

Maturity & Adoption Framework



Fusion development

Developers and business users, building better, together



Adoption Assessments and Maturity Model

Power Apps Adoption focuses on these key pillars of adoption success from the [Power CAT Adoption Maturity Model](#)

-  Strategy and Vision
-  Business Value
-  Change Management
-  Admin and Governance

Helps organizations focus on their maturity levels to help identify opportunities to accelerate capabilities and results

LEVEL 100 INITIAL	LEVEL 200 REPEATABLE	LEVEL 300 DEFINED	LEVEL 400 CAPABLE	LEVEL 500 EFFICIENT
<ul style="list-style-type: none"> Pockets of success and experimentation with Power Platform. No strategy or governance approach. Apps are team-based and supported by the makers. Organisation sees the potential of a strategic investment, but there is no clear path forward. 	<ul style="list-style-type: none"> Initial Power Platform controls implemented by a central team. Start to identify applications that are becoming broadly used in the organization. These organizations sometimes believe that the use of the Power Platform is running "out of control". 	<ul style="list-style-type: none"> Standardizing repeatable practices. Achieving measurable success to digitally transform their organization. Defined Power Platform Center of Excellence team. Transformation may still reflect the organic growth. 	<ul style="list-style-type: none"> Standard processes for managing and monitoring Power Platform. Power Platform capabilities are being used to transform the business broadly and used for enterprise-critical apps and integrations. Platform Champions have established channels. 	<ul style="list-style-type: none"> Organization has proven the capabilities of Power Platform to transform mission critical capabilities. Established community of experts. Fusion teams enable legacy capabilities and modern cloud architecture to be used easily.

Strategy and Vision



Level 100	Level 200	Level 300	Level 400	Level 500
<ul style="list-style-type: none"> • Innovation driven by Business Areas (bottom up) • Low-complexity scenarios • Limited re-use • Undefined strategy 	<ul style="list-style-type: none"> • Common vision between IT & Business • Demand-management process 	<ul style="list-style-type: none"> • Dedicated Power Platform product owner • Bottom up and top-down innovation • Defined understanding of Power Platform's role in your organization's IT portfolio • Data is a core part of the digital transformation 	<ul style="list-style-type: none"> • Established Center of Excellence team • Increased delivery efficiency supports rapidly changing business needs • Business plans shared across departments 	<ul style="list-style-type: none"> • Power Platform is key part of the digital transformation strategy • Vision and strategy understood by all • Organization wide initiatives deliver larger scale apps • Enterprise Architecture decisions include Power Platform capabilities

Business Value



Level 100	Level 200	Level 300	Level 400	Level 500
<ul style="list-style-type: none"> • No formal Business Value Assessment • Undefined targets 	<ul style="list-style-type: none"> • Key Performance Indicators (KPIs) understood, operationalised, reported on and reviewed against goals • Ideas with the highest business value are chosen for development • Business pain points are quantified before project start and compared after finish 	<ul style="list-style-type: none"> • Dedicated Power Platform product owner • Bottom up and top-down innovation • Defined understanding of Power Platform's role in your organization's IT portfolio 	<ul style="list-style-type: none"> • Precise quantitative and qualitative measures used to effectively control, predict and improve business efficiency • CoE Starter Kit – Innovation Backlog or equivalent tooling for measuring business value adopted 	<ul style="list-style-type: none"> • "Big Picture" analytics visualize business value of Power Platform solutions all-up and per business area • Advanced dashboard and reporting provide decision-making capabilities and measure business value • Executive visibility of business value and impact of Power Platform solutions

Change Management



Level 100	Level 200	Level 300	Level 400	Level 500
<ul style="list-style-type: none"> Some staff may have attended App in a Day events (Partner or Microsoft delivered) Team-based initiatives for nurturing makers Teams work independently No pro dev use of Power Platform 	<ul style="list-style-type: none"> On-boarding strategy for new makers Some staff have participated in a hackathon Makers become ambassadors across their departments and evangelize the capabilities Teams review and ratify each other's work Pro Devs pilot high-value use cases 	<ul style="list-style-type: none"> Makers provide insights into business pain points Training and upskilling strategy for makers Internal Champions community CoE Starter Kit – Nurture Module adopted Teams plan work as a team, but operate independently Teams manage source control and app lifecycles Standard libraries, custom connectors and components to be consumed by makers 	<ul style="list-style-type: none"> Regular events for Champions Regular hackathons Maker assessments and certificates Sharing and celebrating success stories Show & Tell sessions Adoption campaign Cross-functional teams plan and execute work jointly, including makers, testers and operational teams. Collaborative planning for infrastructure and change enablement Use of Common Data Models to aid data reuse 	<ul style="list-style-type: none"> Large internal community with proven value Career path for makers Community of mentors Common development strategy and goals for Citizen and Pro developers Teams form seamlessly to accommodate cross functional skills Common development strategy and goals for Citizen and Pro developers needed for new projects

Admin and Governance



Level 100	Level 200	Level 300	Level 400	Level 500
<ul style="list-style-type: none"> • Environments are creatable by all • No Data Loss Prevention policies (DLP) 	<ul style="list-style-type: none"> • Power Platform Service Admin role assigned to specific administrators • Default environment covered by DLP controls • Tenant Isolation configured • CoE Starter Kit – Core Module adopted to gain tenant-wide insights of existing usage 	<ul style="list-style-type: none"> • Defined environment, DLP, and request management strategies • Managed Environments as a strategic approach • Monitoring of app usage and adoption • Monitoring of new connectors, to update DLP policies • License, capacity and consumption monitoring informs decision making • Tiered approach to productivity environments based on maker maturity • Custom environments are used for specific use cases and ALM scenarios 	<ul style="list-style-type: none"> • Overshared, unused and orphaned resources are identified, and appropriate actions are taken • Reactive governance to automatically gather business and compliance information • CoE Starter Kit – Governance Module adopted to gain compliance insights and archive resources • Telemetry helps identify business-critical apps • Power Platform Operations team looks after tenant hygiene • Maker responsibilities are clearly defined and understood and automatically communicated 	<ul style="list-style-type: none"> • Further automation takes place through chatbots embedded in Teams – through clear risk profiles, tasks are auto-approved or routed through multi-step approval processes (e.g. line manager, information security department, environment or tenant admin) • Practices that worked in their organization are shared externally at Microsoft or community events

Scale and speed your
digital transformation
with fusion development



Fusion teams

Definition: Noun

Digital “fusion teams” are distributed and multidisciplinary digital business teams that blend technology and other types of domain expertise.

Gartner
2019-2021

Fusion teams in action

IT professional

Works with CIO and other leaders on governance, security and community



Professional developer

Works with business users/makers to build and integrate advanced functionality



Scale through
fusion teams

Business Users/Makers

Plan, build, co-author and launch
solutions



The fusion team maturity model

The five phases to the full realization of benefits of fusion development

Initiation

Plan and launch a fusion program

- > Fusion opportunity identification
- > CIO-led charter and approach to structuring
- > Application assessment
- > Champions of process identified
- > Cross IT executive buy-in

Key driver:

CIOs

Preparation

Set up governance and security strategy

- > Creation of controlled environments and proper governance
- > Formal COE established
- > Establishment of roles and responsibilities
- > Skilling distribution across fusion team

Key driver:

IT pros (Sec, DevOps, etc.)

Collaboration

Collaborate on app development

- > Initial application built
- > Fusion team focus on areas of expertise
- > Achieve rapid deployment and real-time iterations

Key driver:

Pro & Citizen Developers

Acceleration

Maintain quality with DevOps and best practices

- > Best practices are curated and scaled
- > Showcase fusion-built apps
- > Field ideas for new apps
- > Apply standard DevOps processes to fusion apps

Key driver:

CIOs, IT pros

Innovation

Enjoy the benefits of fusion development

- > Fusion applications flourish around the entire enterprise, empowering teams to ideate and execute
- > Pro devs and IT pros have confidently secured environments for creation of mission-critical apps
- > Competitive advantage realized

Key driver:

Pro devs, IT pros

Critical players in creating fusion development

How a fusion team collaborates on building an app

Let's take a look at who across an enterprise might be involved in successful fusion development, and what expertise they would bring.



