

Transforming Government Services with Power Platform

Marc Gunning

Business Applications Executive – Intermountain West Microsoft State and Local Government

Welcome

Dept. of Health and Welfare

Dept. of Ag

State Bar

State Tax Commission

Potato Commission

Dept of Water Resources

Industrial Commission

Dept. of Finance

Dept. of Vocational Rehabilitation

Dept. of Environmental Quality

Dept. of Fish & Game

Division of Veterans Services

Division of Occupational and Professional Licenses

Department of Insurance

Military Division

State Historical Society

Dept. of Administration

Dept. of Correction

Public Utilities Commission

Correctional Industries

Commission of Pardons and Parole

Office of Energy and Mineral Resources

State Independent Living Commission

Council for the Deaf and Hard of Hearing

Department of Parks and Recreation

Access Idaho

STEM Action Center

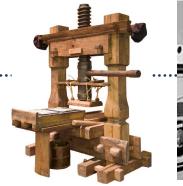
Commission for Libraries

Commission for the Blind and Visually Impaired

Evolution of work & customer experience

The next inflection point

Automation



Track



Predictive



Cognitive Automation

Robotic



Social Robots

Transformational Business Value Opportunity



Predictive Personalized Self Serve 60% of human effort can be automated

Empower staff to do what they are good at

More customers are choosing Microsoft Power Platform

>500K

organizations using Power Platform every month

97%

of Fortune 500 companies use Power Platform

>80%

of US SLG customers using the Power Platform



Public Safety and Justice













Health and Human Services











Microsoft Power Platform Industry Solutions















- Call Center/Citizen Reporting
- Tracking Road Conditions
- Work Requests
- Construction Projects
- Ridership Management
- Complaint Tracking
- Insurance Case (Risk) Mgt
- Inspections



- 311 Citizen Services
- Neighborhood and Streets
- Mobile Government Worker
- Agency Case Management
- Water Services
- Government Transparency
- Homeless Encampment
- Licensing & Permitting
- Sexual Harassment Complaint Tracking
- HR Employee Training and Certification Tracking
- Veteran's Affairs Program Management
- Records and Documents Management
- Citizen Correspondence Management
- Economic Development
- Liquor Control Board



- Patient Engagement
- Care Coordination
- Mobile Care Worker
- Virtual Health
- · Child Welfare
- Patient Grievance Management
- Electronic Health Records
- Inpatient Bed Availability
- Citizen Contact Management
- Disease Surveillance
- Women Infants and Children (WIC) Program
- HHS Case management
- Public Health Assessments
- Provider Management
- Coordinated Care
- Behavioral Health
- Eligibility Management

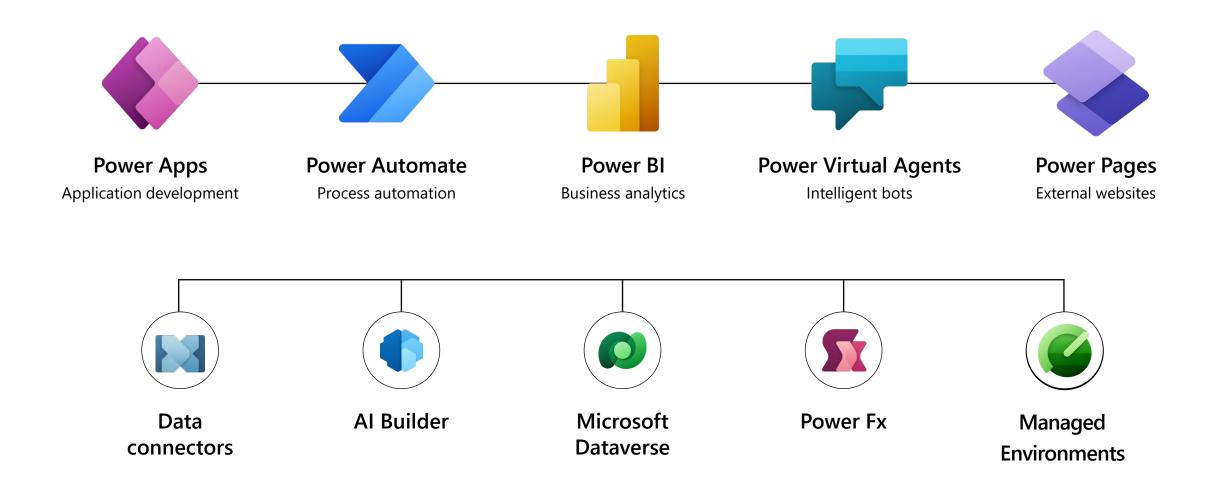


- Digital Patrol and Investigation
- Incident Management
- Use of Force Tracking & Investigation
- Traffic Collisions
- Workers' Compensation
- Offender Management
- Court Case Management
- Legal court reviews, legal case management, document management
- Virtual Courtrooms
- Police Records Request
- Human Resources Officer Recruitment & Onboarding
- Victims Services



