Single Point Of Entry (SPOE)

SÖDRA

Intro

I januari 2021 godkände F&P styrgrupp förslaget att starta
upp initiativet Single Point of Entry (MVP 1) med tillägg att
detta initiativ förväntas tydliggöra:

– Grovt estimat total kostnad för implementation samt kostnad för
förvaltning.

– Vidare roadmap ska inte fortsätta innan ovan är klargjort för
styrgruppen.

MVP 1

SÖDRA

Single Point of Entry (SPOE)

Nr	Behov
1	Registrera master data (kund, leverantör, artiklar) via en central punkt
2	Undvika att släppa in beställare direkt i D365
3	Möjliggöra en enkel, standardiserad process för registrering

Nr	Effektmål	Nytta/Värde
1	Lägga grunden till gemensamt arbetssätt	Datakvalitet
2	Minskat personberoende	Riskminimering
3	Effektivare process för vid beställning av ny masterdata	Kundnöjdhet
4	Förtroende i verksamheten för nytt arbetssätt	Transparens
5	Ökad kontroll och kvalitet i masterdata i D365FO	Datakvalitet
6	Öka förtroendet hos våra kunder	Datakvalitet, Kundnöjdhet
7	Ny teknik och nytt mönster för framtida applikationer	Datakvalitet, Kundnöjdhet

SPOE - Omfattning för MVP 1

MVP* – En första körbar produkt med nedan innehåll:

- En PowerApp för att skapa ny kund i D365 (F&O Kundmasterdata koncerngemensamma, 12-15 attribut som används idag av ServiceCenter) Wood Sverige.

- Möjlighet att göra val från DropDown med live-data från D365.

- Validering av fält i största möjliga mån. (Vill inte få in "dålig" information)

- Kunden skapas när den matas in, men den går inte att använda förrän ServiceCenter genomfört kontroll. Efter kontroll frisläpps ny kund enligt ordinarie rutin i D365.

- Om loggning finns inbyggt i ramverket så ingår det annars måste det utredas

Estimat för MVP 1; 160 tSEK (inkluderat i nuvarande budget)

Genomförande under 5-6 veckor.

*MVP är förkortning för **Minimum Viable Product**. Det kan beskrivas som den minsta livskraftiga produkten med de viktigaste funktionerna och elementen. Ett sätt att testa en idé innan man fattar framtida beslut som kräver större investering.

MVP1 RESULTAT

SÖDRA

Hur fungerar PowerApps och hur vill nyttja dem framåt?

- Fördelar:
  - Snabb utveckling
  - Möjliggör ett agilt arbetssätt
  - Standardiserade kopplingar till D365
  - Ett enhetligt sätt att beställa nya kunder inom Södra

- Nackdelar:
  - Begränsningar för allt som är utanför standard. Blir snabbt begränsade.
  - Tekniska utmaningar enligt nedan

Föreslaget scope/ roadmap (14 weeks)

✓Customer Wood (**MVP1**)

❑Customer Wood (**MVP2**)
- ❑ Foreign customers (all?)
- ❑ Search (all LE, not internal customers or forest owners)
- ❑ Deactivate and hide the "update"-function.

❑Customer Wood (MVP3)
- ❑ Integration towards TiCom
- ❑ TiCom specific fields

❑Customer Cell (MVP3)
- ❑ Be able to specify Legal Entity

❑Customer Forest (MVP3)
- ❑ Be able to manage "private" customers (personal numbers)
- ❑ Customer group
- ❑ Invoice adress

