

# Business Continuity & Productivity

IN THE DIGITAL WORKPLACE

🕒 June 22-26, 2020 📍 #ShiftHappens Week Online

[www.shifthappenscon.com](http://www.shifthappenscon.com)

 #shifthappens

## Samit Saini & Hunter Willis

Less Code More Power: How PowerApps  
Enabled Heathrow Airport

Session Recording: <https://www.youtube.com/watch?v=qfKbqB-wa7k&feature=youtu.be>

# About The Presenters



## Samit Sani

IT Devops - Office 365 Solutions Specialist  
London Heathrow Airport



## Hunter Willis

Product Marketing Manager, AvePoint  
President, Richmond SUG

# London Heathrow Airport

“Its not about ideas, its about making ideas happen”

recitethis.com

# HEATHROW: KEY FACTS AND FIGURES 2018

# Heathrow

## NUMBER OF PASSENGERS ARRIVING AND DEPARTING:



## BUSIEST DAY EVER RECORDED:



**261,909**  
PASSENGERS

## BUSIEST YEAR EVER RECORDED:



**80.1m**  
PASSENGERS

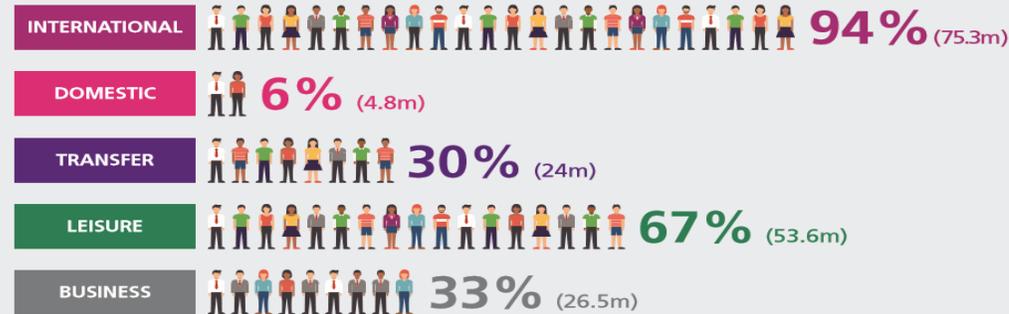
PEOPLE EMPLOYED  
ACROSS HEATHROW: **76,500**



SHOPS AND LOUNGES  
AT HEATHROW:

**300+**

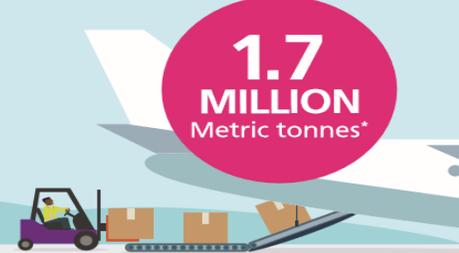
## PERCENTAGE OF PASSENGERS:



## PASSENGER VOLUME BY TERMINAL:



## CARGO VOLUME:



\*Missing Virgin data for November and December 2018.

## DESTINATIONS AND AIRLINES

Number of airlines:



Most popular destinations:



Destinations served:



## FLIGHTS



Number of flights:

**ANNUAL** **475,624**

**DAILY AVERAGE** **1,303** per day

## AIRCRAFT STANDS

**133** The number of aircraft stands served by an airbridge

**64** Number of remote stands

**15** Number of cargo stands



## SIZE

Total size of Heathrow Airport:

**1,227** HECTARES

Number of runways:

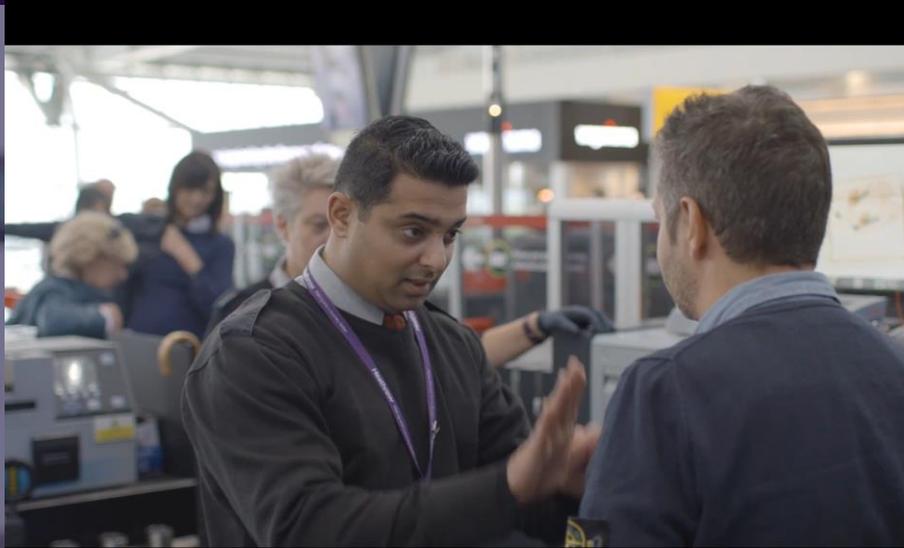
**x2**

Length of runways:

**Northern runway** 3,902m x 50m

**Southern runway** 3,658m x 50m

# My Day to Day Job



# Getting Started with Power Apps

## Apps

- |  |  |
|--|--|
|  Outlook    |  OneDrive     |
|  Word       |  Excel        |
|  PowerPoint |  OneNote      |
|  SharePoint |  Teams        |
|  Yammer     |  Dynamics 365 |
|  Flow     |  Admin      |
|  Delve    |  Power BI   |
|  Forms    |  PowerApps  |



