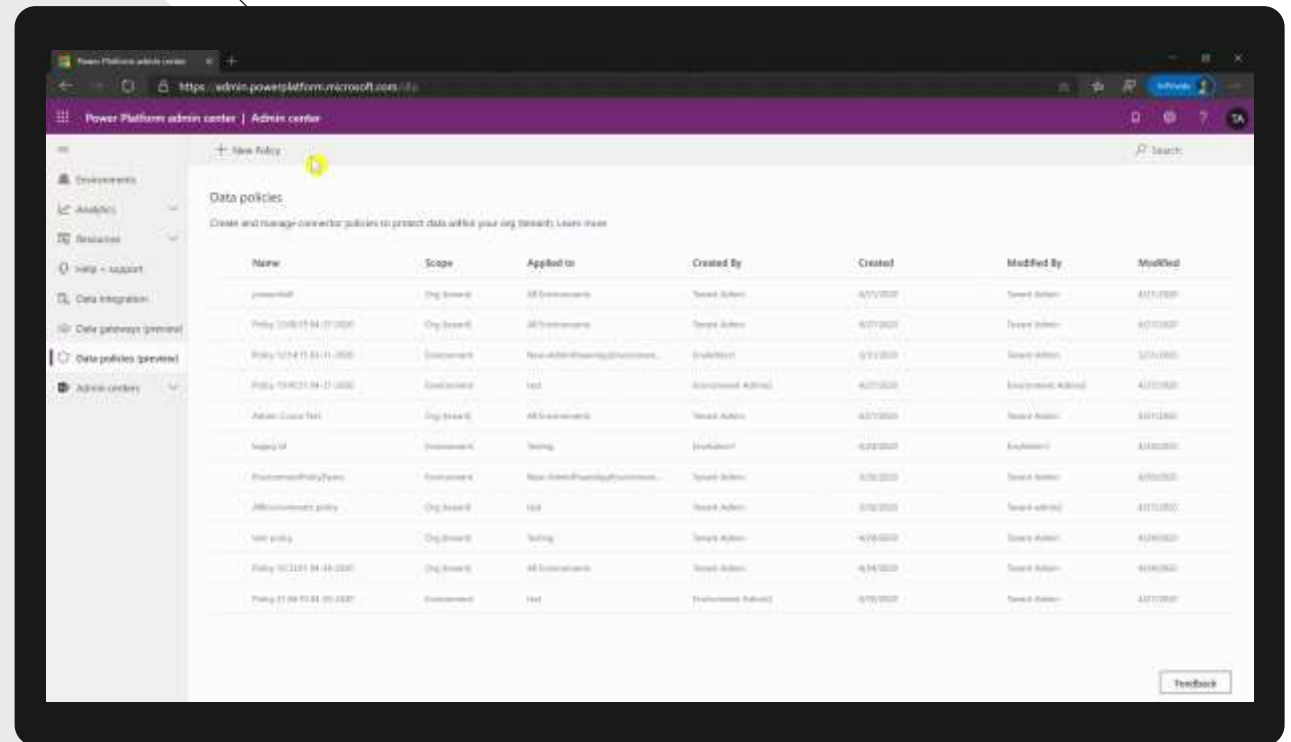
Power Automate

[Share a cloud flow](#)
[Support for service principal owned flows](#)

Power Platform security layers



Power Platform DLP policies allow you to control data flows across data connectors when used within Power Apps and Power Automate.



Connector Classification

Connectors can be classified across following groups using DLP policies



Business

- A given Power App or Power Automate resource can use one or more connectors from **Business** group
- If a Power App or Power Automate resource uses a **Business** connector, it cannot use any **Non-business** connector



Non-business

- A given Power App or Power Automate resource can use one or more connectors from **Non-business** group
- If a Power App or Power Automate resource uses a **Non-business** connector, it cannot use any **Business** connector



Blocked

- Any Power App or Power Automate resource cannot use any connector from **Blocked** group
- All Microsoft owned premium connectors and third-party connectors (standard and premium) can be blocked
- All Microsoft owned standard connectors and Microsoft Dataverse cannot be blocked

4

Tenant and Environment Policies

Power Platform DLP allows admins to create two types of policies



Tenant level DLP policies

- Supported only for - Power Platform Administrator, D365 Administrator or Global administrator - roles
- Can be applied to one, more than one or all environments at a time
- Can be edited and viewed by any tenant admin
- Connector settings are visible to all relevant environment admins but are not editable by them
- Can be used to manage custom connector patterns



Environment level DLP policies

- Supported for Environment Admin role associated with the environment
- Can be applied to only one environment at a time
- Specifying the environment is mandatory to create the policy
- Can be edited and viewed by any environment admin (of the environment) and tenant admins
- Can be used to manage custom connector patterns

DLP Policy Scope

Tenant policies have three scope settings

All environments

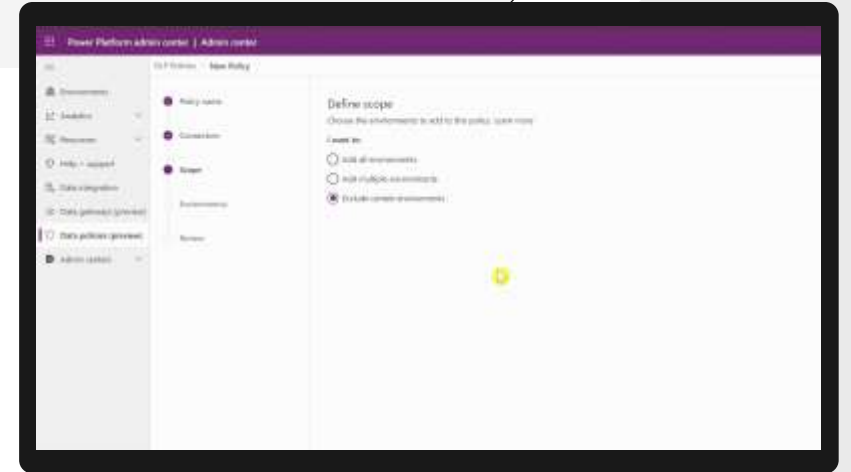
By default tenant level policies will be applied to all environments created in the tenant

All except selected environments

Tenant admins can choose to exclude specific environments to apply the policy

Only selected environments

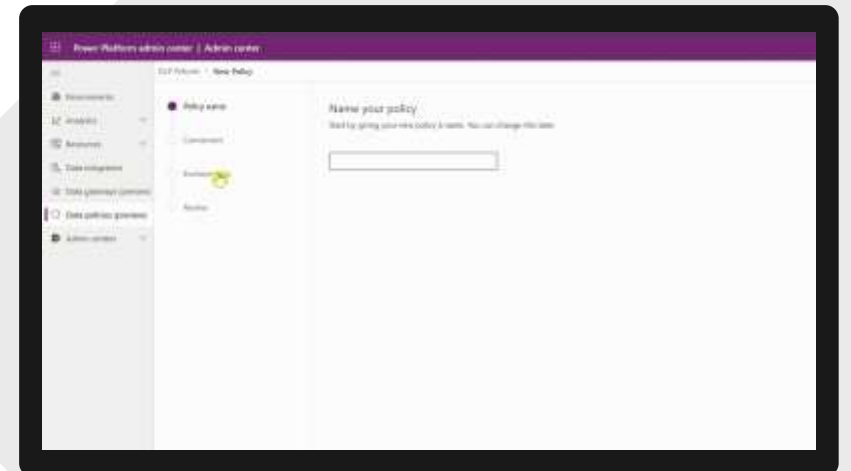
Tenant admins can choose to include only specific environments to apply the policy



Environment policies have one setting

One environment only

Environment admins can choose to apply the policy on one environment at a time



DLP Policy Enforcement



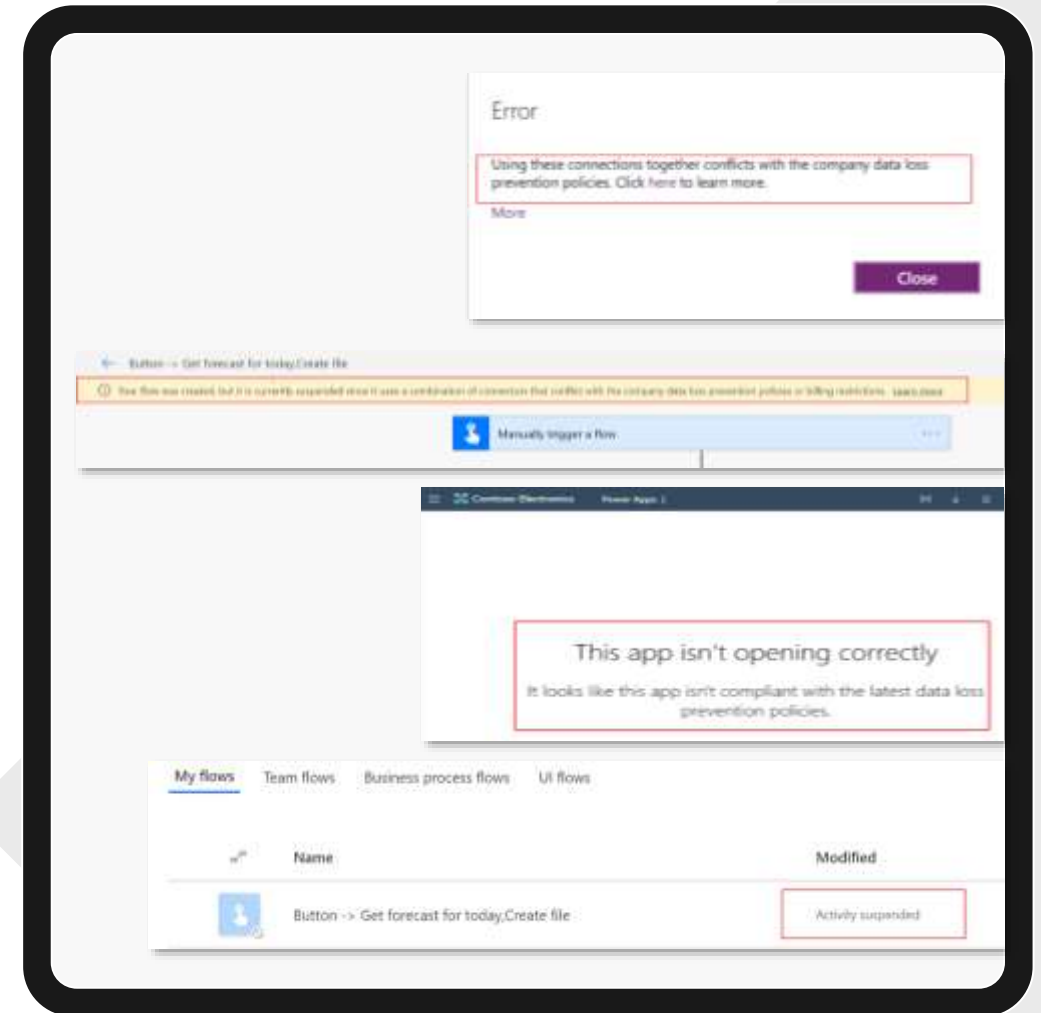
Design-time

- Power Apps makers see an error upon using connectors that don't belong together or are blocked using DLP policies. Apps violating DLP policies cannot be saved at design time unless DLP violation is resolved.
- Power Automate makers see a warning while saving a flow using connectors that don't belong together or are blocked using DLP policies. Flow will be saved but marked as 'Suspended' and will not execute unless DLP violation is resolved.



Run-time

- If DLP policy changes impact an existing Power App negatively and it becomes non-compliant then users are no longer able to launch it and get an error.
- If DLP policy changes impact an existing Power Automate negatively and it becomes non-compliant then it is automatically marked as suspended. Users are no longer able to execute it. Power Automate suspension may take ~5 mins to come into effect after policy changes.

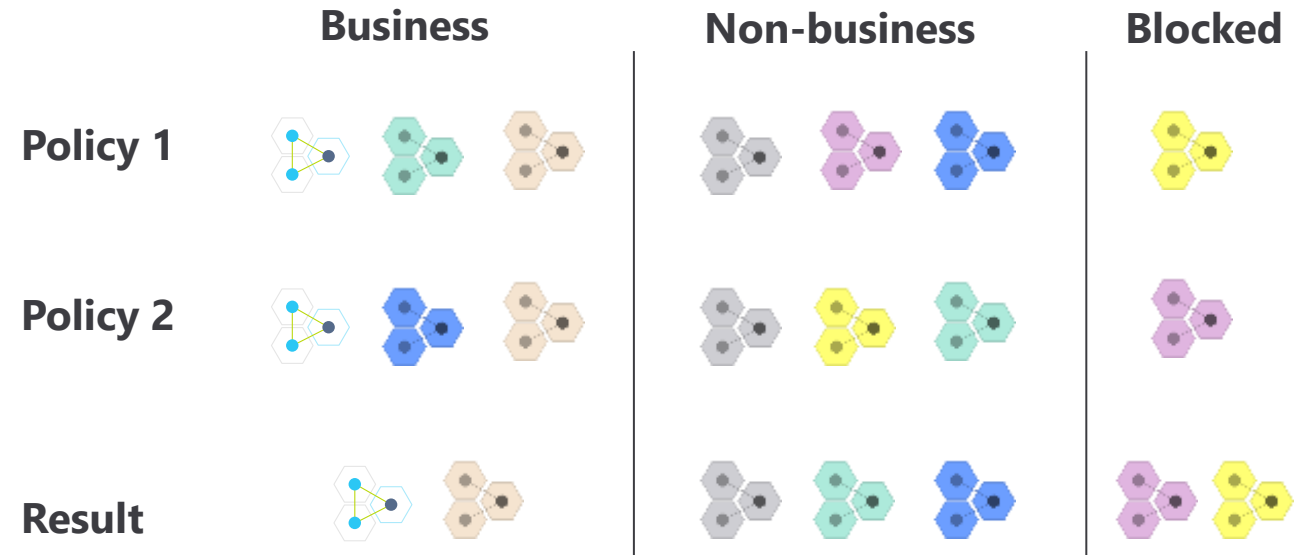


4

Multiple Policy Impact on Environments

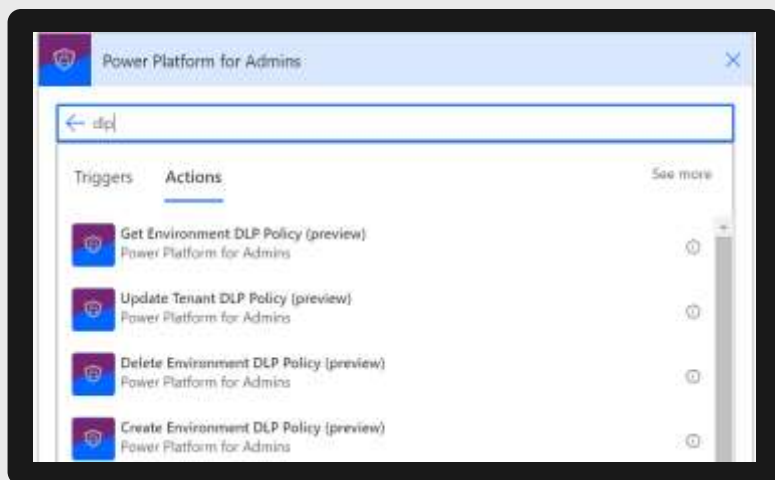
If multiple tenant or environment level policies are applied simultaneously on an environment, then the most restrictive rules accrue

Multiple DLP policies applied to the same environment grouping connectors across Business/Non-business/Blocked

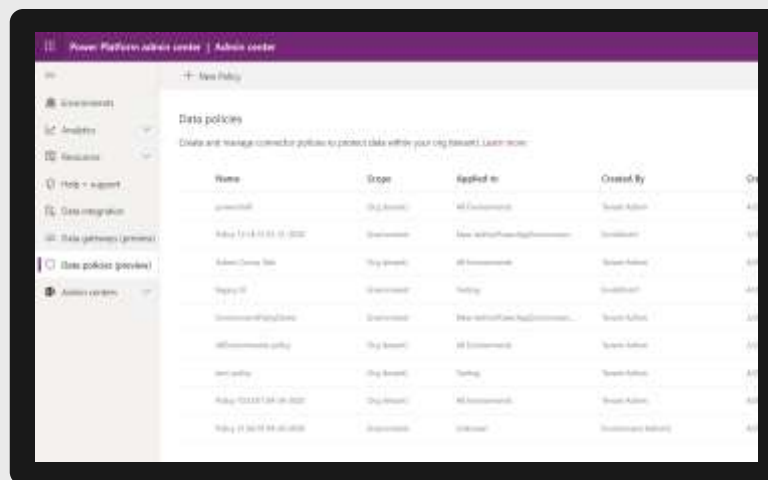


All blocked connectors map to blocked
For predictable outcomes use minimal number of DLP policies per environment

