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# DYNAMICS CON

# LIVE

MAY 2024

# Finding a Place for your Centre of Excellence

**Douglas Hubbard, Transport Canada**



# Introduction

In most organizations, your Power Platform Centre of Excellence (CoE) isn't the only IT game in town. There could be other teams handling different parts of the platform; CoEs responsible for Office 365, SharePoint, or other technologies; and don't forget governance bodies such as Enterprise Architecture, IT Security, or Project Management. How to go about making everything fit together?

Transport Canada's Power Apps Centre of Excellence (PACE) is ready to share almost four years of experience working in a government environment building bridges across IT, establishing a strong Power Platform community, and breaking long entrenched silos in the organization. We'll cover how teams figured out to effectively co-operate, resulting in better, faster governance, including a client focused and fact-based Intake and Assessment process for all new IT undertakings in the department.



# About Transport Canada

## Transport Canada

We are a federal institution, leading the [Transport Canada portfolio](#) and working with our partners.

Transport Canada is responsible for transportation policies and programs. We promote safe, secure, efficient and environmentally responsible transportation.



<https://tc.canada.ca/en>





Power Apps  
Centre of  
Excellence

PACE







Part One –  
Establishing a CoE in  
the first place

**Know  
what you  
want**





# Microsoft Power Platform

One low-code platform that spans Office 365, Dynamics 365, Azure and standalone applications



**Power BI**  
Business analytics



**Power Apps**  
Application development



**Power Automate**  
Workflow automation



**Power Virtual Agents**  
Intelligent virtual agents



Common  
Data Service



Data  
connectors



AI Builder





**Know what *they* want**



# Find a champion

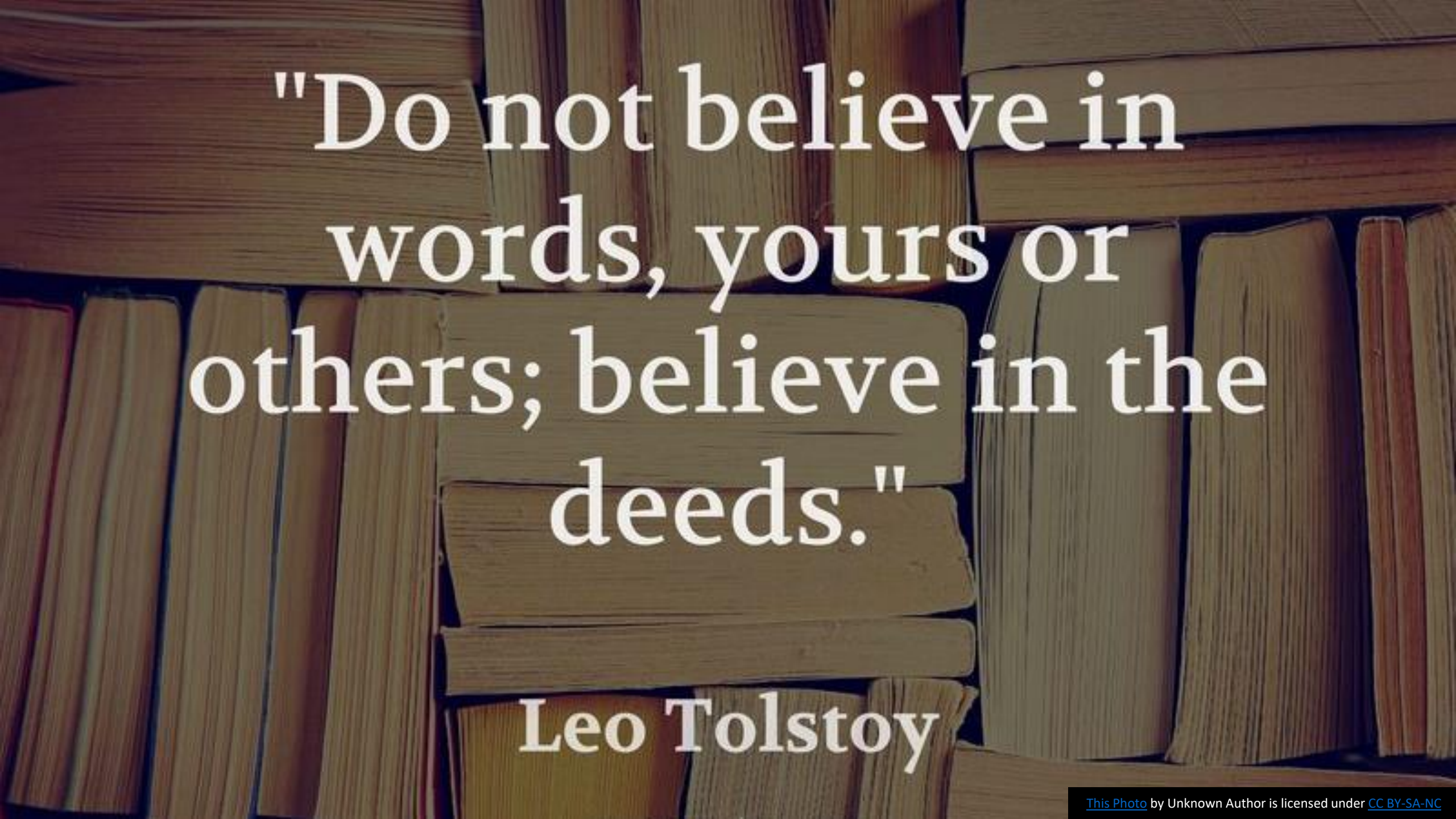


# Dollars and sense

(AKA Business Value)