# The Language Book



# My First Power App – The Language App



“From book to App within weeks  
exactly what I was looking for”

Jason Kirkham  
Delivery Manager  
Security Programs

# My Power Apps journey

## *BECOMING A DIGITAL MENTOR*



# Power Apps – Process Simplification

Passenger Reduced Mobility  
Special Assistance request e.g. wheelchair users

Before : Paper based process

Special Assistance  
Terminal 2 Departures Audit  
Heathrow  
Making every journey better

Date: Thursday 19<sup>th</sup> January 2017  
Completed By: Chris Gohin

Gate Number: 239  
Airline & Flight Number: Air Canada  
Scheduled Time of Departure: 12:50  
Actual Time of Departure: 12:55

	Expected	Actual
Number of Agents at gate	1	1
Number of PRM's on flight	1	1
Where all PRM's at gate room for Pre-boarding	1	0
Number of PRM's handed over to Airline	1	1
Time Pre-boarding commenced	12:00	12:00
Number of Agents at Pre-boarding	0	0
Number of PRM's assisted to aircraft	1	1
Time last PRM boarded	12:28	12:28
Were any PRM's left unattended	No	No
Supervisor / Lead Agent present	Yes	No

Comments:

Was there a Lead Agent / Supervisor at the gate: Yes  
Was there an agent present: Yes  
Was the agent wearing a name badge: Yes  
Did the agent call the passenger by their name: Yes  
Did the agent introduce themselves: Yes  
Was onward journey process explained to passenger: Yes  
Was a feedback card given to the passenger: No

	Very Poor	Poor	Average	Good	Excellent
Uniform				Good	Excellent
Friendliness				Good	Excellent
Helpfulness				Good	Excellent

Comments:  
Due to large volume of passengers on another Air Canada flight, the Special Assistance desk did their best to accommodate all passengers.

Special Assistance  
Terminal Host Area Audit  
Heathrow  
Making every journey better

Date / Time: 18 - 01 - 2017  
Completed By: 2550-2550  
Area: 201-202 Departure Host - Airways

Host:  
Has any PRM waited longer than the 30 minutes: No  
How long was the longest wait: 30 mins  
Can Host give an update on all PRM's in area: Yes

Comments:

Area:  
Signage/Description of area in good order: Yes  
Were there chairs available: Yes  
Cleanliness of Lounge: Very Poor, Poor, Average, Good, Excellent  
Cleanliness of Toilets (if applicable): Very Poor, Poor, Average, Good, Excellent  
Was the area clear of all obstructions: Yes  
Equipment stored neatly: Yes

Agent:  
Was there a Welcome Host: Yes  
Was there an agent present: Yes  
Was the agent wearing a name badge: Yes  
Did the agent call the passenger by their name: Yes  
Did the agent introduce themselves: Yes  
Was onward journey process explained to passenger: Yes  
Was the Passenger being prepared for security (liquid bags): Yes  
Was a feedback card given to the passenger: No

	Very Poor	Poor	Average	Good	Excellent
Uniform				Good	Excellent
Friendliness				Good	Excellent
Helpfulness				Good	Excellent

Comments:

Special Assistance  
Terminal 2 Departures Audit  
Heathrow  
Making every journey better

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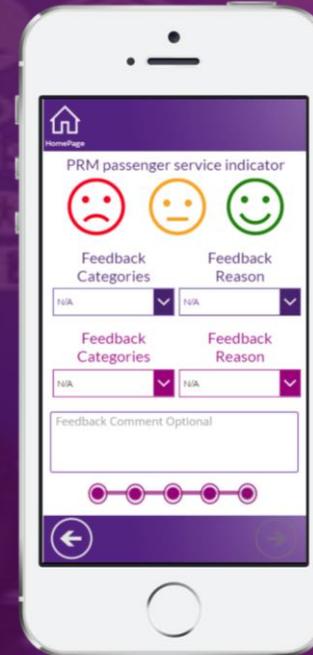
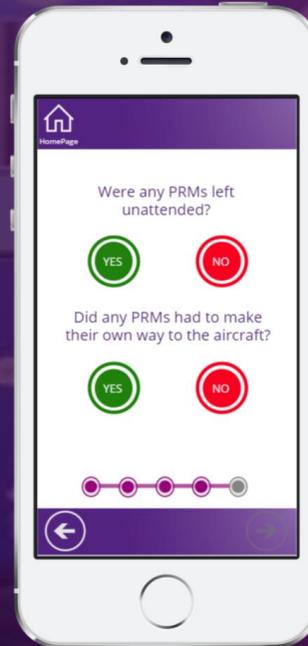
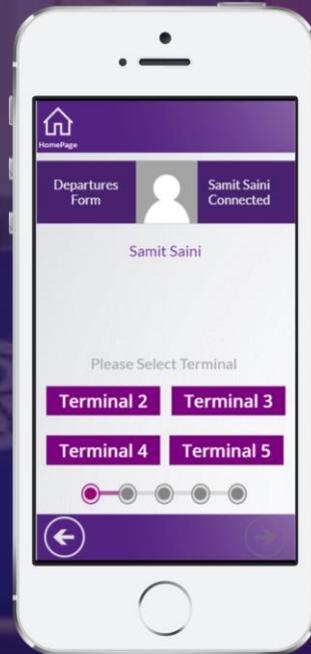
Comments:  
Due to large volume of passengers on another Air Canada flight, the Special Assistance desk did their best to accommodate all passengers.



