

Zicar
Adoption
Program

The world's first holistic and trackable
Power Platform adoption solution

**SET UP THE POWER PLATFORM
CENTRE OF EXCELLENCE
THE RIGHT WAY**

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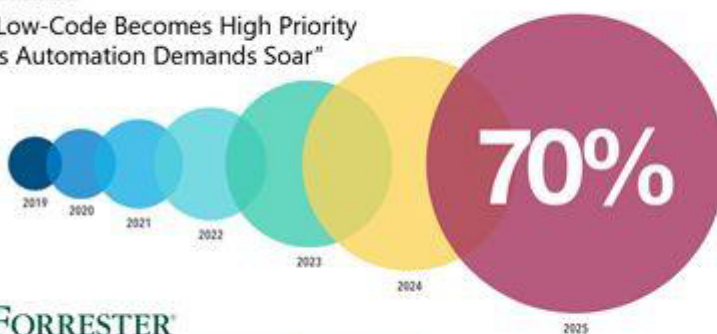
Introduction

Innovation and creativity often lag in an organization when the employees are constantly occupied doing monotonous tasks. These manual or repetitive tasks are often too complicated, time-consuming and expensive to automate with bespoke software. Microsoft knew the better and faster way of doing things and introduced the Power Platform – a low-code development platform.

With the Microsoft Power Platform, users now have access to a digital toolbox that enables them to build tactical applications and automate workflows quickly, affordably and flexibly. This digital transformation has empowered both non IT employees (citizen developers) and professional developers to develop applications ensuring work gets done quickly and efficiently.

THE WALL STREET JOURNAL
WSJ

"Low-Code Becomes High Priority as Automation Demands Soar"



FORRESTER

"Forrester expects the low-code market to represent \$21B in spending by 2022."

Forbes

"Low-code software presents an opportunity that most companies miss during a digital transformation journey - an opportunity to move fast and be nimble"

Gartner

"low-code application platforms will be responsible for more than 65 percent of all app dev activity by 2024."