CIO

Sets fusion vision and aligns to business goals



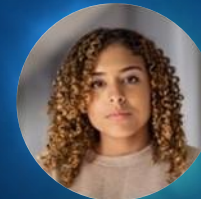
Governance and security lead

Works with IT pro to set data protection policies for fusion apps



IT pro

Sets up managed environments, ALM, training



Pro developer

Builds custom connectors and components and co-authors development of advanced functionality



Business User/ Maker

Identifies business requirements for app and collaborates with other domain experts and developers to build and publish app

A large, bold, white number '1' is positioned on the left side of the image. The background is a dark blue gradient. On the right edge, there is a faint, glowing blue arc and a small white light source, suggesting a celestial or scientific theme.

1

Fusion development in action

Plan and launch a fusion program



CIO

Sets vision for fusion development, aligns to business goals

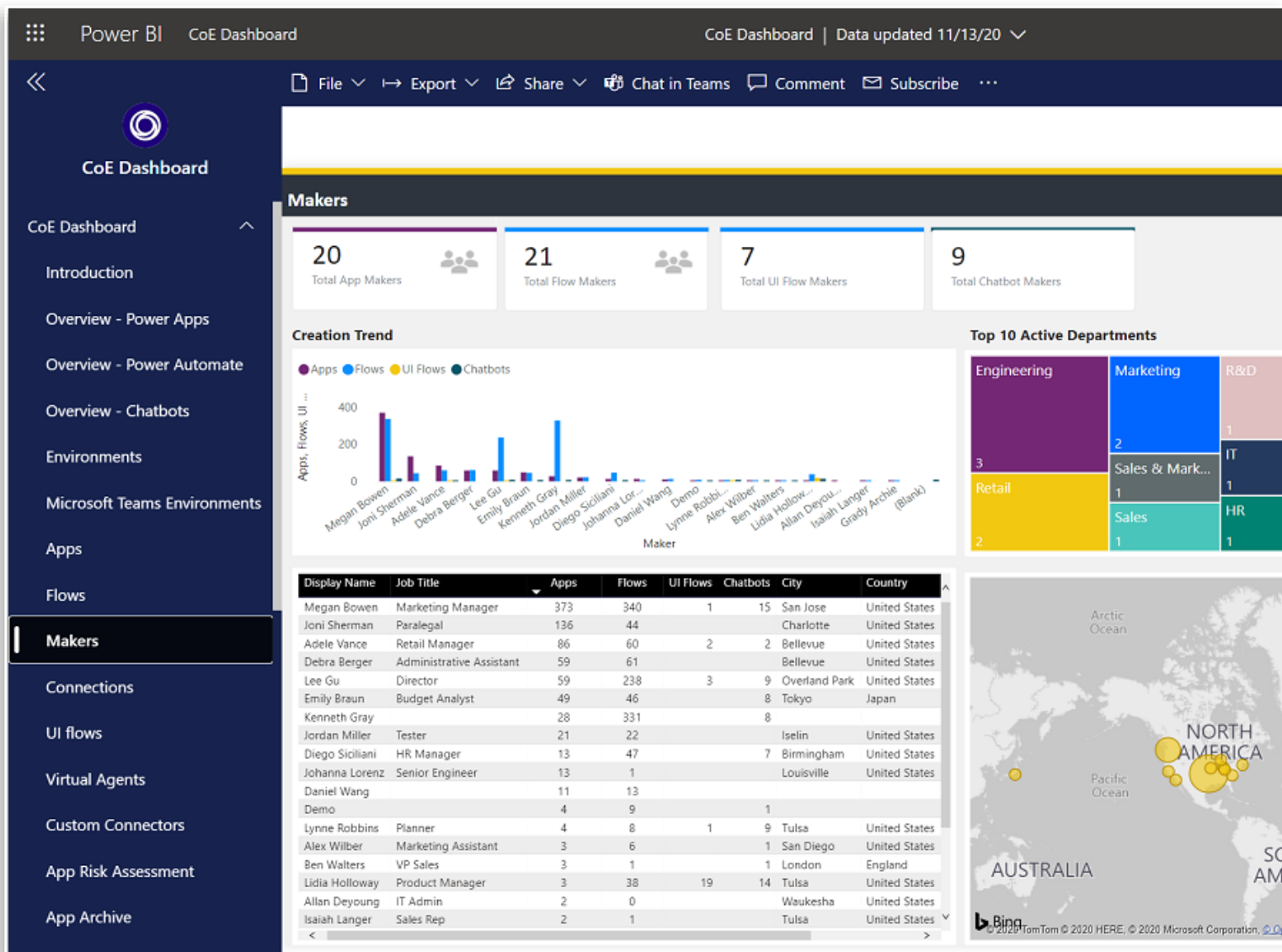


IT pro

Identifies active makers to build a champions network and invites makers to fusion program.

Supporting tools

- > **Microsoft Partner App Assessment.** Helps identify and prioritize applications for cloud modernization and fusion development.
- > **Power Platform COE Starter Kit dashboard.** Identifies active makers and app usage.
- > **COE Starter Kit welcome email template.** Guides new makers through fusion process and structure. Email can be sent automatically when user launches first app on Power Platform.



Set up a governance and security strategy

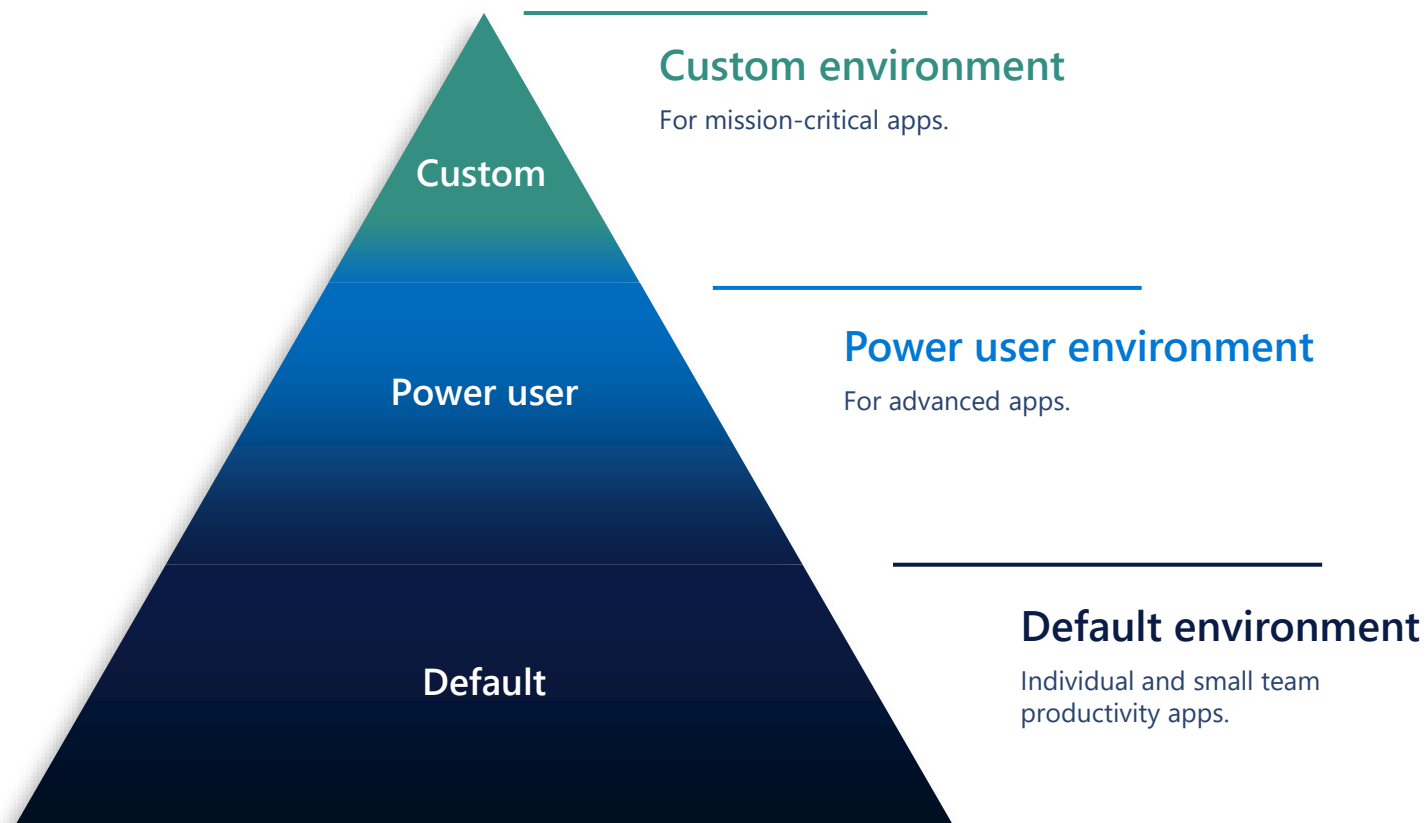


CIO, IT pro

Works with governance and security lead to configure managed environments and data loss protection (DLP) policies. These guardrails support advanced development by makers while securing resources.

