

# Transforming Government Services with Power Platform

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Microsoft State and Local Government

# Welcome

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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

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The next inflection point

Automation



Track



Predictive



Robotic  
Process  
Automation

Cognitive  
Automation

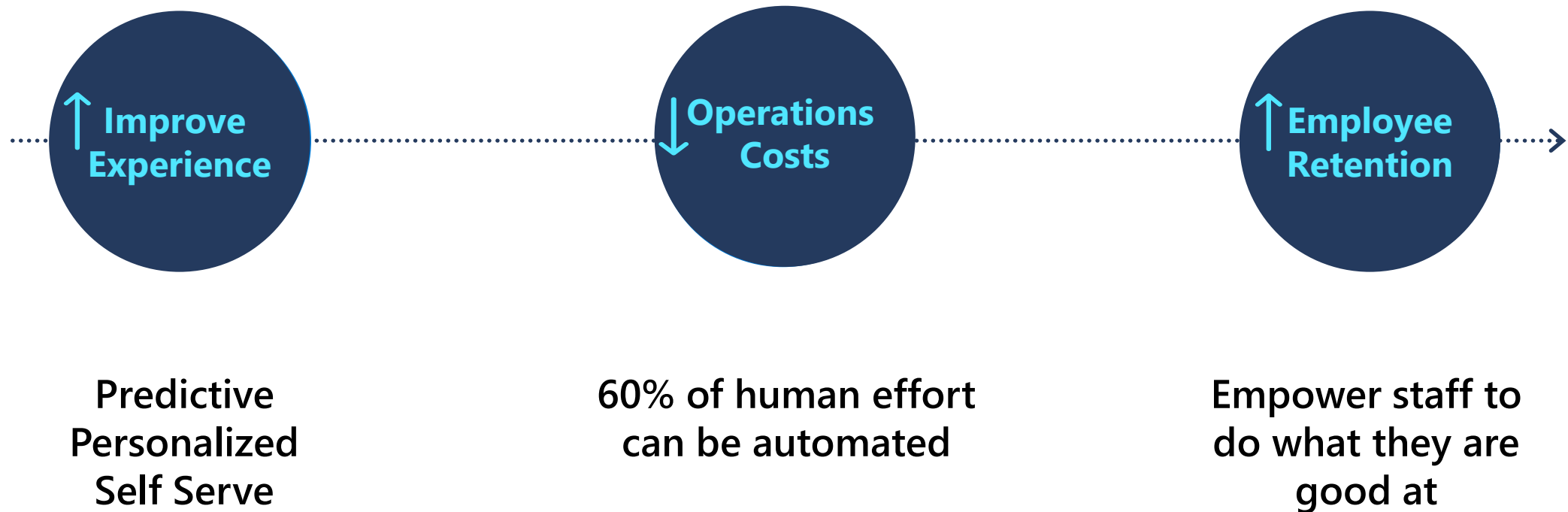


Social Robots



# Transformational Business Value Opportunity

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# 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