# Passenger Reduce Mobility Special Assistance App...



Now: 3 Forms into 1 App

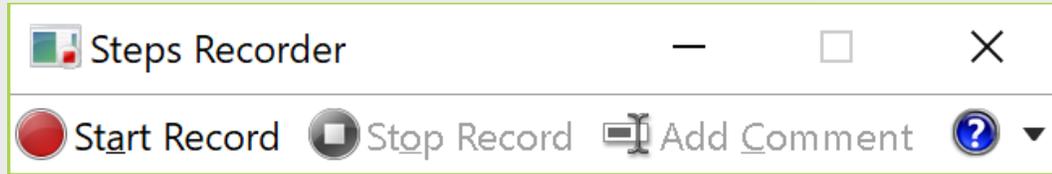


“Quick, Simple, Easy”

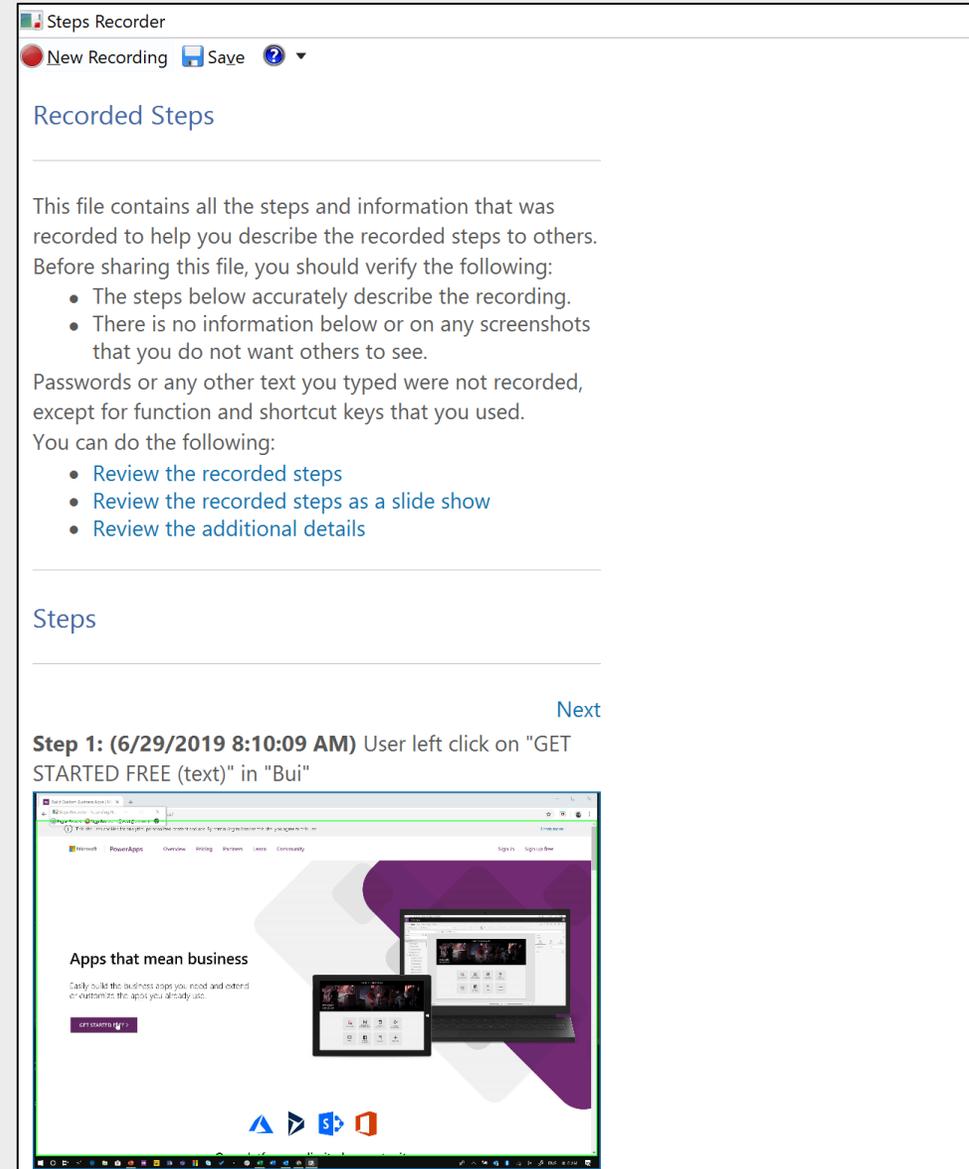
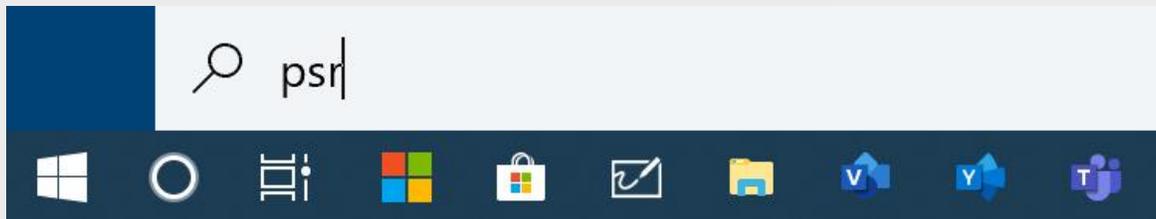
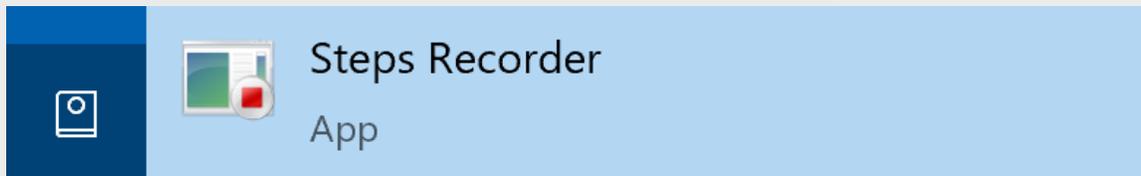
Nicole Miersch  
Passenger Experience  
Manager Performance