Supporting tools

- > **Power Apps Admin Center.** Centralize activities to create, manage, monitor environments, and data loss prevention (DLP) policies.
- > **DLP policies.** Enforce rules that control which connectors are enabled for each environment, and which connectors can be used together.
- > **Security groups.** Control access to Power Apps, flows, Dataverse security roles, and other Office 365 services such as SharePoint Online.
- > **Managed Environments.** A suite of capabilities that allows admins to manage Power Platform at scale with more control, less effort, and more insights.



Assess and support app requirements



IT pro

Assesses makers' requests to build apps, grants the required environment and development tools, and connects maker with champion support as needed.

Supporting tools

- > **CoE Starter Kit: Maker Assessment App.** Gather information from makers about the purpose and requirements of an app.
- > **CoE Starter Kit: Environment request components.** Automate the request, approval, and creation of environments and related data loss prevention (DLP) policies.

App Assessment Questions Clear Screen Submit

USE CASE AUDIENCE DATA COMPLEXITY SUPPORT

Complexity Questions

Does the app need to work offline?

No

How many steps are in your workflow?

26-50

Does your app need to support multiple languages?

No

Will you be developing a multi-step business process?

Yes

Will you be using AI models in your app?

No

Important things to keep in mind

Will you guide people through a step by step process that leads users through the process you have defined for actions that need to be done?

Governance considerations

Power Platform Resource Request Management System | Admin

✓ Approve ✕ Reject

⚠ Connectors restricted by original policy configurations. Add environment to existing policies' environments lists or modify policies in the Power Platform admin center to unblock connectors.

Environment Creation Requests > POC for Dynamics Marketing App

Details

State	Region	Type
Pending	United States (default)	Sandbox
Can expire	Requested duration	Has database
Yes	60 days	Yes
Language	Currency	
English	USD	

Business Justification

The marketing department wants to create a canvas app that complements the existing Dynamics 365 Marketing app used to manage content and talent. The canvas app will help excentuate the content development process by displaying assets stored in a SharePoint document library.

Impacting Policies View and modify policies

Name	Type	Status	Action
Blanket Policy	Exclude certain environments	Restricting	+ Exclude Environment from Policy

Access

Environment admins (5)

Security group

None

Notes Undo Save

Add comments on the request decision here...

Connectors (5)

☒ No connectors are blocked
☐ Some connectors are restricted

Office 365 Outlook	<input type="checkbox"/>
Office 365 Users	<input type="checkbox"/>
Office 365 Groups	<input type="checkbox"/>
SharePoint	<input type="checkbox"/>
Microsoft Dataverse	<input type="checkbox"/>

Collaborate on prototype



Business User/Maker

Identifies business requirements and launches prototype. Collaborates with other domain experts and makers who can share feedback directly inside the app.

Supporting tools

- > **Power Apps Studio Express design.** Accelerate prototype development. Upload a Figma design file, PDF, or even hand-drawn layout, and Power Apps will convert it into a working Power Apps app within seconds.
- > **Comment pane in Modern App Designer.** Invite makers and domain experts to collaborate directly inside app.
- > **Embedded Teams Chat.** Initiate discussions in real time.

Make a reservation

First name: Last name:

Date: Time:

of Guests: Seating area:

Accommodations:

Occasion:

- ☐ Birthday
- ☐ Celebration
- ☐ Other

CONFIRM

Appointment Scheduler

First name: Last name:

Email address:

What subject do you need help with?

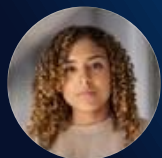
- ☐ Psychology
- ☐ Economics
- ☐ French
- ☐ Geometry
- ☐ Biology

Name of preferred tutor (if any):

Select a date: Select a time:

Book appointment

Design, extend and share custom connectors



Pro developer

Builds custom connectors and pushes them to dedicated Power Platform environments for easy discovery in Power Apps.



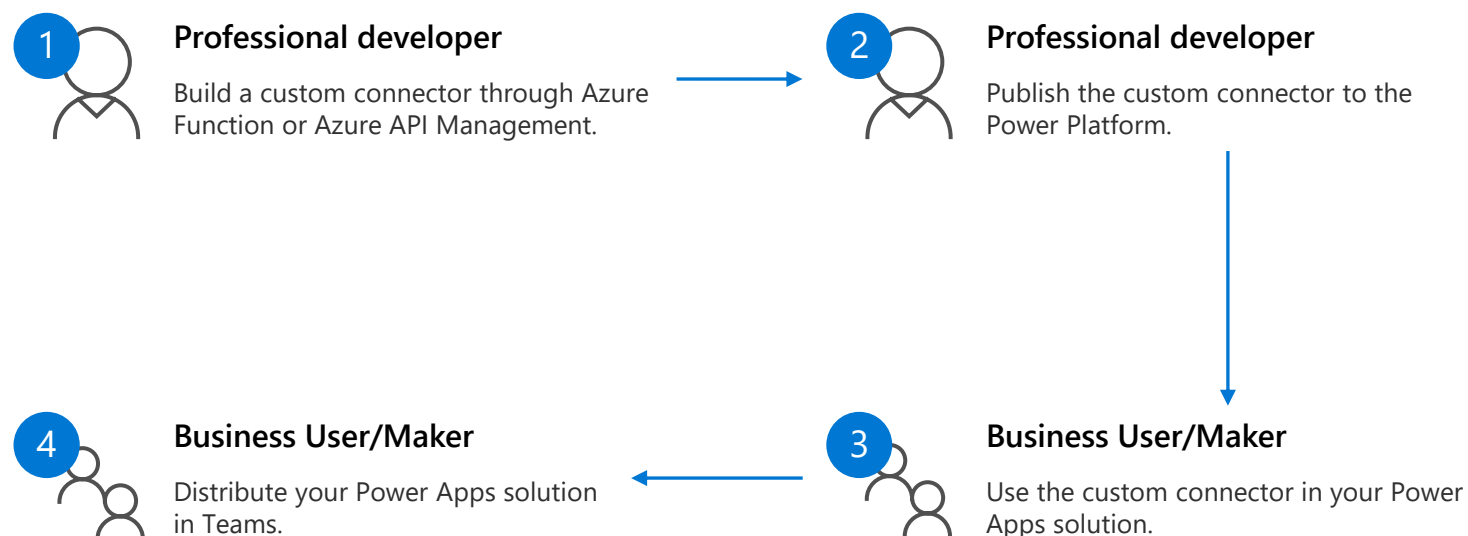
IT pro

Controls which users and apps can access the APIs and monitors how they are used to build other apps.



Business User/Maker

Adds custom connector directly to app via Connectors pane in Power Apps Studio.



Supporting tools

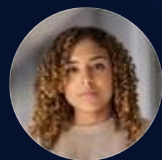
- > **Azure Functions and Azure API Management.**
Create custom APIs to unlock access to any Microsoft cloud hosted data source.

Design reusable custom components



IT pro

Creates component libraries to ensure consistency across apps.



Pro developer

Builds advanced components using low code and custom code and shares with makers in library.