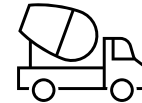
Public Safety and  
Justice



Public Finance



Health and  
Human Services



Critical  
Infrastructure and  
Transportation



# Microsoft Power Platform Industry Solutions



Power Apps



Power Automate



Power BI



Power VA



Power Pages



Customer Service



## Transportation

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



## Modern Government

- 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



## Health And Human Services

- 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

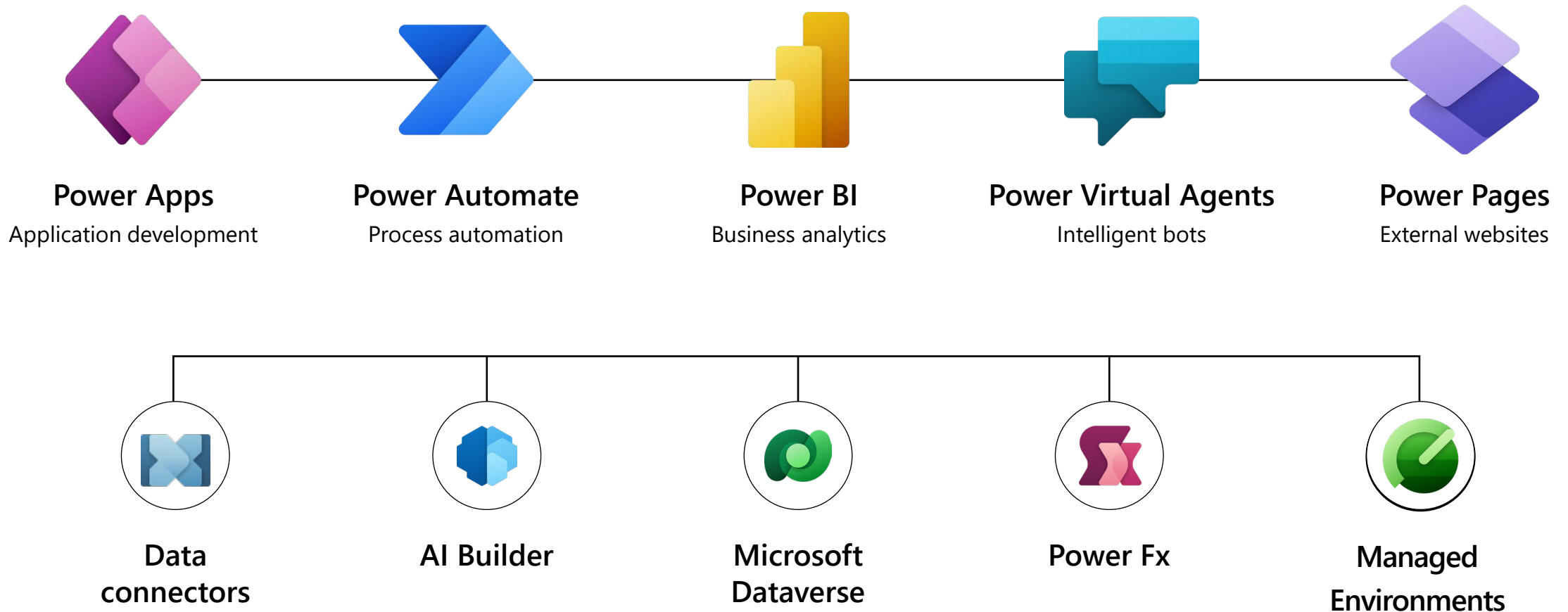


## Public Safety And Justice

- 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 BI



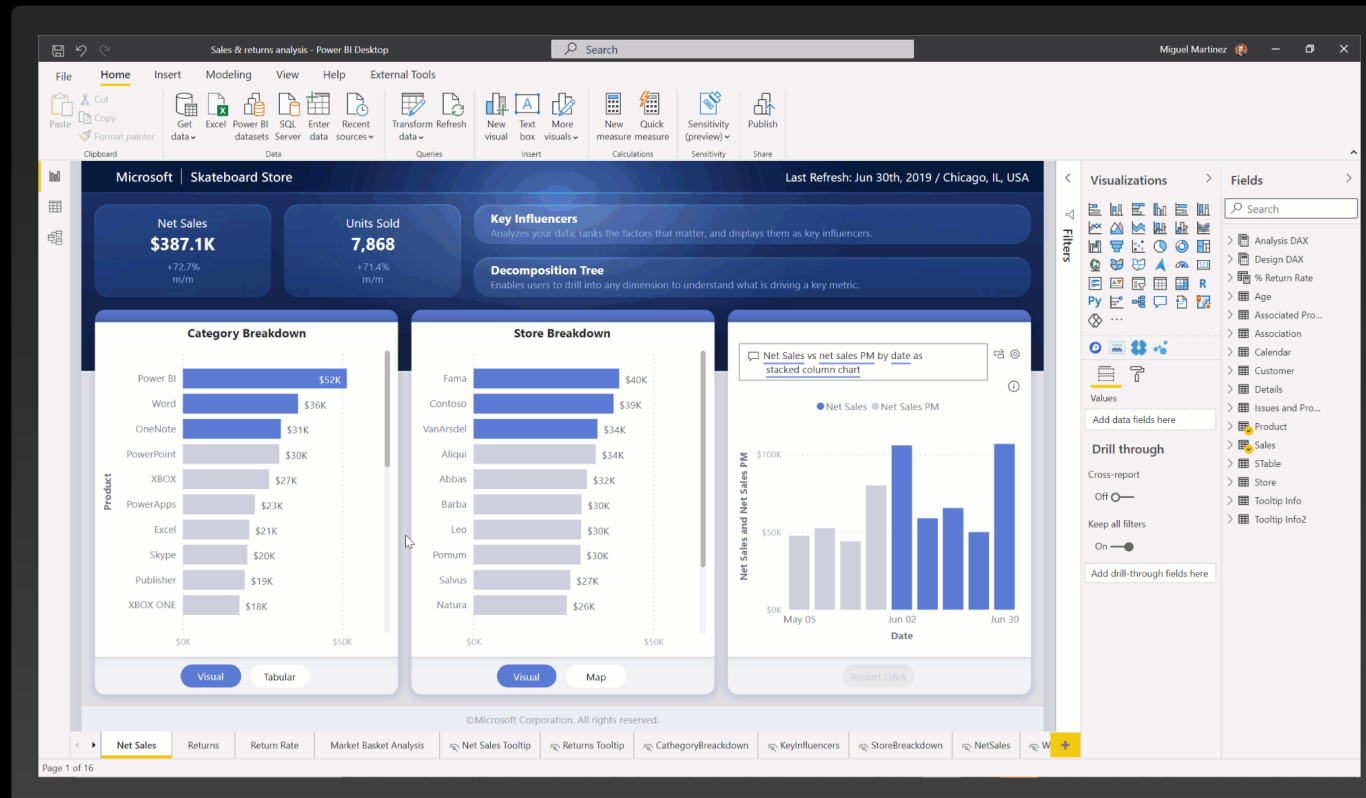
Power Apps



Power Automate



Power Virtual Agents



Power Pages



Dataverse



AI Builder



Power FX



Power BI