❑Customer Misc (MVP3)
- ❑ Be able to exclude company chain, invoice account, segment and employee responsible
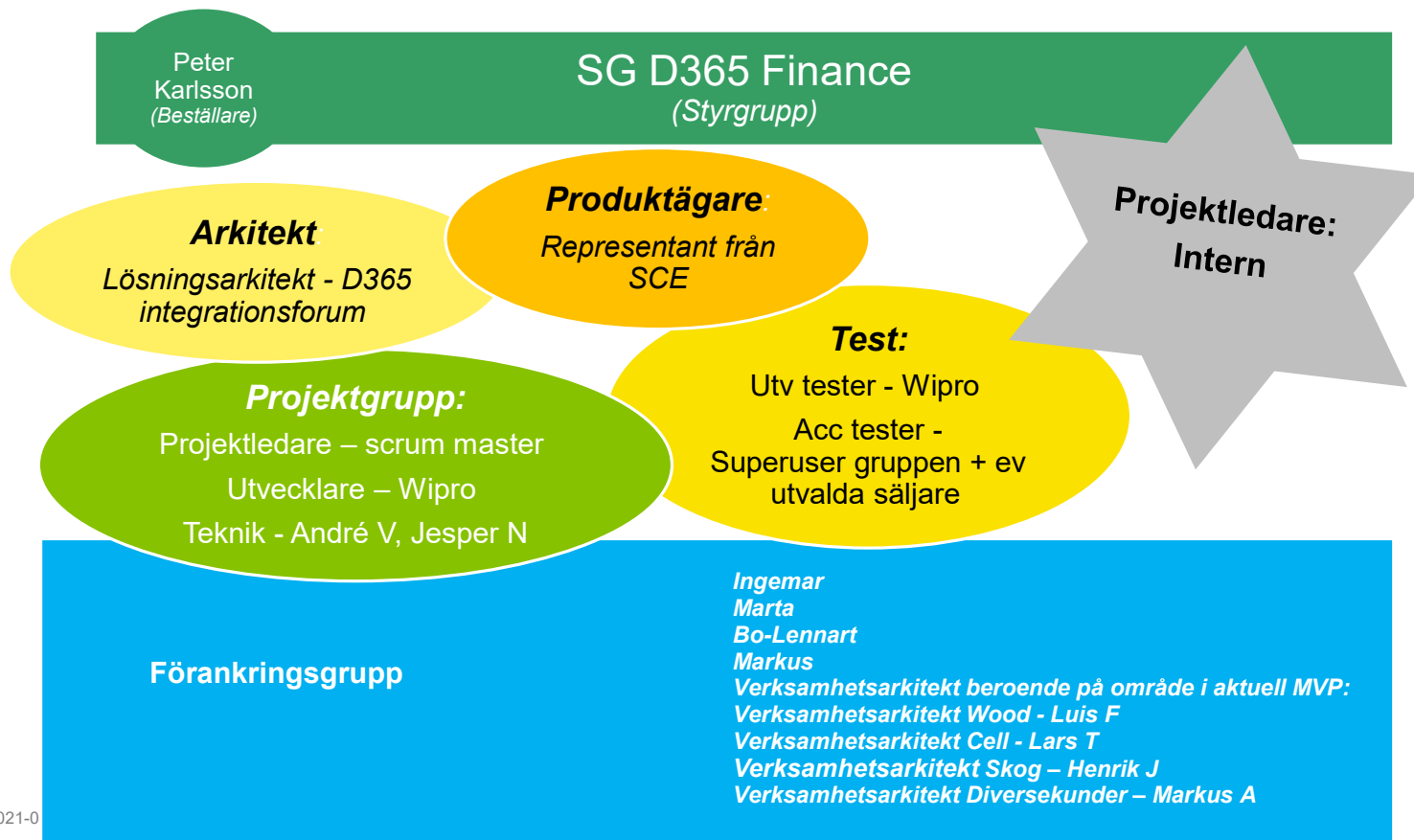
❑Supplier (external only) (MVP4)
- ❑ Automatic control of new supplier against VIES (not Sweden)
- ❑ Automatic control of new supplier against the Swedish tax authority and Inyett (for Swedish suppliers).

Projektorganisation
(Draft)

SG D365 Finance
(Styrgrupp)

Peter Karlsson
(Beställare)

Projektledare: Intern

Arkitekt:
Lösningsarkitekt - D365 integrationsforum

Produktägare:
Representant från SCE

Test:
Utv tester - Wipro

Acc tester - Superuser gruppen + ev utvalda säljare

Projektgrupp:
Projektledare – scrum master
Utvecklare – Wipro
Teknik - André V, Jesper N

Förankringsgrupp

Ingemar
Marta
Bo-Lennart
Markus
Verksamhetsarkitekt beroende på område i aktuell MVP:
Verksamhetsarkitekt Wood - Luis F
Verksamhetsarkitekt Cell - Lars T
Verksamhetsarkitekt Skog – Henrik J
Verksamhetsarkitekt Diversekunder – Markus A

•*Produktägaren fördelar aktiviteter i produktbackloggen*

•*Teamet arbetar med respektive MVP i x sprintar.*

•*Vid färdigställd MVP bjuds referensgrupp in för demo*

2021-0

Single Point of Entry (SPOE) - Road Map

- MVP 1 (Wood) jan-feb prel
  - Bara nya kunder åt Wood Sverige – legal enhet
  - Bara svenska kunder
  - Få användare

- MVP 2 (Wood) feb-mars prel
  - Automatiskt flöde
  - Integration mot Timber Commerce
  - Alla kunder
  - Fler användare
  - …

- MVP 3 … MVPx (mars-)
  - Koppla på ("robot-process") för att uppdatera försystem med icke master data
  - Koppla på extern validering i flödet, t.ex. för kontroll av kreditlimit
  - Cell-specifik kunddata
  - Skog-specifik kunddata
  - Diversekunder
  - …

Licenser

Inom Powerplfm ingår governance, miljöer, licenser, behörigheter, etc.

- *Behörighet*
  - Motsvarande behörighet som krävs i D365 för att skapa en kund. En användare ska knytas hårt till sin legala enhet men sökningen ska ske i alla legala enheter förutom interna kunder och medlemmar (FOWN).