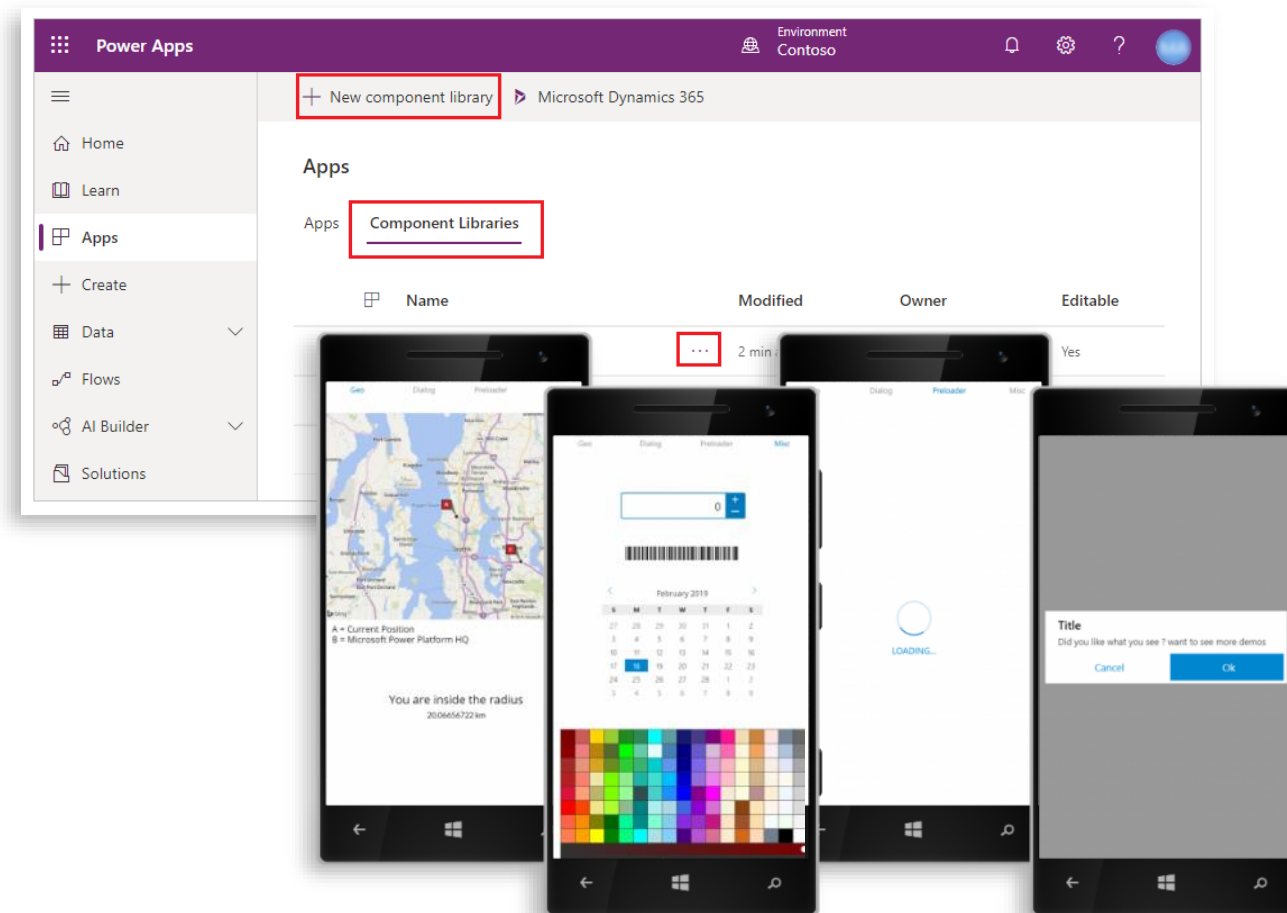


Business User/Maker

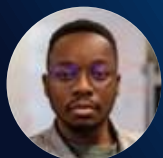
Posts fusion app stories in solution showcase on wiki to inspire other makers.

Supporting tools

- > **Power Apps component framework.** Quickly develop reusable, embeddable components with the low-code canvas. Reuse within and across apps; compose with pro-dev components.
- > **Fluent UI component.** Create apps which more closely align with modern Microsoft patterns and styles.

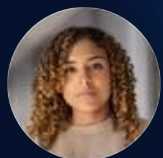


Co-author Power Apps development (Preview)



Business User/Maker

Co-authors app with pro developer to simplify development and integration of advanced functionality.



Pro developer

Builds advanced functionality using low code and custom code and adds directly to app.

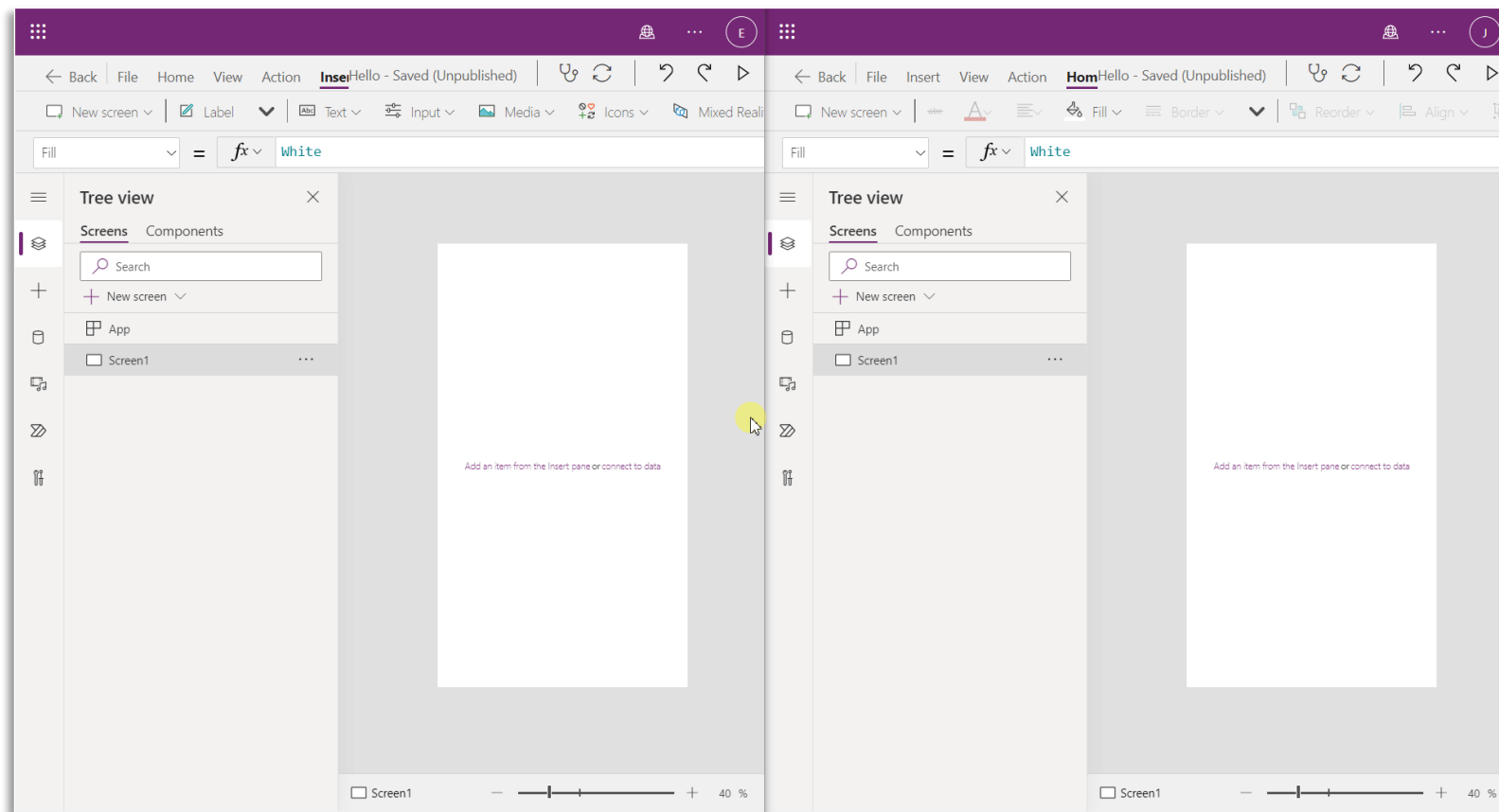


IT pro

Monitors version history, creates and manages pull requests, and other version control tasks.

