



All Things M365

Empower to Achieve

Microsoft Teams meetings

Need help? Use the Chat for questions or support.

MEETING CONTROLS



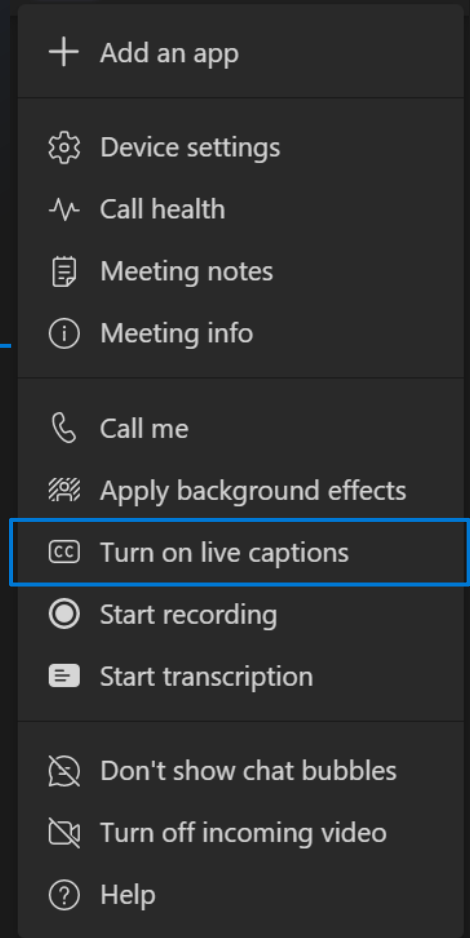
Send chat messages

Raise your hand

Unmute or mute your microphone
Only with permission

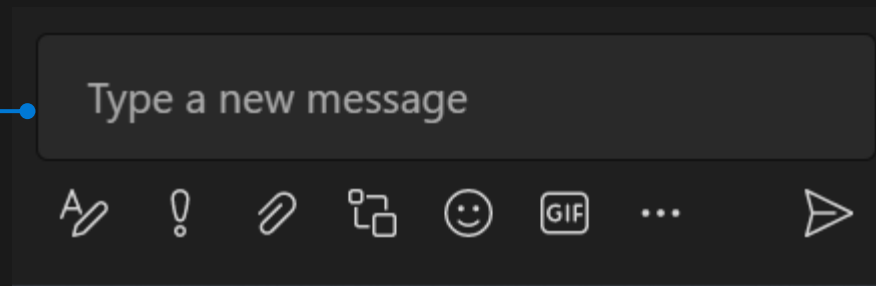
Share your screen
Only with permission

More actions
Including turn on live captions



CHAT OPTIONS

Type a message



Send your message

Driving Innovation with Microsoft Dynamics and the Power Platform

May 17, 2022

10:00 am - 10:50 am



Tim Muhs

- Dynamics and Power Platform SME
- Fifteen Years with State Govt.
NCDA&CS, DEQ, DIT
- Over 20 years experience with GIS
& Databases
- Successful CRM Cloud
Implementation in NC 2015
- Five years at DIT



All Things M365 Sessions



All Things M365 Sessions at it.nc.gov/allthingsm365. If another session captures your attention, make sure you have registered for each session you're interested in.