- *Licenser*
  - Vi behöver en av följande 2 licenser:
    - Antingen en standalone riktig powerapp licens (246/månad)
    - Eller en D365 operations licens (funkar med en D365 CE också)

Out of scope

- Update existing customers. Changes to be done via SCE.
- Forest owners, D365FO not master.
- Internal customers
- Internal suppliors
- Products, more komplex. Recommended to be managed manually.
- Services managed by RPA today related to Finance
- Services managed via Självbetjäningen today related to Finance masterdata
  - Anläggningar/Fixed Assets (5 services)
  - Attesträtt (1 service)
  - Begreppsvärdeförändring (1 service)
  - Skapa betalorder (1 service)
  - Administration users Contempus (5 services)
- Implementation förvaltningsorganisation för löpande underhåll PowerApps på Södra
- Analys vad det innebär att ersätta Självbetjäningen med PowerApps på Södra.

Estimerad projektkostnad

– Externa resurser: 153 000kr

– Interna resurser: 241 000kr

– Licenser: 44 280 kr/år (ny kund)

– API-team och integrationer: 118 000kr

– *Microsoft Power Platform Build Tools for Azure DevOps* 0kr.

– **MVP 2-4**: 550 000 SEK (+160 000 för MVP1 (710 000 SEK))

– Förvaltningskostnader tillkommande

  • O sek - Wipro kan hantera supporten med existerande team (genom utbildning av de utvecklare som finns där), dock får vi titta på ärendemängden totalt sett för att se om vi behöver addera 1 person till.

  • COE – 1 062 000 kr/år (0,9 ETA intern initialt)

  • ?? Sek – Infrastruktur

TCO - SPOE

Kostnader per år

År		Förstudie	Start	Genomförande	Avslut	Nyttjande	Totalt/år	Ack
	1	160 000	10 000	359 680	10 000	310 320	850 000	850 000
	2	20 000	10 000	140 000	10 000	1 196 460	1 376 460	2 226 460
	3	20 000	10 000	140 000	10 000	1 241 280	1 421 280	3 647 740
	4	10 000	6 000	140 000	6 000	1 241 280	1 403 280	5 051 020
	5	10 000	6 000	140 000	6 000	1 241 280	1 403 280	6 454 300

Nyttjande, efter projektet	
Licenser x antal användare	
Drift + förvaltning	
Riskpremie i % av total utv peng (5, 50, 100%)	
Totalt	0

| Antal estimerade licenser		
Ny kund	15	44820
Ny leverantör	30	89640
Capex	15	44820
	249	179280

COE infrastruktur, licenser till manager/architect,
specialist och analyst (0,15 ETA IA, 0,25 ETA LA +
0,2 ETA CD/SU)   1 062 000
COE personal – 1-2 WiPro resurser, men managerat av COE/itar   inkl. i ovan genomförande
Wipro kan hantera support i förvaltning med existerande team
Power platform Build tools - ska ej vara licensdrivande

Total Cost of Ownership
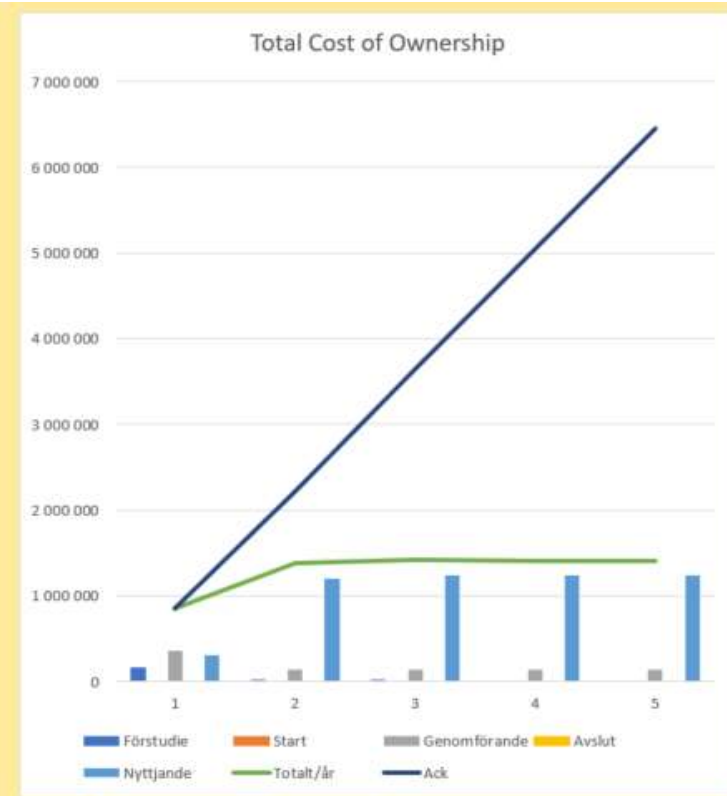
Förslag på förvaltningsorganisation

- GST - drift
- D365 förvaltning - Äger teknisk lösning med hjälp av Wipro
- Processägare - ServiceCenter Per Hallgren (Ytterst mandat för prioritering)
- ServiceCenter – Superuser grupp varav en som agerar produktägare och äger produkt-backloggen

- Support/Underhållsansvar:
  - Superuser gruppen är 1:st line
  - Ärendeflödet går från superusergruppen till D365 förvaltningen och sedan vid behov vidare till GST förvaltningen.