Microsoft Power Platform

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





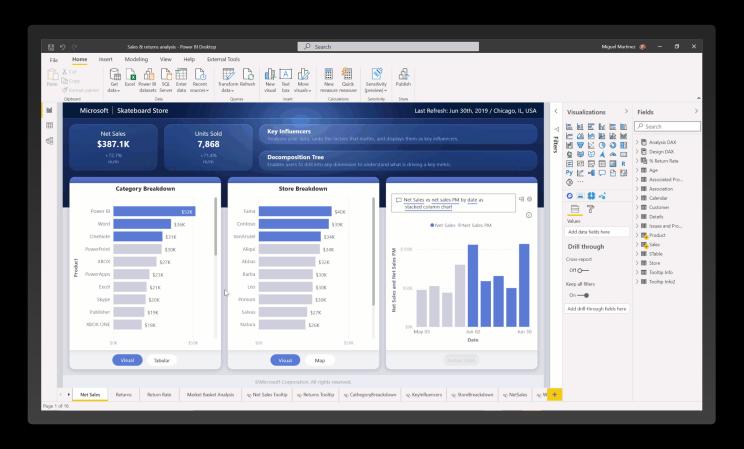






Power Apps Power Automate

Power Virtual Agents















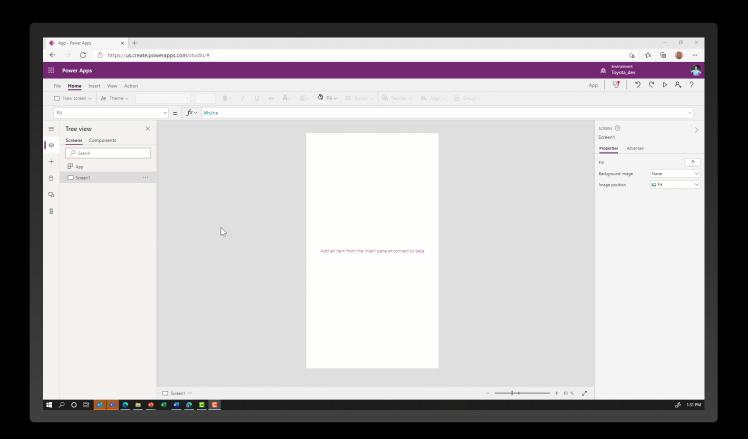




Power Apps

Power Automate

Power Virtual Agents









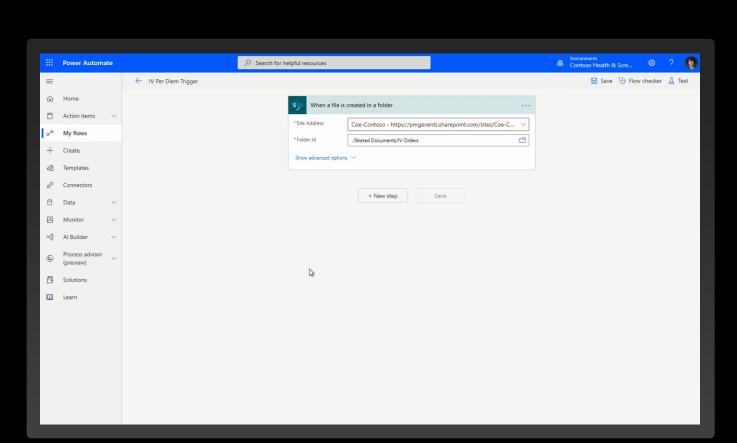








Power Virtual Agents



























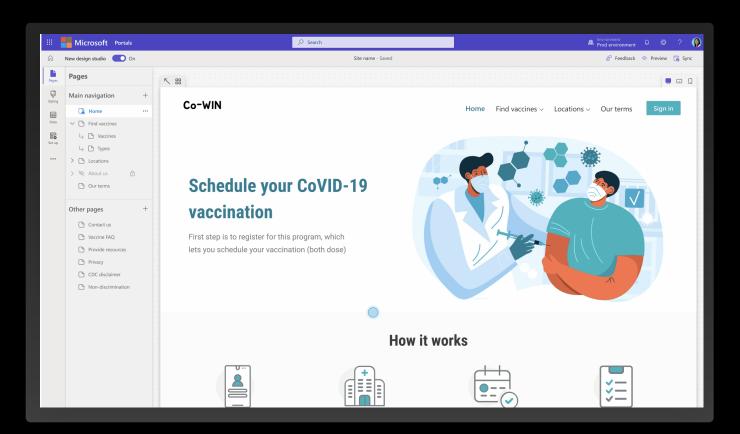


