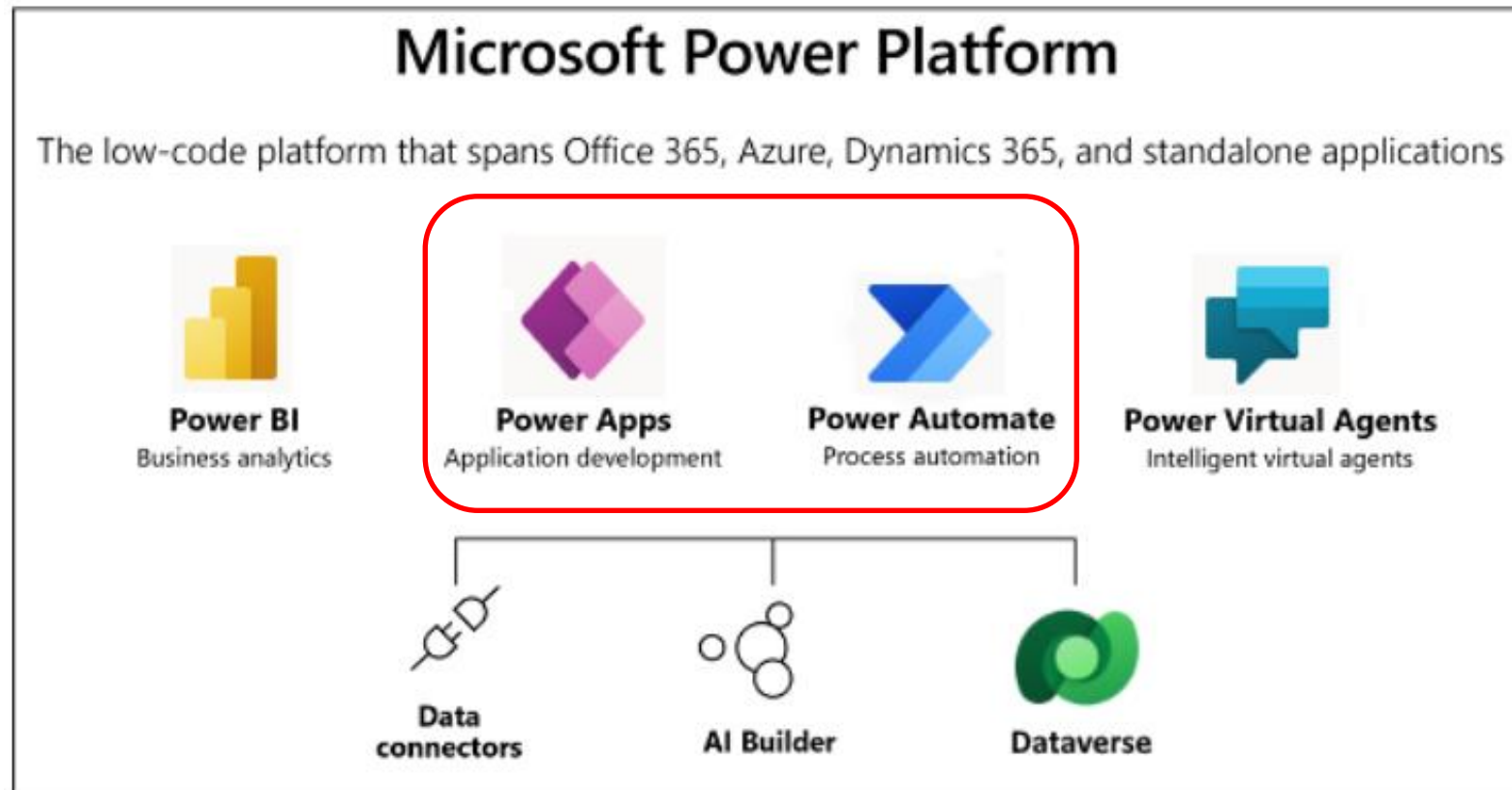
All Things M365 and the Power Platform



- Keynote - Mike Ware DEQ - Microsoft Dynamics and the Power Platform for the PTP Project and others
- **This Session**
- Automate Your Daily Processes with Power Automate - Patrick Doran DIT - T
- Create Engaging Visualizations of Your Data with Power BI - Valarie Maat DIT
- Others

Microsoft Power Platform

Microsoft Power Platform is a powerful set of applications that allow you to automate processes, build solutions and analyze data. It includes Power Apps, Power Automate, Power BI and Power Virtual Agents