- Vidareutveckling initieras av produktägaren
  - Team: wipro och representant från superuser grupp
  - Vid stor förändring initiera projektteam

- Testning:
  - Utv tester - Wipro
  - Acc tester - Superuser gruppen + ev utvalda säljare

Förslag på förvaltningsorganisation

- D365 förvaltning – Har ansvar för teknisk lösning med stöd från Center of Excellence (COE) *Slide 16-22*
  - *COE roller initialt (Solution arkitekt/ITAR, Utvecklare/Wipro, Citizen Developer/ITAR)*
- GST - drift (digital arbetsplats)
  - *Infraarkitekt Jesper Nilsson ingå i COE*
- Processägare - ServiceCenter Per Hallgren (Ytterst mandat för prioritering)
- ServiceCenter – Superuser grupp varav en som agerar produktägare och äger produkt-backloggen

- Support/Underhållsansvar:
  - Superuser gruppen är 1:st line
  - Ärendeflödet går från superusergruppen till D365 förvaltningen och sedan vid behov vidare till GST förvaltningen.

- Vidareutveckling initieras av produktägaren
  - Team: COE och representant från superuser grupp
  - Vid stor förändring initiera projektteam

- Testning:
  - Utv tester - COE
  - Acc tester - Superuser gruppen + ev utvalda säljare

Establishing Power Platform Center of Excellence / Enablement

Typical personas in an enterprise organization

Business User

Has a Business Requirements that needs to be automated for digital transformation

Citizen Developer

Tech Savvy Power User, but not IT / Developer.

Close to business.

Self Service consumer requiring occasional guidance, coaching & enablement

CoE Leader / Operations

Manage O365 Service Operations

Setup Governance & Policies

Monitor Usage

Professional Developer

Skilled in Power Apps, Power Automate, Power BI, SharePoint, .Net, Angular.js, React.js, Xamarin, Azure, etc.

PowerApps Benefits & Challenges if not managed well

Microsoft Service for building business apps that connect to your data and work across the web and mobile - without the time and expense of custom software development. Comes with Powerful visual app designer with a look/feel combining Excel and PowerPoint. Integrates with Microsoft 365, Dynamics 365, and Power BI by default

Benefits

App development capability for Business Users	Low code/ no code approach
Business Process Optimization	Pre-built UI objects, Connectors and templates
Shorter time to market	Good mobile and tablet development platform

Dynamics 365

Microsoft 365

Standalone Apps
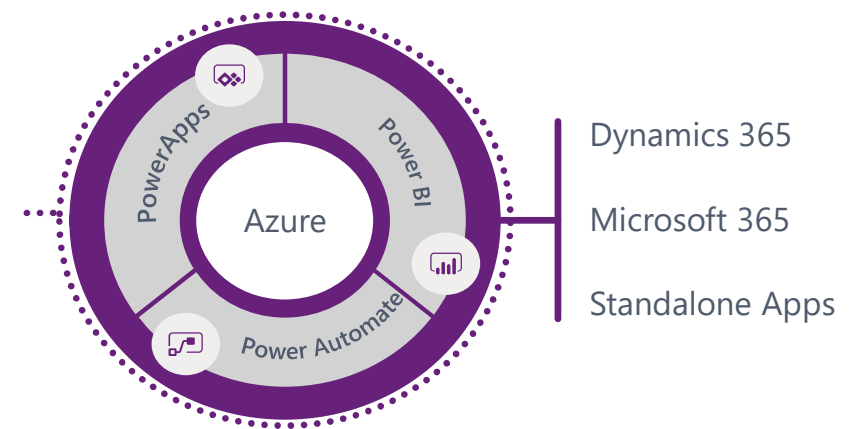
Challenges if not managed centrally

- Speed Vs Security & compliance
- Connectors available for social media, risks user posting secure data
- Connectors available to public cloud storage platforms risks data security such as OneDrive
- Apps downloading data on mobile devices risk being stolen or exposed
- Business users developing apps lead to app explosion leaving too much to manage and support
- Wrong environment regional hosting settings can lead to bigger compliance issues like GDPRviolations