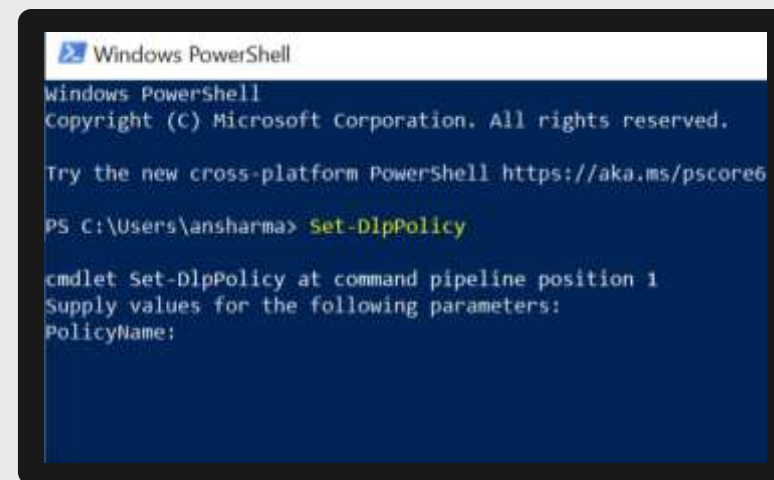
DLP Management Interfaces



Power Platform for Admins
Connector

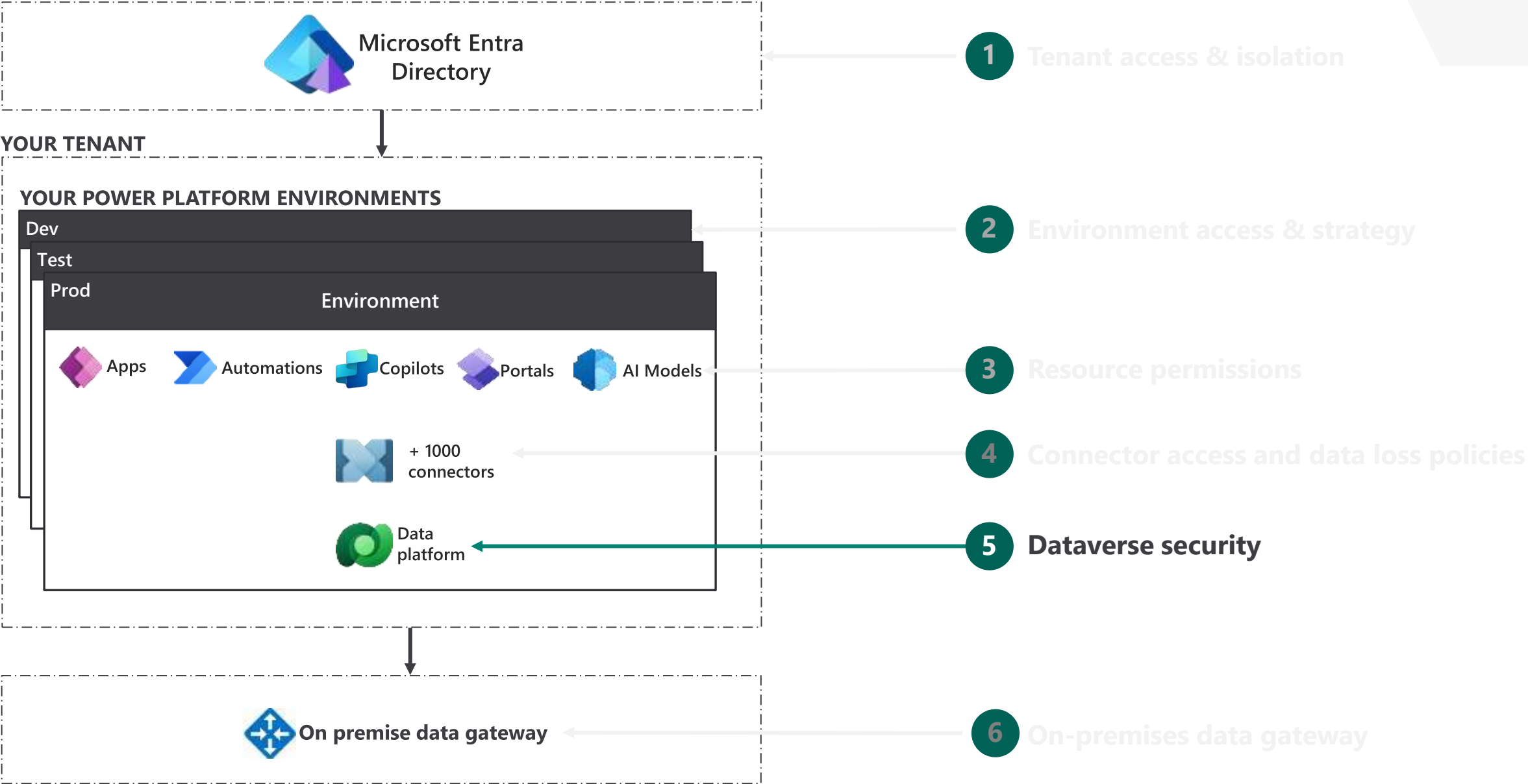


Power Platform
Admin Center



Power Apps
Powershell

Power Platform security layers



5 Security Roles and Privileges

Roles

Define how different users access different types of records

Contain a set of privileges

Users can be assigned to multiple security roles

Security role privileges are cumulative

Privileges

Record-level privileges.

For each entity, permissions can be defined for Read, Create, Delete, Write, Assign, Share, Append and Append To.

Action/Task-based privileges.

Permissions can also be defined for non-entity related actions, e.g. publish articles.

Different level of accesses:

Global

Deep






Local

Basic

Table

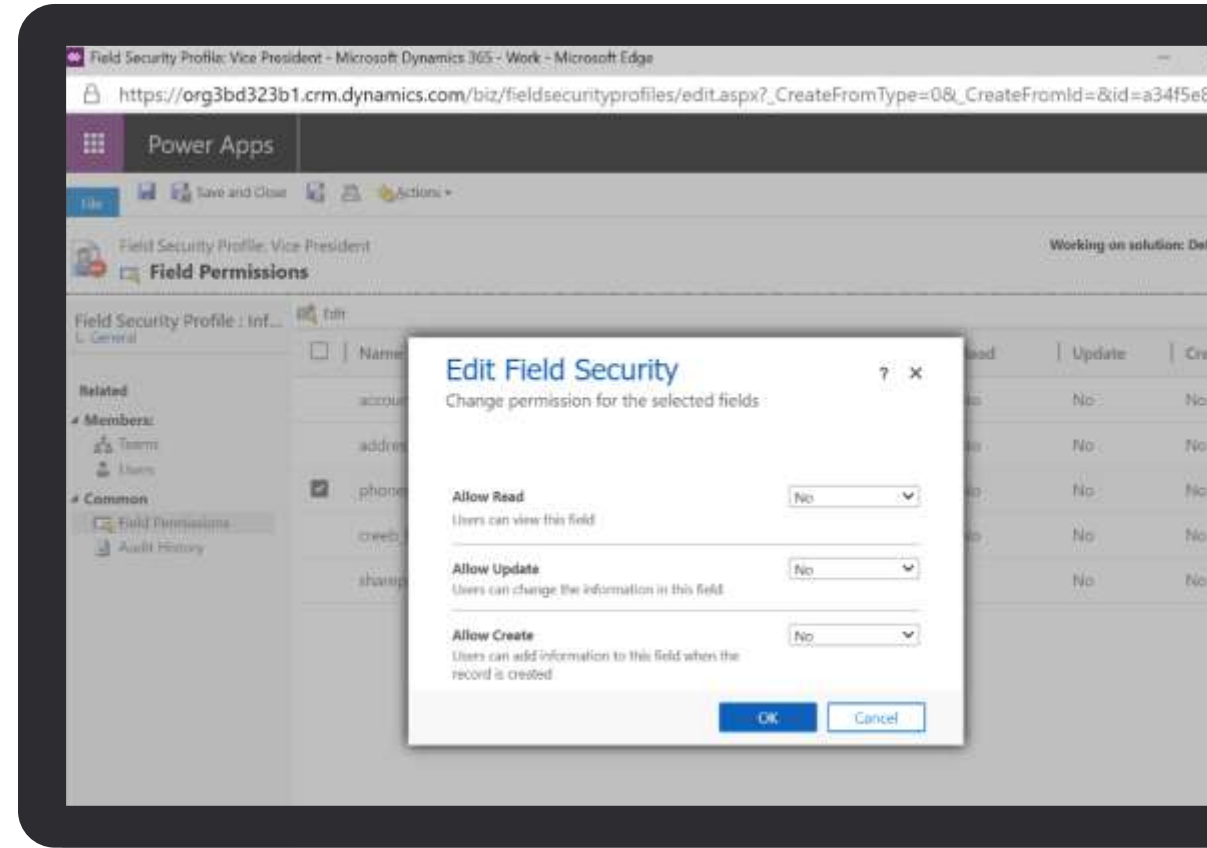
Privilege	Description
Create	Required to make a new record. Which records can be created depends on the access level of the permission defined in your security role.
Read	Required to open a record to view the contents. Which records can be read depends on the access level of the permission defined in your security role.
Write	Required to make changes to a record. Which records can be changed depends on the access level defined in your security role.
Delete	Required to permanently remove a record. Which records can be deleted depends on the access level of the permission defined in your security role.
Append	Required to associate a record with the current record. For example, if a user has Append rights on an opportunity, the user can add a note to an opportunity. Which records can be appended depends on the access level of the permission defined in your security role.
Append To	Required to associate the current record with another record e.g., a note can be attached to an opportunity if the user has Append To rights on the note. Which records can be appended to depends on the access level of the permission defined in your security role.
Assign	Required to give ownership of a record to another user. Which records can be assigned depends on the access level of the permission defined in your security role.
Share	Required to give access to a record to another user while keeping your own access. Which records can be shared depends on the access level of the permission defined in your security role.

Access Level

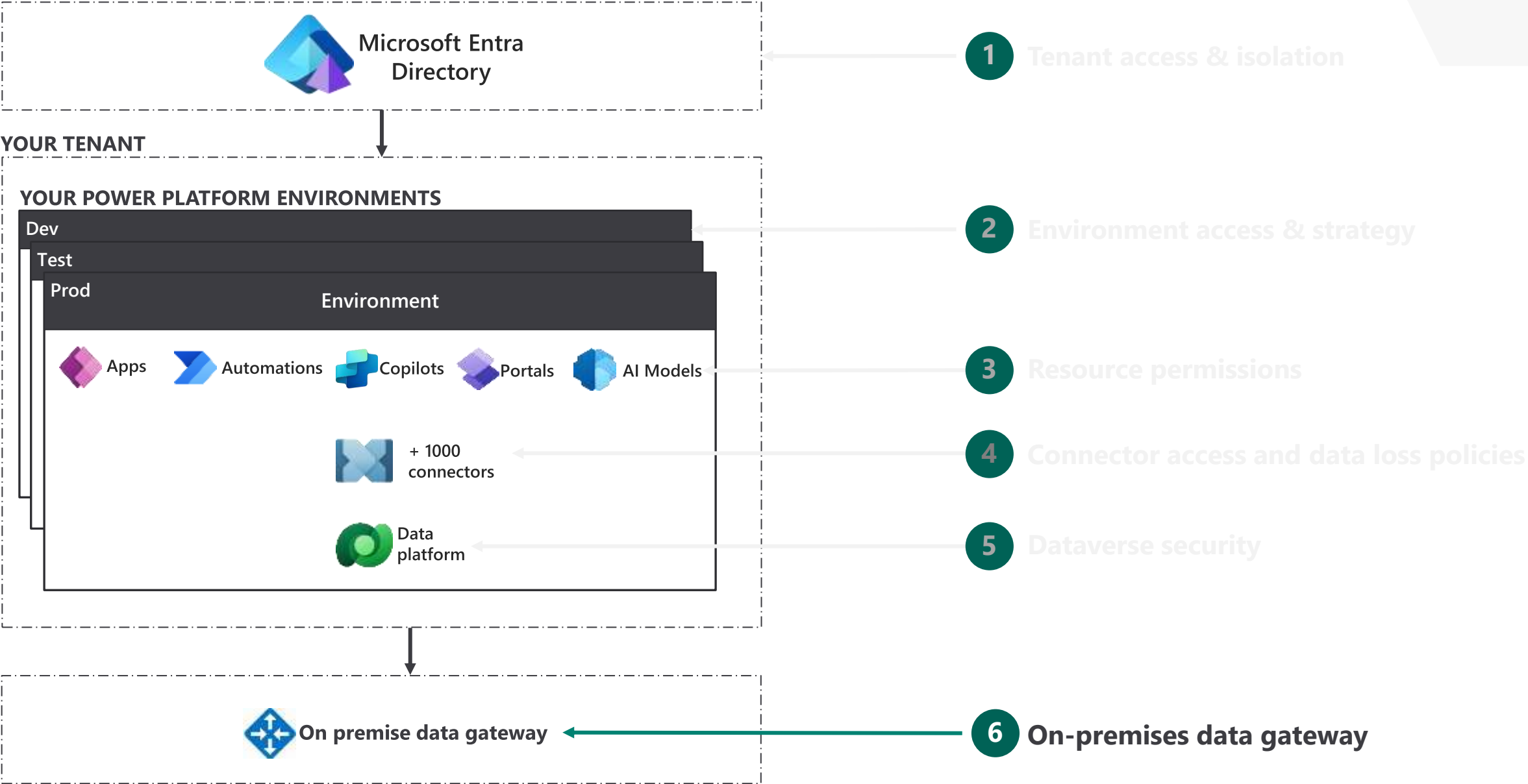
Access	Description
	Global. This access level gives a user access to all records in the organization, regardless of the business unit hierarchical level that the environment or the user belongs to. Users who have Global access automatically have Deep, Local, and Basic access.
	The application refers to this access level as Organization . Deep. This access level gives a user access to records in the user's business unit and all business units subordinate to the user's business unit. Users who have Deep access automatically have Local and Basic access, also.
	The application refers to this access level as Parent: Child Business Units . Local. This access level gives a user access to records in the user's business unit. Users who have Local access automatically have Basic access, also.
	The application refers to this access level as Business Unit . Basic. This access level gives a user access to records that the user owns, objects that are shared with the user, and objects that are shared with a team that the user is a member of. This is the typical level of access for sales and service representatives.
	The application refers to this access level as User . None. No access is allowed.

Field level security

- Control access to sensitive data
- Can be used in:
 - Client applications – Web, mobile, Microsoft Dynamics for Outlook
 - Web service calls – plugins, workflow, custom code
 - Reporting (via Filtered views)
- Enforce by security profile for:
 - Users and Teams
- Permission Scope:
 - Read
 - Create
 - Update
- Exceptions (do not support FLS)
 - Identifiers – ownerId, contactId, accountId, etc
 - Security principal fields – createdBy, modifiedBy, Owning Team/User
 - Timestamp
 - Codes – state, status



Power Platform security layers



6 On-premise Gateway - Key Facts



Allows Power Apps and Power Automate to reach on-premises resources for hybrid integration scenarios.



Leverages Azure Service Bus relay technology to securely allow access to on-premises resources.



The gateway service must run on a local server in your on-premises location



Setting up a data source on the gateway requires credentials that are encrypted securely. All access to data uses these creds



The gateway service creates an outbound connection to Azure Service Bus on ports: TCP 443(default), 5671, 5672, 9350 through 9354.