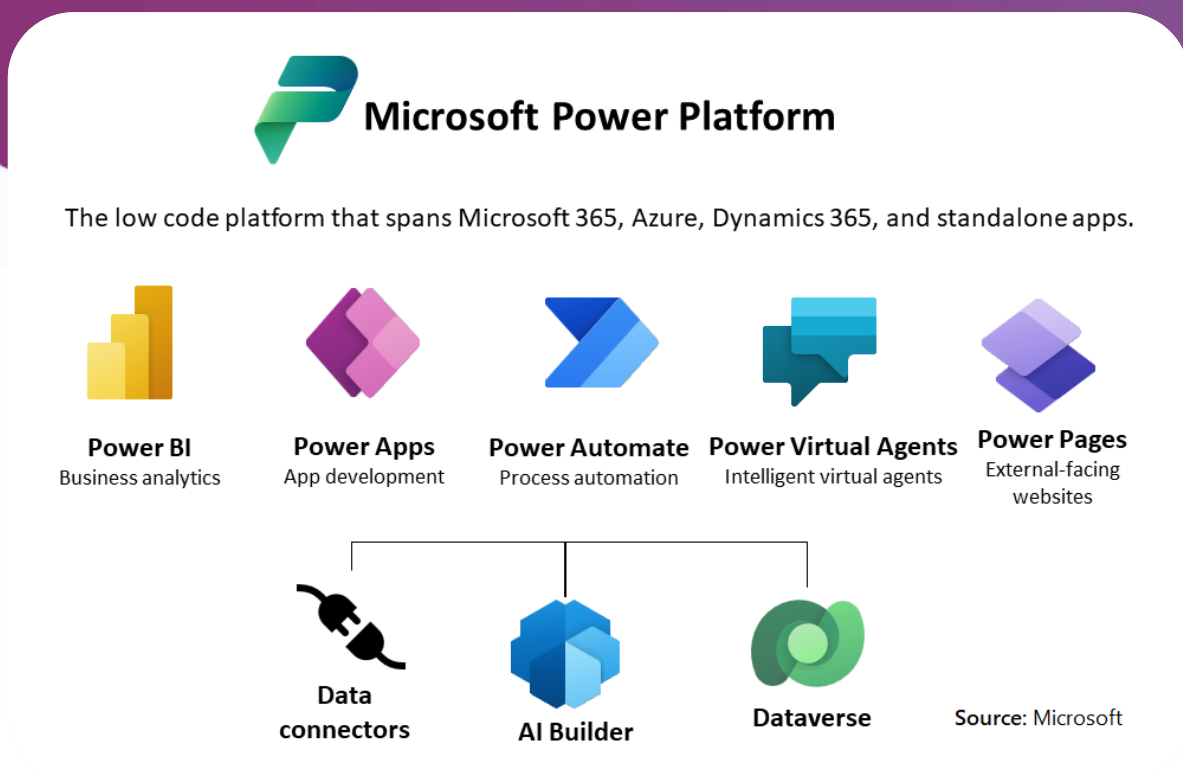
Image courtesy Graphite GTC

Microsoft Power Platform Overview

Microsoft Power Platform is a product family that gives you a single platform with which you can analyze data, create data-driven solutions, and automate workflows. It consists of four low-code development applications for automating processes, building custom apps, compiling reports, and integrating AI capabilities—without writing much code.

These applications allow you to accelerate your digital transformation by systemising cumbersome manual processes and taking the load off your IT department. With each employee empowered to build custom apps, IT can get back to focusing on more complex and business-critical IT issues.

Power Platform comprises of five key components:



1. **Power Apps:** Toolset for quick and easy development of low-code applications
2. **Power Automate:** Workflow tool for connecting applications and automation
3. **Power BI:** Analytics software for converting data into interactive dashboards
4. **Power Virtual Agents:** For generating flexible and powerful chatbots
5. **Power Pages:** For creating and administering external facing business websites

All the above products integrate seamlessly with the Microsoft Cloud ecosystem to enable businesses to build intelligent, low-code apps without relying on the IT department. This makes the Power Platform unique and enticing to businesses who wish to reduce the burden of their development team or even a business without a dedicated development team.

The Value of Microsoft Power Platform

To be able to work efficiently and quickly, you need to automate repetitive manual processes by building new business applications. However, convincing the IT department about the usefulness of these applications can be quite challenging in real time. Since the development team already has its hands full with current systems and applications, the business wishes are put on hold for a long time. Standard applications fail to meet the requirement of business teams, but developing custom applications cost a lot of time, money and resources.

Microsoft Power Platform provides a solution to this problem. With a low-code platform, it enables anyone, be it the IT department or colleagues with less IT knowledge (citizen developers) to develop business solutions and applications. This allows organizations to respond much faster to employee and customer needs.

Let us dig a little deeper into what you can do with Microsoft Power Platform:

01 Build an autonomous business

By giving employees the power of automation and innovation, Microsoft Power Platform facilitates automation autonomy. It lets employees respond to their customer's needs in a more innovative manner. The low-code platform makes boring manual activities more enjoyable, effective, and efficient.

02 Develop powerful chatbots rapidly

Building effective chatbots to ease communication with employees and customers is another important area where Power Platform can facilitate your organization. Power Virtual Agents component can be used to develop chatbots that not only answer pressing questions from customers but also address your organizational issues.

03 Gain actionable insights

Microsoft Power Platform speeds up work processes resulting in a more agile business. It helps in bringing all data on one single platform and converting it into concrete actionable insights using artificial intelligence and machine learning. Additionally, automated processes also help in reducing data loss or manual errors.

04 Unlock legacy data

There may be legacy applications running within your organization that are not that easy to replace. If you continue to use these old applications, make the legacy data accessible to Dataverse and use them from there on the Microsoft Power Platform. This will ensure that your employees have access to all the data even when they are on the move.

05 Automate time-consuming manual tasks

Put an end to repetitive manual tasks that are slowing down the productivity of your employees. With RPA via Power Automate Desktop, automate workflows easily and at scale to give your organization's efficiency a significant boost.

06 Modernize the existing application landscape

Within the course of time, there are multiple applications that become outdated without the employee noticing it. As a result, these applications continue to be in use but are no longer managed. With the Power Platform, you can easily modernize your existing outdated application landscape for building more up-to-date and easy to manage applications.

[According to a Forrester study commissioned by Microsoft](#), the interviews and financial analysis of Microsoft Power Platform adoption found that a composite organization experiences benefits of \$31.08 million over three years versus costs of \$5.16 million, adding up to a net present value (NPV) of \$25.92 million and an ROI of 502%.

The Importance of an adoption framework

Allowing employees to build their own digital solutions comes with a potential risk of ending up with a proliferation of applications. Since these low-code applications live outside of IT governance's traditional reach, they often require special attention. Maintaining a good overview of these apps and establishing practices adhering to security and compliance measures is a must. A Power Platform governance framework is required to manage the lifecycle of all solutions built using it.