# Windows Step Recorder

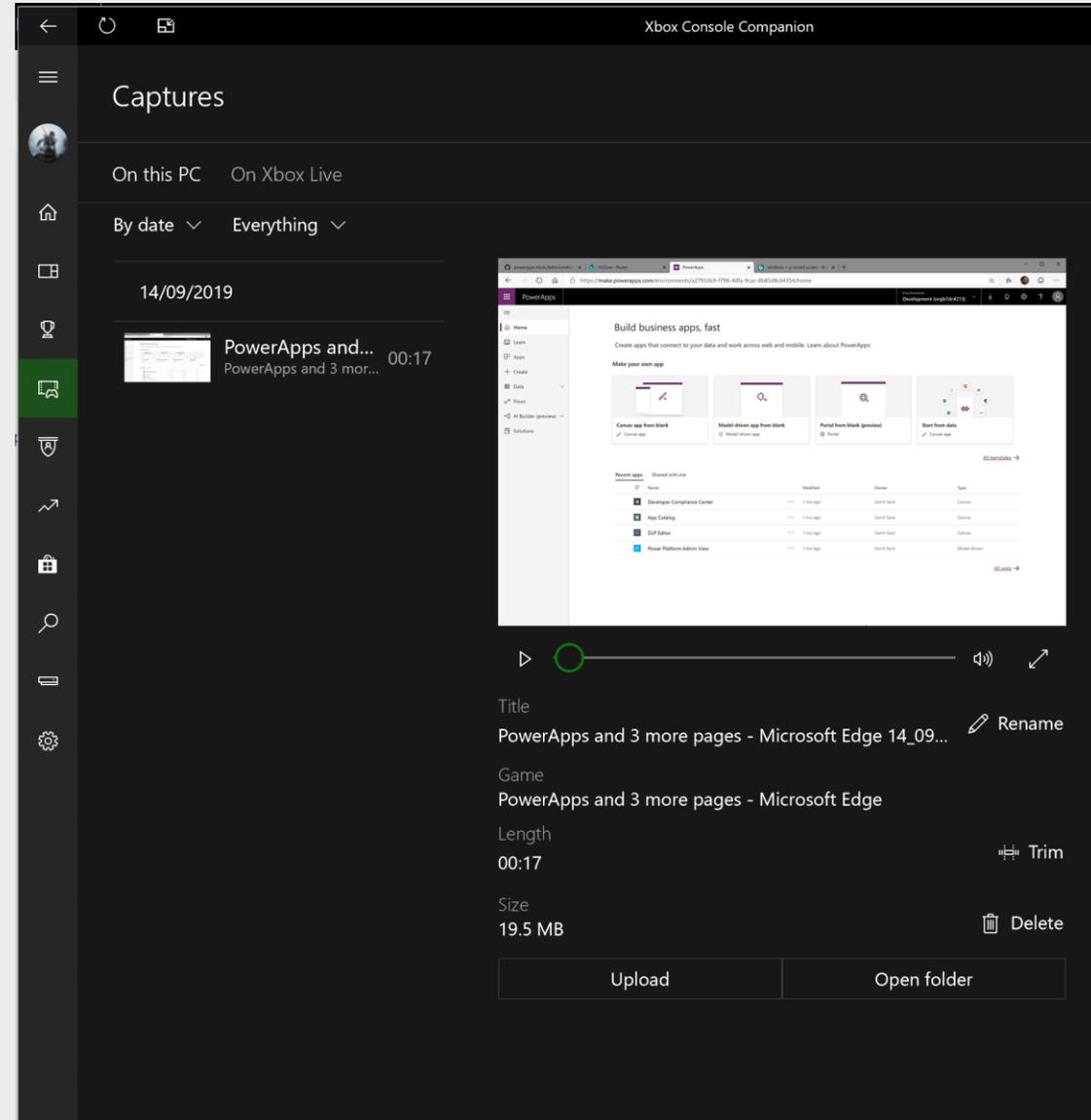
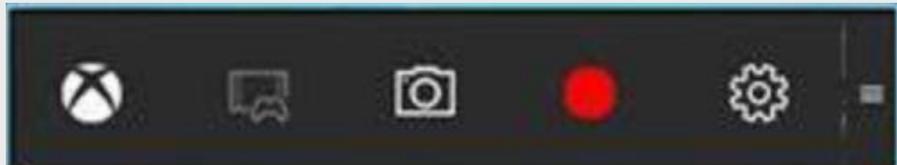


You can now document your  
PowerApps by using Windows steps  
Recorder

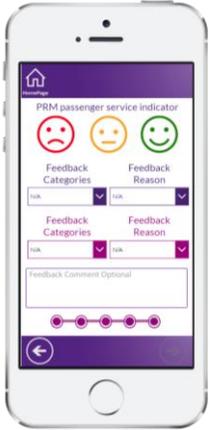


# Windows Key + G

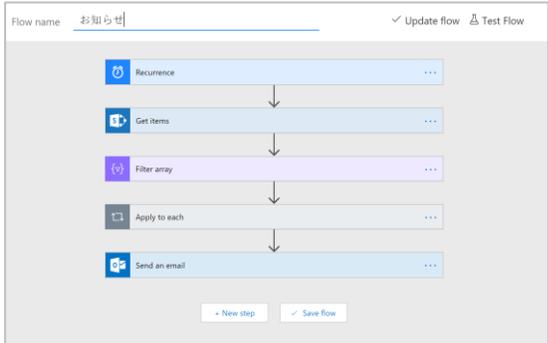
To record a video, just hit the Windows Key + G on your PC when any window is open and the Game DVR menu should pop-up. After that, click on the checkbox “This is a game” and you’ll be navigated to the simple interface where you can capture a screenshot and record your screen. Just hit the red record icon and it’ll start recording your screen.