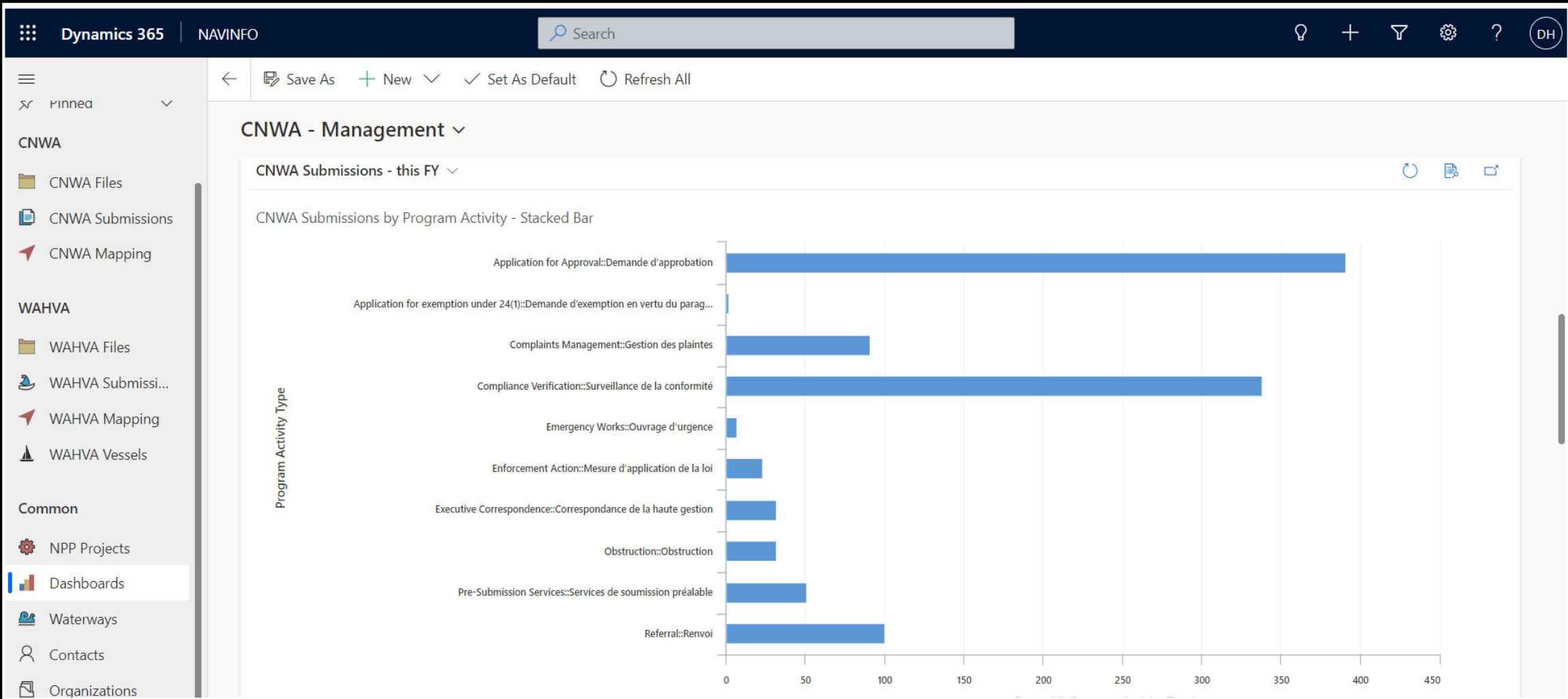
"Do not believe in  
words, yours or  
others; believe in the  
deeds."