A successful framework will provide a holistic approach to adopting, managing and governing the Power Platform at scale. Having a framework allows us to bring order to the chaos by adopting systematically and saving the organization from a barrage of half-baked applications and poorly conceived enterprise governance. The Microsoft Power Platform CoE Starter Kit helps with a quick start technical implementation of the tool and managing and fostering these applications and optimizing some procedures. This gives some level of governance when initially integrating the Power Platform within your company.

Microsoft's Center of Excellence Toolkit

Microsoft established the Center of Excellence (CoE) starter kit to work alongside the Power Platform in supporting governing efforts. The CoE Starter Kit is a collection of components and tools that will assist you in establishing an adoption and support plan for the Microsoft Power Platform. The CoE Starter Kit doesn't represent the entire CoE, it is just a means to get to the end goal. Managing a CoE requires much more than tools alone, it requires people, communication, specified requirements, and processes. The kit however provides several templates and suggested practices for implementing CoE in your organization.

The CoE starter kit allows users to easily keep a track of flows, apps and connectors. The CoE Power BI dashboard has an easy-to-access interface that can be used to access data on how often the app is used, who is the owner of the app, what licenses are applicable to each app, etc. In case the app owner decides to leave the organization, filters can be used to retrieve the required data. High-risk apps with loose permission, obsolete flows, or too many users' accesses, are also flagged, which can then be acted upon by the administrator to restrict access to authorized users only.

Where CoE falls behind

Microsoft's COE starter kit is a self-proclaimed toolkit for beginners designed to help organizations get started with Power Platform adoption. It serves as a good starting point for organizations.

However, Microsoft's CoE toolkit cannot meet the demands for substantial and long-term governance. For organizations looking to adopt Power Platform quickly and easily, solely relying on the CoE tool kit will not work. Due to several gaps, the user might often need the help of an IT professional or an expert to effectively govern the Power Platform



Zicar Adoption Program (ZAP)

Adopting a low-code/no-code platform might be overwhelming for new business users. As a beginner, you might feel lost and wonder how to take your first step. The huge amount of content available on the Microsoft site for Power Platform Adoption can turn out to be overwhelming and insufficient. Zicar Adoption Program, the world's first holistic and trackable Power Platform adoption solution, helps you create low-code solutions confidently. With the combination of innovative new tools and personal consultations, Zicar Adoption Program enables you to start immediately and adopt at your own pace. ZAP helps you begin your adoption journey by giving instant access to its full resources.

01 ZAP Framework

Zicar Adoption Program (ZAP) offers a tailored framework that allows you to set customised governance standards and manage them in a simple and effective manner. This framework has been built from the ground up keeping Power Platform and your adoption journey in mind. Rather than being caught up in admin work, the Service Owner can focus on driving process maturity, helping the governance team have access to more valuable and consistent information. ZAP Framework allows you to build a culture of trust and empowered decision-making by setting clear accountability and engaging stakeholders. This makes enterprise-wide adoption of the platform a lot easier.

ZAP Framework lays down the foundation for consistent processes and continuous improvement. Rather than dealing with multiple spreadsheets and disconnected databases, ZAP Framework allows you to access information instantly and apply it for effective governance.

To help users get on board the Power Platform adoption quickly and effectively, the ZAP framework breaks down actions into ten different work streams, each dedicated to a specific area. These streams run in parallel to provide a holistic approach to adopting the Power Platform at scale.



1.1 Assemble

Assemble workstream ensures that the Centre of Excellence core team is established with executive support. Identifying an executive with pre-defined authority helps in avoiding siloed data, lack of mandate, multiple approaches and parallel strategies.

1.2 Strategise

As part of Strategise workstream, you will be determining macro strategy, defining goals with KPIs, setting priorities, assessing organization readiness, evaluating resistance management and agreeing on different adoption milestones. These action items will help in providing direction to both the implementation team and the audience.

1.3 Accountability

Clearly define the roles and responsibilities of each member of the Centre of Excellence team along with the rest of the stakeholders. Ensure everyone knows the owners and understands whom to reach out to in case of any issues.

1.4 Monitor

Before beginning with the Power Platform adoption, it is beneficial to assess the current state of the platform. Install the CoE Starter Kit, analyse the results, and then fully understand the current platform state along with the maturity level prior to making any changes.

1.5 Communication

Establishing communication channels, tone of voice and timeline is essential to make interaction easy between team members. Clearly specifying communication channels allows all stakeholders to have a common place to get information rather than relying on individuals. This eases the enterprise-wide adoption journey.