# Use of the PowerPlatform



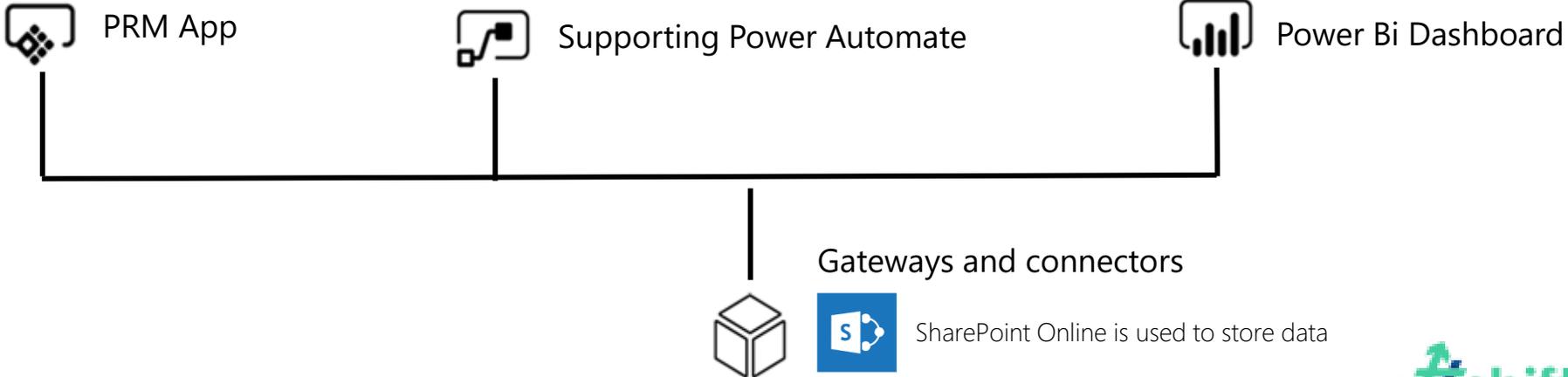
- Read/write data from SharePoint Online lists
- Runs on mobile devices



- Flows connected to SharePoint Online lists
- Used to send notifications for key events (e.g. higher than expected wait time)



- Numerous Power BI reports connected to SharePoint Online lists



# Admin & Governance

 Your flow was created, but it is currently suspended since it uses a combination of connectors that conflict with the company data loss prevention policies or billing restrictions.

## Need Help on DLP Permission



Samit Saini <Samit.Saini@heathrow.com>

21:05

To: [Redacted]

Hello [Redacted]

Would you be able to add a Microsoft Translator to the DLP please

Kindest Regards

**Samit Saini**

## RE: Need Help on DLP Permission



Samit Saini <Samit.Saini@heathrow.com>

21:17

To: [Redacted]

Data Loss Prevention it allows us to choose what connectors PowerApps can be connected and can not.

Kindest Regards

Samit Saini



[Redacted]  
21:08

To: Samit Saini

What's a DLP?