Why PowerApps COE is needed ..
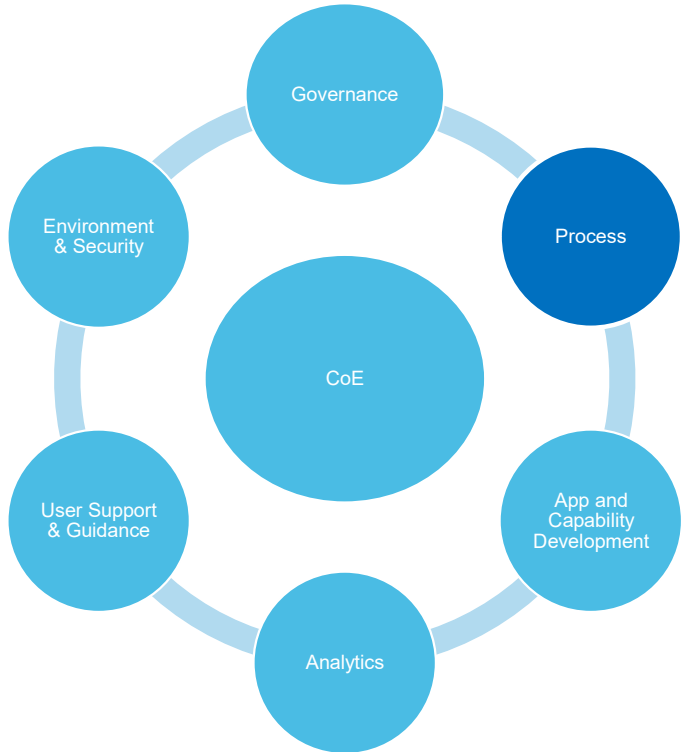
PowerApps Governance
1. Tools, templates & checklists to enable quality delivery,
2. Processes for review and sign off ensuring minimum requirements are met in all PowerApps
3. Reports and dashboards for key stakeholders – sponsors, admins and experts enabling effective governance and interventions in case of non-compliance

Environment & Security Management
1. Control new environment creation and monitor usage
2. Set-up Data Loss Prevention (DLP) policies
3. Closely monitor and control deployment or access to unrestricted environment
4. Set-up and enforce PowerApps security policies in Microsoft InTune or similar MAM application

Process
1. Compliance & Security review and sign off
2. Recurring audits for PowerApp solutions and connector usage
3. Process for users to report stolen phone on which PowerApp is running

App and Capabilities Development
Develop enterprise level PowerApps, assist with Department level PowerApp & guide user level PowerApp development
Develop capabilities for key roles to enable
1. Business sponsors – Regular reporting related to usage, adoption & security etc
2. Admins – alerts when Microsoft adds new connectors, user creates a new PowerApp, PowerApp audit etc
3. Developers – Best practice guide, security guidelines, checklists, custom connectors etc.

User Support & Guidance
1. Best practice guide for citizen developer business super user
2. Security Does and Don'ts
3. App development support/query resolution
4. Enterprise and departmental app production support

Governance

Environment & Security

Process

CoE

User Support & Guidance

App and Capability Development

Analytics

Monitor dashboards and take corrective action for
1. PowerApps usage – across regions, device types, player versions. Identify low adoption regions/user groups
2. PowerApps Error Trend – identify PowerApps generating more errors to enable pin pointed corrective action
3. Monitor service performance – performance metrics for standard as well as custom services and connectors

© **wipro**   confidential   20

PowerApps COE Support for different Application Types

Enterprise PowerApps

PowerApps which will be used by entire organization or by multiple BUs/Departments within organization. These will need strict enforcement of standards and require analytics.

