

SUCCESSFULLY GOVERNING LOW CODE



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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

MAIN CHALLENGES

Proliferation
of shadow IT

Fear of security breaches



SECURITY



Lack of leadership &
strategy



Lack of guidance
for developers



'Shipwrecked'
solutions

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



Our definition

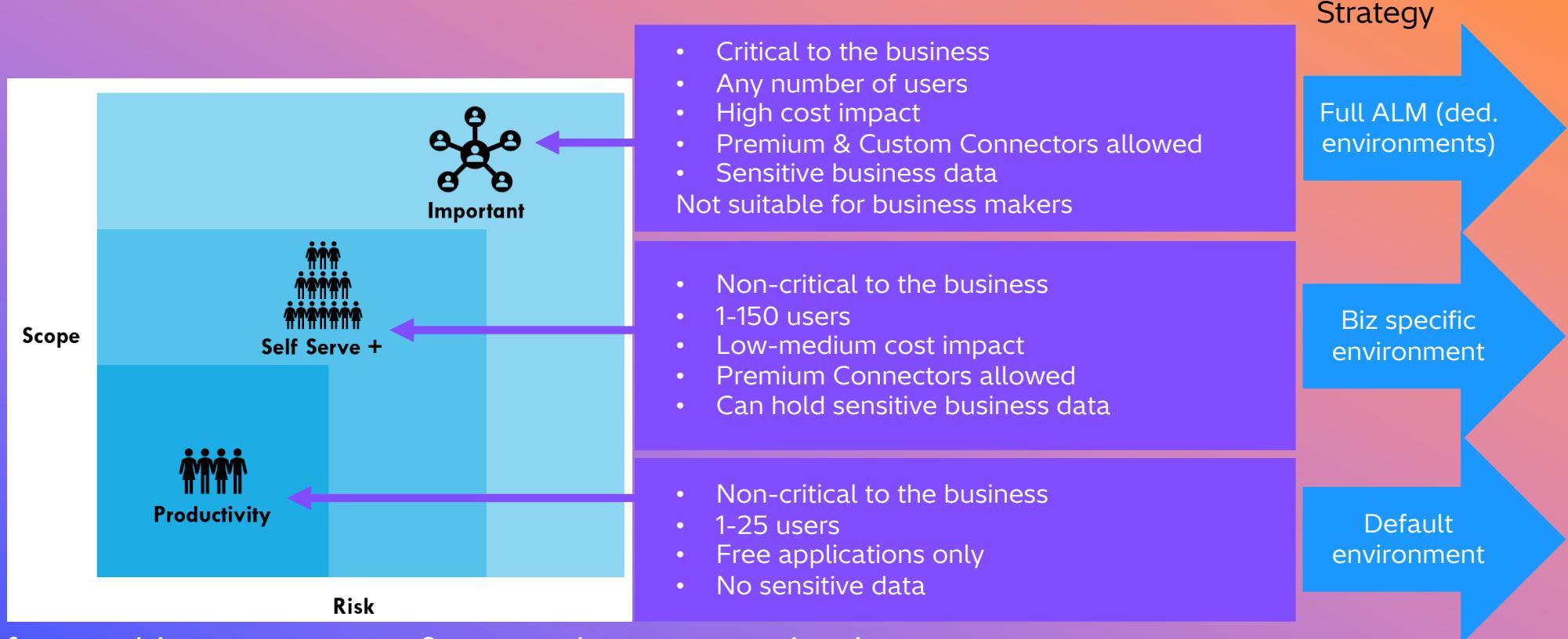


WHY DO I NEED GOVERNANCE? IT SOUNDS BORING.

- 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)



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

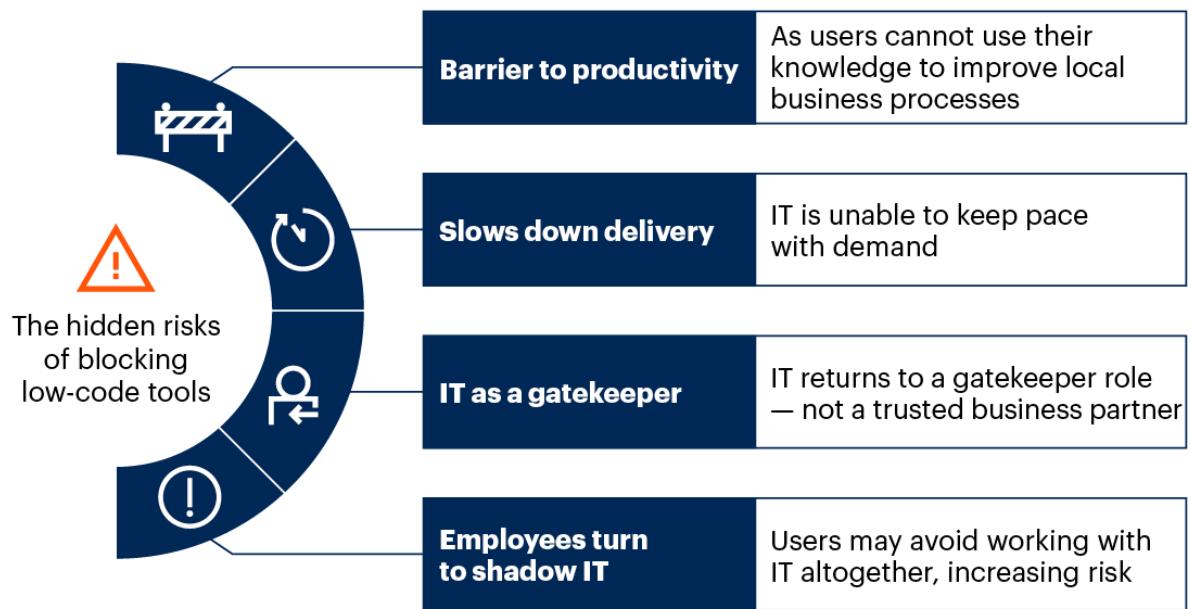
BIGGEST CHALLENGES

& 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

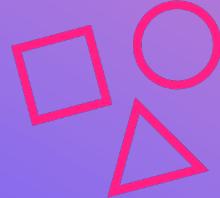


Source: Gartner
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Gartner®

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!



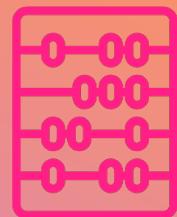
4,963+ Citizen Developed Flows

& 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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