Leo Tolstoy

# Start small

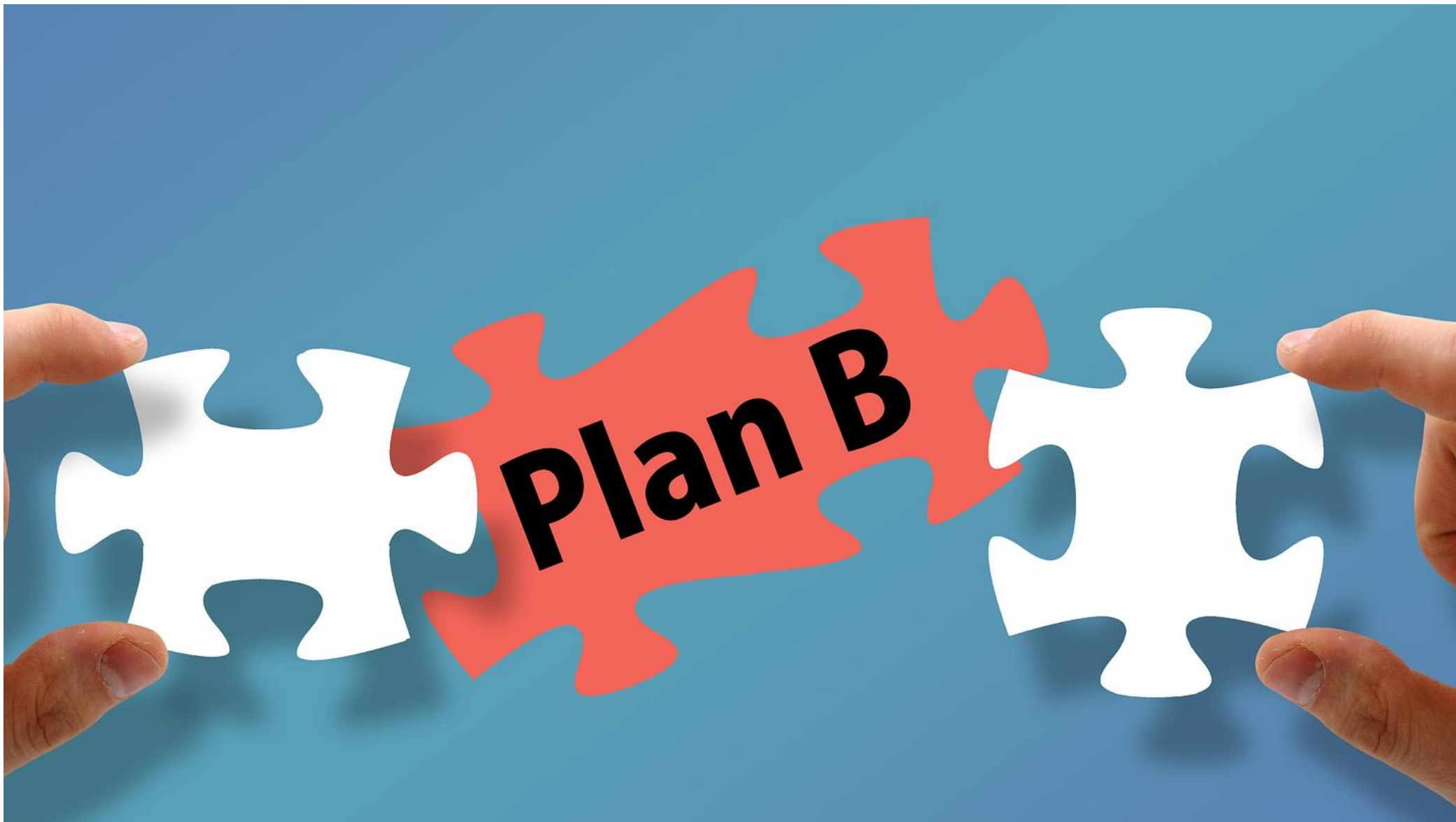






# The NWAR saga







A bronze statue of a man in a deep state of thought, with his hand on his chin, set against a clear blue sky. The statue is highly detailed, showing the man's muscular physique and the texture of his skin. The background is a solid, clear blue sky.

# Part Two – Strategy and Vision



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# Our guiding philosophy

“Teaching people how to fish”





