

SUCCESSFULLY GOVERNING LOW CODE



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Lead Service Owner - Power Platform
Defra Group

WHO AM I?

- Microsoft Most Valuable Professional (MVP) for Power Apps
- Lead Service Owner for Power Platform in UK Central Government department (32k users) since 2022
- Technology Innovation Enthusiast
- Power Platform fan since 2018
- Early adopter of technology
- Devotee of democratisation

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Defra's Journey – My Day One



Department
for Environment
Food & Rural Affairs



Environment
Agency



Marine
Management
Organisation

~32,000 employees



Rural Payments
Agency



Animal &
Plant Health
Agency

1,200 apps & 2,700 flows in M365
tenancy and growing!

Largely **ungoverned usage** – time
intensive and impossible to scale

Value demonstrated but challenge
realising the benefits in full

Major **knowledge fragmentation** and
fears around adoption

Fear of security breaches

SECURITY

Lack of guidance
for developers

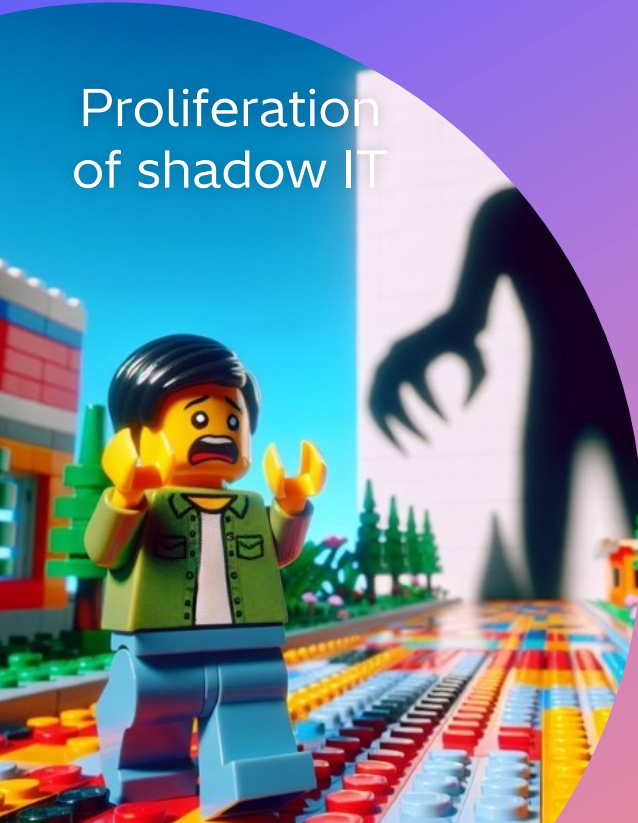
Proliferation
of shadow IT



Lack of leadership &
strategy

‘Shipwrecked’
solutions

MAIN CHALLENGES



ABOUT THOSE 'BUSINESS MAKERS'

- Empowered business users, building solutions to solve real business problems
- Important to define what a business maker (citizen developer?) is in your organisation

'Anyone building solutions who is not part of the professional IT Software Development practice'

- They are your evangelists - make friends and have places for them to go (e.g. Hub, Community) - make it safe, open & supportive