On-premises data gateway

One gateway for multiple cloud services and experiences

Cloud services

Azure Analysis Services

Azure Logic Apps

Power BI

PowerApps

Microsoft Flow



Gateway Cloud Service

- Encrypts and stores data source credentials and on-premises data gateway details
- Routes queries and results between cloud services, on-premises data gateway, and data source



Azure Service Bus



On-premises data gateway

- Decrypts data source credentials and connects to data source
- Sends queries to data source and returns the results to gateway cloud service

On-premises data sources



SQL Server



SQL Server Analysis Services

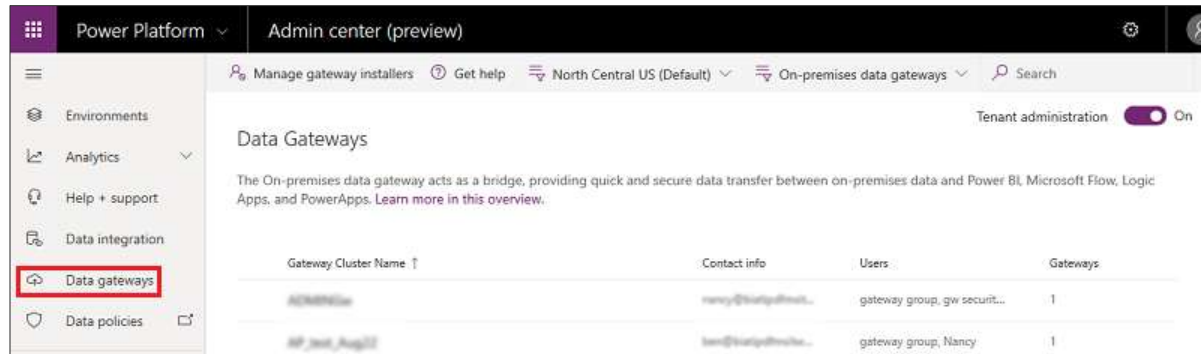


Other data sources

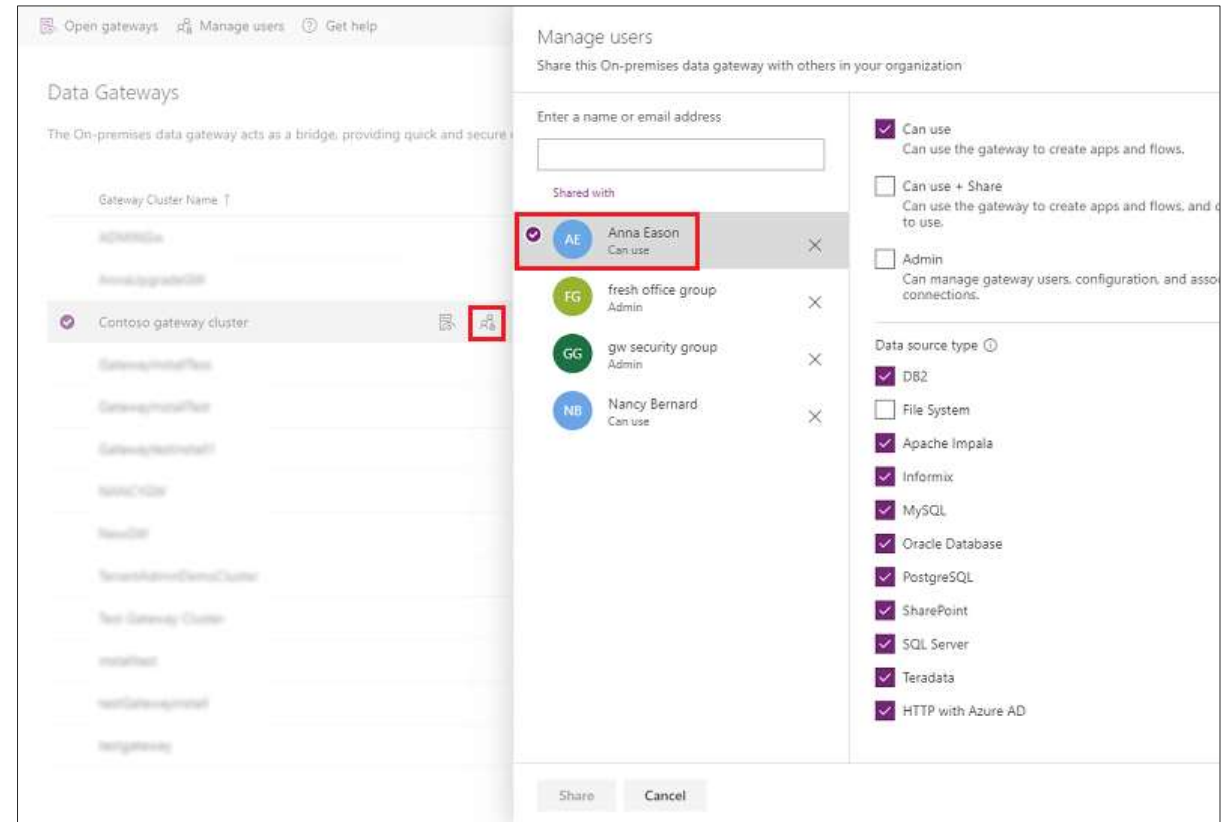


Files, SharePoint

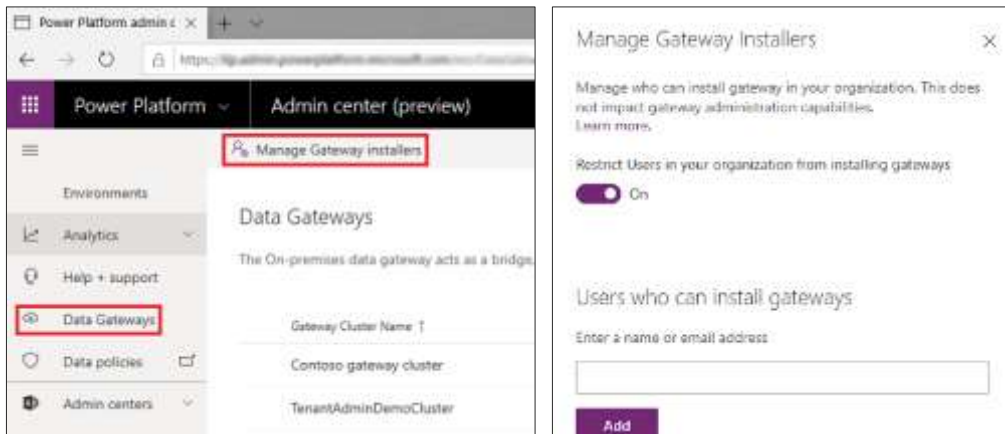
Capabilities



Manage gateways entirely in the Power Platform admin center. [Learn more here.](#)



Manage users in 3 different categories (admins, can use, and can use + share). [Learn more here.](#)

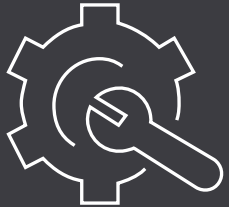


Manage who can install the on-premises data gateway in your enterprise. [Learn more here.](#)

Governance pillar

Monitor

Monitor and Manage the Power Platform



4 Monitor platform services and planned & unplanned platform changes/incidents

3 View out-of-the-box tenant and environment level Analytics for usage and adoption in Power Platform Admin Center and Power Apps / Automate portals

2 Gain Insights into capacity and storage consumption in adoption in Power Platform Admin Center

1 Set up and view activity logs in Microsoft Purview Logs

Activity logs in Microsoft Purview

1

Access Audit Logs

PowerApps, Power Automate,
Dataverse audit records are available
at

<https://compliance.microsoft.com/auditlogsearch>



ACTIVITY LOGGING

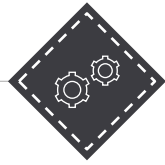
Available with Office E3 or greater
license and integrated with Office
Security and Compliance center.



Must be [enabled](#) at the organization/tenant
level.

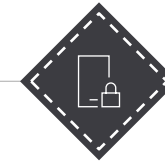
Office provides [API's](#) to query
this data, which is currently used
by many [SIEM](#) vendors to use
the Activity Logging data for
reporting.

Monitor Activity Parameters for Power Apps & Automate



Power Automate

Created flow
Edited flow
Deleted flow
Edited permissions
Deleted permissions
Started a paid trial
Renewed a paid trial



Power Apps

Created app
Edited/save app (draft)
Published app
Deleted app
Restored an app from app version
Launched app
Marking app as featured
Marking app as hero
Edited app permissions
Deleted app permissions

Monitor Critical Activity Parameters of the Dataverse



Admin Activity Logged

- Publishing customizations
- Configuring instances by adding solutions to instance
- Team and user management - who was added, deleted, access rights of user/team
- Deletes of attributes
- Backup and Restore actions
- Managing instances - New instance added and delete instance



User Activity Logged

- Creates, Reads, Updates, Deletes on records and Dataverse metadata
- Dataverse record views
- Export to excel
- SDK calls
- Backend Microsoft support engineer CRUD activities
- Reports viewed

Monitoring Storage Capacity and Add-on's

2


Gain Deeper Insight on Storage Capacity




Capacity management & enforcement

- Understand storage and consumption
- Access for environment admins, power platform service admins, D365 and global admins and individual users who have purchased a license

<https://aka.ms/ppac>

 Environments


 Analytics ^

Dataverse

Power Automate

Power Apps

Data export (preview)

 Resources ^

Capacity

Dynamics 365 apps

Capacity Page Details

Features available per tab

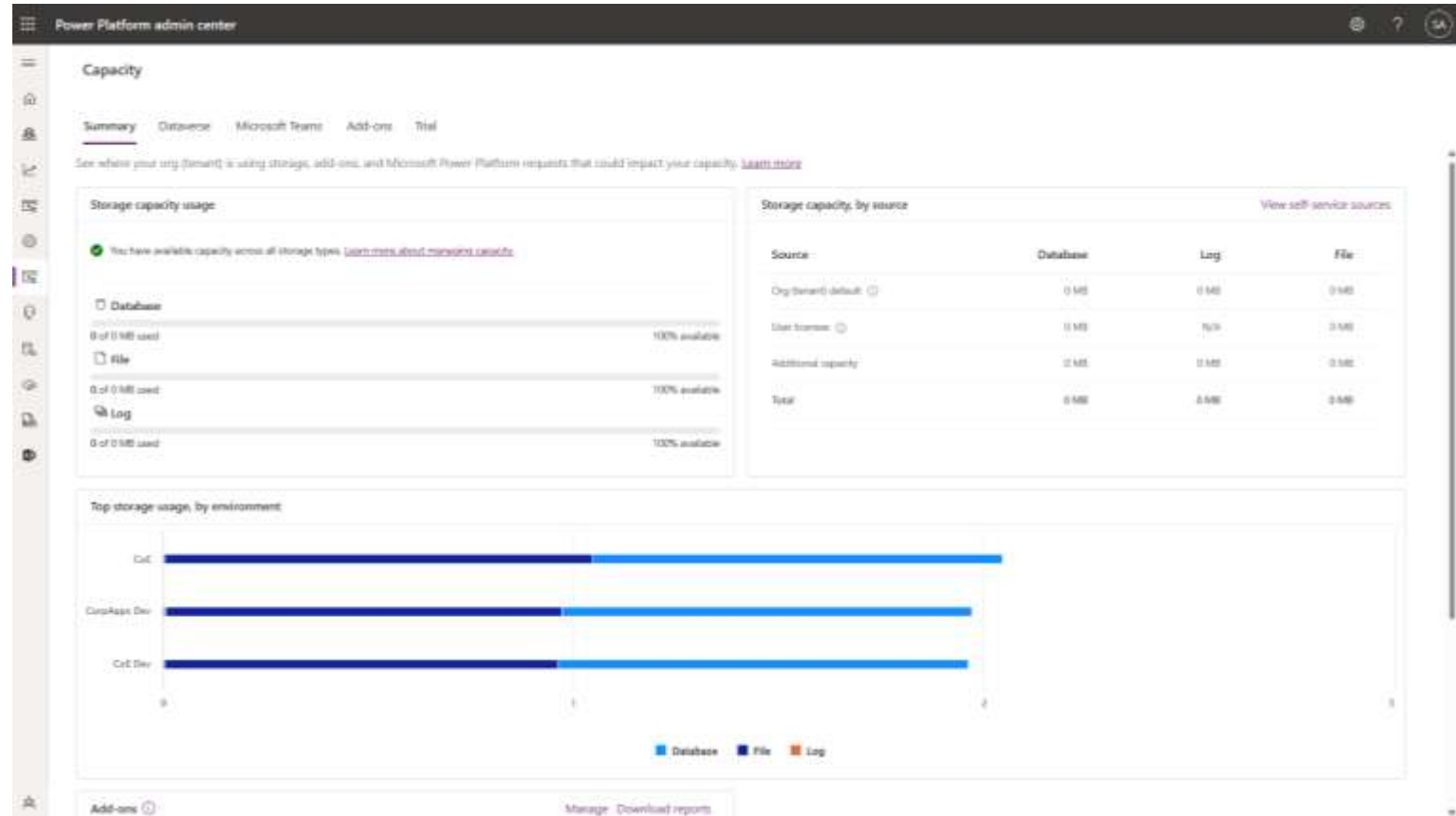
Summary: overview of store capacity usage

Dataverse: an environment breakdown of capacity usage

Microsoft Teams: database capacity of Microsoft Teams environments

Add-ons: assignment of capacity add-ons per environments (IA Builder credits, app passes, Power Pages logins)

Trial: list of trial environments, which does not consume capacity until converted to production



Capacity enforcements

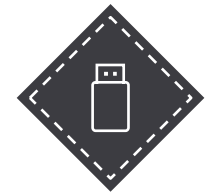
Following storage capacity enforcements apply today



Tenant overall capacity need to be with-in the entitled limits. The PPAC experience will call out if that is not the case



Creating a new environment, copy and restore are the three operations that are enforced today in an event of capacity overuse



Min 1GB of available DB capacity is required for creating a new environment

For more information click [here](#) !

Capacity enforcements

Overflow coverage by capacity type



Data

Available capacity can be used to cover **log** and **file** overflow usage.



File

Available capacity can be used to cover **log** overflow usage.



Log

Available capacity **can not** be used to cover overflow usage.

View Out of the box Analytics for usage and adoption

3

Gain Deeper Insight on Adoption, & Usage


<https://aka.ms/ppac>



Admin analytics

- Tenant level analytics (preview)
- Environment level analytics
- Available from Power Platform admin center
- Access for environment admins, power platform service admins, D365 and global admins
- Data is stored for 28 days
- Data is refreshed daily

 Environments


 Analytics ^

Dataverse

Power Automate

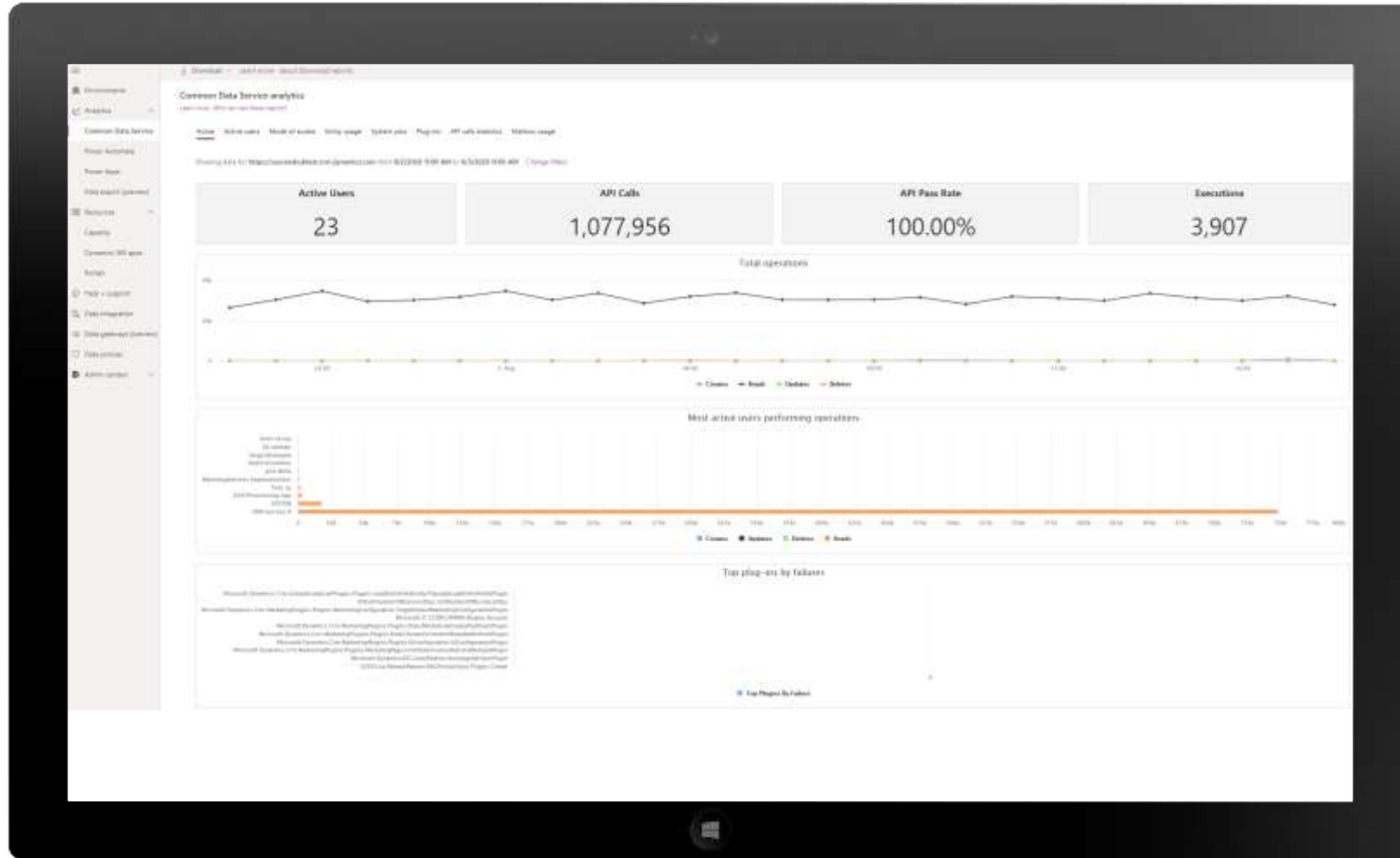
Power Apps

Data export (preview)