# How big is the breadbox?





# Does development have a place in the role of a Centre of Excellence?







# Sowing the seeds – Embedded Developers

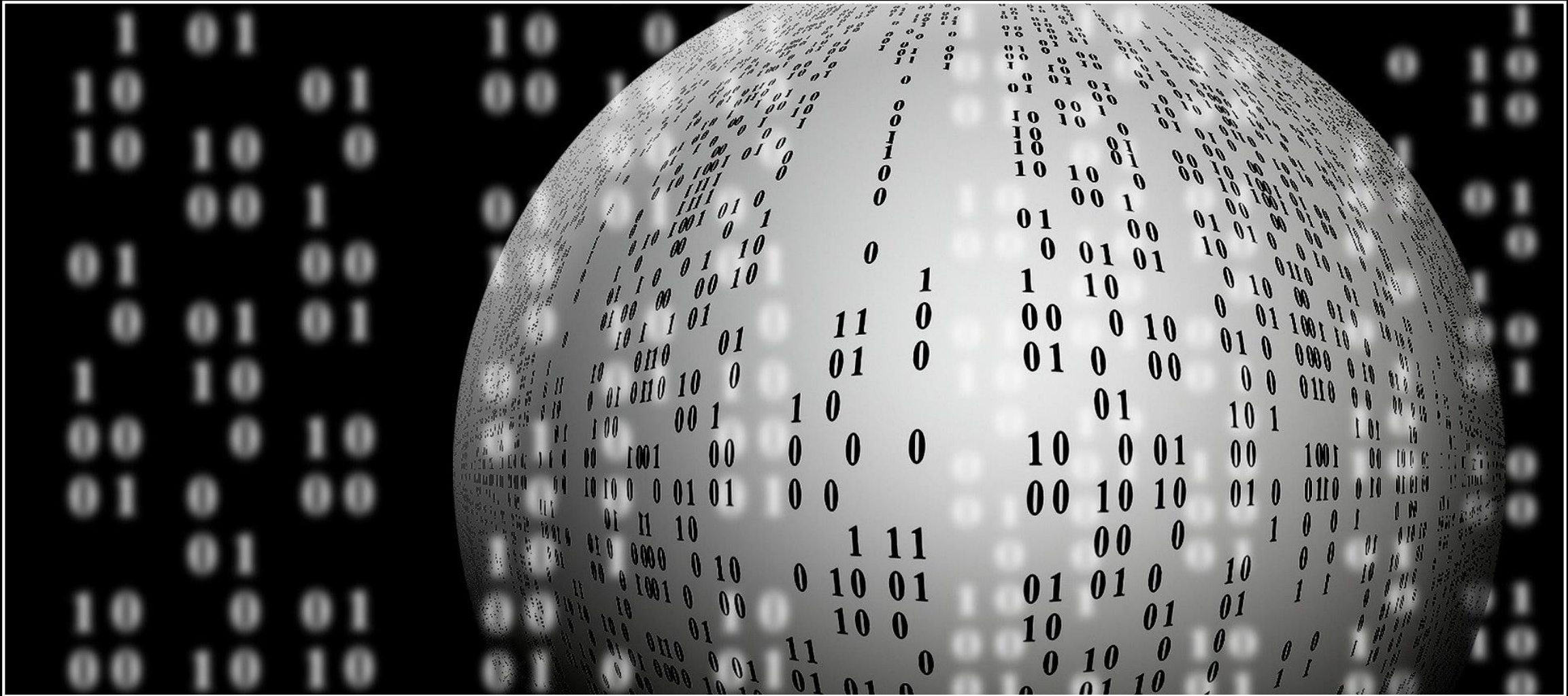
# Citizen Developers



Image designed by Freepik

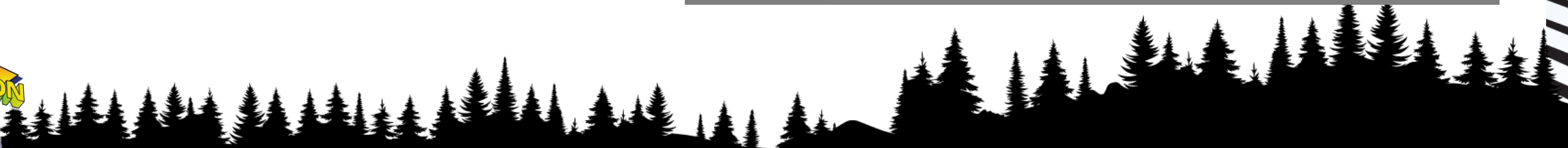




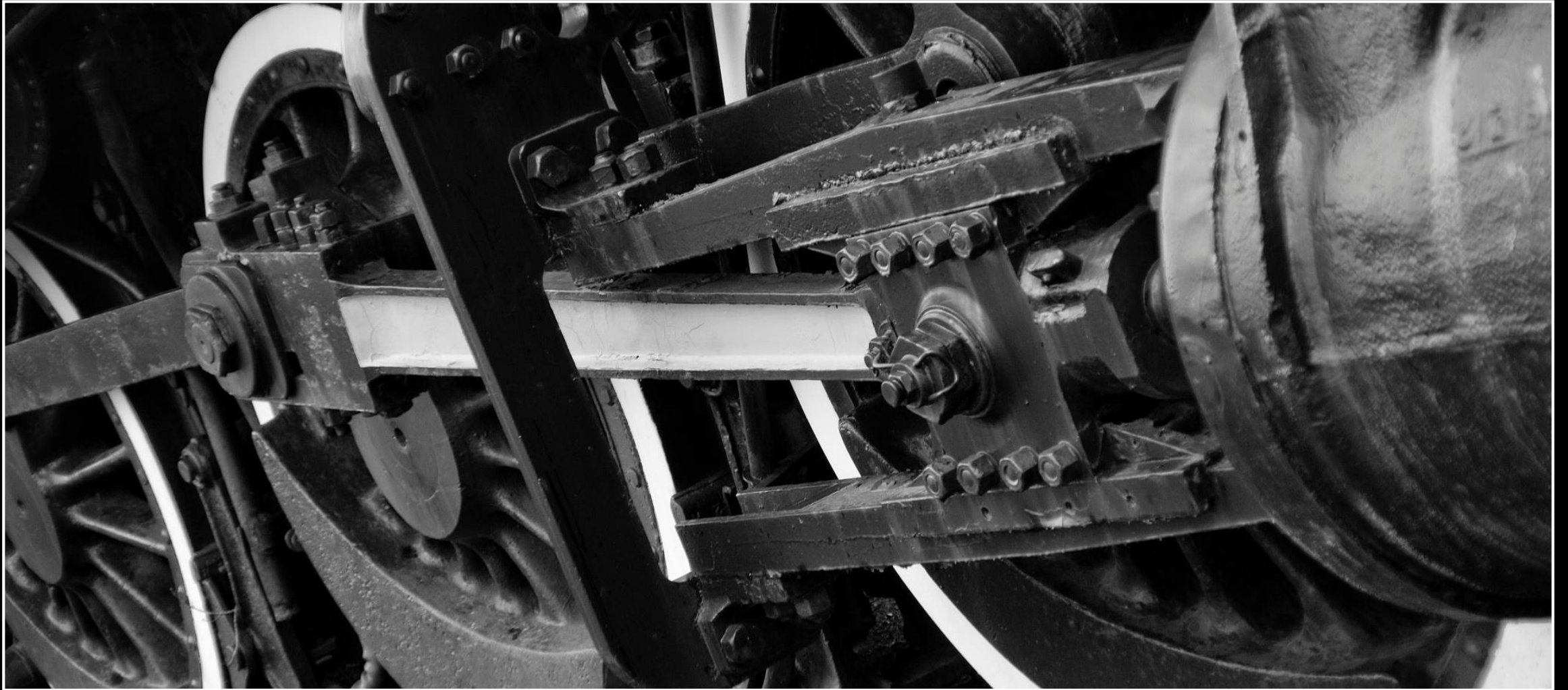


# Addressing Shadow IT

# Mind the cracks







**Avoid re-inventing the wheel**

# Set the boundaries





# Be leaders



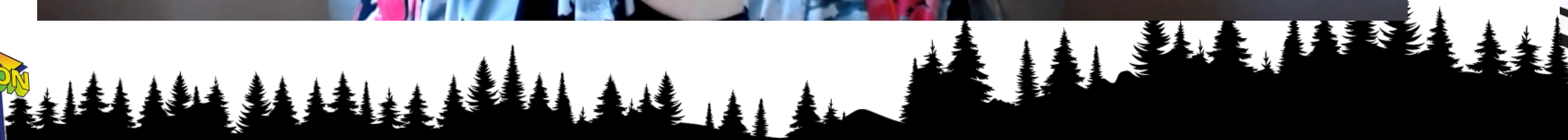
# A word from our sponsors


Tracey Boicey, Director General, Transport Canada answering:

- Why a Centre of Excellence for Transport Canada?
- How does PACE fit into the departmental strategy?