Supporting tools

- > **Git version control** enables more than one person to edit a canvas app at the same time.
- > As changes are made and synchronized, they're automatically merged with other changes, and made available to all others editing the app.
- > Azure DevOps or GitHub can be used as the Git provider.



Maintain quality with ALM using Azure DevOps

Acceleration



IT pro

Sets up DevOps for Power Platform. Monitors version history, creates and manages pull requests, and other version control tasks.

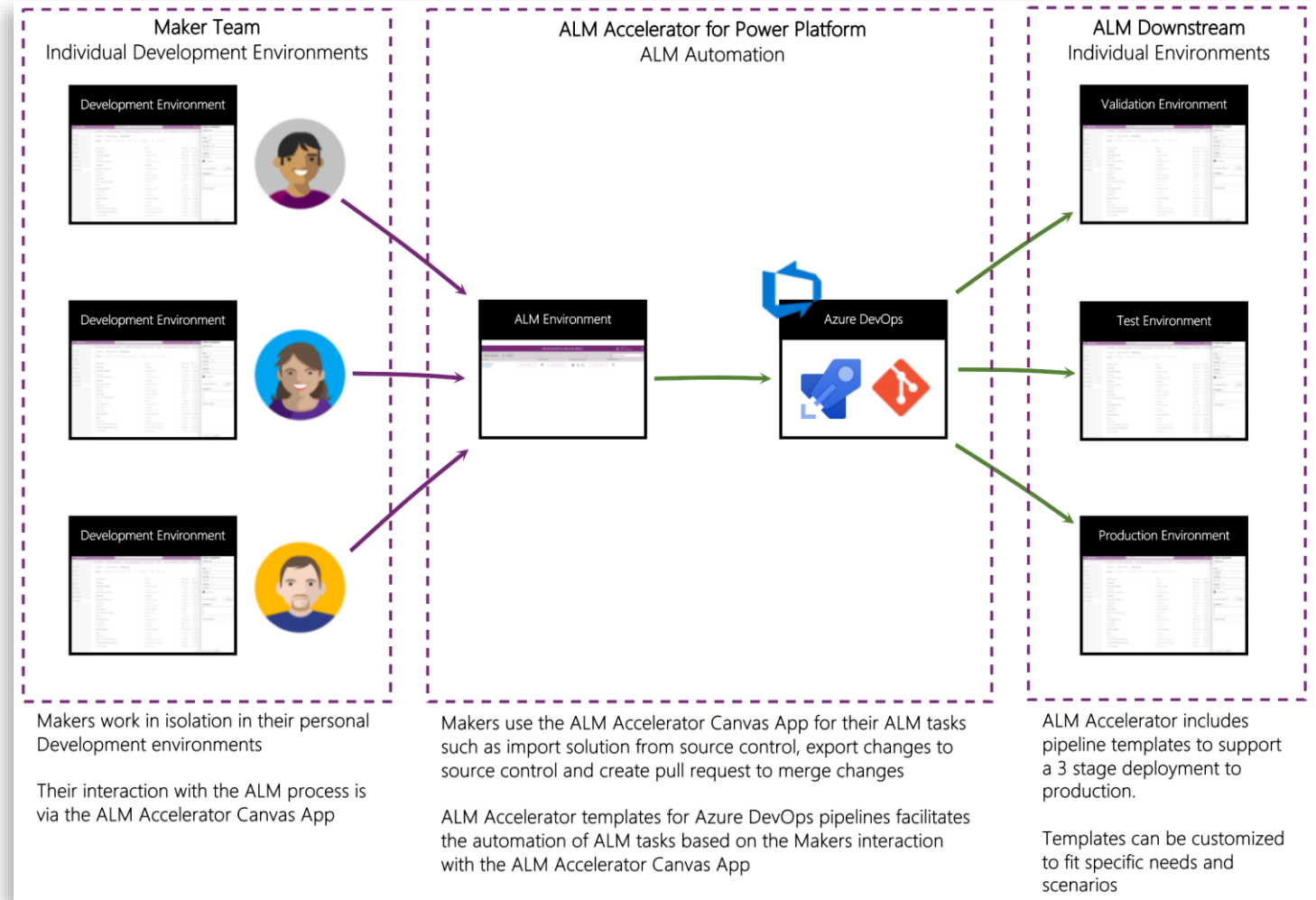


Business User/Maker

Uses ALM Accelerator to identify and resolve issues and imports exports solutions and changes to source control.

Supporting tools

- > **GitHub Actions for Power Platform.** Build automated software development lifecycle workflows.
- > **ALM Accelerator for Power Platform app.** Enable makers to perform source control and version history and deploy their solutions in Power Platform.
- > **Solution Checker.** Perform a rich static analysis check on solutions against a set of best practice rules and quickly identify and resolve issues.



Build a fusion community



IT pro

Creates wiki to educate makers on fusion processes, best practices, and training.