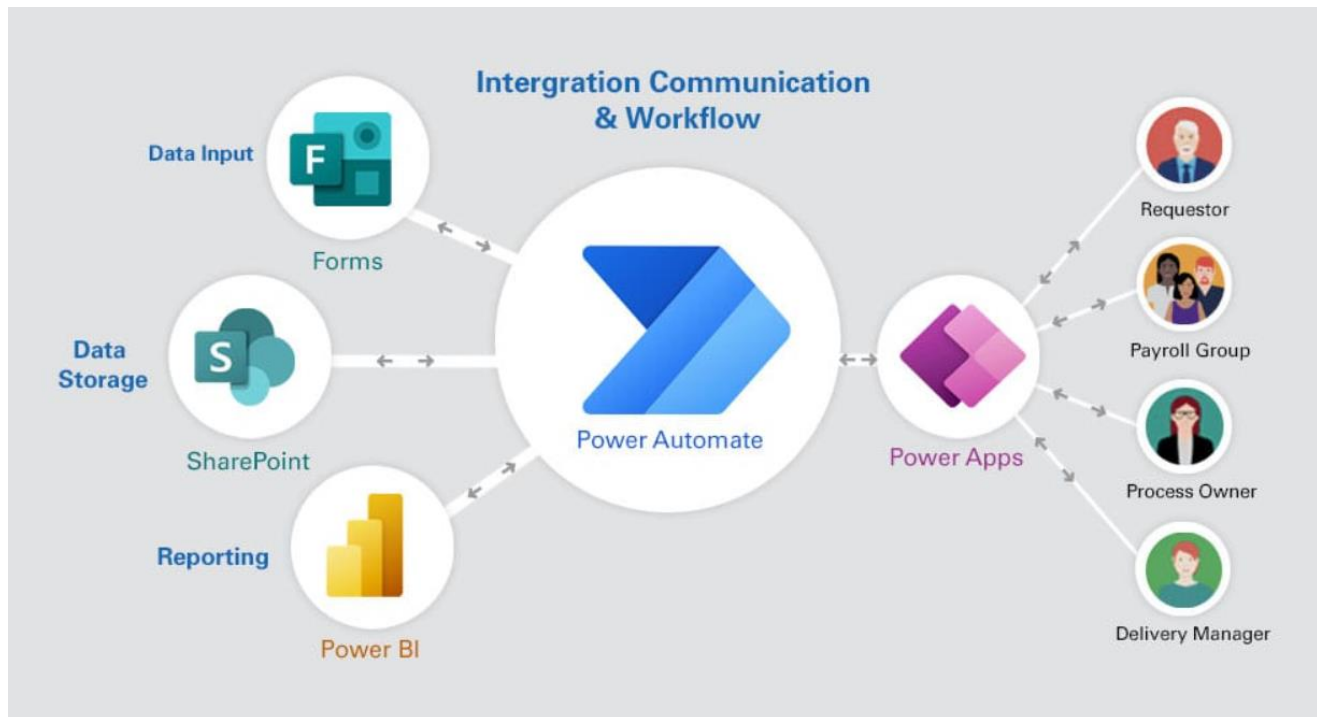


Microsoft Power Platform – Power Apps



Power Apps is a suite of apps, services, that provides a rapid development environment to build custom apps for your business needs. There are two types of Apps Canvas and Model Driven.

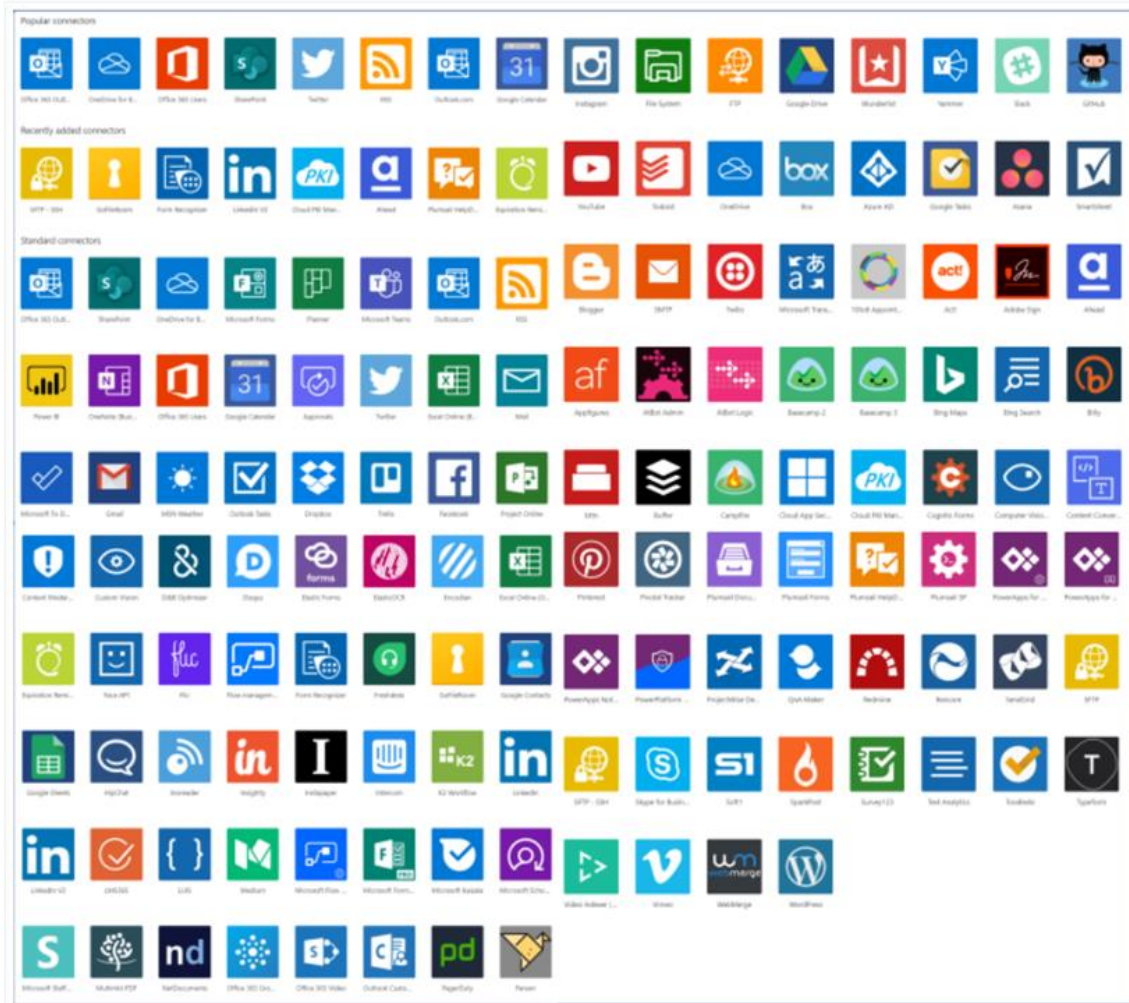
Microsoft Power Platform – Power Automate (Flow)