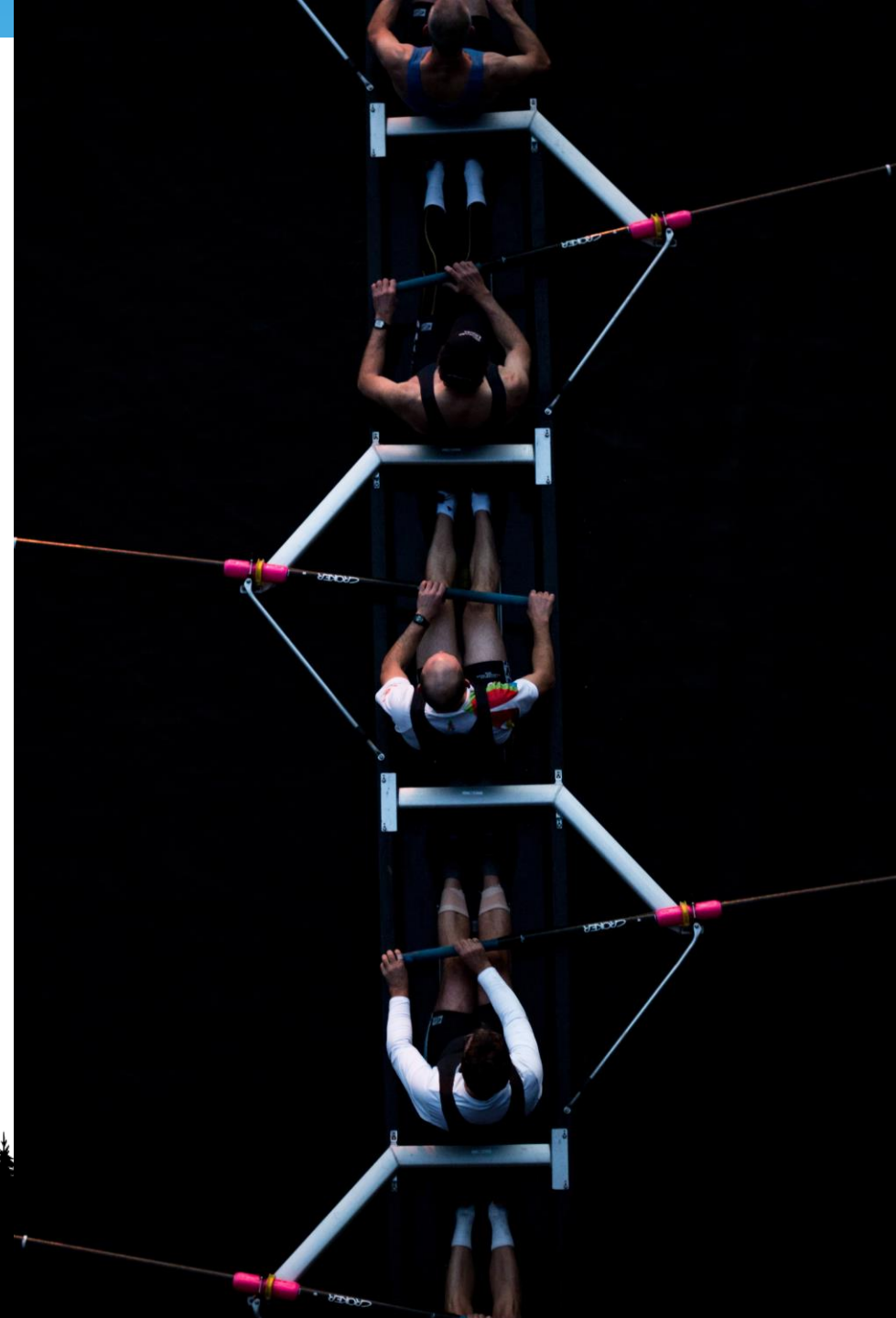




Part Three –  
Putting the pieces  
together

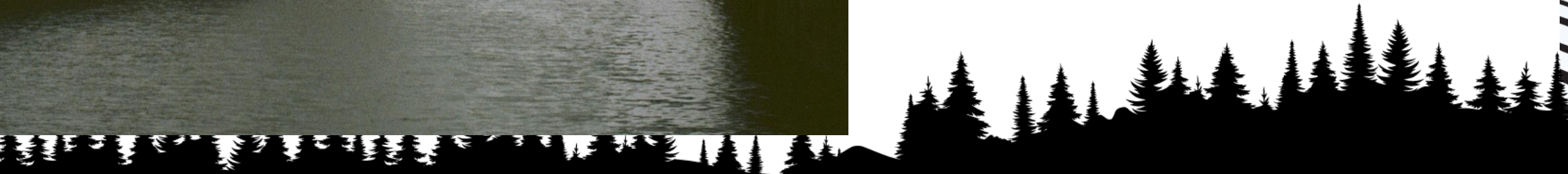


Your  
people are  
the key





**Build bridges  
early and often**





# Power CAT Maturity Model

<https://powerapps.microsoft.com/en-us/blog/power-cat-adoption-maturity-model-repeatable-patterns-for-successful-power-platform-adoption/>

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LEVEL 100  
INITIAL

LEVEL 200  
REPEATABLE

LEVEL 300  
DEFINED

LEVEL 400  
CAPABLE

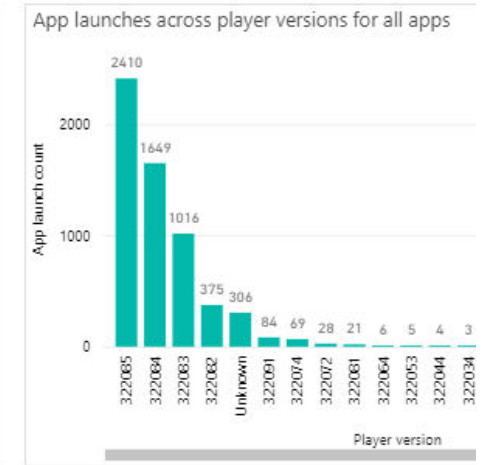
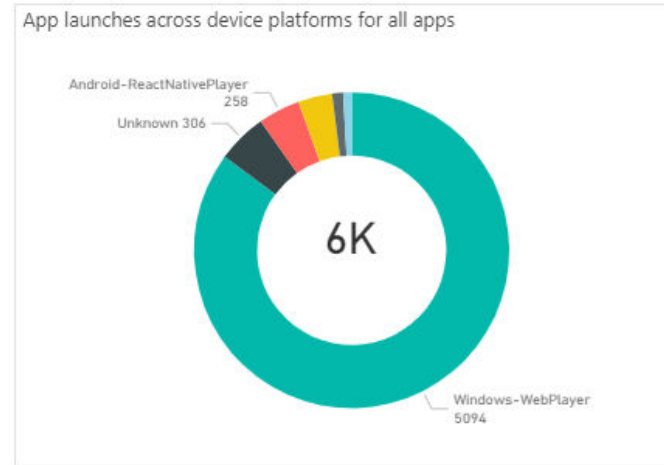
LEVEL 500  
EFFICIENT

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# Your very own Swiss Army Knife (the CoE toolkit)

Showing data for **FlexiDesk-prod-tcd365** for the **Last 28 Days**. [Change filters](#)