 Resources ^

Capacity

Monitoring Microsoft Dataverse

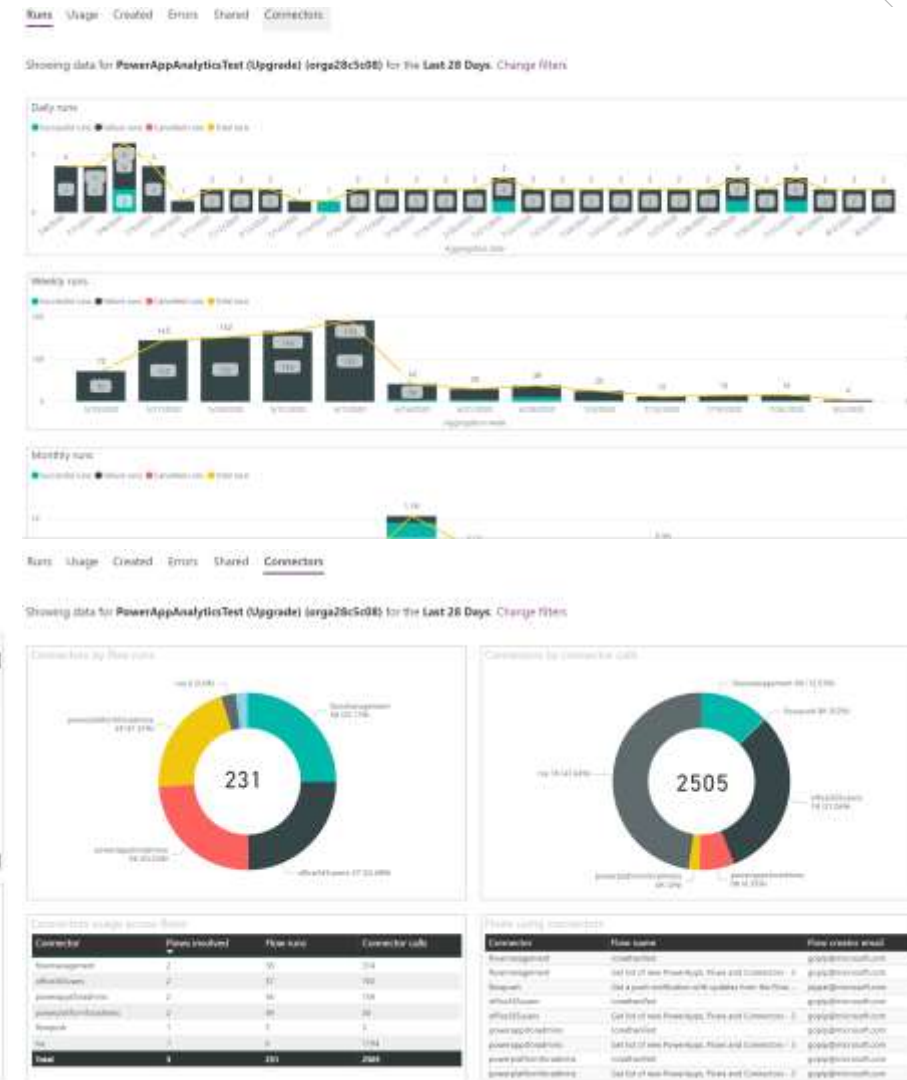
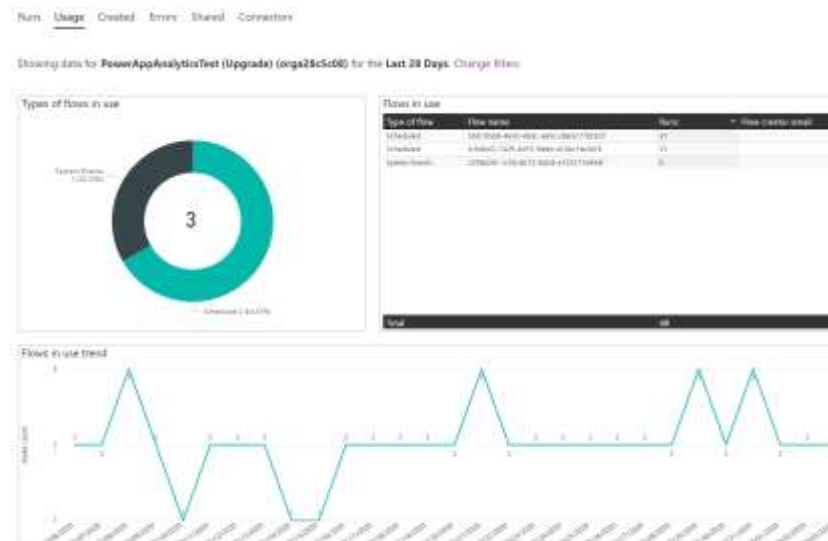


Click on Change Filters to select from a list of environments you have access to, as well as adjust the date range. The data will only be presented in the prior 28-day period.

Power Automate

Environment level views

Analytics is available for a 7, 14, 28-day time periods and allows users to switch between environments.



Maker analytics for Power Automate – Individual flow level views

Flow Makers and Administrators can view details for each flow within their scope, for last 7, 14, 28 days with data refreshed every 4-6 hours

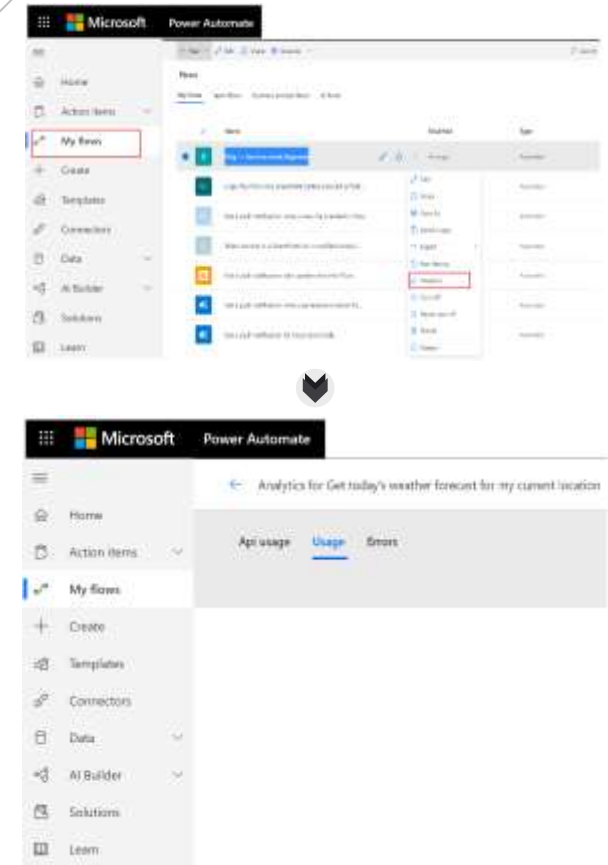
Flow Usage

- ◆ API usage
- ◆ Runs by day
- ◆ Total number of runs for the flow
- ◆ Gain insights into when the flow is run with the flow run trends

Flow Health

- ◆ The number of errors per day
- ◆ Flow errors by type
- ◆ Understand the details of a specific error – Error source, action or trigger name, error status code, error count, last error occurrence, last error message and detail

<https://flow.microsoft.com>



Maker analytics for Power Apps – Individual app level views

App Makers and Administrators can view details for each app within their scope, for last 7, 14, 28 days with data refreshed every 4-6 hours

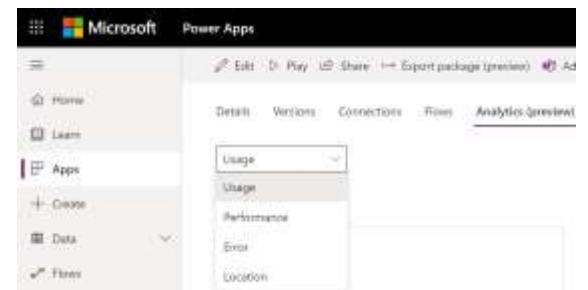
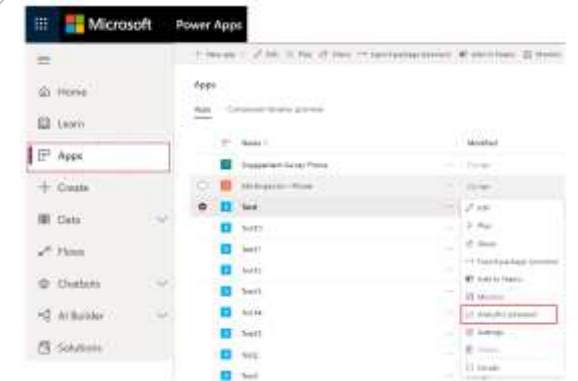
App Adoption and Usage

- ◆ Active Users – How many users are using the app and daily active usage
- ◆ Location – Where is the app usage and filter by country
- ◆ App Usage – App launches with filters for device platform, player version, country

App Health

- ◆ Toast errors are errors which end users see
 - Errors per app in the environment,
 - Error trends across apps,
 - Overview across all apps for error breakdown by https status
- ◆ Performance – Best and lest performing service(std and custom) in the environment

<https://make.powerapps.com>

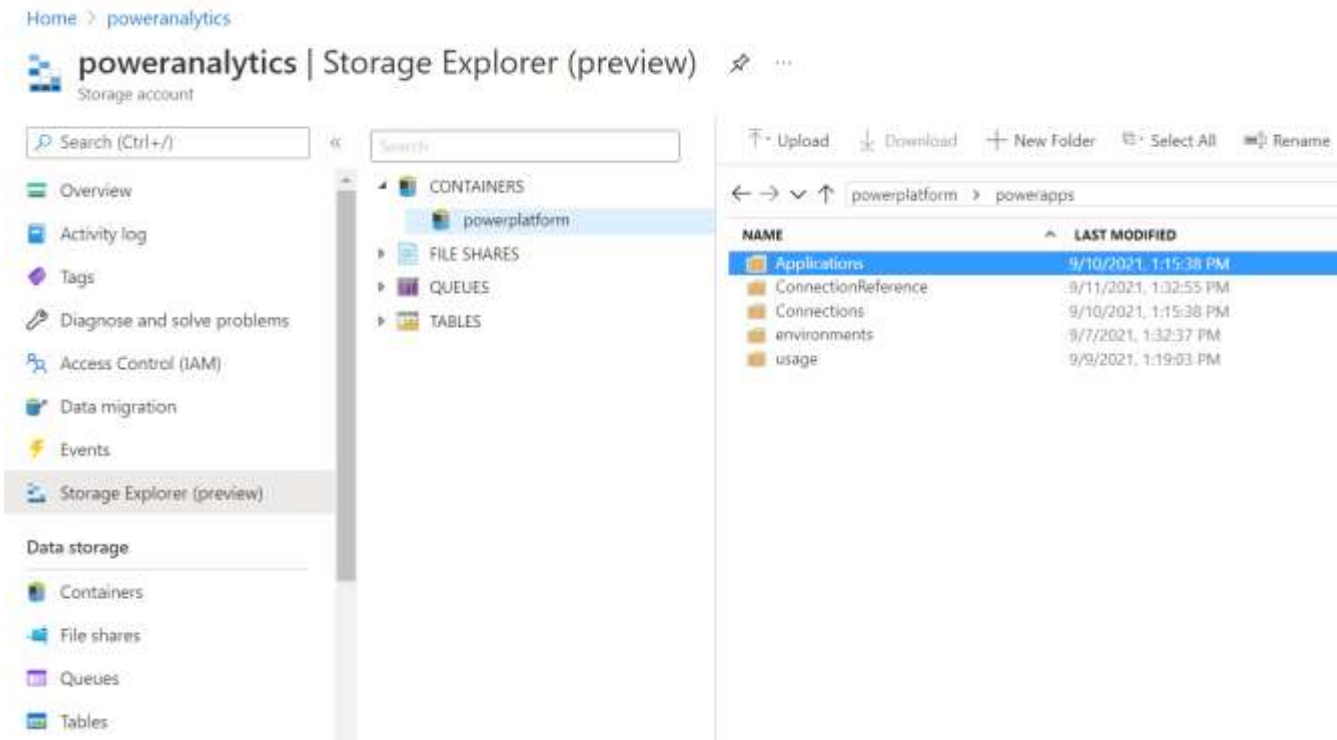
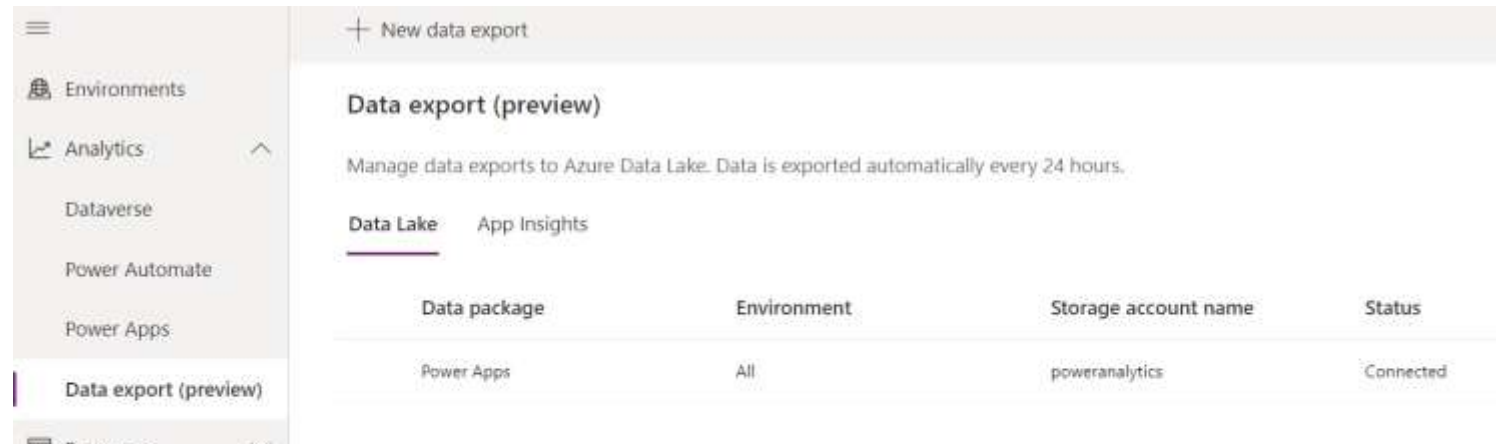


Data Export (preview)

Tenant level analytics

Export tenant level analytics to
Azure Data Lake

Bring your own lake (BYOL)



Platform incidents

4

Monitoring platform status

Power Apps and Automate services platform status can be seen in both portals and Office 365 Service Health

<https://admin.microsoft.com/Adminportal/Home?source=applauncher#/servicehealth>

Service health

All services Incidents Advisories History Reported issues

View the health status of all services that are available with your current subscriptions.

⚙ Preferences	
Service	Health
Microsoft Power Automate	✔ Healthy
Power Apps	✔ Healthy

Power Apps Support

<https://powerapps.microsoft.com/en-us/support>

No known issues: Power Apps is running smoothly

Search



Power Automate support

<https://flow.microsoft.com/en-us/support>

Warning:

Starting October 12th, security certificates of old Power Automate Desktop versions (older than July 21 release - version 2.11.51.21196) will expire. Users using these old versions will need install the latest version of Power Automate Desktop to continue using desktop flows.