Power Automate, formerly Microsoft Flow, is an online tool within the Microsoft 365 applications and add-ins, used for the creation of automated workflows between apps and services to synchronize files, get notifications, and collect data.

Microsoft Power Platform – Connectors

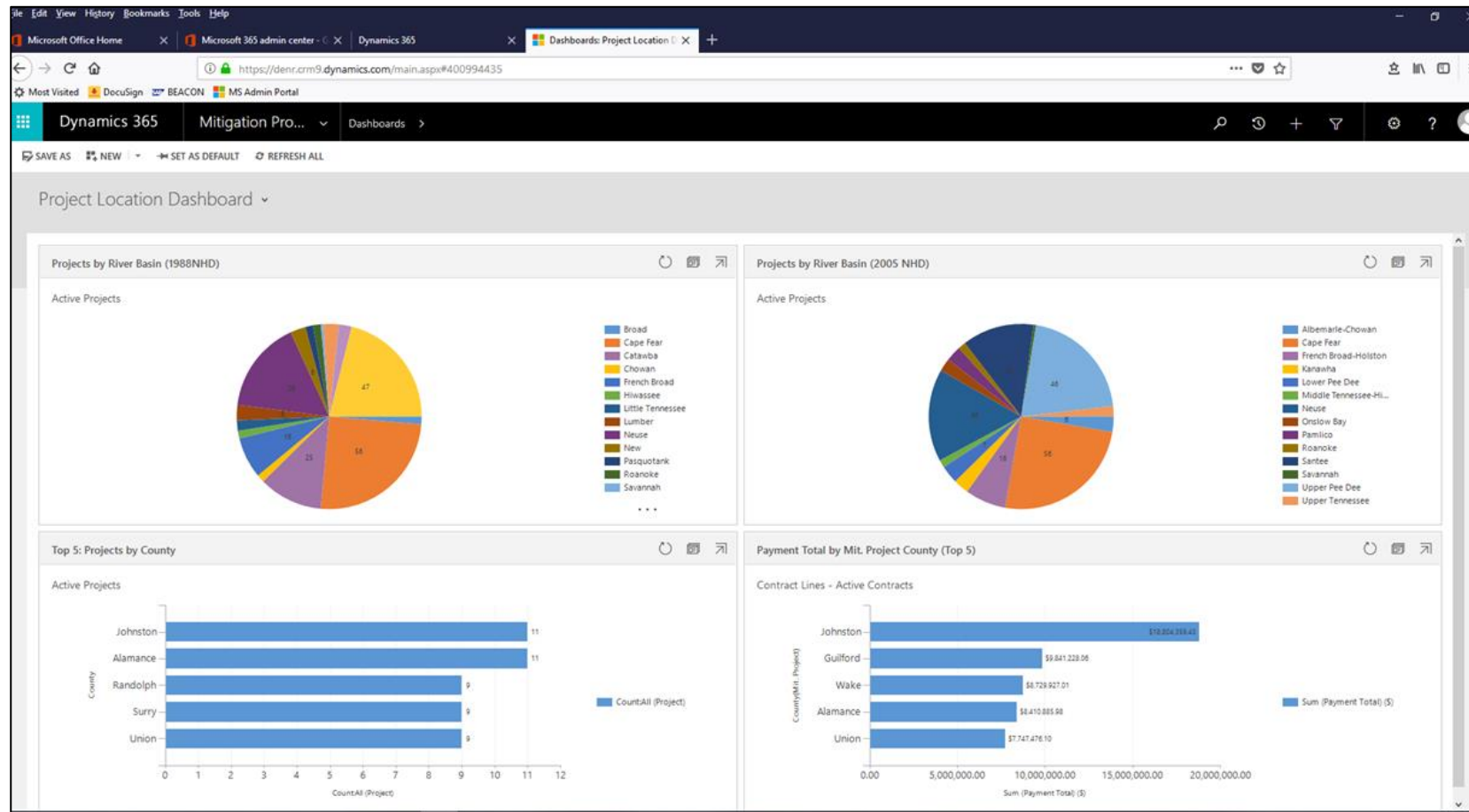
Standard:



Connectors - connectors are a proxy or a wrapper around an API that allows the underlying service to talk to Microsoft Power Automate, Microsoft Power Apps, and Azure Logic Apps. It provides a way for users to connect their accounts and leverage a set of prebuilt actions and triggers to build their apps and workflows.

Microsoft Dynamics

Microsoft Dynamics 365 is a cloud-based business applications platform that combines components of customer relationship management (CRM) along with productivity applications and artificial intelligence tools



How does Dynamics Fit into the Power Platform?

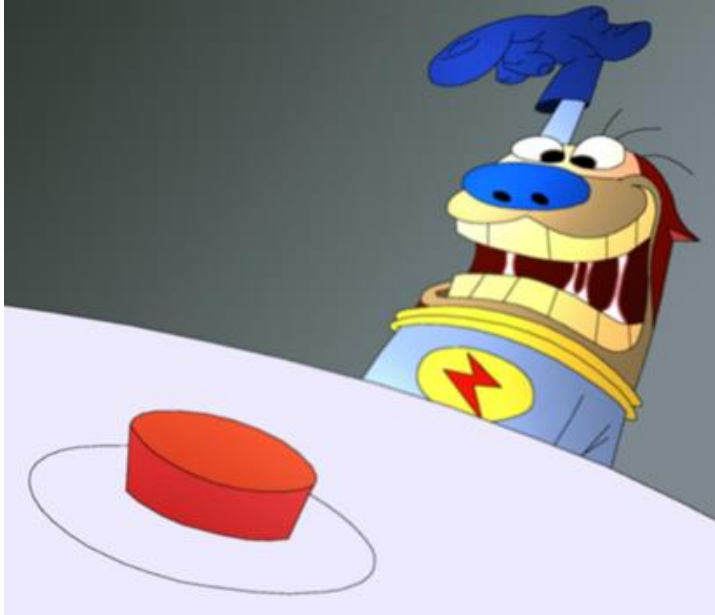
Dynamics 365 role-based app is a pre-packaged solution that is configured to fit unique business process rules and user requirements. In contrast, a Power App must be built from scratch, or customized from a pre-built template.



Dynamics /Power Platform Benefits & Capabilities

- Part of M365 Environment
- Seamless integration with Microsoft products (Outlook, Excel, SharePoint, Word)
- Look and feel similar to other Microsoft Products
- Affordable?
- Mobile Capable
- Connectors
- NCID Authentication
- Network of State Users / Shared Resources
- Microsoft Support
- Configuration vs. Customization

So...



Why Dynamics 365 and the Power Platform?



Eliminate Paper



Legacy Systems

Spreadsheet Overload



Growth

4/28/23 vs. 3/16/22

- Environments
 - Sandboxes = 49 / **39**
 - Production = 13 / **14**
- Power Apps
 - Model Drive Apps = 495 / **355**
 - Canvas Apps = 439 / **337**
- Power Automate = 3,704 / **3,042**
- Power Pages / Portals - 60



Multiple Projects In Development

DHHS - SSRS/DCDEE / DHHS - FHP / DOA -eVP
DHHS - CARDS / DHHS Cost Allocation / Etc.