# Data Loss Prevention (DLP)



<https://docs.microsoft.com/en-us/power-platform/admin/wp-data-loss-prevention>



Tools are  
the means  
not the end



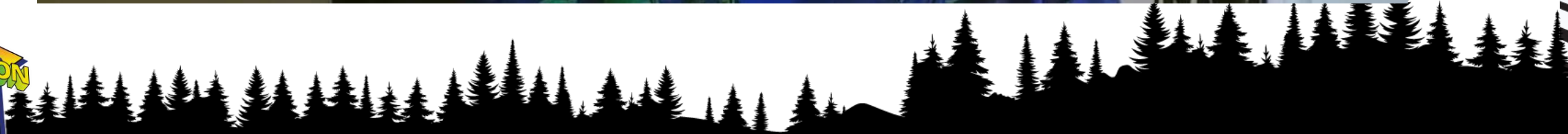
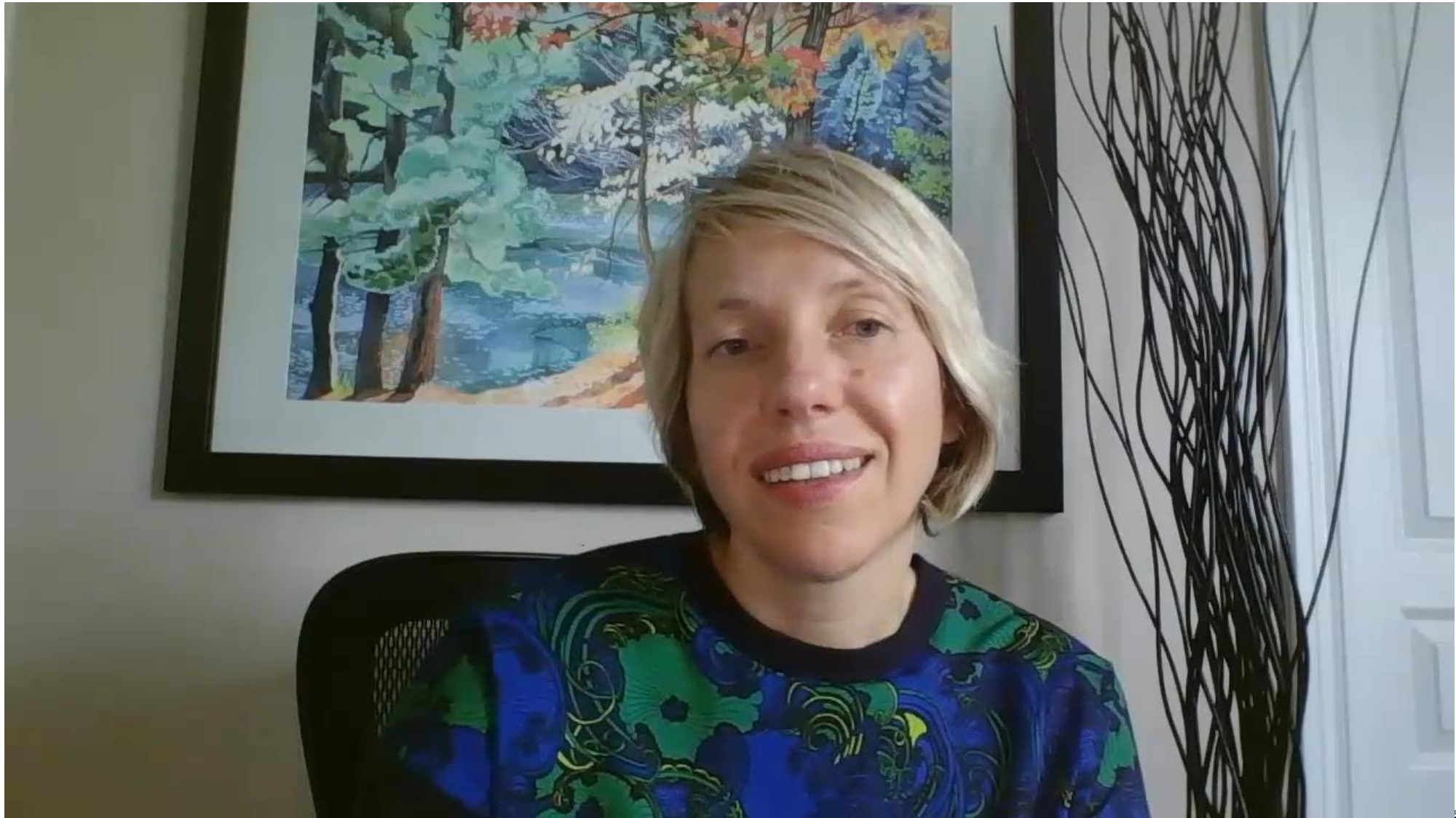


# The view from the corner office

Irina Krasteleva, Executive Director, Transport Canada discusses:

- What sort of challenges are involved day to day?
- How do you approach these challenges?









Part Four –  
Charting your course

# Demand outstrips capacity

Turning and turning in the widening [gyre](#)  
The falcon cannot hear the [falconer](#);  
Things fall apart; the centre cannot hold  
from "The Second Coming", Yeats