Departmental PowerApps

PowerApps which will be used within a single BU/Department. Usually developed by business super users with assistance from CoE. These will required governance, adherence to security and best practices. Analytics and production support oversight. Production support managed by BU/Department
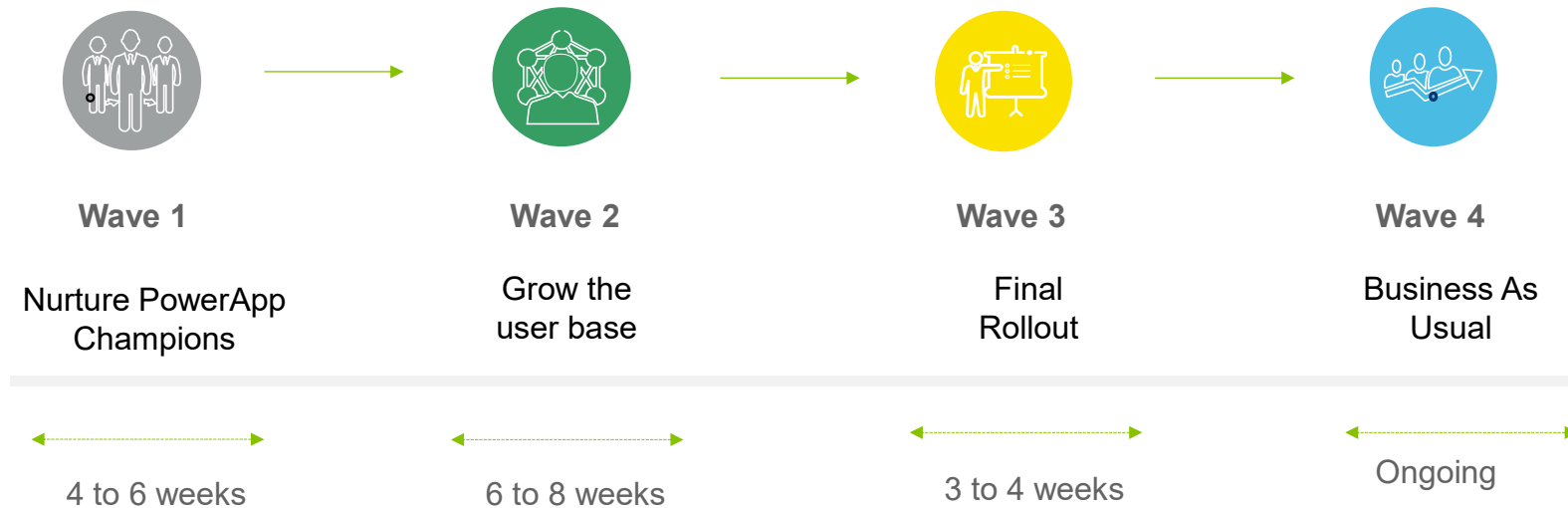
User Level PowerApps

PowerApps developed by business users for personal use, can be shared with few other users. Requires governance, strict adherence to security policies, strict segregation of apps connecting to social media or cloud storages from apps which access business data. require regular audits. Production support only by users

Area	Enterprise PowerApp & Departmental PowerApp	User Level PowerApp
Governance	Enforced by CoE	Enforced by CoE
Process	Key checkpoints review and sign off by CoE	Security & Compliance review and sign off by CoE
App Development	Review by CoE	Review by CoE
User Support	Owned by BU/Department	Owned by users
Environment & Security	Owned by CoE (App vs CST)	Owned by CoE
Analytics	Provided by CoE	Provided by CoE

© wipro   confidential   21

COE Establishment : High level Execution approach within an enterprise organization

Wave 1

Nurture PowerApp Champions

Wave 2

Grow the user base

Wave 3

Final Rollout

Wave 4

Business As Usual

4 to 6 weeks

6 to 8 weeks

3 to 4 weeks

Ongoing

COE Team Composition

S.No	Role	Responsibilities	Location	Count
1	**COE Manager / Solution Architect**	• Onsite Coordinator for Power Apps CoE • Managing governance for all Power Apps created • CoE Team Management • Responsible for compliance and Power Apps audits process • Design security, access and sharing policies • Responsible to enable design for any on-premise integration, Custom connectors required, security/compliance considerations etc • SPOC as central design authority for all Power Apps • Responsible to ensure security and best practice perspective of design	Onshore	1
2	**Power Apps – Technical consultants**	• Apply security policies, including DLP and MAM, across all users and environments • Control new environment creation and monitor usage • Closely monitor and control deployment or access to unrestricted environment • Check the analytics dashboards regularly and report any observations • Guidance on Best practices for Power Apps development to implementation teams • Create guidelines, templates and checklists • Setup admin connectors & PowerShell Cmdlets for better PowerApps administration • Guide citizen developers & Assist in department level PowerApp development • Develop enterprise level PowerApps (no of developers depend on app complexity**) • Provide support for enterprise level PowerApps	Offshore	1
3	**Business Analyst (Nice to have)**	• Process mapping and enabling feasibility of design • Possibility of Business Process rationalization • Training users or support guides	Offshore	1

Considerations

1. **CoE will act as central approval authority for design and security related to Power Apps**
2. **Depending on the application complexity for enterprise level PowerApp development, additional developers might be required**
3. **CoE review after 3 months to determine if any change is required in CoE structure depending on the work trend in first 3 months**

Power Apps Environment & Life Cycle Management for Sodra

Typical environments for PowerApps

Type	Description	Security
Production	This is intended to be used for permanent work in an organization. It can be created and owned by an administrator or anyone with a Power Apps license, provided there is 1 GB available database capacity. These environments are also created for each existing Dataverse database when it is upgraded to version 9.0 or later. Production environments are what you should use for any environments on which you depend.	Full control.
Default	These are a special type of production environment. Each tenant has a default environment that's created automatically.	Limited control. All licensed users* have the Environment Maker role.
Sandbox	These are non-production environments, which offer features like copy and reset. Sandbox environments are used for development and testing, separate from production. Provisioning sandbox environments can be restricted to admins (because production environment creation can be blocked), but converting from a production to a sandbox environment can't be blocked.	Full control. If used for testing, only user access is needed. Developers require Environment Maker access to create resources.
Developer	Developer environments are created by users who have the Community Plan license. They're special environments intended only for use by the owner, and they can't be shared with other users. Provisioning developer environments can't be restricted unless through a support ticket.	Only a single user account with the Community Plan has access.