Last updated: 10/07/2021 4:54:15 PM UTC

Monitoring platform updates and changes

Power Apps and Automate services platform updates and changes can be monitored in Office 365 Message Center

Message center

Last sync to Planner: October 19, 2020, 3:24 PM [Sync now](#)





Each message gives you a high-level overview of a planned change and how it may affect your users, and links out to more detailed information to help you prepare. [Learn more about managing changes](#)

[Inbox](#) [Archive](#)

 Preferences  Planner syncing

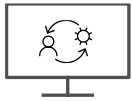
3 items

Filters: Service: Microsoft Power Automate, Microsoft Po... , +2 × Tag Message state

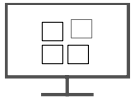
Message title	☆	Service	Last updated ↓	Act by	Tag
(Updated) Power Apps can now display images from Mic...	⋮	 Power Apps in Microsoft 365  Sha...	Oct 5, 2021		NEW FEATURE USER IMPACT
Upcoming changes to Power Apps per app plan licenses	⋮	 Power Apps	Sep 24, 2021		ADMIN IMPACT
(Updated) PowerApps/PowerAutomate Retirement of Di...	⋮	 Microsoft Power Automate in Microsof...	Aug 26, 2021	Sep 25, 2021	MAJOR UPDATE ADMIN IMPACT + 2

Establishing a low-code Center of Excellence (CoE) CoE Starter Kit

What is CoE Starter Kit



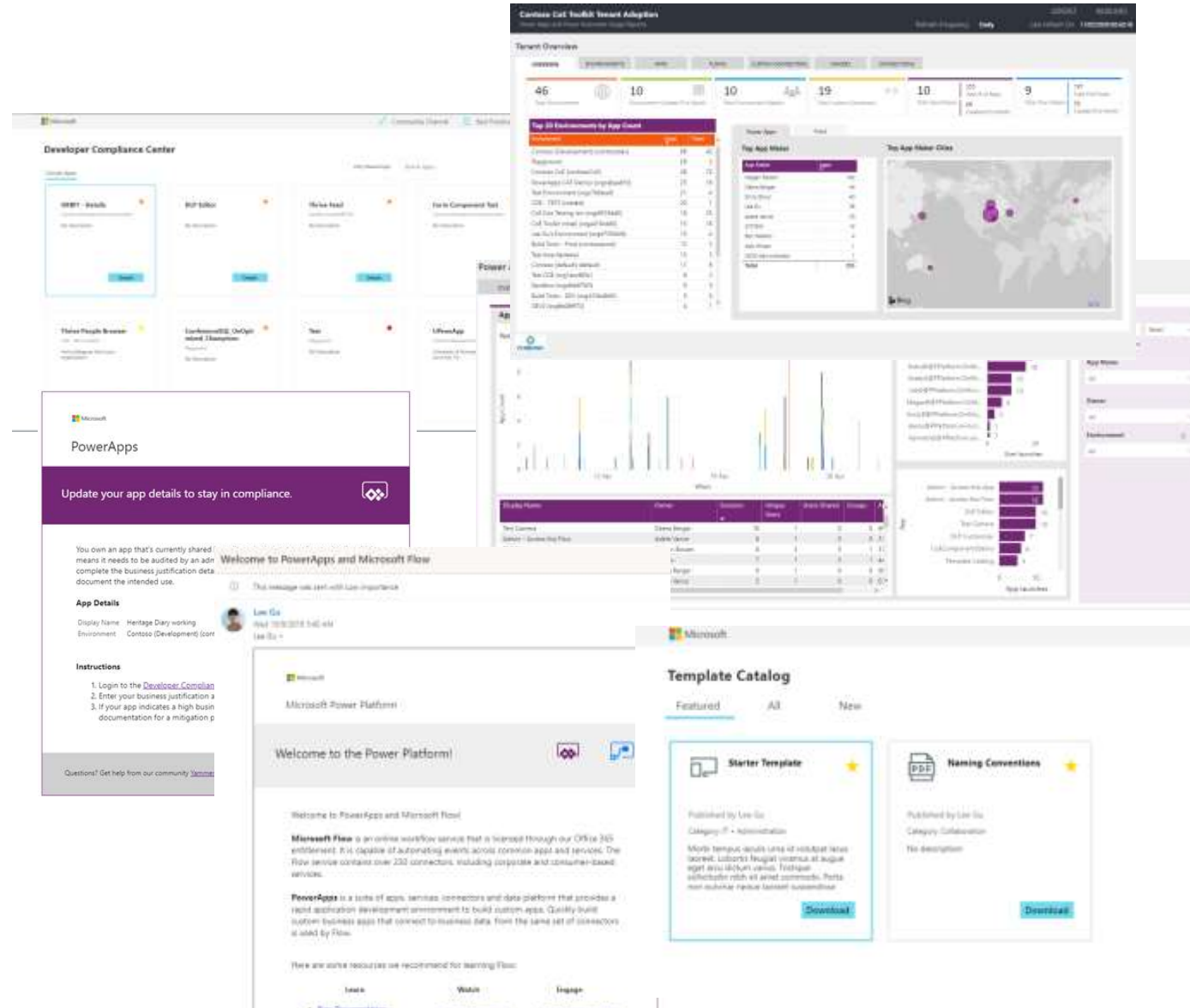
Existing offering:
Admin Centre capabilities
Extensibility via Connectors



Templates:
A templated implementation of
best practices

The **CoE Starter Kit** is a collection of components and tools designed to help you get started with developing a strategy for adopting and supporting the Power Platform.

<https://aka.ms/coestarterkit>



Building blocks

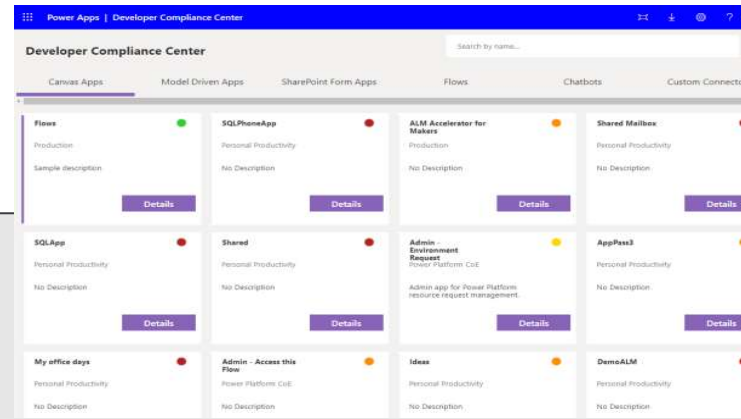
The background features a light gray horizontal band across the middle. Above it, a light blue shape with a rounded corner is in the top right. Below the gray band, a light blue circle with diagonal stripes is in the bottom left, and several thin, parallel gray lines are in the bottom right.

CoE Starter building blocks



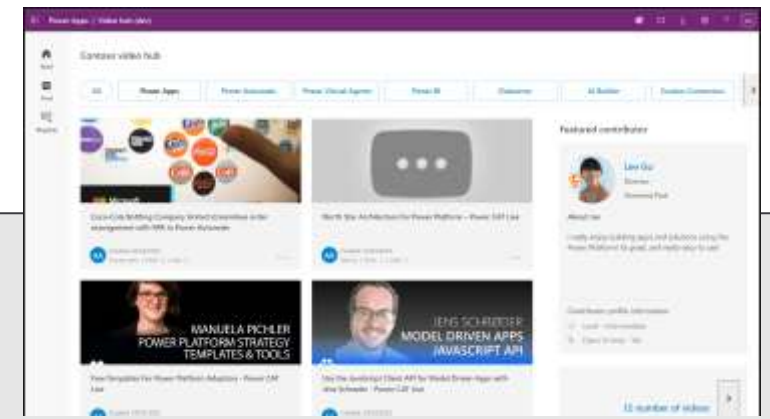
Core

Gain Insights into your Power Platform adoption



Governance

Establish Audit, Compliance and Archive processes



Nurture

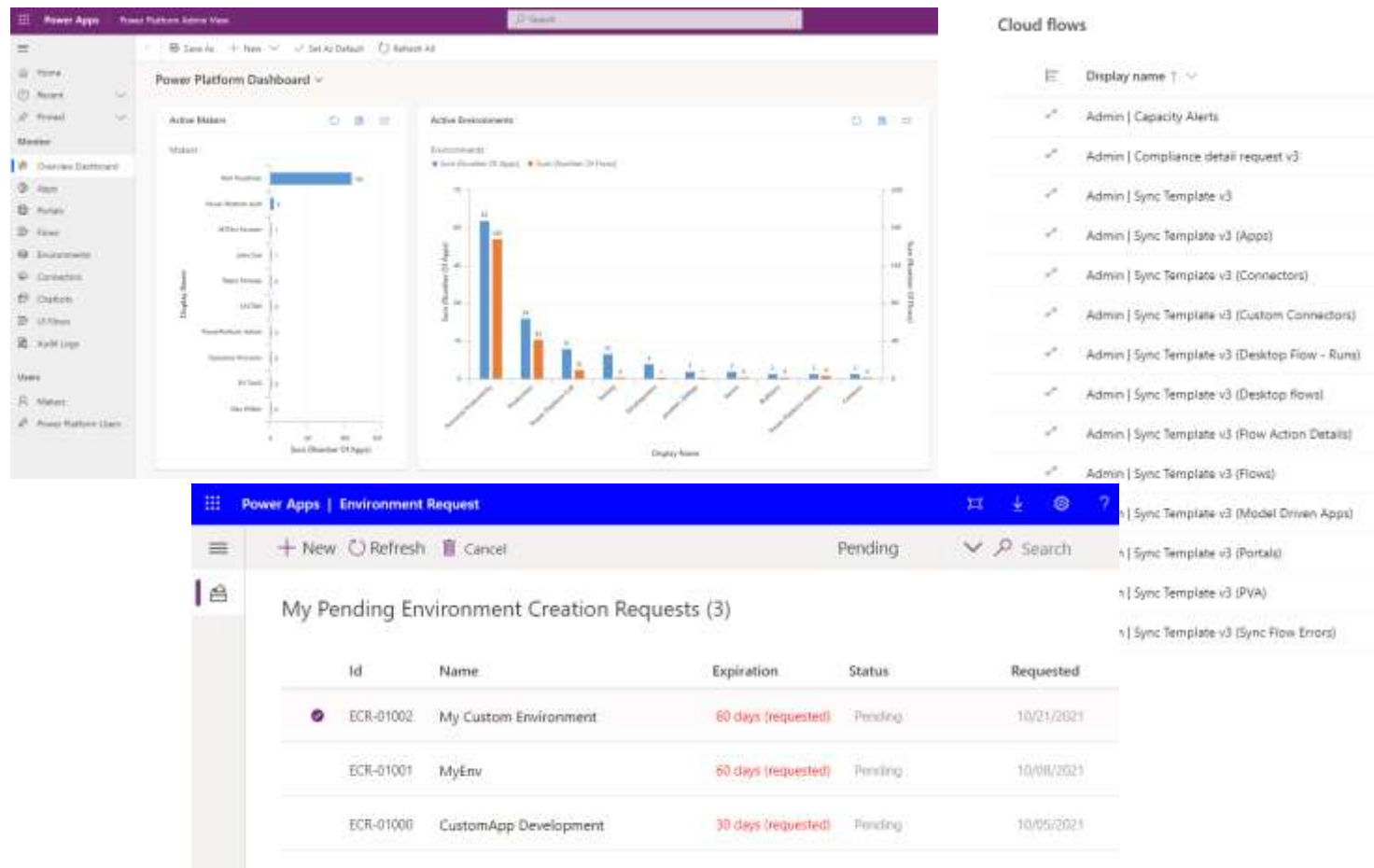
Accelerate your adoption with a thriving community

Admin Components - Core

CoE Starter Kit Building Blocks

These components provide the core to get started with setting up a CoE – including **Sync Flows** to gather information about all your resources into Dataverse tables and build Apps and reports on top of that to help you get more visibility of what apps, flows and makers are in your environment.

Core Components contains mainly assets relevant to admins but also provides foundation for some of the other CoE components like Governance and Nurture



Learn more [here](#).

Governance Components – Audit & Compliance

CoE Starter Kit Building Blocks

After you've become familiar with your environment and resources, you might start thinking about audit and compliance processes for your apps. You might want to gather additional information about your apps from your makers, or audit specific connectors or app usage. The apps and flows that are part of this solution help you get started.

The screenshot displays the 'Power Apps | Developer Compliance Center' interface. The top navigation bar includes tabs for 'Canvas Apps', 'Model Driven Apps', 'SharePoint Form Apps', 'Flows', 'Chatbots', and 'Custom Connectors'. The main area shows a grid of app tiles, each with a status indicator (green, red, or orange dot) and a 'Details' button. The tiles include:

- Flows**: Production, Sample description, Details button.
- SQLPhoneApp**: Personal Productivity, No Description, Details button.
- ALM Accelerator for Makers**: Production, No Description.
- Shared Mailbox**: Personal Productivity.
- SQLApp**: Personal Productivity, No Description, Details button.
- Shared**: Personal Productivity, No Description, Details button.
- Admin - Environment Request**: Power Platform CoE, Admin app for Power resource request ma.
- My office days**: Personal Productivity, No Description.
- Admin - Access this Flow**: Power Platform CoE, No Description.
- Idea**: Personal Productivity, No Description.

On the right, a modal window titled 'PowerApps' displays a compliance update message: 'Update your app details to stay in compliance.' The message states: 'You own an app that's currently shared broadly and missing compliance details, which means it needs to be audited by an administrator per our support policy. Please complete the business justification details in the Developer Compliance Center app to document the intended use.'

App Details

- Display Name: Heritage Diary working
- Environment: Contoso (Development) (contosodev)

Instructions

1. Login to the [Developer Compliance Center](#) and locate your app.
2. Enter your business justification and other details in the "Support Details" form.
3. If your app indicates a high business impact, you must provide additional documentation for a mitigation plan and required support details.

Questions? Get help from our community [Yammer Group](#).

Learn more [here](#).

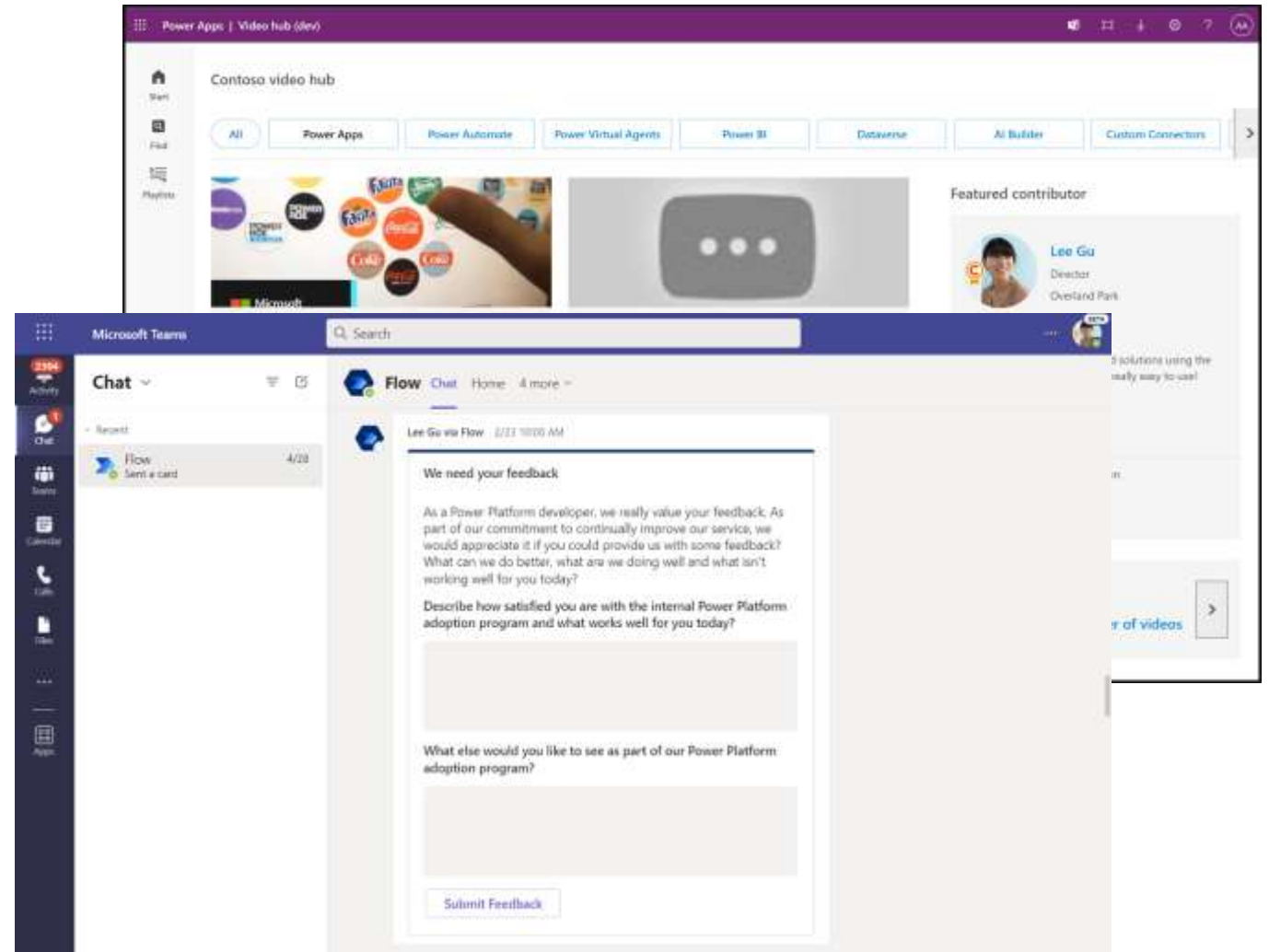
Nurture Components - Learning

CoE Starter Kit Building Blocks

An essential part of establishing a CoE is nurturing your makers and an internal community. You will want to share best practices and templates and onboard new makers – the assets part of this solution can help develop a strategy for this motion.