# Demand outstrips capacity (welcome to the jungle)

Oh, there ain't no rest for the wicked  
Until we close our eyes for good

from "Ain't no rest for the wicked", Cage The Elephant



**Your  
organization is  
a busy pool,  
and your CoE  
the lifeguards**

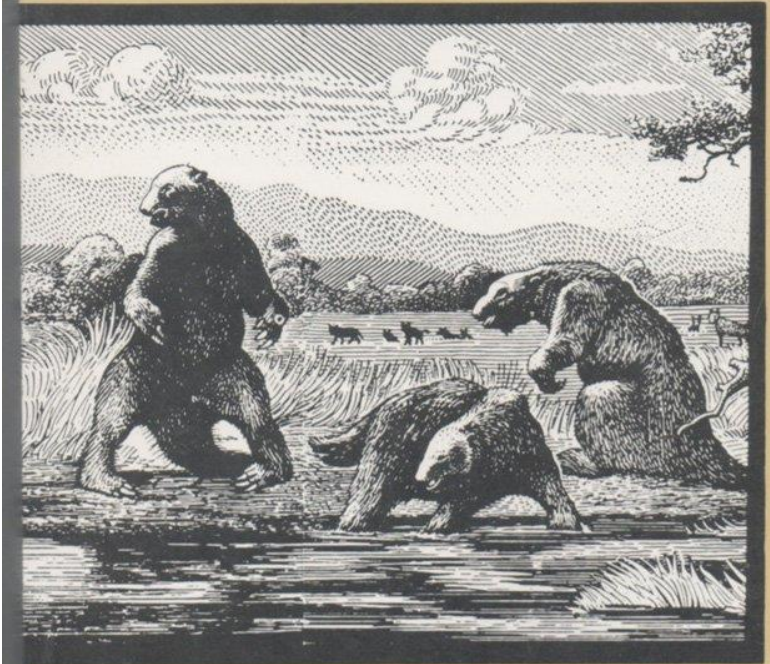




# Growth and the “Mythical (Hu)man Month”

## the mythical man-month

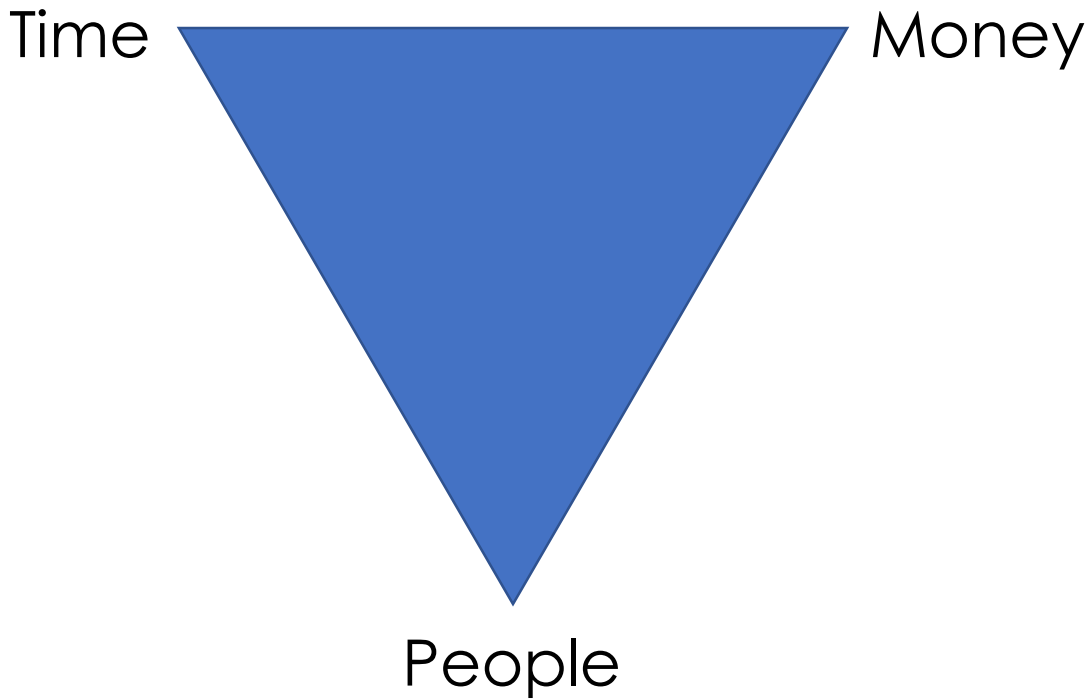
Essays on Software Engineering



Frederick P. Brooks, Jr.