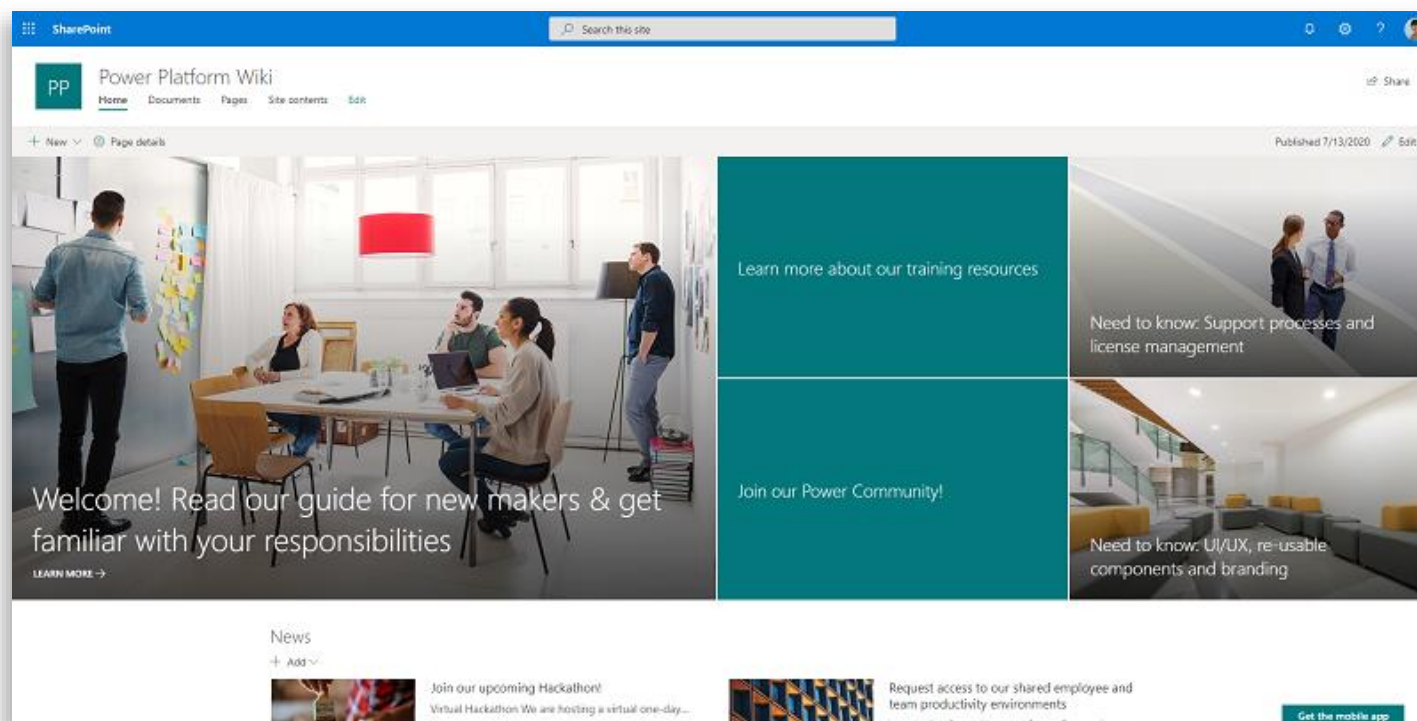


Business User/Maker

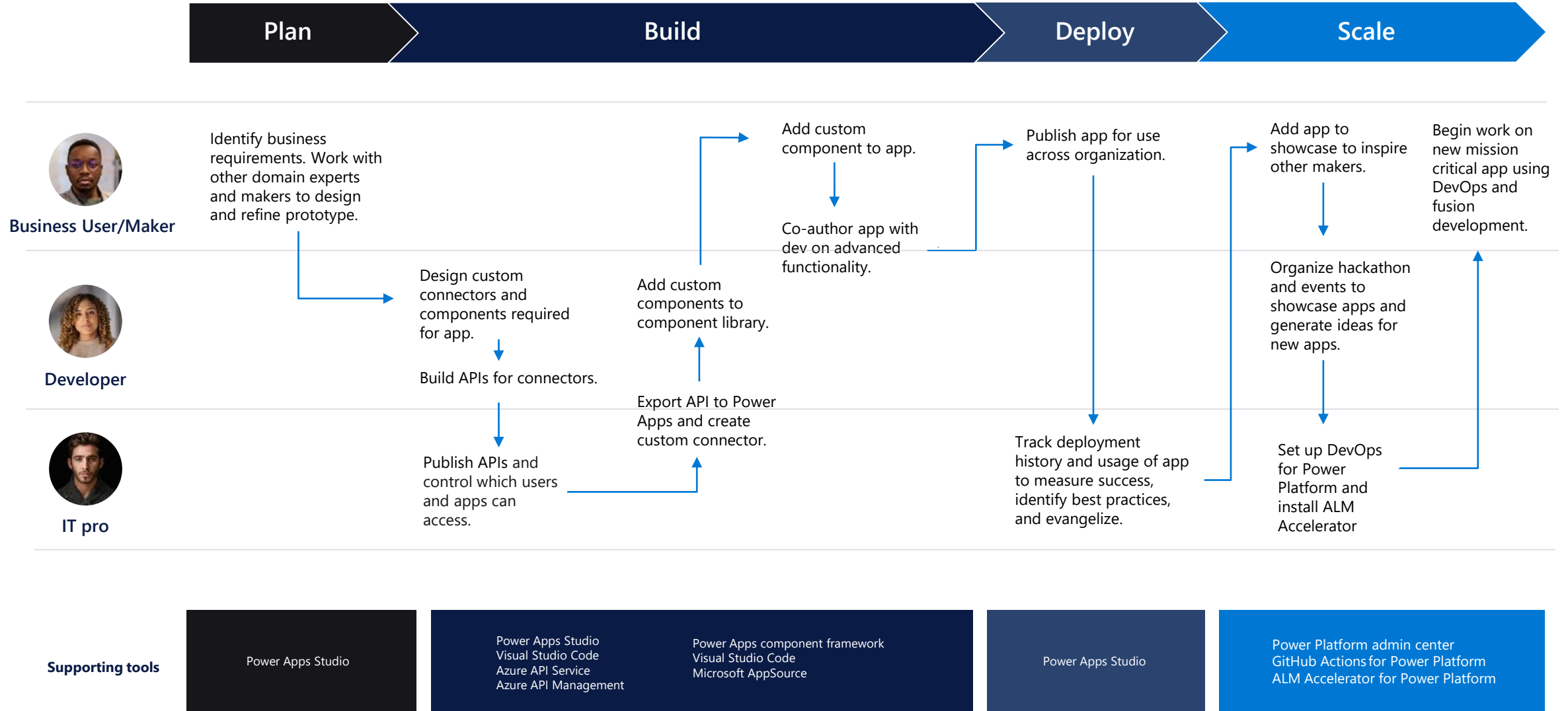
Posts fusion app stories in solution showcase on wiki to inspire other makers.

Supporting tools

- > **SharePoint, Yammer, and Teams sites.** Share fusion processes, training and best practices. Enable makers to post questions that can be answered by your growing fusion community.



Fusion teams in practice



2

Fusion
customer successes

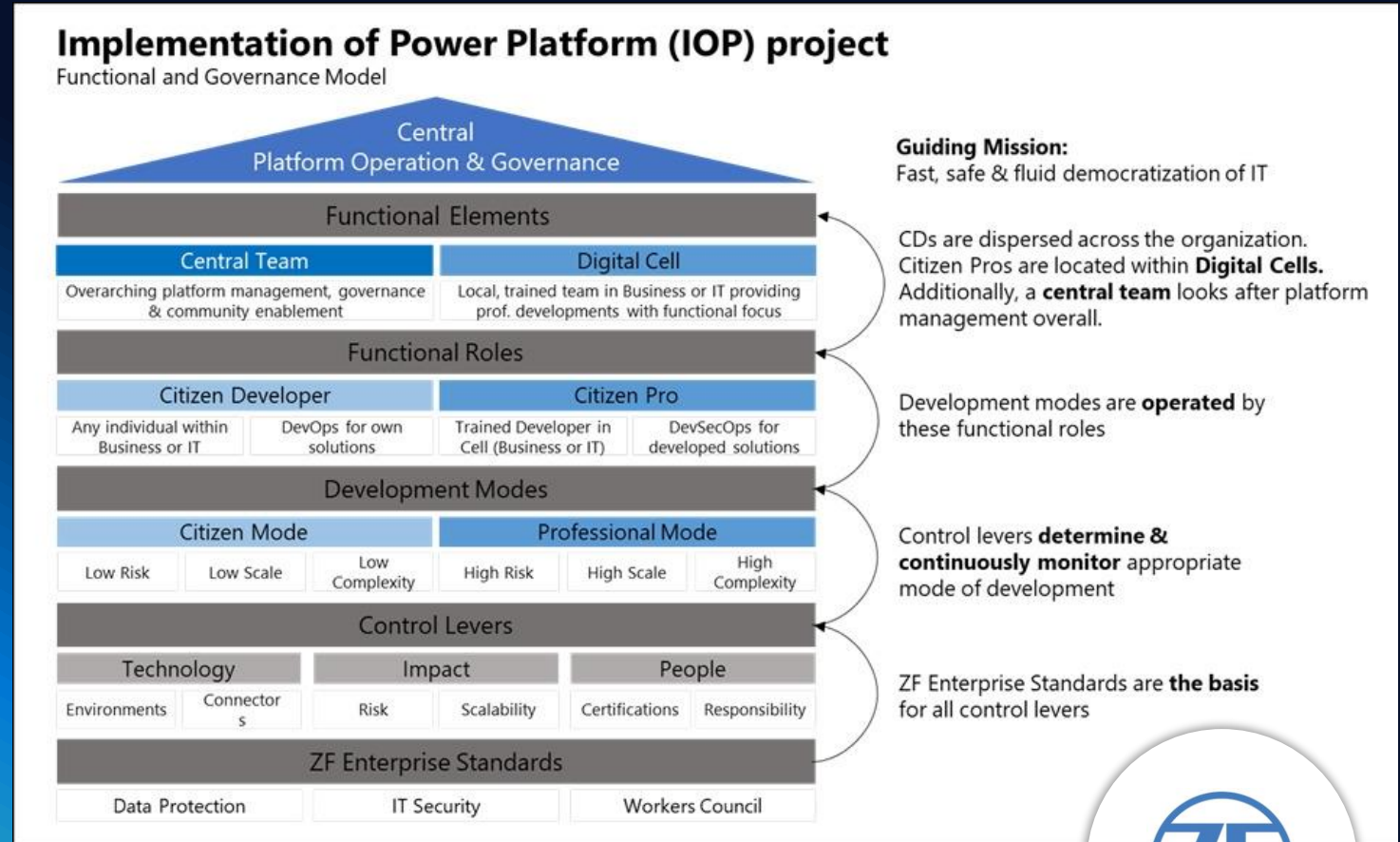


Customer spotlight: ZF Group

- > As part of its Microsoft 365 launch, ZF made Power Platform available to all employees.
- > A highly effective governance, and fusion strategy has paved the way for more than 42,000 Power Platform solutions.
- > All maker "CDs" complete a Spot Assessment to help the Central Team collaborate on the best development path for an app.
- > If an app requires advanced functionality or business-critical support, the Central Team connects maker to pro dev champion.
- > Central Team monitors and manages and supports the entire platform.

// We started by developing basic productivity apps and we're now using Power Platform to support important manufacturing processes."