The Nurture Components solution contains assets relevant to everyone in the organization, admins, makers as well as end users of apps and flows.

Learn more [here](#).



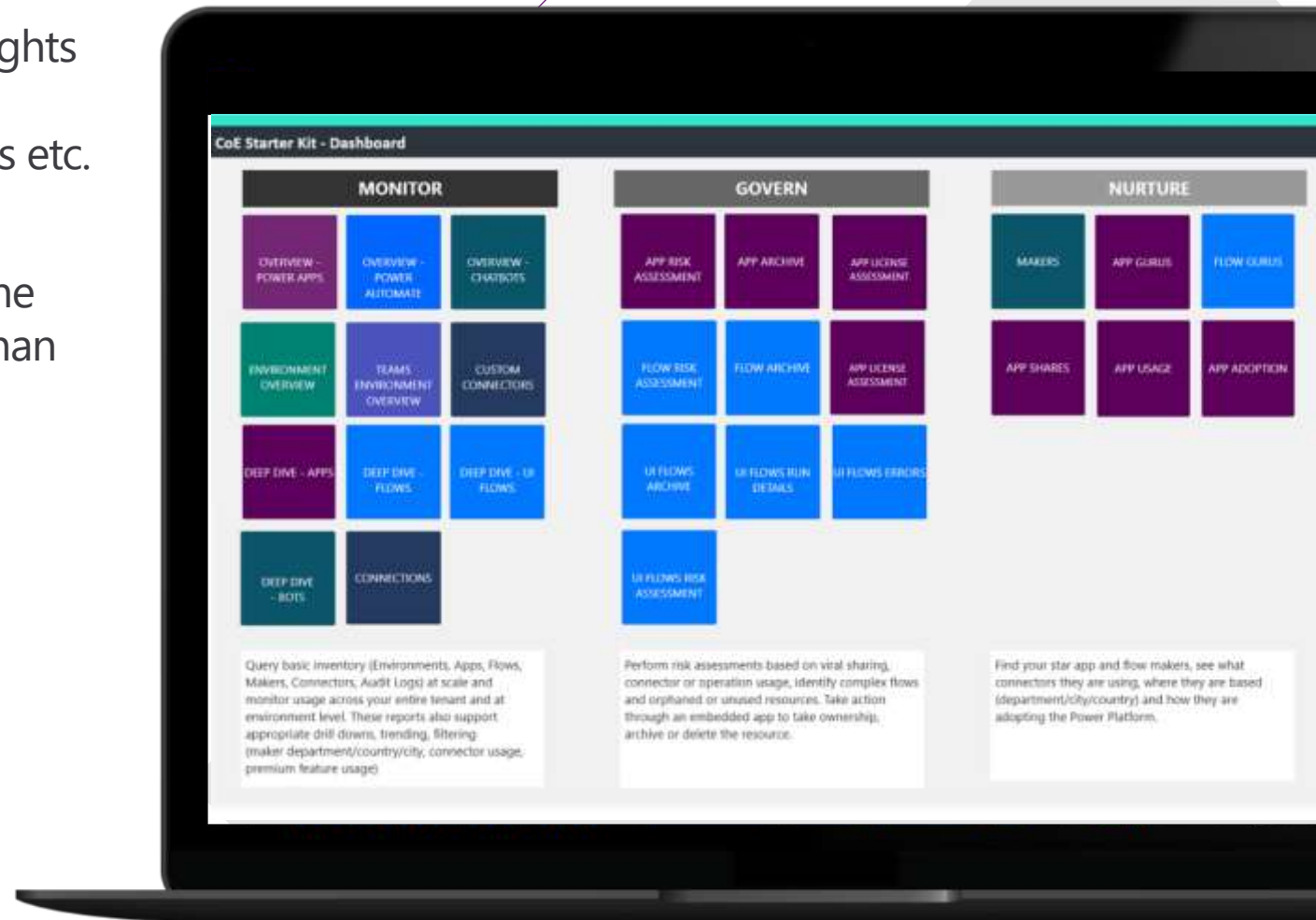
Power BI Dashboards

Provides a holistic view with visualizations and insights into resources in your tenant: Environments, Apps, Flows, Connectors, Connections, Audit Log, Makers etc.

Telemetry from the audit log is stored from the moment you set up the CoE Starter Kit, so over time you can look back and identify trends for longer than 28 days

The dashboard provides analytics and data for the following areas

- **Monitor** - Oversight of tenant resources
- **Govern** - Drive actions through insights
- **Nurture** - Learn about your community



Reports Available

Overview – Apps, Flows, Chatbots

A tenant-wide overview of resources

Environments

Shows you how many environments, environment makers, and Microsoft Dataverse instances you have

Microsoft Teams Environments

Shows you the number of Microsoft Teams environments, environment makers, and resources in those environments you have

Apps

An overview of apps in your environment

Cloud Flows

An overview of flows in your environment

App / Flow Connections

Shows which resources and makers are using which connectors and—at a high level—which resources and makers are using premium features.

App and Flow Risk Assessment

Identify overshared and overused resources, or resources that use specific connectors.

App License Assessment

View apps that use premium or standard features and drill down into connectors, departments or makers that are using premium connectors.

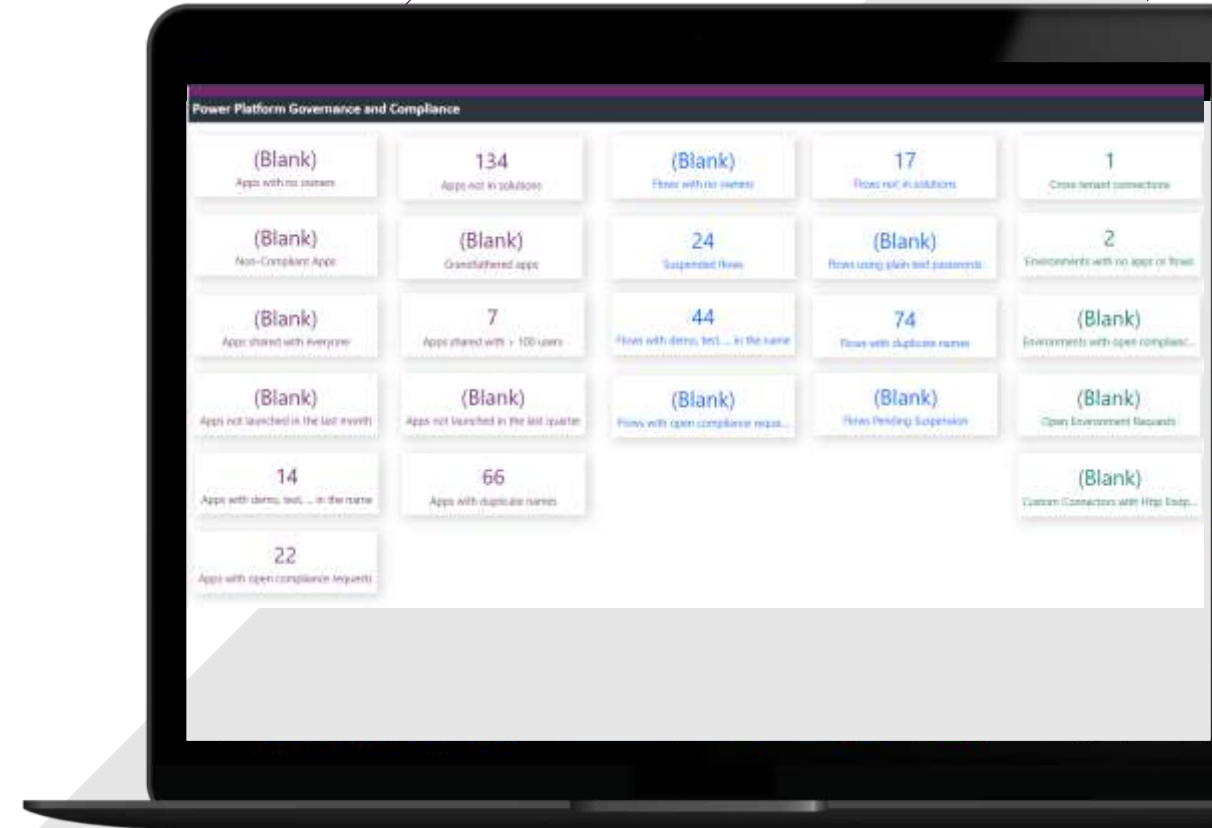
App, Flow and Desktop Flow Archive

Identify unused apps, flows and desktop flows by monitoring their archive score: in short, the higher the score, the more likely it is that you can safely archive the resource.

Compliance and Governance Dashboard

The **Compliance and Governance insights** page provides you with a tenant-wide overview of:

- Apps and flows without an owner
- Apps and flows not in solutions
- Apps and flows with duplicate names
- Apps and flows with test, demo, template in the name
- Apps and flows with open [compliance details requests](#)
- Apps currently not compliant with DLP policies or billing policies
- Grandfathered apps
- Apps shared with everyone and apps shared with more than 100 users
- Apps not launched in the last month and in the last quarter
- Suspended flows
- Flows using plain text passwords
- Cross-tenant connections
- Environments with no apps or flows



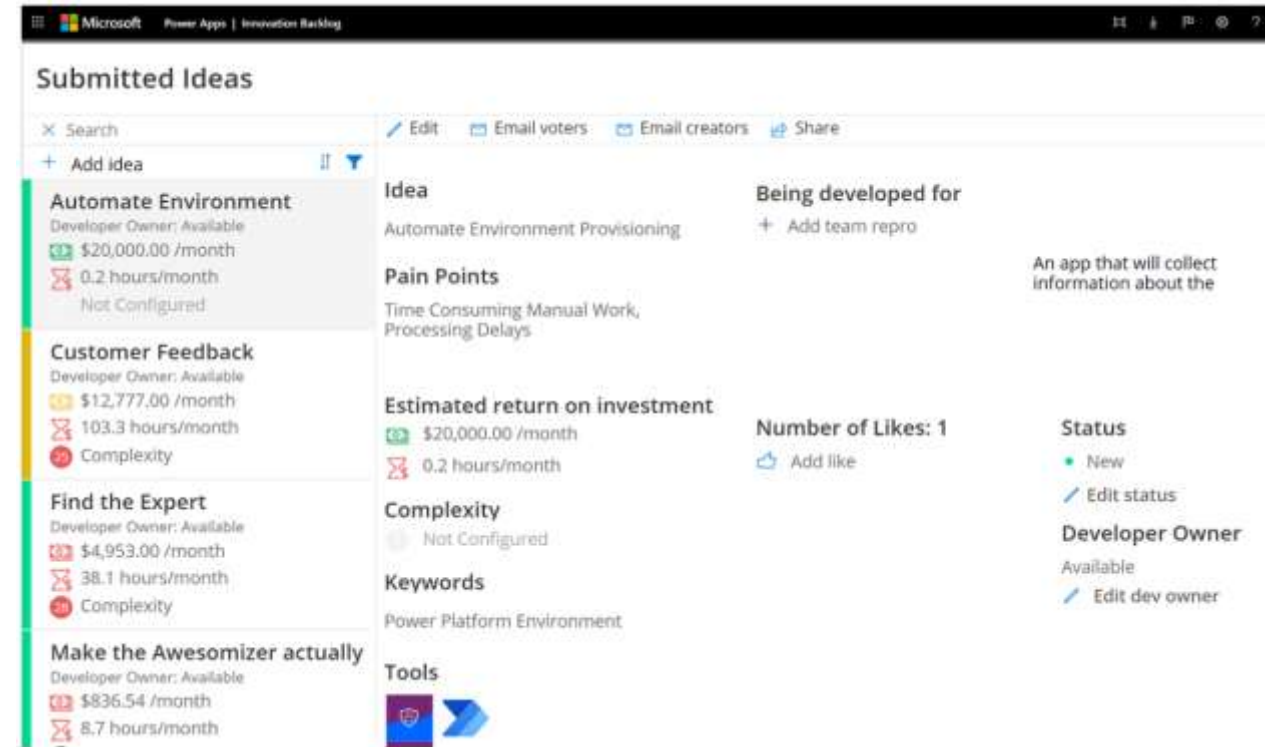


Additional components

Innovation Backlog - Ideas

Additional components

Use the Innovation Backlog app to ask users to submit ideas for apps and flows that need building and describe pain points with the current process. As users describe the process, they will provide information about personas involved, tools used, and measures for improvement. This information is then used to calculate an ROI and complexity score



Learn more [here](#).

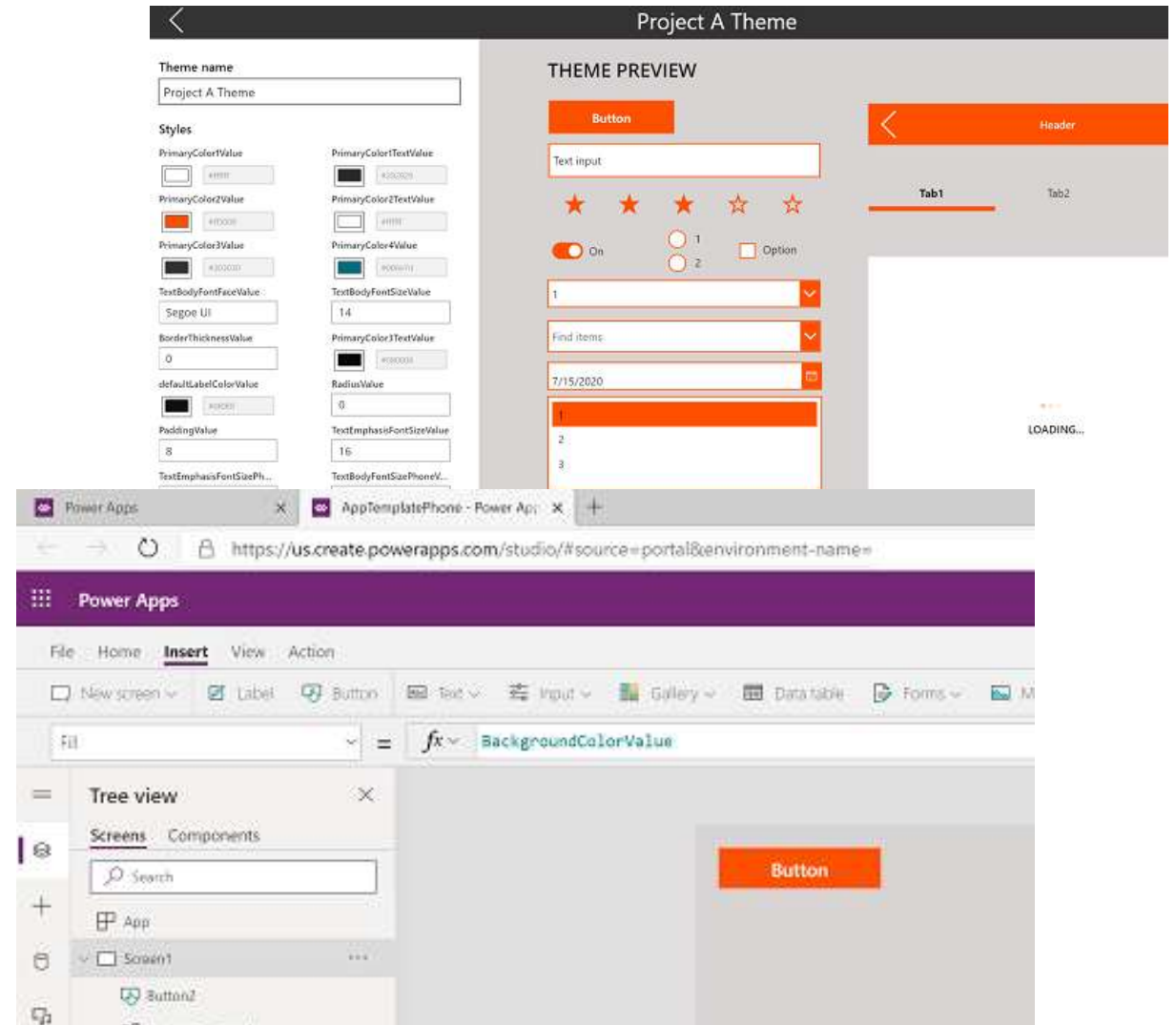
Theming Components - Branding

Additional components

You use theming components to create, manage, and share themes for canvas apps. A theme contains a collection of styles that define multiple design properties for controls and components such as colors, fonts, and borders. These styles are then applied automatically to controls and components when makers use the themed template app to create a new app.

The theming components solution doesn't have a dependency on other components of the CoE Starter Kit, so it can be used independently.

Learn more [here](#).