# Mind the sharp bits





# Victim of your own success - maintenance







**Victim of your own success  
- organizational Fire Brigade**



# Victim of your own success - the Big Red Button



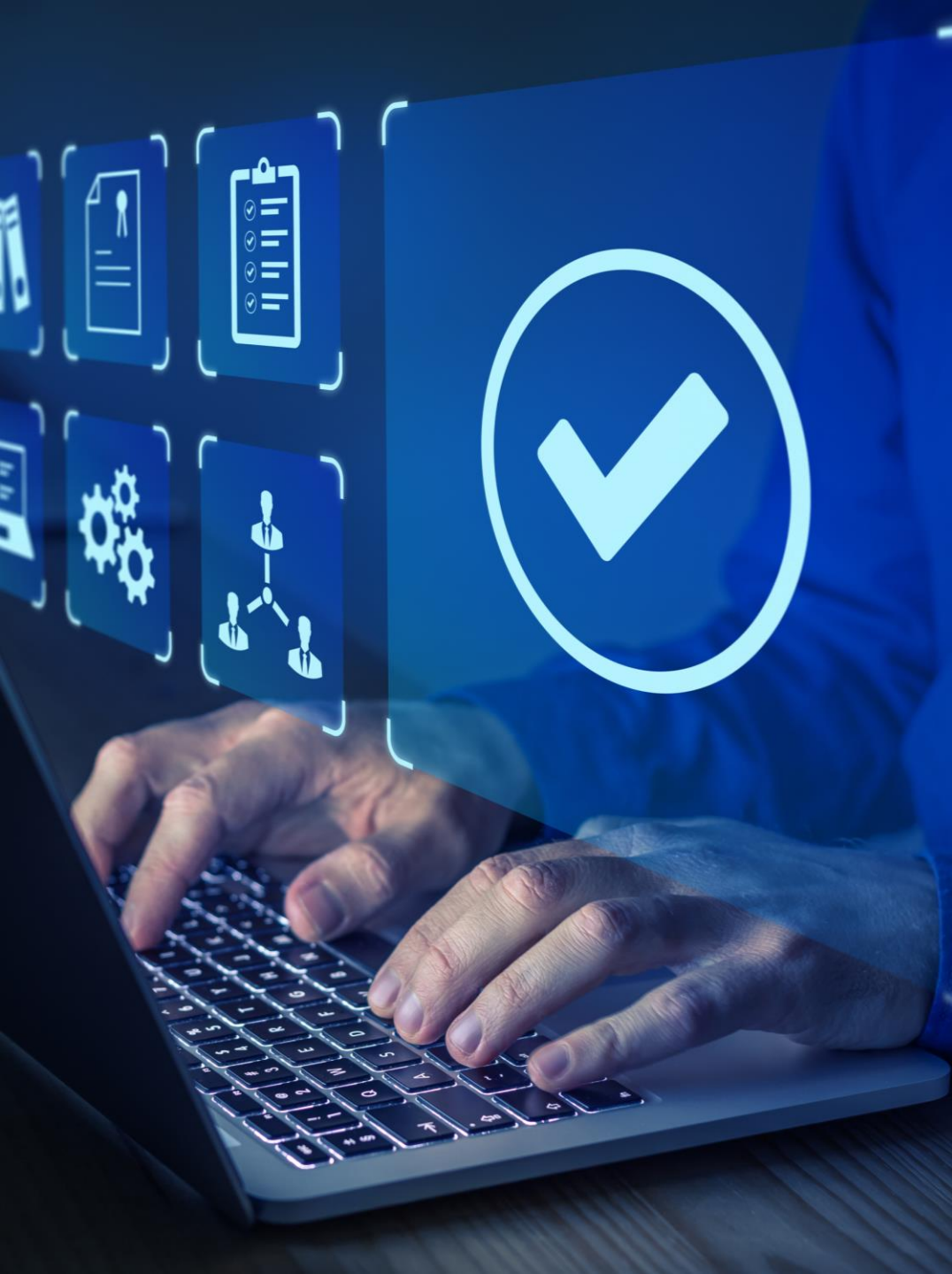
# Four corners of Yes and No





# Asking the right questions





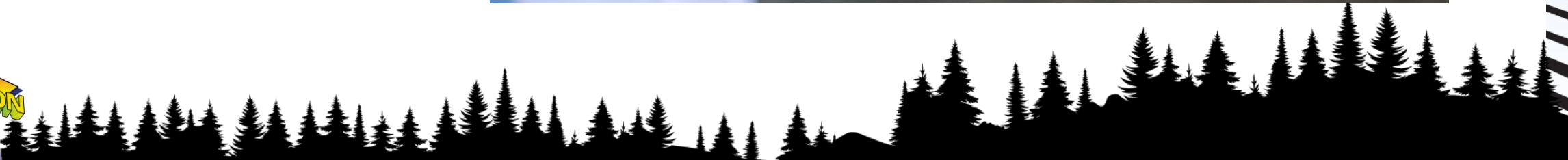
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# Intake and Assessment





**Waiting for  
the ink to  
dry:  
Contracts**



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# Hard and Soft power, or keeping the lights on

- Hard Power AKA tangible deliverables



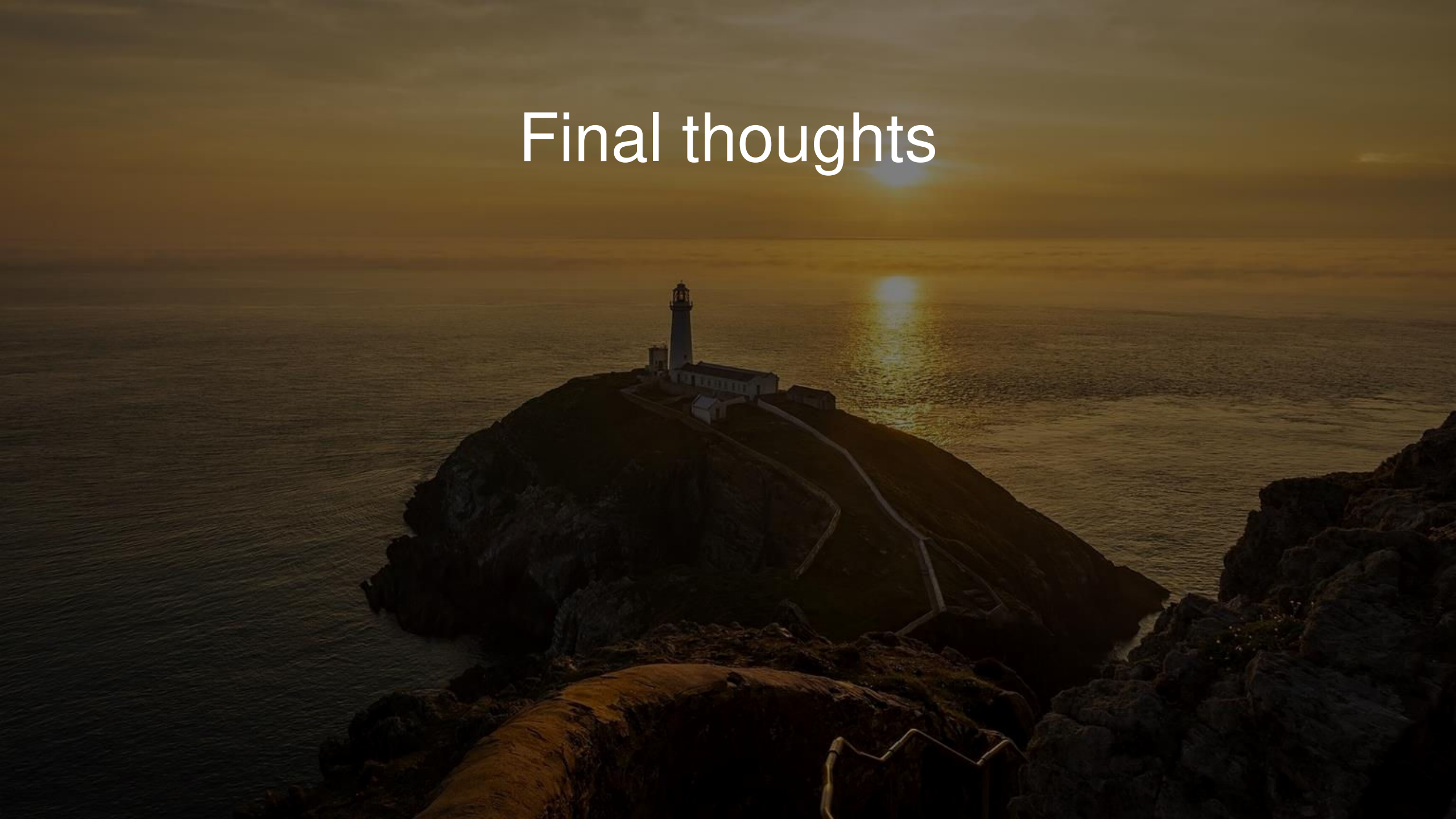


# Hard and Soft power, or keeping the lights on

- Hard Power AKA tangible deliverables
- Soft power AKA hearts and minds



# Final thoughts





# Questions and feedback

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