Kevin Kainz, Power Platform Solutions Manager,
ZF Group

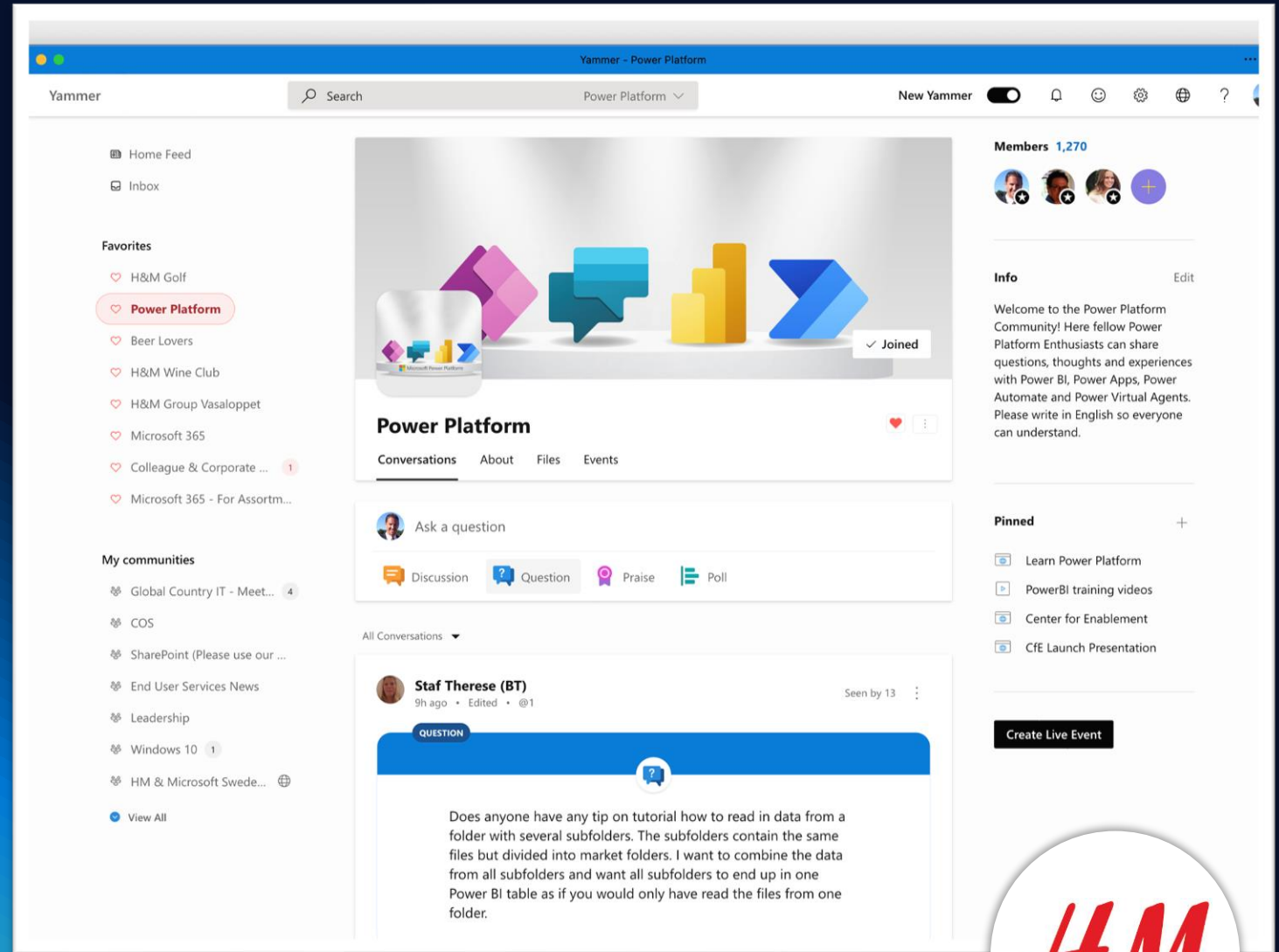


Customer spotlight: H&M

- > H&M Group used the Microsoft Power Platform Center of Excellence Starter Kit to set up security and governance controls in just two weeks for all 30,000 users at the company.
- > The CoE at H&M was led by four employees with various levels of development experience.
- > Yammer site created to foster a strong fusion community.

// Even with our new Power Platform security and governance controls in place, creativity continues to flourish and the number of apps and citizen developers we have at H&M Group keeps growing."

Helena Forsberg: Microsoft 365 Solution Architect, H&M Group



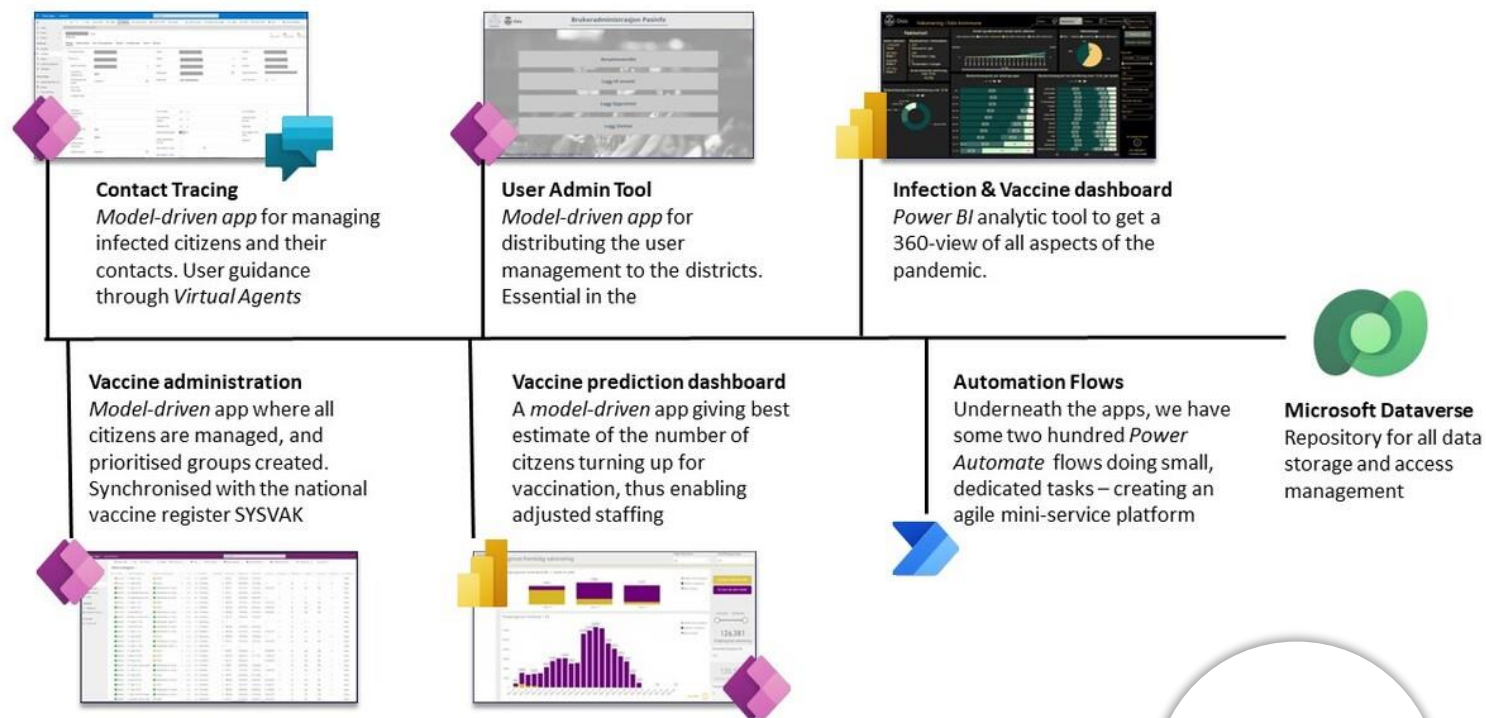
Customer success: Oslo Agency for Health

- > Team has built more than 25 apps and digital solutions for a range of uses.
- > In just four months, the number of users went from 30 to 3,000 without seeing any performance hits.
- > Advanced functionality includes a nightly integration with Azure SQL, which provides the Norwegian Institute of Public Health with secure access to the data it needs to plan national measures.