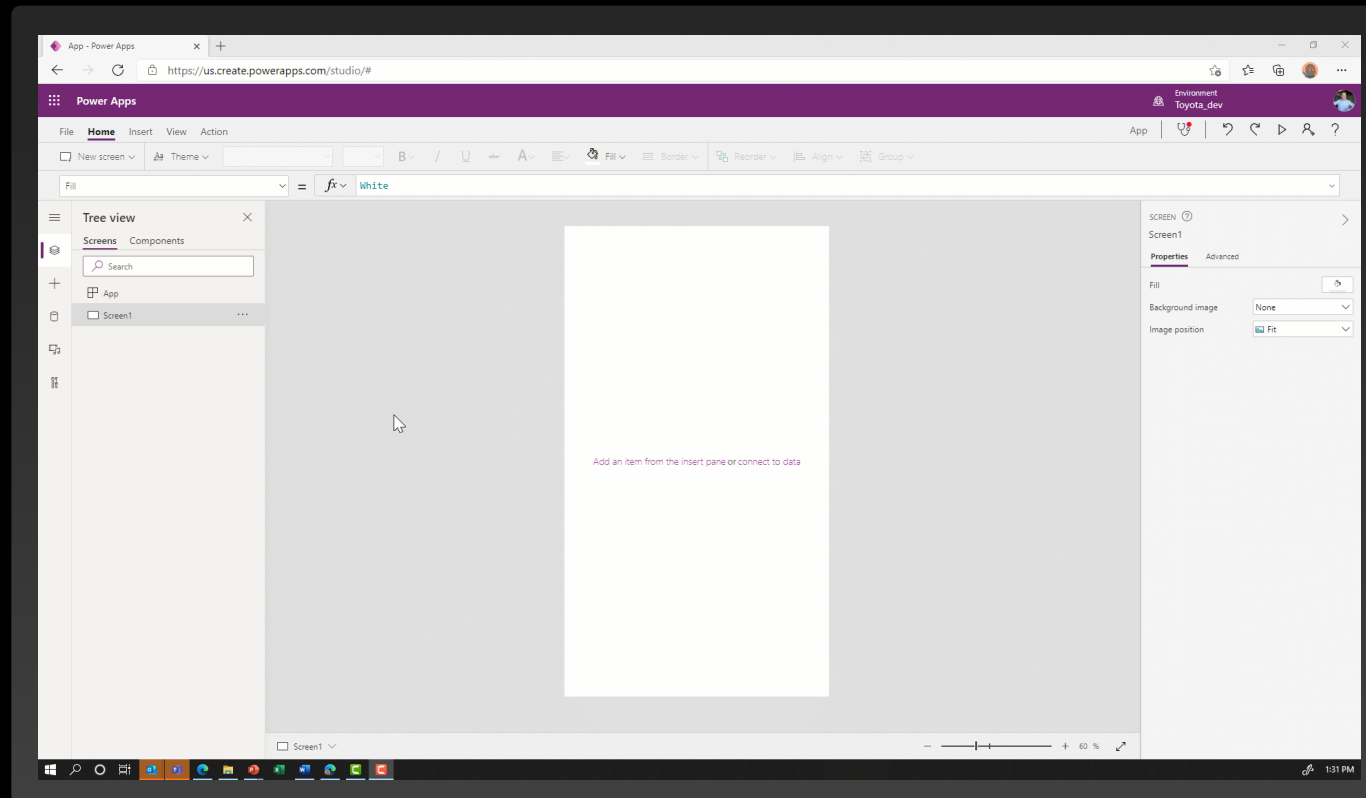
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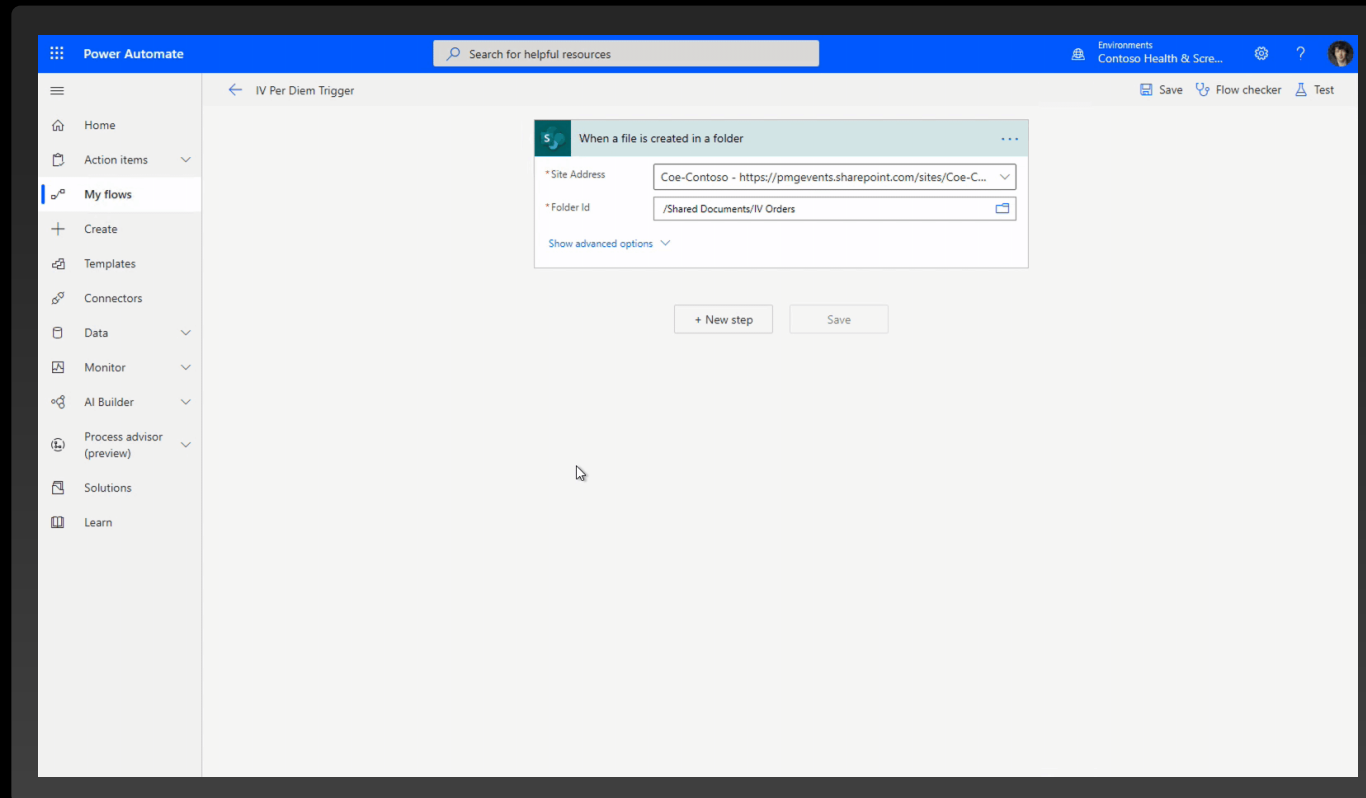
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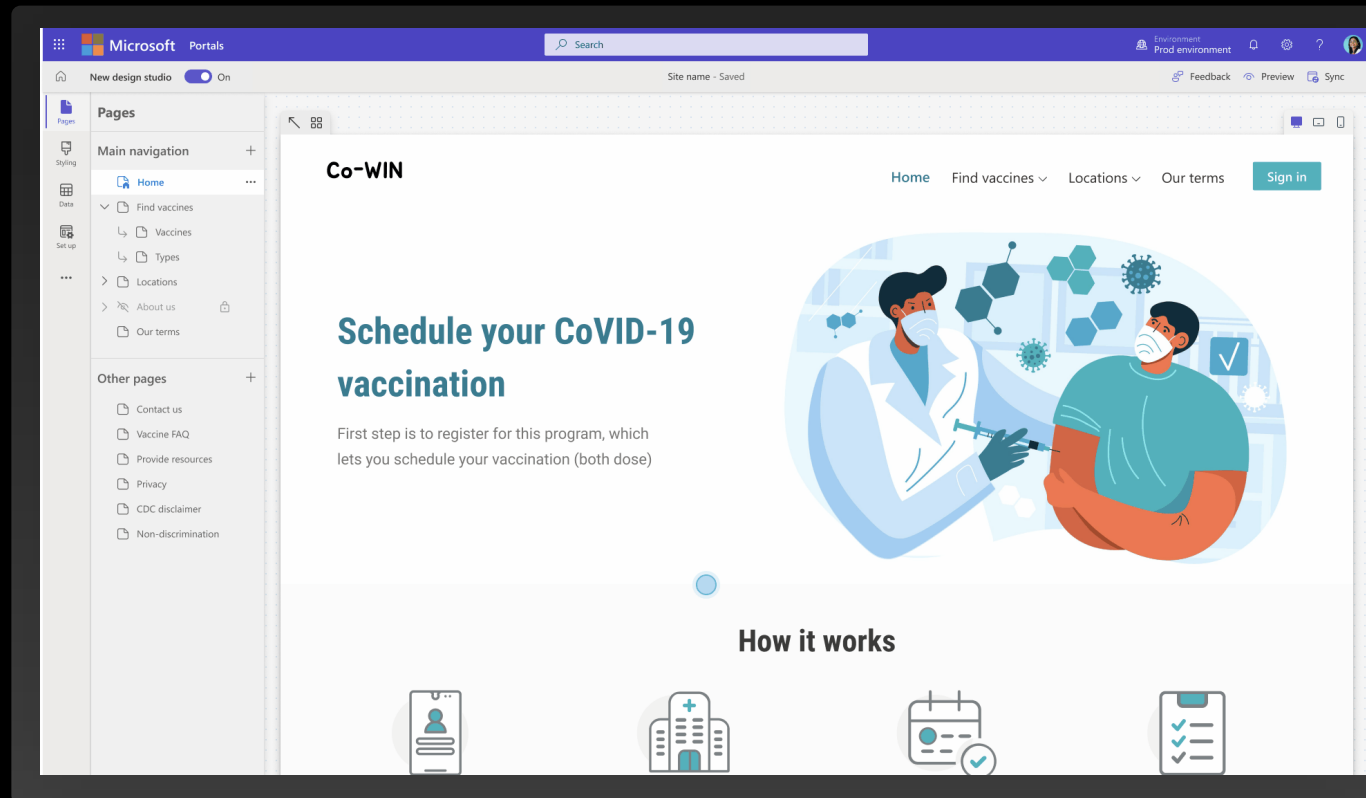
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Power Apps