## RE: Need Help on DLP Permission



[Redacted]  
21:19

To: Samit Saini

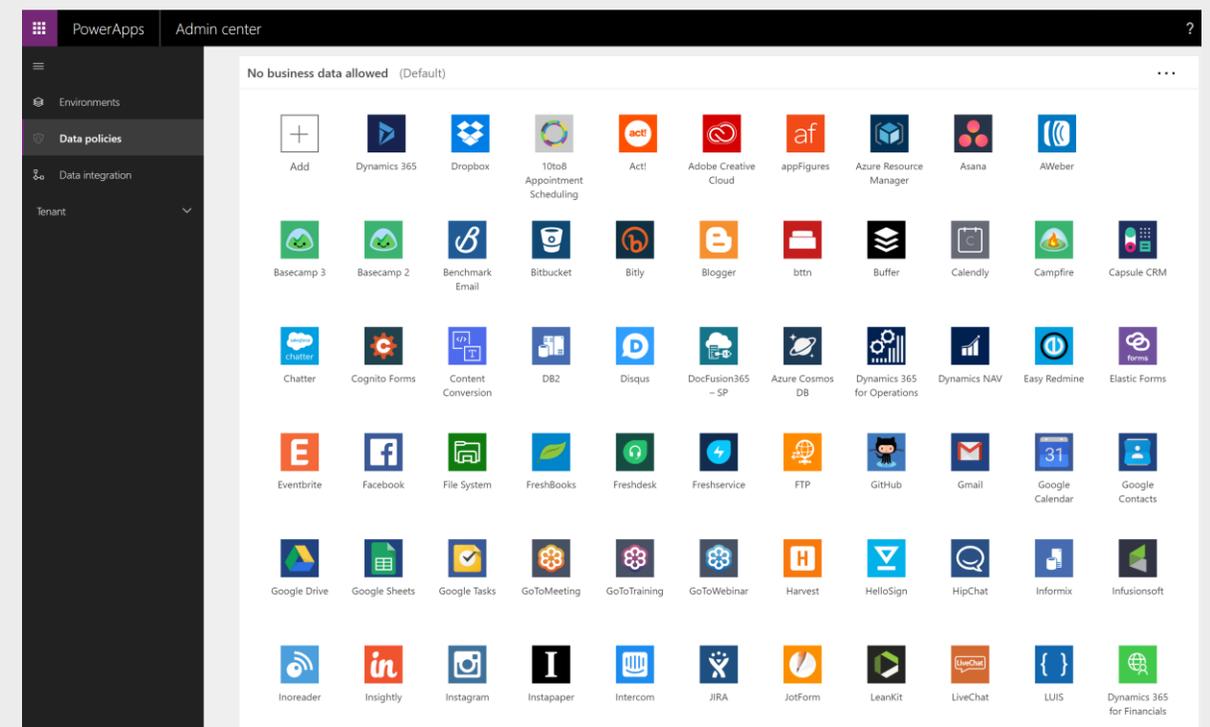
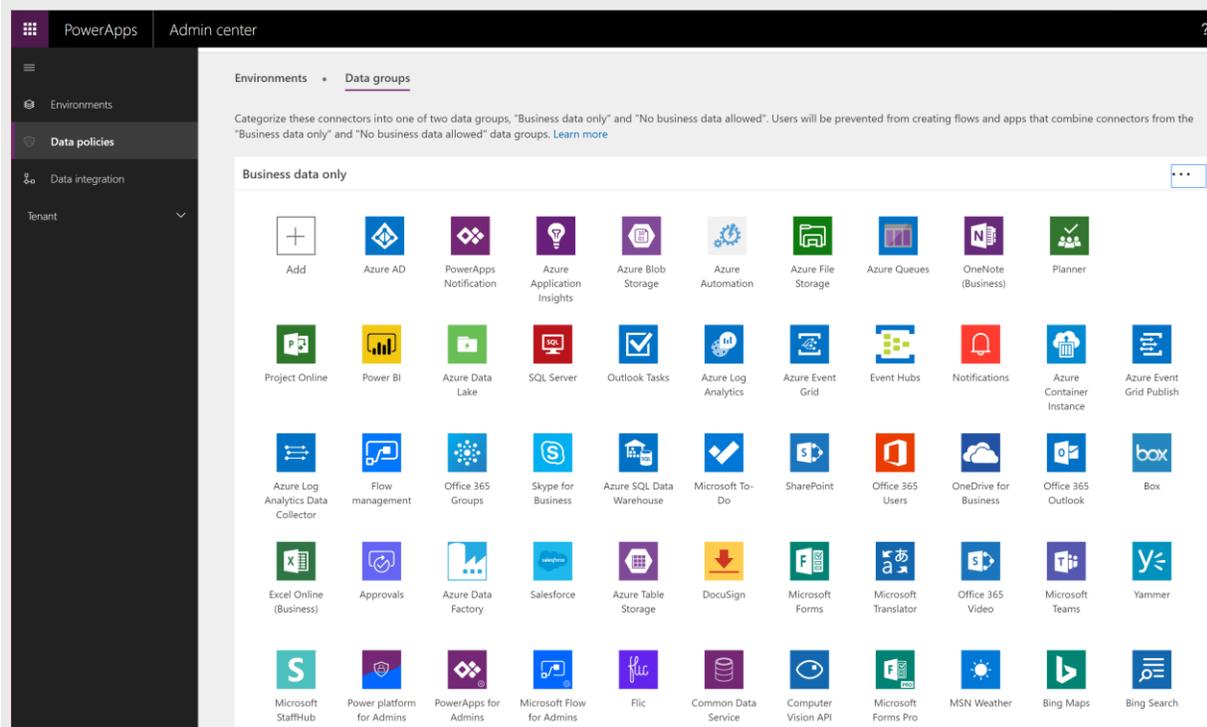
??

# Data Loss Prevention (DLP)

I am now able to control what PowerApps should be connected to and what shouldn't be connected to Heathrow PowerApps for example Facebook and Twitter

What we allow to be connected at Heathrow

What we do not allow to be connected at Heathrow



# Introducing the PowerApps Centre of Excellence Starter Kit



Manuela Pichler



Microsoft  
PowerApps

Update your app details to stay in compliance.

You own an app that's currently shared. This means it needs to be audited by an app maker to complete the business justification and document the intended use.

**App Details**

Display Name: Heritage Diary working  
Environment: Contoso (Development) (C)

**Instructions**

1. Login to the [Developer Center](#)
2. Enter your business justification
3. If your app indicates a high business risk, you need to provide documentation for a mitigation plan.

Questions? Get help from our community [Yammer](#)

City	Apps
Bellevue	3772
REDMOND	2606
Hyderabad	588
Tokyo	563
Irvine	399
Reading	335
Issaquah	317
Issy Les Moulineaux	314
Toronto	312

App Maker	Apps
Bellevue (Microsoft Corporation)	130
Bellevue (Microsoft Corporation)	336
Bellevue (Microsoft Corporation)	472
Bellevue (Microsoft Corporation)	265
Bellevue (Microsoft Corporation)	127
Bellevue (Microsoft Corporation)	209
Bellevue (Microsoft Corporation)	183
Bellevue (Microsoft Corporation)	221
<b>Total</b>	<b>4669</b>

Tenant Details

Total Apps	Created This Month	App Makers
28.36K	178	6156

Total Environments: 6384

Environments Created 30 days: 399

2497

Total Flows	Created This Month	Flow Makers
27.34K	208	4973

Model Driven App  
Power Platform Admin View. A model driven app that provides an interface used to navigate the items in the CDS custom entities. It provides access to views and forms for the custom entities in the solution.