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Our definition



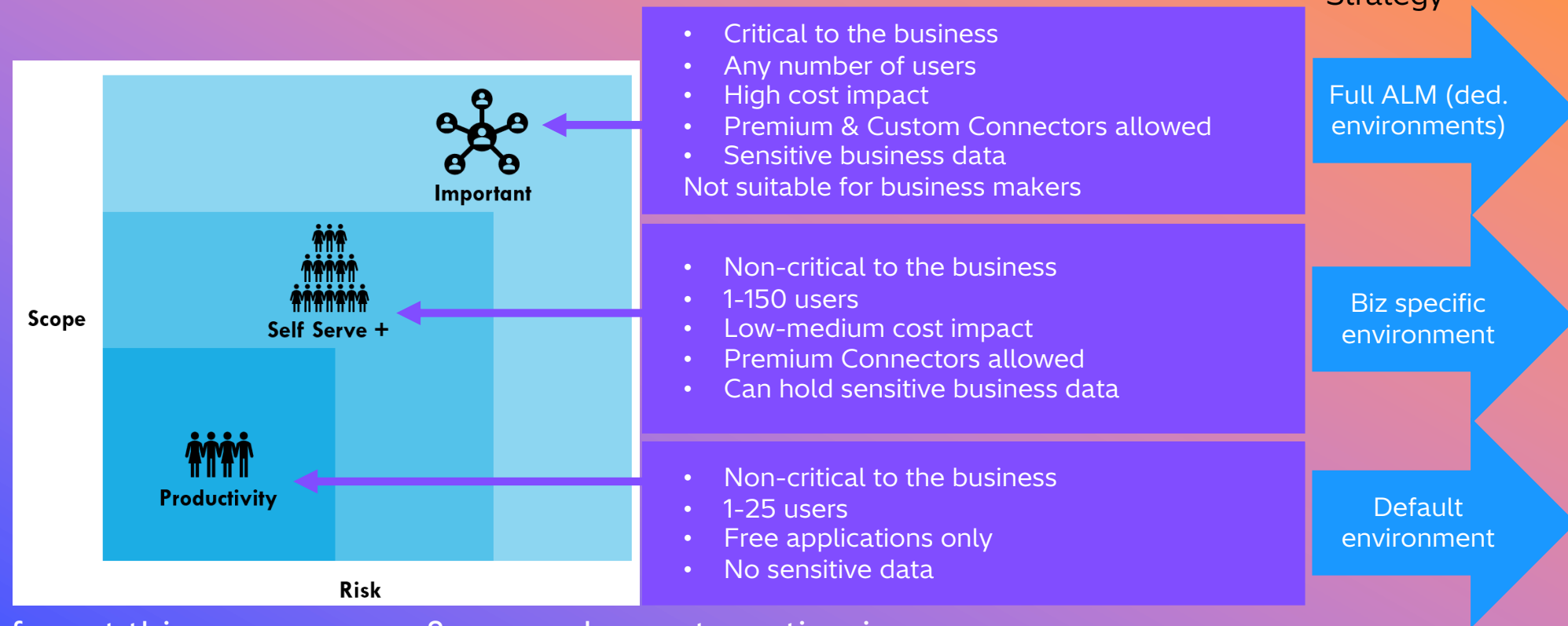
WHY DO I NEED GOVERNANCE? IT SOUNDS BORING.

- To scale your adoption effectively
- To enable makers to innovate ‘safely’ following best practice
- To reduce the burden on IT teams
- To keep your tech tidy, secure and with things built in the right place
- To prevent ‘Grey IT’
- To spot trends and opportunities for reuse
- Ultimately your organization’s risk appetite and needs will determine how governance is managed in your organization.



EXAMPLE ADAPTIVE GOVERNANCE MODEL (APPS)

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Don't forget things can move & remember automation is your friend to achieve good governance!