Power Automate



Power Virtual Agents

New design studio ☒ On

Education Org - Saved

Sync

Preview

Sync

Data

Search tables

Tables in this site

Course

Feedback

Organization

Team

User

Other tables

Course

Table data

Views

Forms

↶

+

Add a row

+

Add a column

Show/hide columns

Saved

Default

Search

Course_ID	% Filled	Type	Available	Category	Date	Instructor name
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1102	25	In person	<input checked="" type="checkbox"/> Yes	Fitness	02/01/20	Dawn Carlson
1103	100	In person	<input checked="" type="checkbox"/> Yes	Dance	02/01/20	Delores Ortega
1104	15	Remote	<input checked="" type="checkbox"/> Yes	Academic	02/01/20	Victoria Williams
1105	31	Remote	<input checked="" type="checkbox"/> Yes	Music	02/01/20	Timothy Estrada
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Power Pages

Dataverse

AI Builder

Power Fx



Power BI



Power Apps



Power Automate



Power Virtual Agents



Power Pages



Dataverse



AI Builder



Power Fx

# Power Apps Demo – Vehicle maintenance processing

1



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

2



Build an AI 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 AI Builder model to automate data entry.

5



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



## STANDARD FORM 95 (REV. 2/2007)

Great Britain Grande-Bretagne		CUSTOMS DECLARATION				CN 23						
From De	Name		Sender's Customs reference (if any) Référence en douane de l'expéditeur (si elle existe)		No. of item (barcode, if any)		May be opened officially		Important! See instructions on the back			
	Business				DÉCLARATION EN DOUANE		Peut être ouvert d'office					
	Street				N° de l'envoi (code à barres, s'il existe)							
	Postcode City											
	Country											
To À	Name				Importer's reference (if any) (tax code/VAT No./importer code) (optional) Référence de l'importateur (si elle existe (code fiscal/N° de TVA/code de l'importateur) (facultatif)							
	Business				Importer's telephone/fax/e-mail (if known) N° de téléphone/fax/e-mail de l'importateur (si connus)							
	Street											
	Postcode City											
	Country											
Detailed description of contents (1) Description détaillée du contenu			Quantity (2) Quantité		Net Weight (3) Poids Net (in kg)		Value (5) Valeur		For commercial items only Pour les envois commerciaux seulement			
									HS tariff number (7) N° tarifaire du SH		Country of origin of goods (8) Pays d'origine des marchandises	
					Total gross weight (4) Poids brut total		Total value (6) Valeur totale		Postal charges/Fees (9) Frais de port/Frais			
Category of item (10) Catégorie de l'envoi			Commercial sample Echantillon commercial		Explanation: Explication:		Office of origin/Date of posting Bureau d'origine/Date de dépôt					
<input type="checkbox"/> Gift Cadeau			<input type="checkbox"/> Returned goods Retour de marchandise									
<input type="checkbox"/> Documents			<input type="checkbox"/> Other Autre									
Comments (11): (e.g.: goods subject to quarantine, sanitary/phytosanitary inspection or other restrictions) Observations: (p. ex. Marchandise soumise à la quarantaine/à des contrôles sanitaires, phytosanitaires ou à d'autres restrictions)											I certify that the particulars given in this customs declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations	
<input type="checkbox"/> Licence (12) Licence No(s). of licence(s)			<input type="checkbox"/> Certificate (13) Certificat No(s). of certificate(s)		<input type="checkbox"/> Invoice (14) Facture No. of invoice		Date and sender's signature (15)					