1.6 Scout

Scout helps in recognizing potential areas where Power Platform as a tool can fill the gap. It helps the team members look for quick wins rather than complex tasks, identify proof of concepts (PoCs) instead of relying on theory, determine central and citizen developer projects, etc.

1.7 Operations

Operations help the CoE and other teams to work in a centralised and standardized way to ensure that any new member joining the team can easily follow processes and understand the end-to-end journey of products. There shouldn't be a dependency on any one individual's knowledge in a correctly built CoE.

1.8 Governance

Governance is one of the most significant workstreams of any Power Platform framework. It ensures technical governance guardrails are in place to prevent business risks such as data leak or improper usage of applications in regulated industries. This also enables the technical and CoE teams to access tools needed to facilitate governance. Without this level of control, it is impossible to bring in digital transformation.

1.9 Makers

This workstream leverages the low-code nature of the Power Platform to enable additional business benefits that can be availed at zero/low cost. To achieve this, the end-to-end journey of citizen developers is defined with a clear picture of how this would add value to the business.

1.10 Support

Under the Support workstream, you will be defining how CoE monitors all types of work and provides continuous support. This includes clearly defining monitoring schedules and Maintenance activities to enable the successful operation of Power Platform solutions.



ZAP Framework is a fantastic way to approach your Power Platform Adoption Journey. With ZAP, our aim is to help you adopt Power Platform with zero headaches. This is why, along with the ZAP Framework, we offer you ZAP Tracker, a power app built to assist you in following the ZAP Framework. ZAP Tracker is a tool that you can use to guide yourself through the adoption process. There are four major components in the ZAP Tracker that helps in tracking and navigating the adoption journey much simpler.

1. Manage Artefacts

Keep all your Power Platform-related artefacts in one place to enjoy easy accessibility. Artefacts may include documents, task outputs, helpful tools, CoE Starter Kit, reference documentation such as the Microsoft maturity model, etc. We have identified a total of 40+ such artefacts and stored them in the ZAP Tracker to save you time and effort. Apart from the pre-stored artefacts, you can add your own artefacts too.

2. Manage Actions





















Under Manage Actions, you can gain information about all tasks that you have planned to do and the decisions that you will need to make during the adoption journey. We have identified 35+ major tasks and decision items across the ten work streams and stored them in this section. Each task is linked to a particular stream and each artefact is linked to an action

3. Manage Workstreams

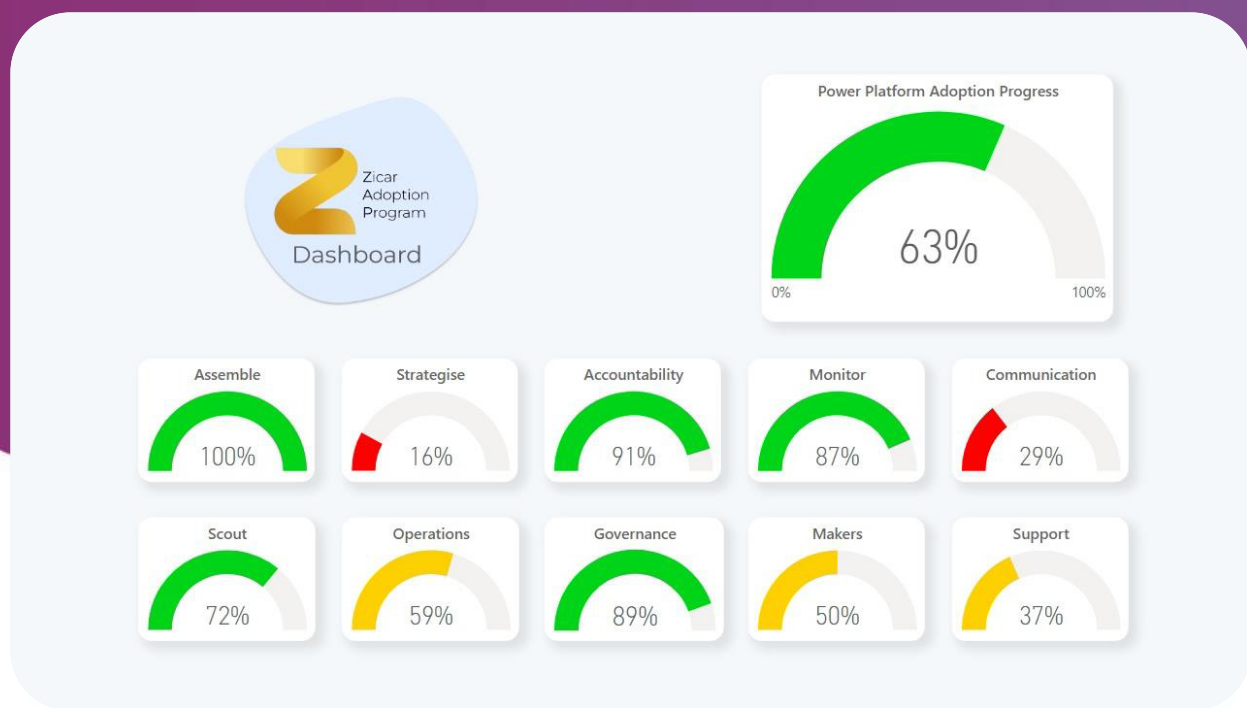
Previously in ZAP Framework, we discussed the ten workstreams that help in easing the Power Platform adoption process. You can manage all ten workstreams from ZAP Tracker. It allows you to visit each workstream and see further details about the related action items and progress. This gives a detailed overview of what each workstream comprises in terms of actions and artefacts.