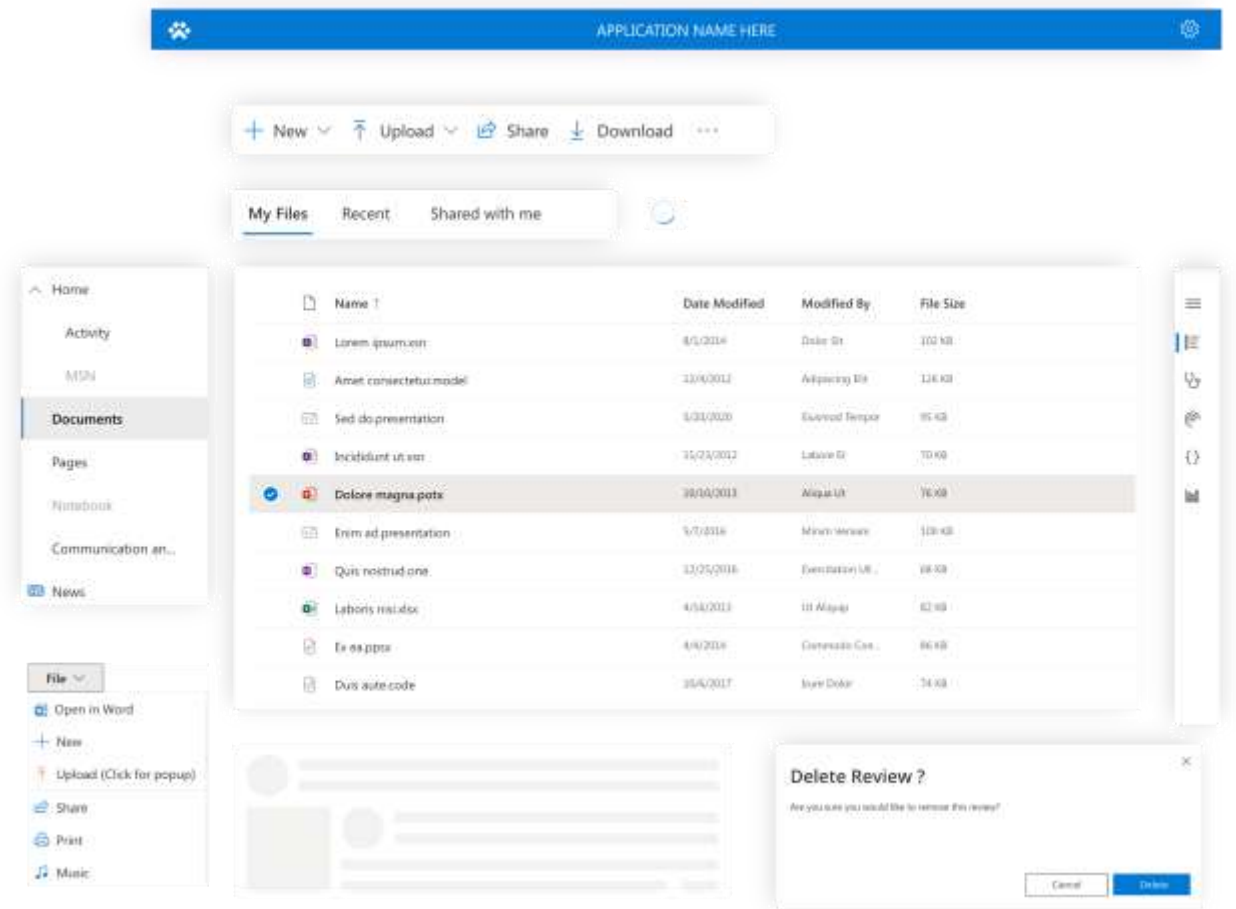


Content Creator Kit

Additional components

The Creator Kit helps create Power Apps experiences on the web and mobile platforms with convenient components that are ubiquitous in modern software. The kit contains a component library, several commonly used [Power Apps component framework controls](#), a set of templates, and other utilities that increase developer productivity.

All controls and components included in the kit use the [Fluent UI](#) framework to help you easily create consistent, beautiful, and effective user experiences for custom business applications.

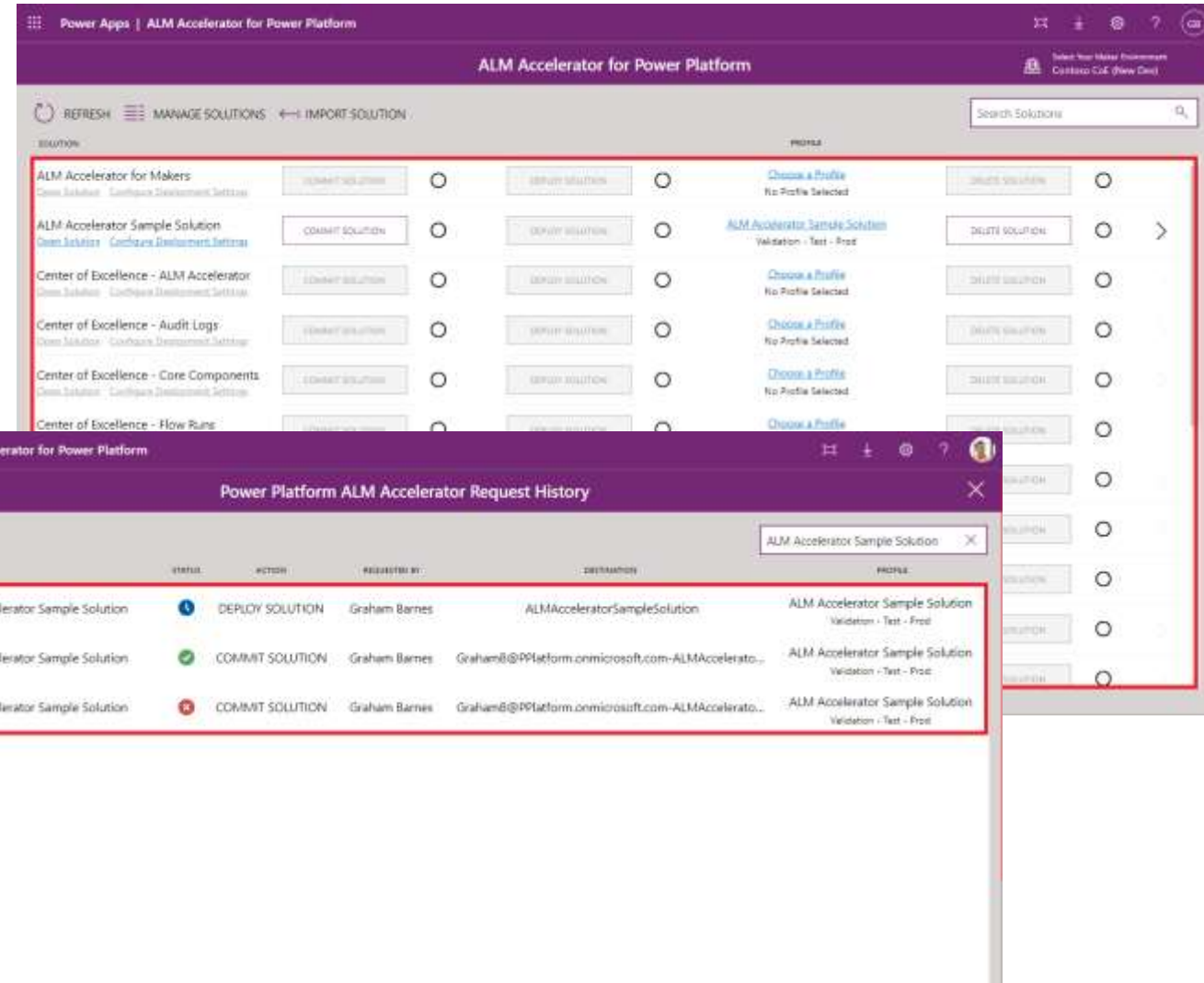


Learn more [here](#).

ALM Accelerator for Power Platform

Additional components

- Perform **source control**, **enable version history**, and deploy their solutions in Power Platform
- Its target users are makers with no ALM knowledge
- Uses **Azure DevOps Pipelines** through a **canvas app** to provide a **simplified interface** for makers to regularly commit and create pull requests for their development work
- It as a **reference implementation** of ALM patterns and practices using other in-built platform capabilities and **can be customized**



Learn more [here](#).

Administration Planning

CoE Starter Kit Standalone Add-ons

Behind the scenes, your IT and Center of Excellence team spends time configuring, managing and nurturing the adoption of Microsoft Power Platform. Understanding how that time is spent can help you plan who you need on your team and find the highest-impact opportunities to streamline the administrative effort.

Microsoft Power Platform administration planning is designed to help you:

- Better plan your team structure.
- Review where you spend time, and look for automation or innovation opportunities



Power Platform Administration Planning



Effort - team, outsourcing and automation



Learn more [here](#).

CoE Starter Kit – Extend

- When you're ready to extend the CoE Starter Kit with your own ideas, you'll do so by making modifications to the solution components in your own **unmanaged** solution
- Choose components from the CoE Starter Kit to add to your new solution
- Extend the CoE Starter Kit by making modifications to the solution components in the context of your new unmanaged solution
- Deploy your solution to test and production. We recommend making modifications and installing updates pushed by our team to the solution in a development environment dedicated to this kit and hosting a production environment that has the real data. If data is being accessed and contributed by other users, it's a good idea to have separate development, test, and production environments.

CoE Starter Kit - Documentation

Center of Excellence Starter Kit documentation can be found from

<https://docs.microsoft.com/en-us/power-platform/guidance/coe/starter-kit>

- Requirements and limitations
- Comparison of different CoE versions (Production / Dataverse for Teams)
- Setup and how to use instructions
- Guidelines how update and extend the toolkit
- Detailed documentation of each component like individual Flows, Apps etc. of the CoE

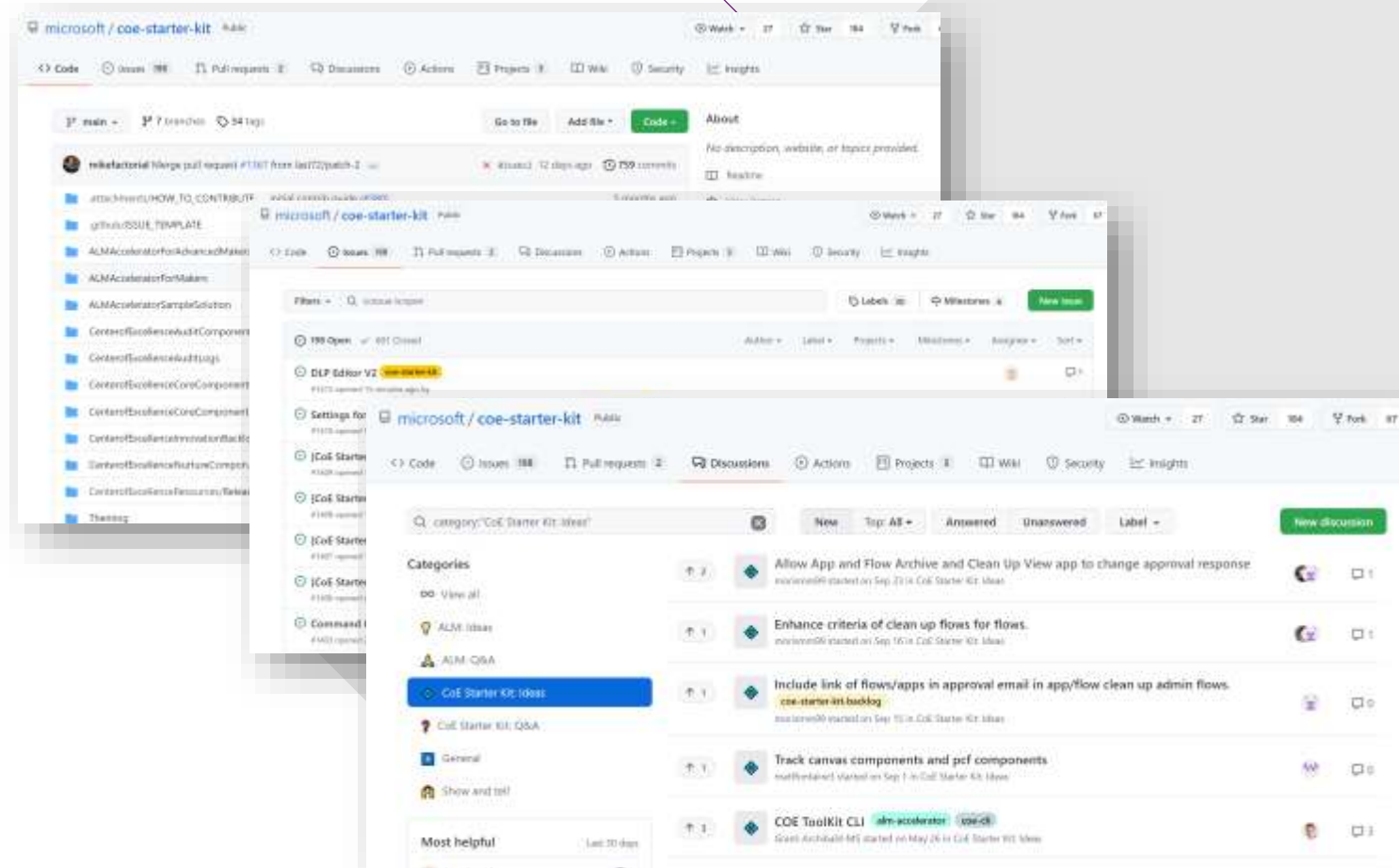


CoE Starter Kit – GitHub Repo

Center of Excellence Starter Kit GitHub Repository can be found from

<https://github.com/microsoft/coe-starter-kit>

- Download latest and previous version of CoE
- Report possible issues and get support (not officially supported by MS)
- Request new features
- Have a discussions and share ideas
- Contribute



Before you go

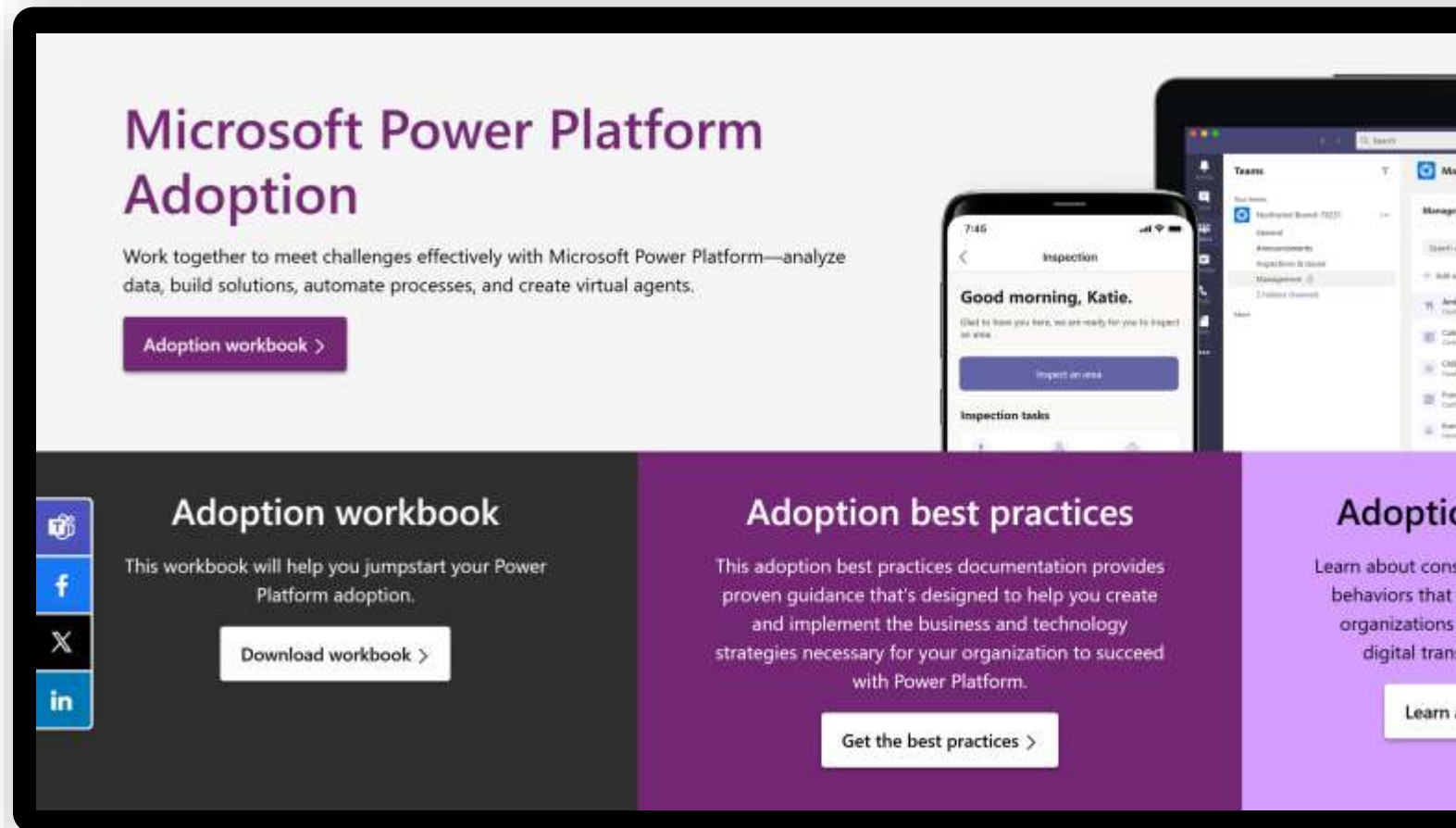
Plan your Power Platform adoption

Learn about your low-code maturity level

Learn how low-code can underpin your **successful digital transformation** and scale Microsoft Power Platform adoption to your **entire organization** with our adoption guide.