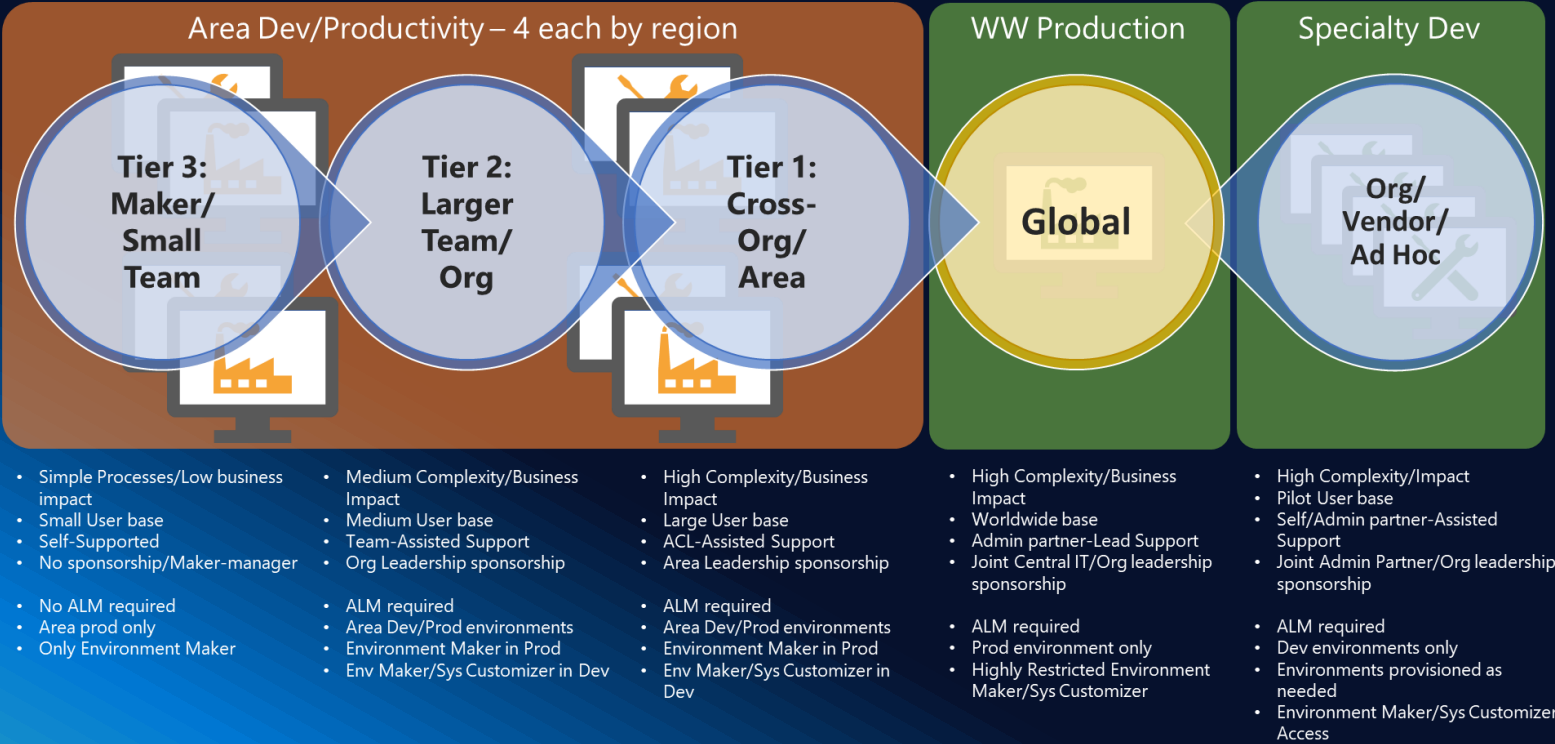
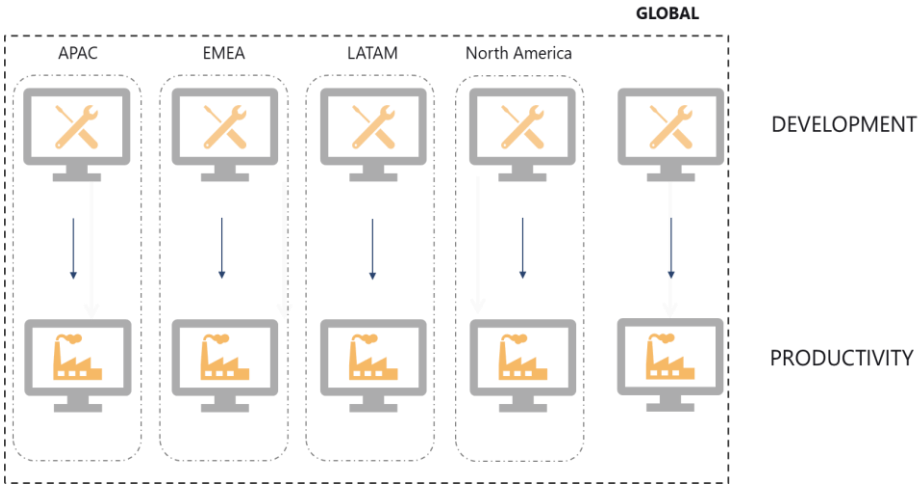
// ...we have a pilot-turned-contact-tracer, a journalist, an environmental scientist, an auditor, a chaos physicist, an occupational therapist and two nurses – all hands-on fulfilling their unique role of developing solutions in the Power Platform.

Ottar Wiklund: Product Manager
Oslo Agency for Health

Some of the important applications



Microsoft Environment Strategy

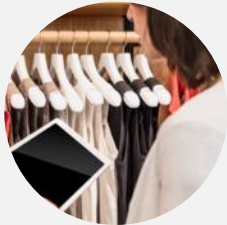


Who benefits from fusion development?

Scenarios where we've seen customer success with fusion teams



Financial services app supporting dematerialization process



Retail app supporting inventory management



E-commerce companies with remote customer management



Construction services relying on inspection app



Surveyor app supporting field services



HR app supporting employee experience



HR and payroll app supporting employee leave of absence



Entertainment services app improving CX through fan engagement

Business makers involved in fusion team

- > Corporate or business unit IT
- > Customer service
- > Operations and production
- > Administrative support
- > Marketing and communications
- > Finance/accounting
- > Quality control/Quality assurance

Key benefits of fusion

- > Seamless collaboration among makers and developers to scale business impact
- > Developers empowered to focus on business issues instead of duplicating code
- > Connection of existing data with 500+ connectors and customer connectors

Center of Excellence

COE program management and leadership

Oversees the program, manage interdependencies & drive strategy

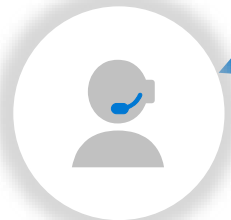


Platform enablement

Provides overall administration, tooling and guidance for the platform

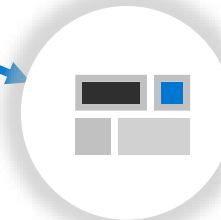


COE



Modern Service Management (MSM)

Provides support for end-users & tracks issues to resolution



Citizen and developer enablement

Provides development and testing capability and expertise to the citizen development teams across business units



Adoption and change management (ACM)

Supports ACM community, awareness and training needs

Center of Excellence is a Team sport

- COE Toolkit
- Citizen Developers
- Fusion Teams
- Environments
- Data Sources
- Security
- Compliance & Risk

Who Benefits

- IT
- Pro Developers
- Business Leaders
- CxO's
- Employees / Users
- Shareholders

3

Next steps



Get started today with fusion development



Find out more about fusion development using Power Platform

[Fusion development learning path](#) gets your team skilled and certified quickly.

[Download the Fusion development e-book](#) for in-depth learning.



Download fusion development tools

[Azure API Management connector on Microsoft Power Platform](#)

[Introducing Microsoft Power Fx: the low-code programming language for everyone](#)

[Reshape the future of work with Microsoft Dataverse for Teams](#)

[Microsoft Power Platform ALM and ALM accelerators overview](#)



Engage a Microsoft partner to kick start your fusion development program

[Application and Database Modernization Assessment](#)

[Microsoft LEAP Program](#)