Application Lifecycle Management

When considering how to setup environments for your org, start simple!

1. Single environment model

   Save+Publish allows testing & verifying new bits without impacting the users of your application

   This model should work great for scenarios where you are not introducing breaking changes to you data model (either connectors or in your CDS schema)
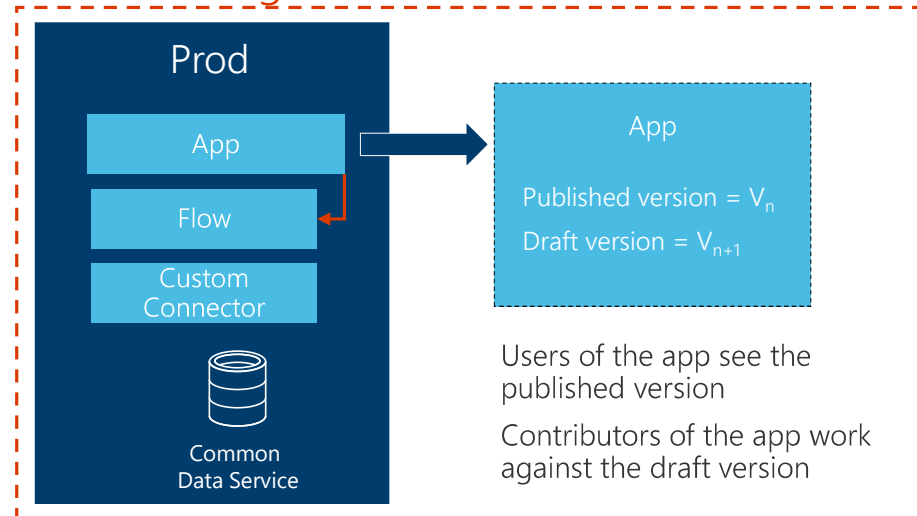
2. Multi-environment model

   Leverage packaging to move your solutions across environments (or tenants)
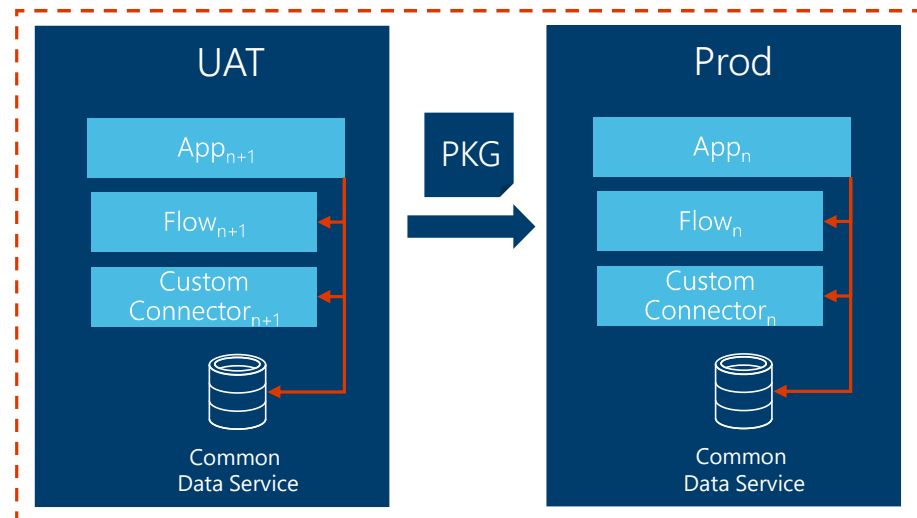
   This model is required if you solution depending on custom connector or CDS where you need to introduce breaking change in the data model

   Packaging requires a PowerApps Plan 2 or Microsoft Plan 2 license

Single Environment Model

Prod

App

Flow

Custom Connector

Common Data Service

App

Published version = V_n

Draft version = V_{n+1}

Users of the app see the published version

Contributors of the app work against the draft version

Multi-environment Model

UAT

App_{n+1}

$Flow_{n+1}$

Custom $Connector_{n+1}$

Common Data Service

PKG

Prod

App_n

$Flow_n$

Custom $Connector_n$

Common Data Service

Environment Strategy we see for you

Dev Environment

- All developer having app maker and system admin role.

- All required connectors will be allowed.

- DLP policy will be setup just same as Test and Prod.

- Citizen developer can have access here.

Test Environment

- Only limited user mostly admins app maker and system admin

- DLP policy will be setup just same as Prod.

- Integration can be enabled with limited connector

- No Citizen developer should use this env for app creation

Production Environment

- Only limited user mostly admins app maker and system admin

- DLP policy will be setup.