- Get guidance to help you **create** and **implement** the **business** and **technology strategies** to succeed with Power Platform.
- Learn about **themes, patterns, practices** and **behaviors** that underpin successful Power Platform implementations.
- Learn about how to **kickstart** your **Center of Excellence (CoE)**.

[Learn more!](#)



Get training

Use online resources or organize a “in a Day” workshops

Microsoft Learn have **online learning paths** from beginner to advanced level. “**In a Day**” workshops let you have a hands-on experience of building great business apps without writing code.



Power Apps

[Learning paths](#)



Power Automate

[Learning paths](#)



Power Pages

[Learning paths](#)



Copilot Studio

[Learning paths](#)

[Power Platform “In a Day”
workshops](#)

Stablish guidelines and best practices

Use official documentation as a starting point

These guidelines provides **best practices**, **implementation**, and **architecture guidance** information from the **Microsoft teams** that works with our enterprise customers.



[Power Apps](#)



[Power Automate](#)



[Power Pages](#)



[Copilot Studio](#)

Stablish guidelines and best practices

Address complex topics with Power Platform whitepapers

Get **in-depth information**, **solutions**, and **recommendations** to help you address complex scenarios and inform your decision-making.

Whitepaper	Description
Develop a tenant environment strategy to adopt Power Platform at scale	Shows you how to align your Power Platform tenant environment strategy with the product capabilities and vision.
Enterprise security with Power Platform	Shows you how to align Power Platform with your security practices.
Activating Managed Environments	Explores the features of Managed Environments in Power Platform.
Application modernization with Power Platform	Explores the benefits, strategies, and best practices of modernizing applications with Microsoft Power Platform.
Migrating apps and flows from the default environment	Outlines considerations and best practices for migrating apps and flows from the default environment.
Architecture white paper	Provides a comprehensive view of the capabilities of the Power Pages platform and how it scale, offer high reliability and availability, and protect business data
Security white paper	Describes how Power Pages offers enterprise grade security and the tools and capabilities

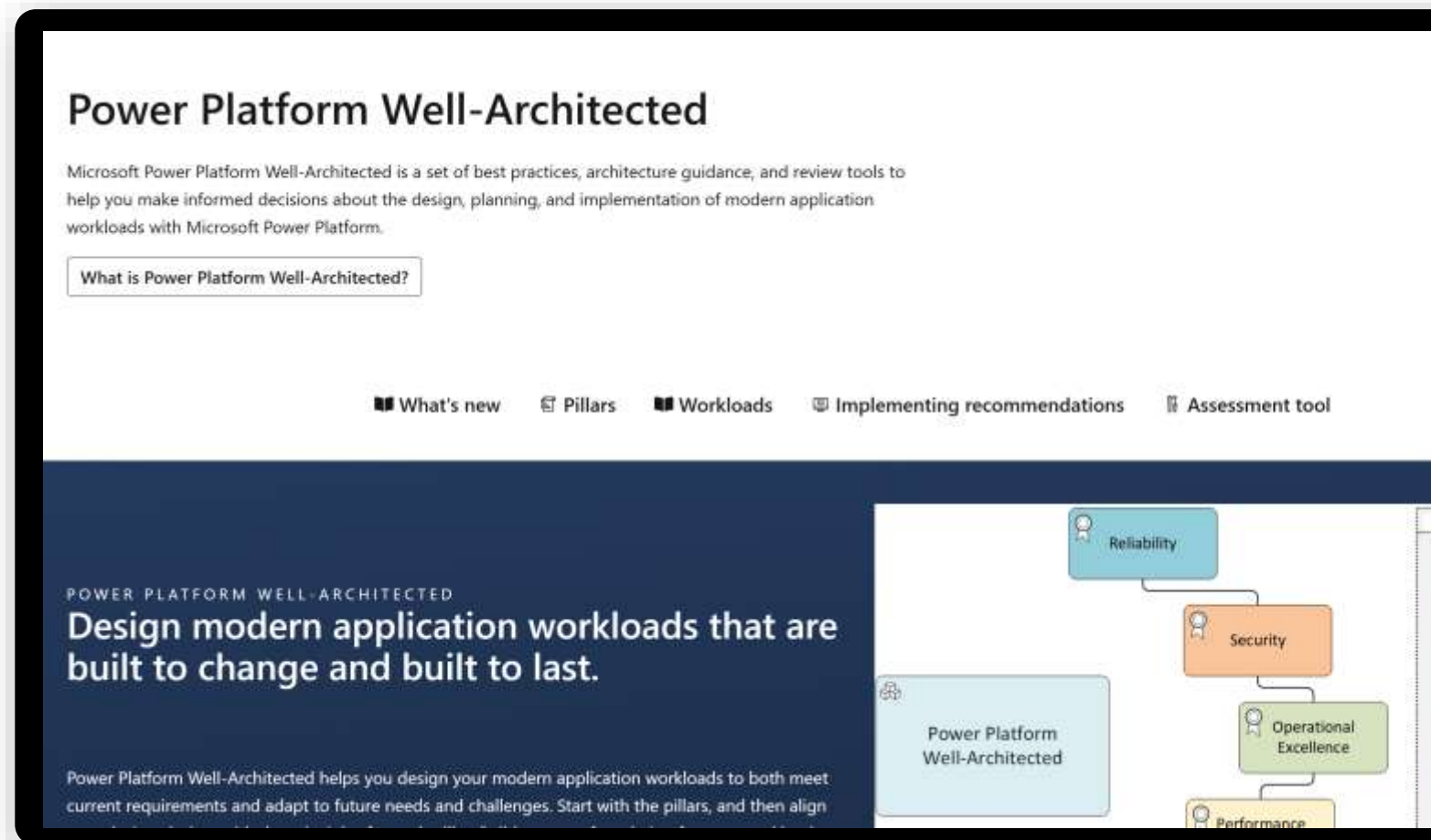
Stablish guidelines and best practices

Power Platform Well-Architected

A framework that can improve the quality of your Power Platform workloads

- A set of **best practices, architecture guidance, and review tools** to help you make informed decisions about the design, planning, and implementation of Power Platform workloads.
- Based on the methodology and guidance of the [Azure Well-Architected Framework](#).
- Have an [assessment tool](#) to help **identify areas of enhancement** and **iteratively improve** your workloads.

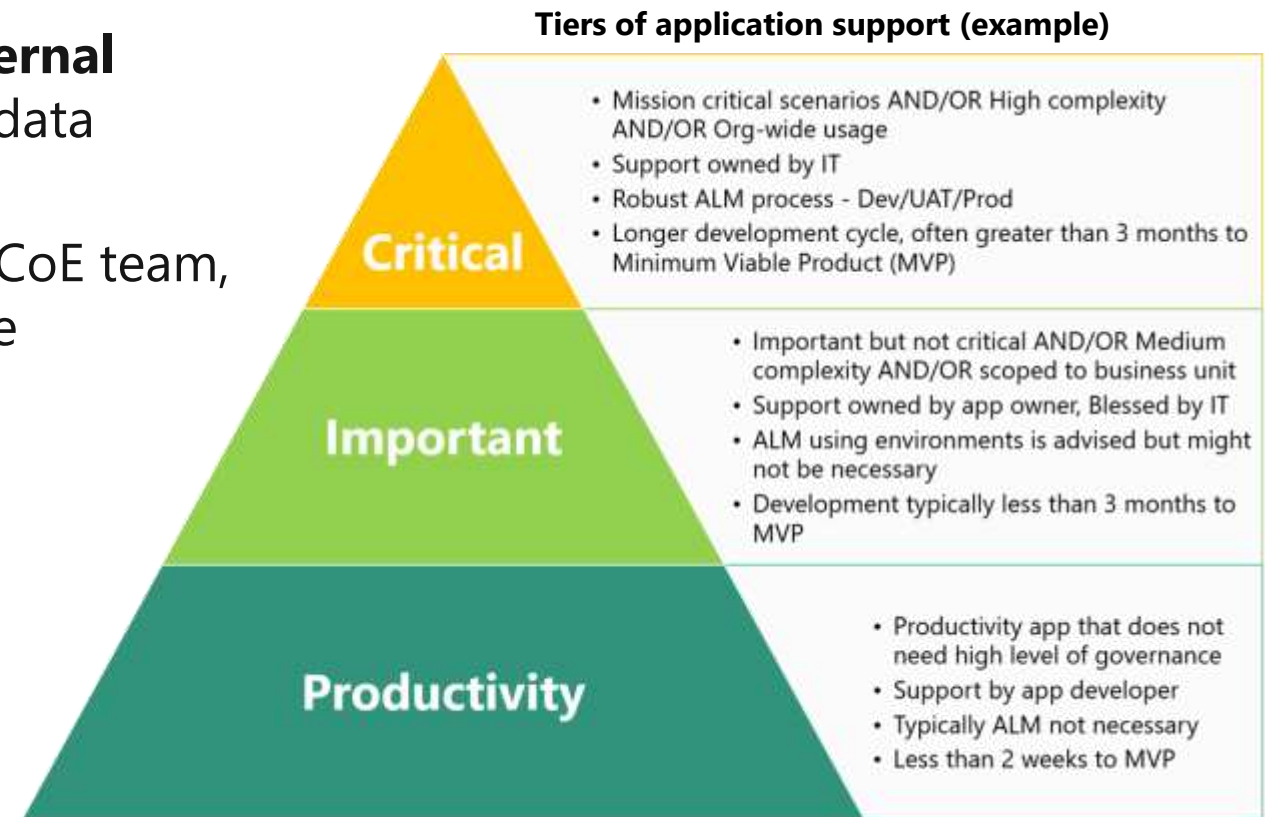
[Learn more!](#)



Final thoughts

Recommendations

- 1) Adopt governance process that are **suitable** for your project's **characteristics** or that are **required** by **CoE team**.
- 2) Please refer to **CoE documentation** for **internal standards** such UI, coding, error handling, data storage e.g.
- 3) If an internal standard was **not defined** by CoE team, work with them to **create one based** on the **guidelines** described on Power Platform documentation.
- 4) Please reach CoE team about your app or flow **tier of support**, which will determine **ALM cycle**, development and support **responsibilities** and Power **Platform available resources**.



Continue sua jornada de **conhecimento**

Demonstrações técnicas de Power Platform

Eventos no **Microsoft Teams** conduzidos pelos especialistas em Power Platform da Microsoft Brasil. Para participar procure seu **gestor(a) de conta** (AE) ou **especialista** (SSP).



Desenvolvimento de aplicativos

Tópicos

Canvas Apps
Microsoft Dataverse
Model Driven Apps
Power Pages

Duração

03 horas

[Saiba mais](#)



Governança e ALM

Tópicos

Governança
Segurança
Monitoramento
Centro de Excelência (CoE)
ALM/DevOps

Duração

03 horas

[Saiba mais](#)



Hiper automação

Tópicos

Process e Task Mining
Cloud flows (DPA)
Desktop flows (RPA)
Gerenciamento e monitoramento
Hosted machines (VMs SaaS)
Automações e integrações

Duração

03 horas

[Saiba mais](#)



Criando copilots com Copilot Studio

Tópicos

Ecosistema Microsoft de copilots
Visão geral do Copilot Studio
Recursos baseados em IA generativa
Automações e integrações

Duração

03 horas

[Saiba mais](#)

Continue sua jornada de **conhecimento**

Power Platform Connect

Site mantido pelos especialistas em **Power Platform** da **Microsoft Brasil**. Nele você encontrará:



Biblioteca de conteúdo

Coleção de links oficiais das soluções que compõem a Power Platform



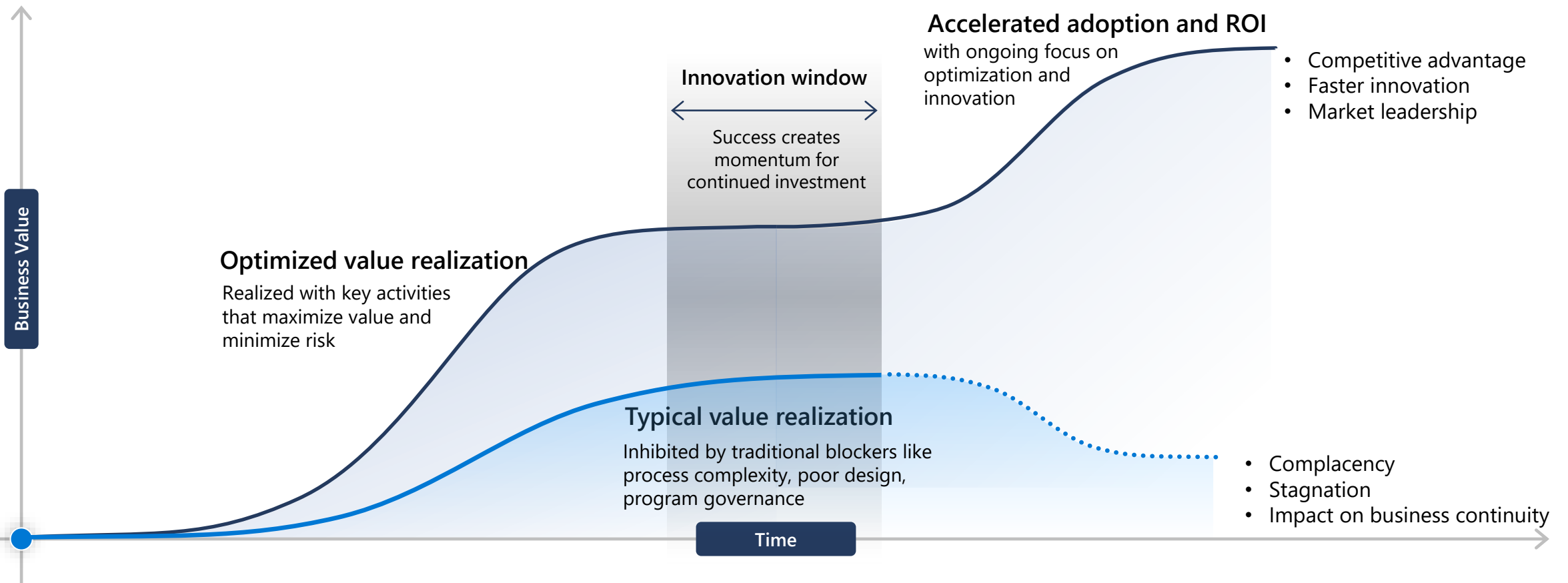
Eventos online

Eventos online promovidos pela Microsoft ou seus parceiros.

<https://microsoft.github.io/powerplatformconnect>

Maximize seus investimentos com o Microsoft Unified

Acelere seu tempo de implantação com serviços liderados por especialistas, desde o planejamento até a implantação e muito mais



Conte com especialistas para construir seus aplicativos

Com acesso direto aos especialistas da Microsoft, você pode criar aplicativos personalizados usando o Power Platform para resolver desafios de negócios e automatizar processos de negócios

O que você quer alcançar...

- Estabeleça um modelo de governança e padrões e prepare-se para a IA
- Implantação bem-sucedida da plataforma de energia em toda a empresa
- Validação de processos de projeto e desenvolvimento de arquitetura de soluções

Como entregamos...

- Assistência na criação de um Centro de Excelência (COE) para governar a criação de aplicativos e acelerar a adoção em toda a organização
- Orientação prescritiva de especialistas para acelerar a implantação com workshops de Maker e Developer para melhorar as habilidades da equipe
- Revisões técnicas e funcionais para validar planos e abordar problemas e riscos

Saiba Mais

Visite aka.ms/Enhanced-Solutions para agendarmos uma sessão com objetivo de determinar como nossas **Soluções Aprimoradas** podem ajudá-lo a alcançar os resultados desejados

Obrigado !

Ricardo de Souza

Technology Specialist - Power Platform

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in <https://www.linkedin.com/in/ricardodesouza/>