Support Staff

SharePoint / Teams

- Power Automate
- Canvas Apps
- Michelle Allen/Rod Parrish/Karen Mann

Exchange

- Email
- Distribution Groups
- Etc.
- Janet Riley/Michael Parker/Richard Beck/Mike Hawkins/Anthony Lin



Dynamics 365 / Power Platform

- Power Automate
- Model Driven Apps
- Tim Muhs /Carlos Cameron

Business Intelligence

- Power BI
- Tableau
- Kim Matthews / Eugene Kuntukov

Enterprise Collaboration Services (ECS Team)

Demos

- DEQ – Mitigation Services
- DIT - 911 Board
- DMVA

The screenshot displays the Microsoft Dynamics 365 Case Management interface. The top navigation bar shows 'Dynamics 365' and 'NC 911'. The main header area includes the case title 'Guilford Metro - Static on Calls - Saved', the priority 'Normal', the creation date '6/9/2022 10:57 PM', the status 'In Progress', and the owner 'Warner, Evan'. A progress bar below the header shows the case process: 'Case Process Active for 10 hours' (completed), 'Assign Case' (completed), 'Research (10 Hrs)' (current step), and 'Resolve' (pending).

The left sidebar contains navigation options: Asset Management (Assets, Rooms, Asset Categories, Sub-Categories, Manufacturers, Model, Vendors), Case Management (Cases, Vendor Tickets, Case Types, Queue Items), and Data Management (AT&T ESInet Data). The 'NC 911' entity is selected at the bottom.

The main content area is divided into three sections:

- CASE DETAILS:**

| | |
|-----------------------|------------------------------------|
| Case Title | * Guilford Metro - Static on Calls |
| Case Type | * Software Issue |
| ID | NMAC-004238 |
| PSAP | * Guilford Metro |
| PSAP Contact | Telecommunicator, See N... |
| Next Gen Service Type | Hosted Viper 2 |
| Origin | Phone |
| Due Date | 6/9/2022 |
- Timeline:**
 - Note modified by Warner, Evan: Email to T-Mobile NOC. Hi Ali, We've had another PSAP in Guilford Coun... (6/9/2022 11:12 PM)
 - Auto-post on Guilford Metro - Static on Calls: Case: Created by Warner, Evan for Contact Place... (6/9/2022 10:57 PM)
 - Auto-post on NMAC Level 2: Guilford Metro - Static on Calls was added to N... (6/9/2022 10:57 PM)
- Vendor Tickets:**
 - INC70726068: Guilford Metro - Static on Calls (6/9/2022 11:32 PM)
- Assistant:**

The Assistant has been turned off for your Microsoft Dynamics 365 account

How do We Get Started?

- Initial meeting and discussion
- Define Business Requirements
- Pursue application development via RFP, Supplemental Staffing, Internal Staff or 920S SOW
- Order Licenses, Environments and Portals
- Base Platform Setup
- Application development
- User training, maintain, enhance and upgrade