4. Adoption Journey

Without proper direction or guidance, it is pretty normal to lose sight of the bigger picture. In this case, it is important for users to keep a track of their adoption journey and have a real-time view of their current progress status. Through ZAP Tracker, you can gain clarity whenever you feel stuck in the process. Each workstream is displayed with the corresponding status. Upon clicking each stream, you can go ahead and check the status of the different action items. Additionally, ZAP Tracker allows you to add notes to these actions to keep a record of what has been done. Clicking on these action items will give you an overview of applicable artefacts and much more.

Adoption Stream Actions - Assemble						
Action Nr	Action Name	Notes	Due Date	Progress	Ignore	Save
AC-100	Setup a central repository		31/03/2022 	100 % 	<input type="checkbox"/>	
AC-101	Identify Service Owner		01/04/2022 	100 % 	<input type="checkbox"/>	
AC-102	Identify Executive Sponsor		01/04/2022 	100 % 	<input type="checkbox"/>	
AC-103	Identify Technical Lead		01/04/2022 	100 % 	<input type="checkbox"/>	
AC-104	Identify Lead Business Analyst		01/04/2022 	0 % 	<input checked="" type="checkbox"/>	

03 ZAP Dashboard



Power Platform service owners or CoE members often struggle when it comes to communicating the adoption progress to relevant teams. ZAP Dashboard is a Power BI dashboard that makes it extremely convenient to access progress reports at any point in time. It's a single pane of glass allowing you to gain real-time visibility into the different streams of actions. The easily accessible report enables the Centre of Excellence team to have meaningful conversations with the executive team members. It also allows the team to identify problem areas and discuss the next steps.

04 ZAP Course (Coming Soon)

We have introduced you to three powerful ZAP tools till now – ZAP Framework, ZAP Tracker, and ZAP Dashboard. However, being the experts in this field it is our responsibility to further simplify the adoption process for you. This is why we provide you access to a comprehensive video course explaining each and every aspect of the Power Platform adoption program.

The course comprises multiple videos walking you through each and every step of the adoption journey and enabling you to speed up the process. Here is what the ZAP course offers to accelerate business transformation.

- Intro course including guided video on how to set up ZAP Tracker and Dashboard
- Dedicated video for each action item corresponding to the different streams
- Answers to Frequently Asked Questions (FAQs)
- Detailed insights and perspectives based on prior experience

05 One-to-one consultation calls

We understand that starting something new often comes with its own set of challenges. During the adoption journey, you might come across certain hurdles that can hinder your process. To make sure that your journey remains unaffected by such unwanted speed bumps, the Zicar Adoption Program offers one-to-one consultation calls with Azim Zicar, the program creator himself. Inspired by years of working with low-code platforms, Azim has built this program from scratch to help businesses like yours adopt digital transformation with ease. He is a certified Power Platform Architect with extensive experience in rolling out low-code platforms at an enterprise level.

Ready to get started?

You're now equipped with all the essential knowledge related to Microsoft Power Platform – what it is, what are the benefits of using Power Platform, the need for a Power Platform framework, what's the CoE starter toolkit, Power Platform adoption challenges and how Zicar Adoption Program (ZAP) helps in overcoming these challenges to accelerate the speed of adoption. The important thing now is to take your first step and join the thousands of organizations that have already started leveraging the power of low code.

*Learn more about the
Zicar Adoption Program?*



www.powerplatformadoption.com