- Integration can be enabled with limited connector

- No Citizen developer should use this env for app creation

Build & deployment process

ENVIRONMENT	BUILD	PROMOTE TO Test	USE THE SOLUTION	DEPLOY TO PROD
• Developers would be granted access to Dev Environment	• Developer builds the solution • Obtain signoffs from required stakeholders	• Devs should submit UAT deployment request to the Deployment team with the following: ✓ Big Rules consent ✓ Deployment guide ✓ Solution Package ✓ UAT User list	• End Users can start using the HSSE solution • Application Support to be managed by Business SOM	• Deployment team follows deployment guide and deploys the solution into Prod

We recommend to follow Sodra's **ongoing release & deployment** processes

How integrations with D365 and Other system works
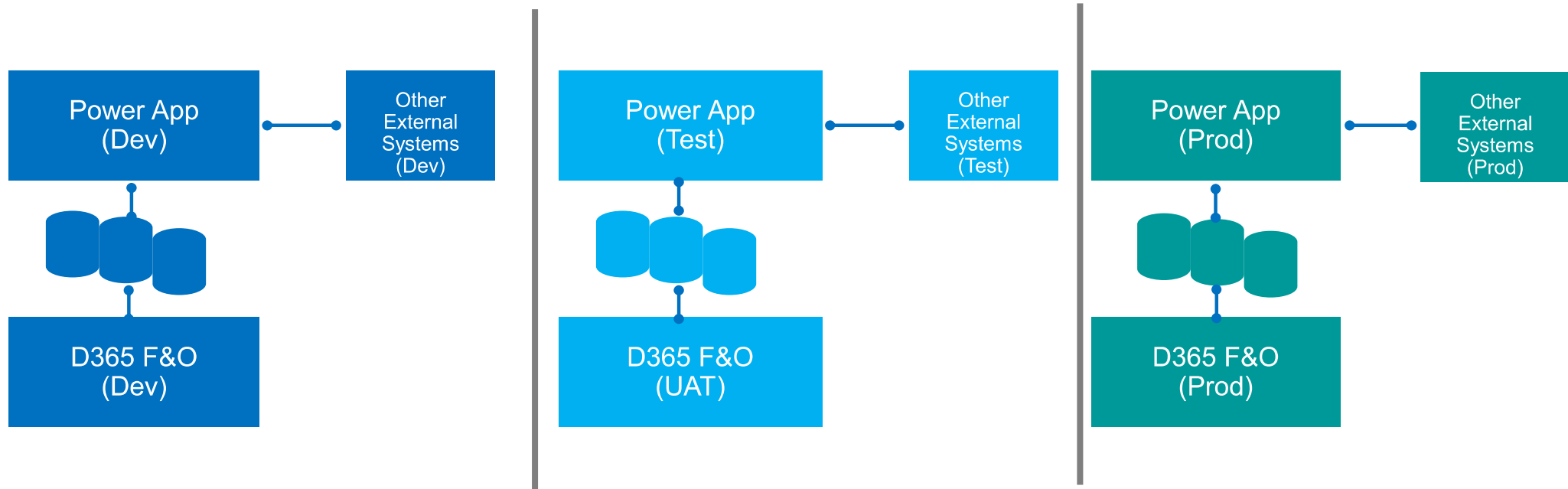
ALM Powered by Azure DevOps

Initiate
Getting started, faster

Build
Build and Walk away

Release
Automated, Predictive, Repeatable

Initiate steps:
- Provision Environment
- Deploy Dependencies
- Pack Source Code from Repo
- Import Solution

Build steps:
- Run Unit Test
- Run Solution Checker
- Export Solution
- Unpack to Repo

Release steps:
- Run Unit Test
- Pack Solution
- Run Solution Checker
- Run Integration Test
- Import as unmanaged
- Increment Version
- Export Managed

Initial Build Pipeline instantiates pristine Development Environment daily

Build Pipeline Automates manual steps. No more upload to Solution checker and manually export solution, unpack and push to repo

Automated Release Pipeline removes manual steps. Weekly, daily or hourly releases becomes the new standard

Powered by Azure DevOps

Power Platform Build tools

Utestående frågor

- Överenskommelse kring scope.

- Loggning - Nuvarande förslag på lösning är loggning i D365. Detta har slagits på delvis i produktionsmiljön. Utredning pågår i PUAT efter återläsning.

- Kravhantering - Det behöver klargöras hur Work Items bör relatera till work items i D365's backlog. Ingen showstopper.

- Integration – Estimat framtaget med osäkerhet på 50%. Inga test gjorts mot ex. AX2012 eller TiCom.

Bilagor

- Bilaga 1 – Roadmap.docx
- Bilaga 2 – SPoE MVP 1 Svar på frågor.pdf
- Bilaga 3 - Power App Proposal.pdf