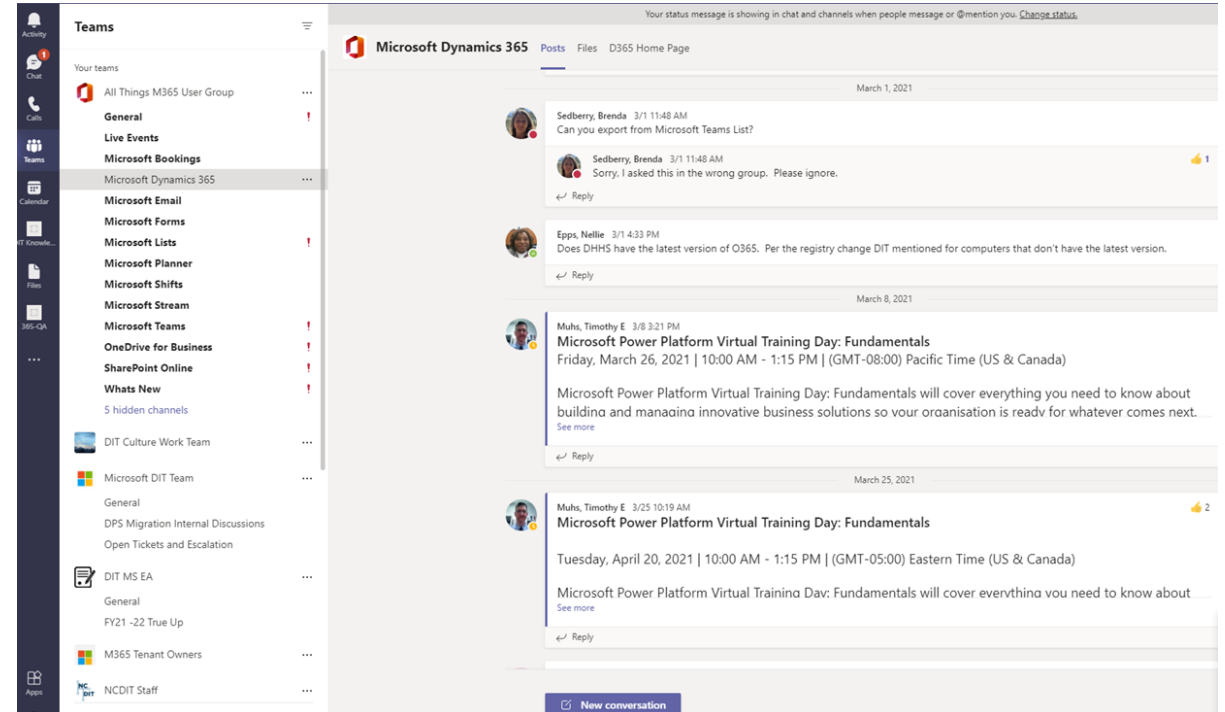
DIT - Support



- Platform Support / Tenant Management
- Escalated Support
- Governance
- Support Vendor access and guidelines
- Base Platform setup
- Discussions with Agencies / Coordinate POCs
- Coordinate Updates as Needed
- Quotes
- Assign Licenses