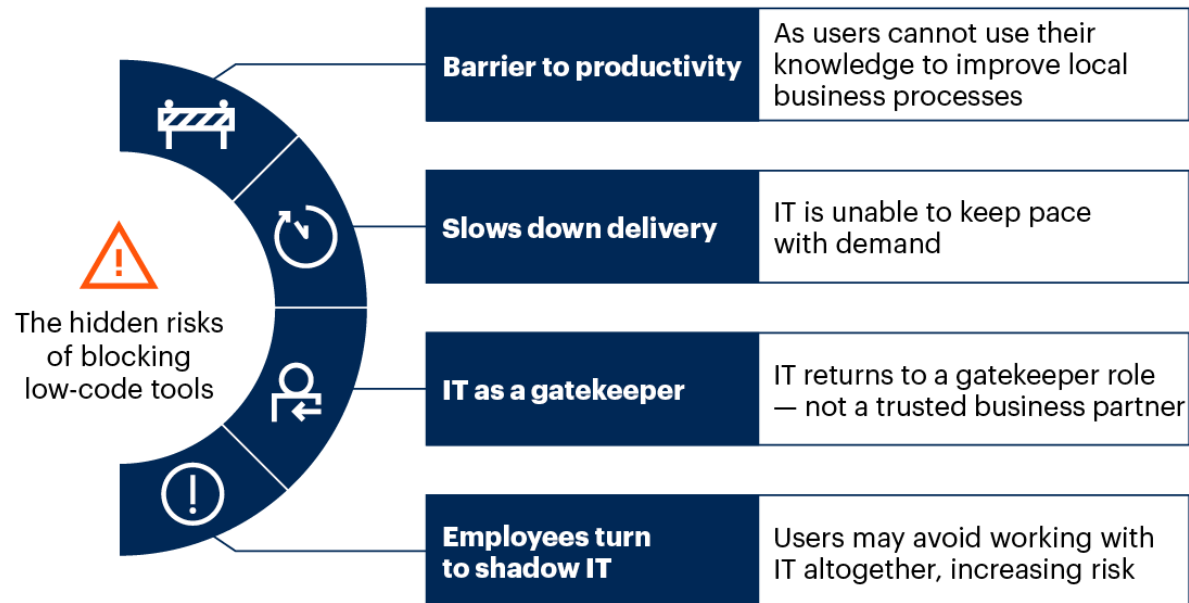
BIGGEST CHALLENGES

& how to overcome (some of) them

- Benefits Tracking
- Trust based model
- Demanding makers
 - Promoting re-use
 - Staying up to date



Blocking Low-Code Initiatives Can Increase Rather Than Reduce Risk

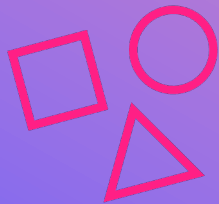


Source: Gartner
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Gartner

Source:
<https://www.gartner.com/document/5922875?ref=solrAllimg&refval=489785018>

RESULTS SO FAR...



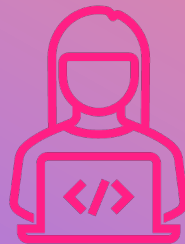
3 Delivery
Routes Available

with clear
guidance, self
serve routes
and support
available.



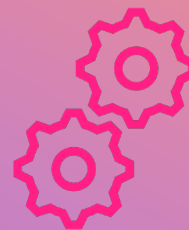
30+ enterprise
apps live

& many more in
development by
our in house
team and
partners.



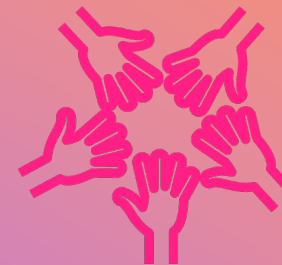
273 Citizen
Developed Apps

& we know
what they are
and who is
doing them –
so do our
users!



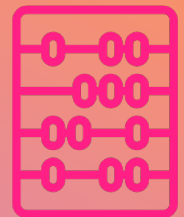
4,963+ Citizen
Developed Flows

& quickly
growing –
Automate
adoption has
been the
biggest growth
area.



Fast Growing
Community

1045 members
and counting,
with ~100
showing up for
monthly meet
ups.



20,726 hours
saved a month!

By business
makers using
Power
Automate
alone!

QUESTIONS?



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FURTHER READING

- <https://www.d365ppug.com/> <- find your local user group!
- [Microsoft Power Platform Center of Excellence Starter Kit](#)
- [Establishing an Environment Strategy](#) (includes info on Governance)
- [Sprint Zero Podcast](#) featuring me talking about how to manage Power Platform as a product 😊
- [Unlocking the power of low code in Defra](#) (blog on our journey)

MAKING GOVERNANCE WORK

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STRATEGIC FOUNDATION



Product/Service Lead



Biz Capabilities & Guardrails



Assessment – LCAPs

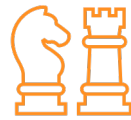


Adaptive Governance



Resourcing Plan

TECHNICAL FOUNDATION



Environment Strategy



Security & DLP



Pro Dev Capability



Maker Standards & Training



CoE Starter Kit
(++++!)

CHANGE AND ADOPTION



Guidance Hub



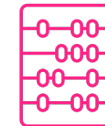
Tell them,
TELL THEM!



Business Sponsors



Community of Practice



Benefit Tracking

Golden thread - organisational & user needs