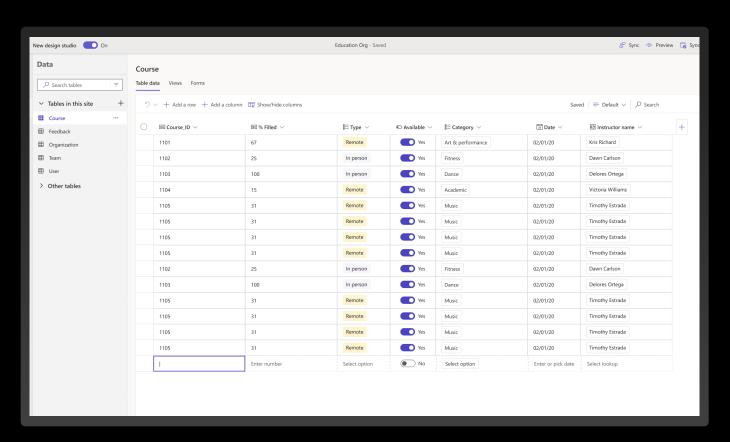


















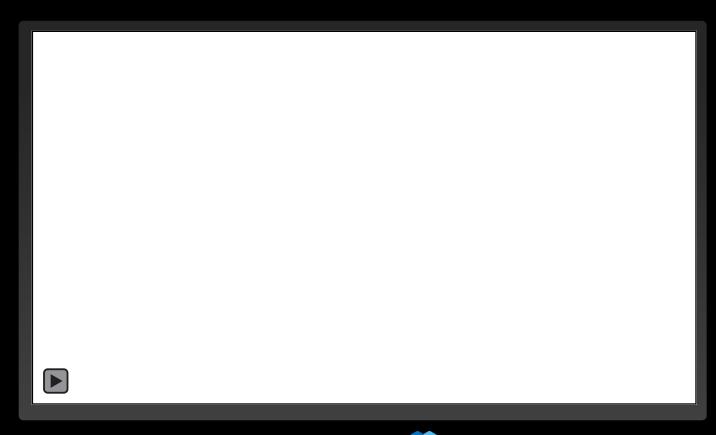




















Power Apps Demo – Vehicle maintenance processing

1

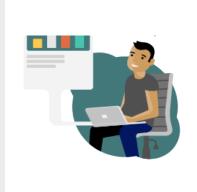


Build a Power App to input vehicle maintenance data into your customer database.

2



Build an Al Builder forms processing model to parse vehicle maintenance forms. 3



Add an intelligent smart control to your app to leverage the forms processing model you just built.