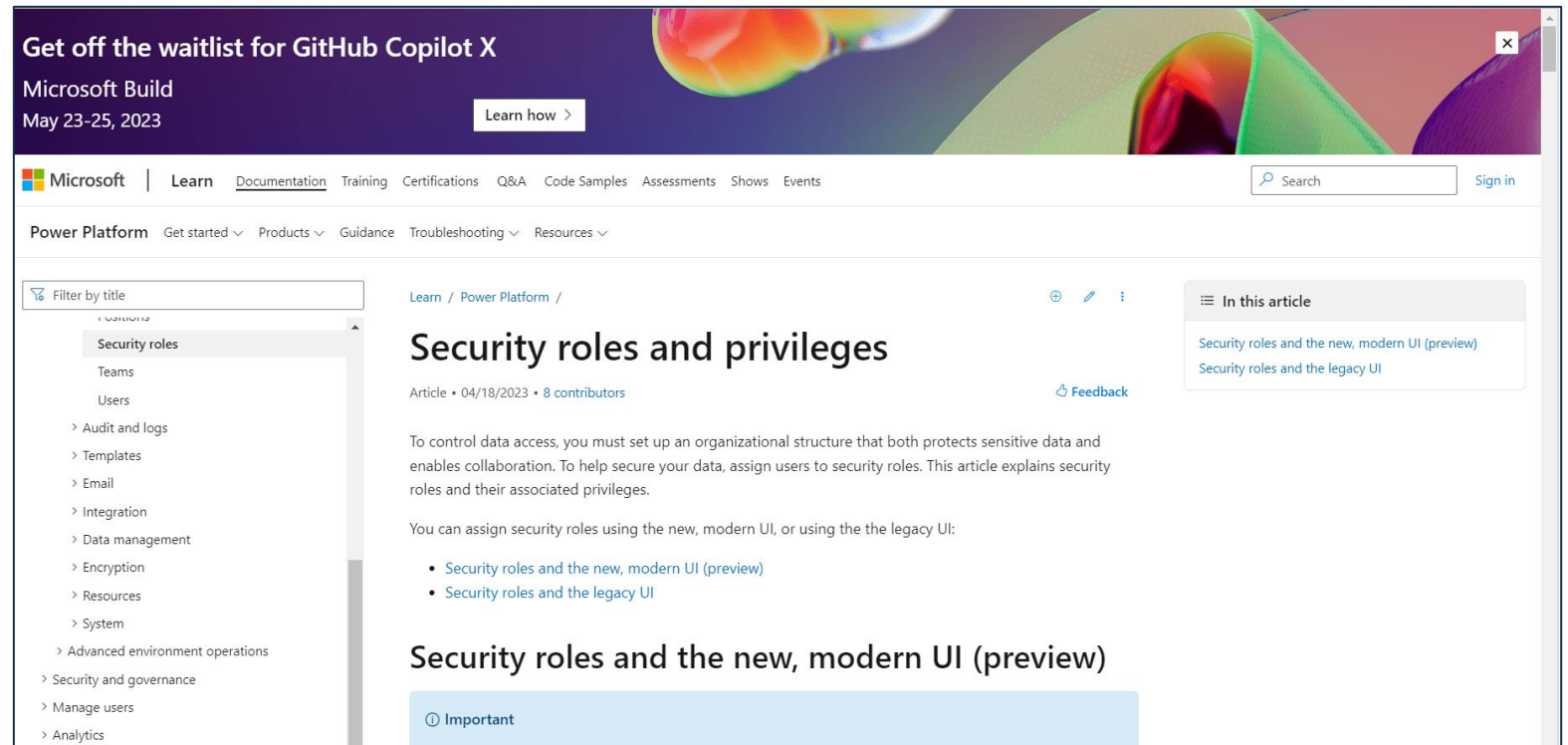
Resources

- **D365 Community of Practice** - Meetings Quarterly with Demos
- **All Things M365 Team Microsoft Dynamics 365 Channel / Power Platform** - Trainings/Events/Information



Resources

- **Enhanced Security Role Designation**



The screenshot shows a Microsoft Learn article page. At the top, there is a banner for 'Get off the waitlist for GitHub Copilot X' with a 'Learn how >' button. Below the banner is the Microsoft logo and navigation links: Learn, Documentation, Training, Certifications, Q&A, Code Samples, Assessments, Shows, Events. A search bar and 'Sign in' link are on the right. The main navigation for 'Power Platform' includes Get started, Products, Guidance, Troubleshooting, and Resources. A left sidebar contains a 'Filter by title' search box and a list of categories: Security roles (selected), Teams, Users, Audit and logs, Templates, Email, Integration, Data management, Encryption, Resources, System, Advanced environment operations, Security and governance, Manage users, and Analytics. The article title is 'Security roles and privileges' with a 'Feedback' link. The article text states: 'To control data access, you must set up an organizational structure that both protects sensitive data and enables collaboration. To help secure your data, assign users to security roles. This article explains security roles and their associated privileges. You can assign security roles using the new, modern UI, or using the legacy UI:'. A bulleted list follows: 'Security roles and the new, modern UI (preview)' and 'Security roles and the legacy UI'. Below the list is a section header 'Security roles and the new, modern UI (preview)' and a blue callout box with an 'Important' icon.

[Security roles and privileges - Power Platform | Microsoft Learn](#)

Training

- **Microsoft In Person Power Platform Training**
 - June 8th **Full**
 - July 20th
- **Microsoft Virtual Training Days -**
<https://www.microsoft.com/en-us/trainingdays/businessapplications>
 - Power Platform Fundamentals - May 22nd
- **Microsoft Learn -**
<https://learn.microsoft.com/en-us/training/>
- **You Tube -**
<https://www.youtube.com/@mspowerplatform/videos>



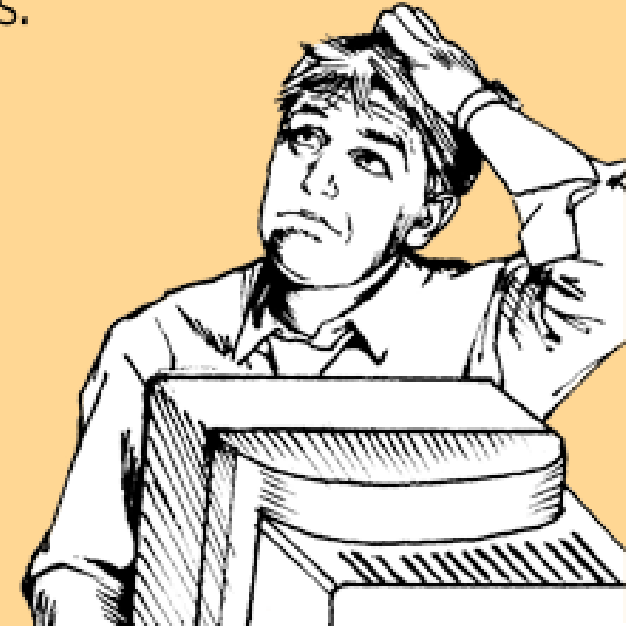
Thank You!!

Tim Muhs

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NCDIT

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If life gives you questions, Google gives you answers.



Conference Survey - <https://forms.office.com/g/atM5LnvH42>