# Common Patterns

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Approvals

Inspections

Intake  
constituent  
information

Employee / HR  
Apps

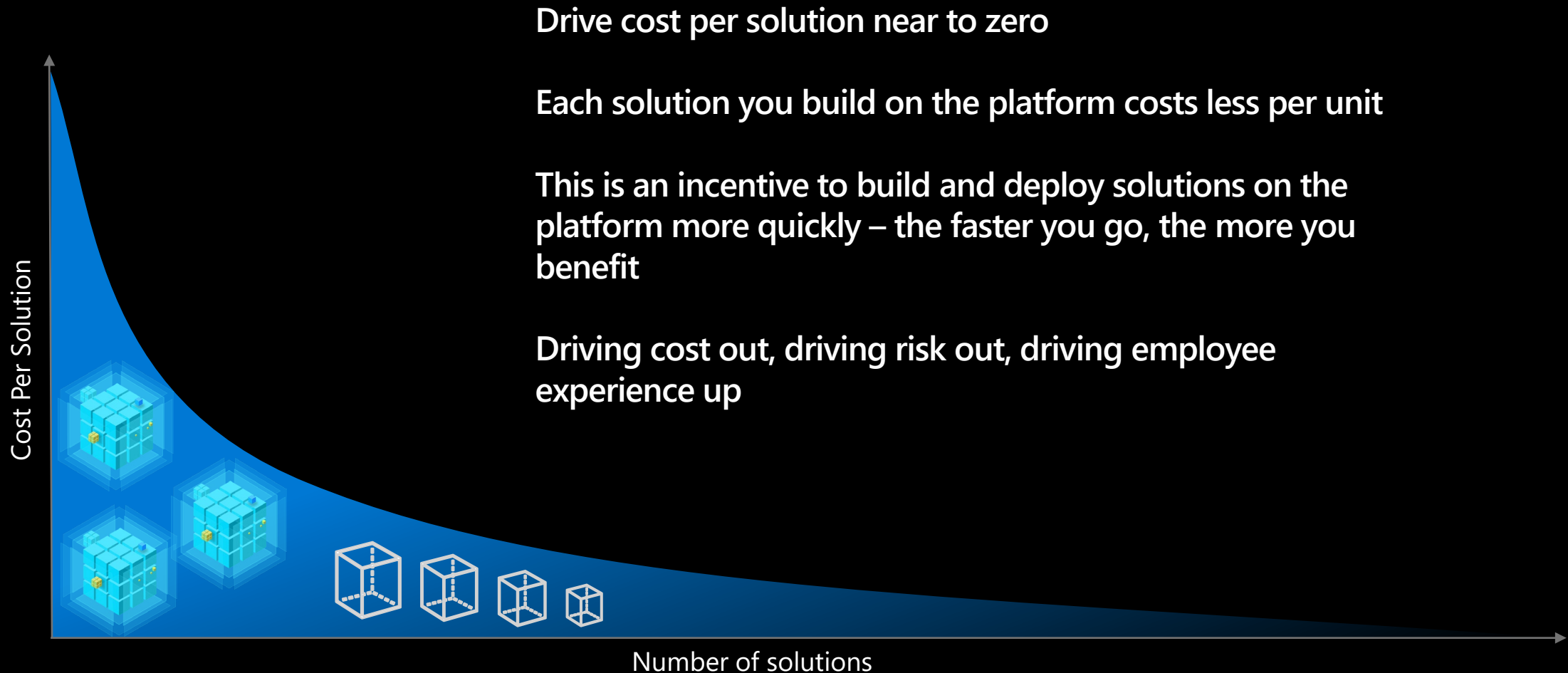
Call Centers

Self Serve

Grants

Replace Access DBS

# Composable Economic Strategy



# How can I take the next steps?



1

Reserve time for Power Platform Deep Dive

- Microsoft and Idaho ITS -

2

Discovery and scoping call

- Microsoft and Idaho ITS -

3

Explore Microsoft programs to train and support your project

- Microsoft and Idaho ITS -

4

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

### [Asset Management](#)

Manage inventory or other assets

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

### [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

### [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

### [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

### [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

### [Communication and Announcements](#)

Publish news and info to employees, customers

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

### [Event management](#)

Manage registration, planning, executing events

- Attendance
- Attendee bios
- Registration
- Session scheduling

### [Project Management](#)

Track a project from inception to completion

- Project management