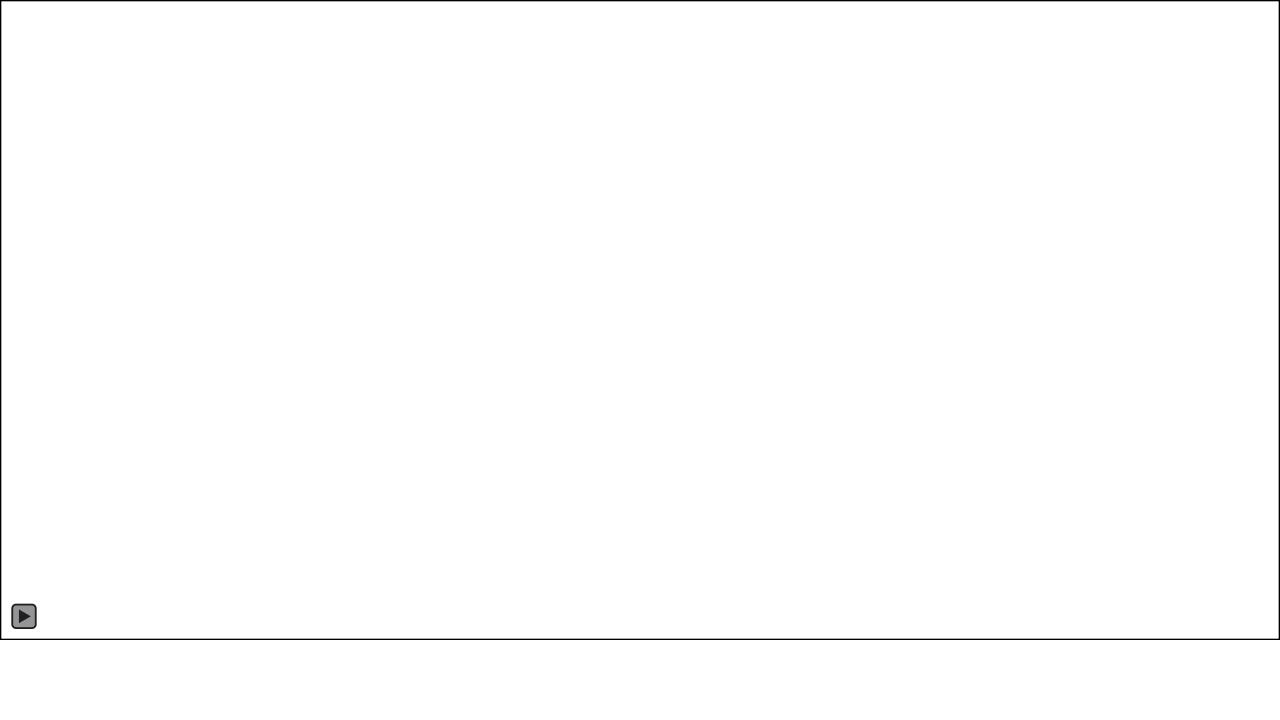
4



Use Power App powered by the Al Builder model to automate data entry. 5



Leverage vehicle maintenance data from CDS in your back-office application.



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High Resolution

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SHRINK FILM

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DELIVER PROOFS TO (PO Box not acceptable, include contact phone number)

OVER PAPER (JCP number [If Known] and Grade, Color, Finish and Basis Weight)

EXT PAPER (JCP number [If Known] and Grade, Color, Finish and Basis Weight)

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(Sets in Pad)

OR ADDITIONAL INFORMATION CONTACT (Name)

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to the Public Printer of the United States

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PURCHASE CARD NO. (Call for Card No.)

Graphic and Web Services Preflight Other

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PUBLICATION TITLE

QUANTITY (Units of Finished Product)

THIS ORDER RIDES (Department)

SIZE FLAT (Inches) FORMS, SETS, PADS

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Distribution List Attached

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CLAIM FOR DAMAGE. INJURY, OR DEATH

by the Government. (See 31 U.S.C. 3729).

INSTRUCTIONS: Please read carefully the instructions on the reverse side and supply information requested on both sides of this form. Use additional sheet(s) if necessary. See reverse side for additional instructions.

FORM AF	PROVED
OMB NO.	1105-0008

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OPY

OMB No. 1510-0007

/18/2022

Award

20D. Other Pay

eterans Pref. for RIF

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YES NO

21. Pay Basis

-UP FORM

of payment are printed on Government check on the back of this form.) This n beneficiary/annuitant award letters and

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\$5,000 and not more than \$10,000, plus 3 times the amount of damages sustained

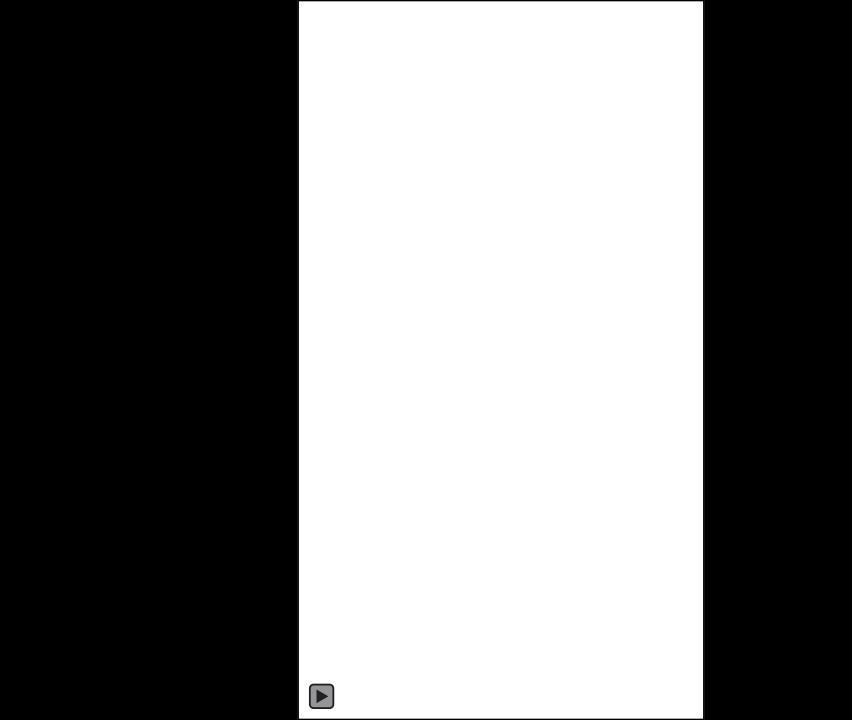
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STANDARD FORM 95 (REV. 2/2007)

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Common Patterns

Approvals

Inspections

Intake constituent information

Employee / HR Apps

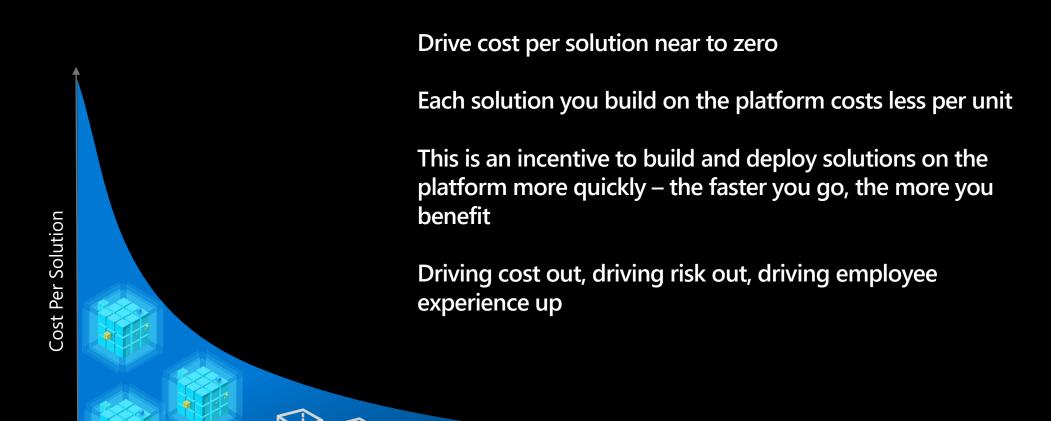
Call Centers

Self Serve

Grants

Replace Access DBS

Composable Economic Strategy



How can I take the next steps?



Reserve time for Power Platform Deep

Dive

- Microsoft and Idaho ITS -

Discovery and scoping call

- Microsoft and Idaho ITS -

Explore Microsoft programs to train and support your project

- Microsoft and Idaho ITS -

Engage Idaho ITS, InTimeTec, Slalom or other Microsoft partners to start your journey.

- InTimeTec, Slalom and Idaho ITS -

Thank You



2. Common workflow patterns of Power Apps: Details

The nine common Power Apps patterns are listed below. You will find a bulleted list of familiar example apps, with each pattern's link providing further details and examples from the online overview of common patterns

Approvals

Collect approval from one or more sources

- Automated granting of permissions
- Employee travel request
- Overtime request
- Timesheet submission

Lifecycle and Workflow Management

Track, move records through a well-defined process

- Contract lifecycle tracker
- Employee onboarding
- Employee promotion evaluation
- Expense reporting process
- Request management
- Service desk tickets

Communication and Announcements

Publish news and info to employees, customers

- · Announcement viewer
- Company-wide communications
- Corporate news management
- Learning or Product catalogs

Asset Management

Manage inventory or other assets

- Asset check-out
- Asset rollout
- Inventory management
- Supply order management

Inspection and Audits

Create standardized questionnaires and forms

- Collection of customer data
- Daily job-site inspection, store audits
- Incident reporting
- IoT-based monitoring
- Quality control checklist, Safety, compliance audits
- Supply tracking

Event management

Manage registration, planning, executing events

- Attendance
- Attendee bios
- Registration
- Session scheduling

Scheduling

Assign resources based on calendar availability

- Book a meeting room, tool or vehicle
- Find an available sales associate
- Find rooms for employee touchdown space
- Schedule customer appointment, crew members

Calculate or Transform Data

- Cost or project estimation
- Decision support
- Field technician app
- Generating a work order or estimate
- Tracking monthly sales goals
- Translation of common phrases

Project Management

Track a project from inception to completion

Project management

<u>D365 Scenarios</u> <u>Job Roles</u> <u>Industries</u> <u>Packages</u>