Power Platform Dashboard

App Display Name	App Owner	App Created	App Modified Date
Power Platform Admin View	Manuela Pichler	6/3/2019	6/3/2019
Power Platform Admin View	Manuela Pichler	6/3/2019	6/3/2019
Power Platform Admin View	Manuela Pichler	6/3/2019	6/3/2019
Power Platform Admin View	Manuela Pichler	6/3/2019	6/3/2019
Power Platform Admin View	Manuela Pichler	6/3/2019	6/3/2019
Power Platform Admin View	Manuela Pichler	6/3/2019	6/3/2019
Power Platform Admin View	Manuela Pichler	6/3/2019	6/3/2019
Power Platform Admin View	Manuela Pichler	6/3/2019	6/3/2019
Power Platform Admin View	Manuela Pichler	6/3/2019	6/3/2019
Power Platform Admin View	Manuela Pichler	6/3/2019	6/3/2019

The entire content package can be downloaded directly at <https://aka.ms/CoEStarterKit>.

<https://powerapps.microsoft.com/en-us/blog/introducing-the-powerapps-center-of-excellence-starter-kit/>



# Welcome you are a Power App Developer

Enables us to automatically give a welcome message to new PowerApps Developers and helps us identify new PowerApps being made and why.

We added resources, Guidelines, best practices and links to our Internal Yammer PowerApps 101 and our monthly Community Session

Welcome to Microsoft Flow

 **Samit Saini** <Samit.Saini@heathrow.com>  
21:05

**Heathrow**

Congratulations! We see that you have initiated your first Flow.

Microsoft Flow  Flow is an online workflow service that is licensed through our Office 365 entitlement. It is capable of automating events across common apps and services. The Flow service contains over 230 connectors, including corporate and consumer-based services.

What is Microsoft Flow? (video)



For resources on getting started with Flow, we recommend:

-  **Learn**
  - [Microsoft Flow Documentation](#)
  - [Microsoft Learn - Guided Learning](#)
  - [Microsoft Flow Learning Resources Blog](#)
-  **Watch**
  - [QuickHelp \(Brainstorm\) !\[\]\(6cfcc147299ae2dd86fed188fc7c4de3\_img.jpg\)](#)
  - [Microsoft Flow Product Group Videos](#)
-  **Engage**
  - [Microsoft Flow Community](#)
  - [Yammer Flow Club](#)

Our Flow team is available for any questions you may have about using and integrating Flow with business applications.

**\*Technology Use Note:** a Data Loss Prevention (DLP) policy in place, which prevents access to some consumer-level services, such as Gmail, Dropbox, Hotmail, Box, and other incompatible services.

The use of Flow is bound to our [Technology Use Policy](#) for acceptable use within our professional office environment. Activities occurring within Flow are logged and monitored for security, policy and DLP purposes.

# Power Apps Governance



[Mehdi Slaoui Andaloussi](#),  
Principle Program Manager

<https://powerapps.microsoft.com/en-us/blog/custom-admin-dashboard-with-the-powerapps-admin-connectors/>

## Heathrow – PowerApps List

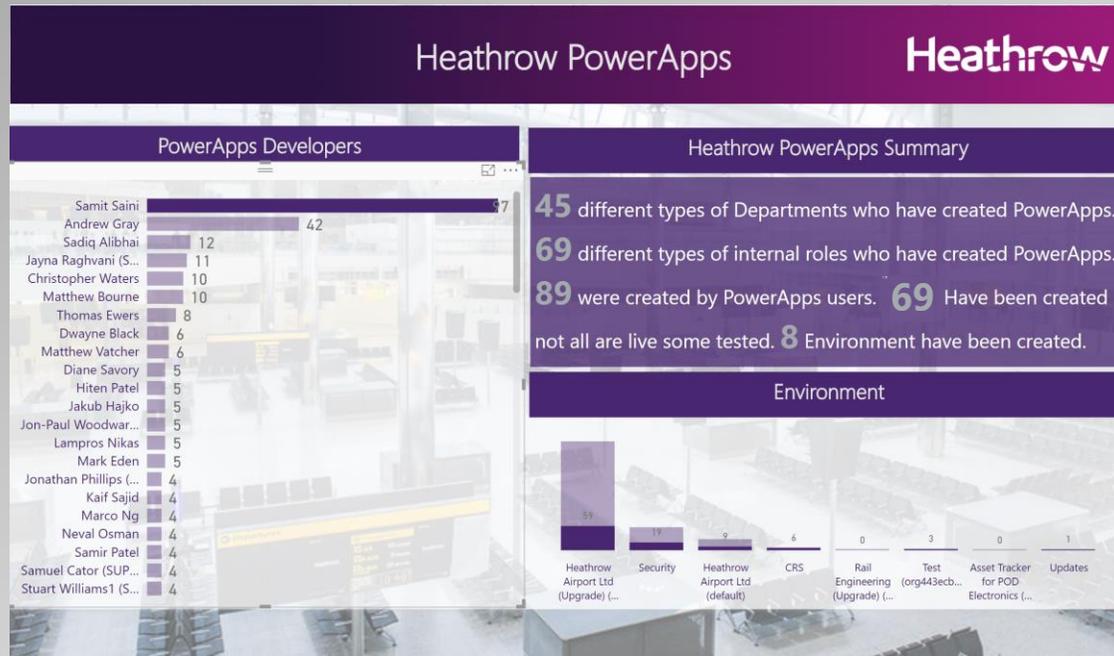
The screenshot shows the Heathrow PowerApps dashboard. At the top right, the Heathrow logo is displayed with the tagline "Making every journey better". The dashboard is divided into several sections:

- Environments:** A list of environments including CRS, Development, Engineering & Asset Mana..., Heathrow Airport Ltd (Up..., Offline FAMS (org98970a32), PowerApp/Flow - Comme..., and Rail Engineering (Upgrade...).
- Security:** A section titled "Security" created by Nicholas Byng-Maddick. It features three circular gauges: 53 Apps (purple), 0 Connectors (pink), and 0 Flows (blue).
- PowerApps Created in the past 90 days:** A line chart showing the number of apps created over time. The x-axis represents dates from Oct-30 to Jan-05, and the y-axis represents the number of apps (0 to 70). The chart shows a steady increase in app creation, reaching approximately 53 apps by Jan-05.
- Search apps by name:** A search bar with a list of apps including Campus Inventory APP, T3 Stock Control App V2, Coaching & Development App V1, Compliance Language App, Heathrow Branding, Practice App, Cargo Paperwork App, Coaching & Development App V2, AFRS Near Hits App, Campus Inventory APP - Jeff Trial, Test, PPE Tracker App - inc stock control, Daily Post Checks App, and Coaching & Development App.
- Campus Inventory APP details:** A detailed view of the "Campus Inventory APP" showing metadata such as Created (Apr.05.18 @ 4:57 PM), Last modified (Apr.17.18 @ 2:54 PM), Owner (Andrew Gray), Created by (Andrew Gray), Shared users (0), Shared groups (0), My favorite (NotSpecified), Environment name (042ea901-a3fc-439e-931a-edfe8e543b84), App name (001838f9-8b11-402a-ad00-39719902e7d5), Description (Heathrow H&S), Department (Health, Safety & Fire Safety Co-ordinator), JobTitle (Andrew.Gray@heathrow.com), and Email (Andrew.Gray@heathrow.com). A "Permissions" section is also visible.

An "Email" button is located at the bottom right of the app details section.

# Using Power BI for Governance

## Heathrow – PowerApps User List



**Heathrow PowerApps**

**PowerApps Developers**

1

- Samit Saini
- Andrew Gray
- Sadiq Alibhai
- Jayna Raghvani (Supplier)
- Christopher Waters
- Matthew Bourne
- Thomas Ewers
- Dwayne Black
- Matthew Vatcher
- Diane Savory
- Hiten Patel
- Jakub Hajko
- Jon-Paul Woodward (SUPPLIER)
- Lampros Nikas
- Mark Eden
- Jonathan Phillips (SUPPLIER)

**PowerApps Created**

97

**Environment**

5

PowerApps Created By	Email	Display Name	Department	Job Title	Number Shared	Share
Samit Saini	Samit_Saini@heathrow.com	Biometric Resolution Form	Heathrow IT Service Delivery & Operations	O365 SME	5	1
Samit Saini	Samit_Saini@heathrow.com	CRS - Special Assistant Audit	Heathrow IT Service Delivery & Operations	O365 SME	5	4
Samit Saini	Samit_Saini@heathrow.com	PEMs - ITO Audit Form	Heathrow IT Service Delivery & Operations	O365 SME	5	0
Samit Saini	Samit_Saini@heathrow.com	Airside Occurrence Reporting App	Heathrow IT Service Delivery & Operations	O365 SME	3	0
Samit Saini	Samit_Saini@heathrow.com	Coaching & Development App V1	Heathrow IT Service Delivery & Operations	O365 SME	27	0
Samit Saini	Samit_Saini@heathrow.com	Special Assistant Form	Heathrow IT Service Delivery & Operations	O365 SME	25	5
Samit Saini	Samit_Saini@heathrow.com	Cal	Heathrow IT Service Delivery & Operations	O365 SME	2	0
Samit Saini	Samit_Saini@heathrow.com	Heathrow Family Tree	Heathrow IT Service Delivery & Operations	O365 SME	2	0
Samit Saini	Samit_Saini@heathrow.com	Andrew Gray - E10001 Default	Heathrow IT Service Delivery & Operations	O365 SME	1	0
Samit Saini	Samit_Saini@heathrow.com	Andrew Gray - E10002 Default	Heathrow IT Service Delivery & Operations	O365 SME	1	0
Samit Saini	Samit_Saini@heathrow.com	Campus Control Post Crew Compliance App	Heathrow IT Service Delivery & Operations	O365 SME	1	0
Samit Saini	Samit_Saini@heathrow.com	Coaching & Development App	Heathrow IT Service Delivery & Operations	O365 SME	1	0
Samit Saini	Samit_Saini@heathrow.com	Coaching & Development App UX	Heathrow IT Service Delivery & Operations	O365 SME	1	0
Samit Saini	Samit_Saini@heathrow.com	Coaching & Development App V2	Heathrow IT Service Delivery & Operations	O365 SME	1	0
Samit Saini	Samit_Saini@heathrow.com	Coaching & Development Beta Test	Heathrow IT Service Delivery & Operations	O365 SME	1	2
Samit Saini	Samit_Saini@heathrow.com	Dwayne Black - Learning Tool	Heathrow IT Service Delivery & Operations	O365 SME	1	0
Samit Saini	Samit_Saini@heathrow.com	HAL SSC Log	Heathrow IT Service Delivery & Operations	O365 SME	1	0
Samit Saini	Samit_Saini@heathrow.com	Heathrow Help	Heathrow IT Service Delivery & Operations	O365 SME	1	0
Samit Saini	Samit_Saini@heathrow.com	ITO Audit Form	Heathrow IT Service Delivery & Operations	O365 SME	1	0

# Heathrow Power Apps Structure



IT User Adoption Specialist

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## Super Users



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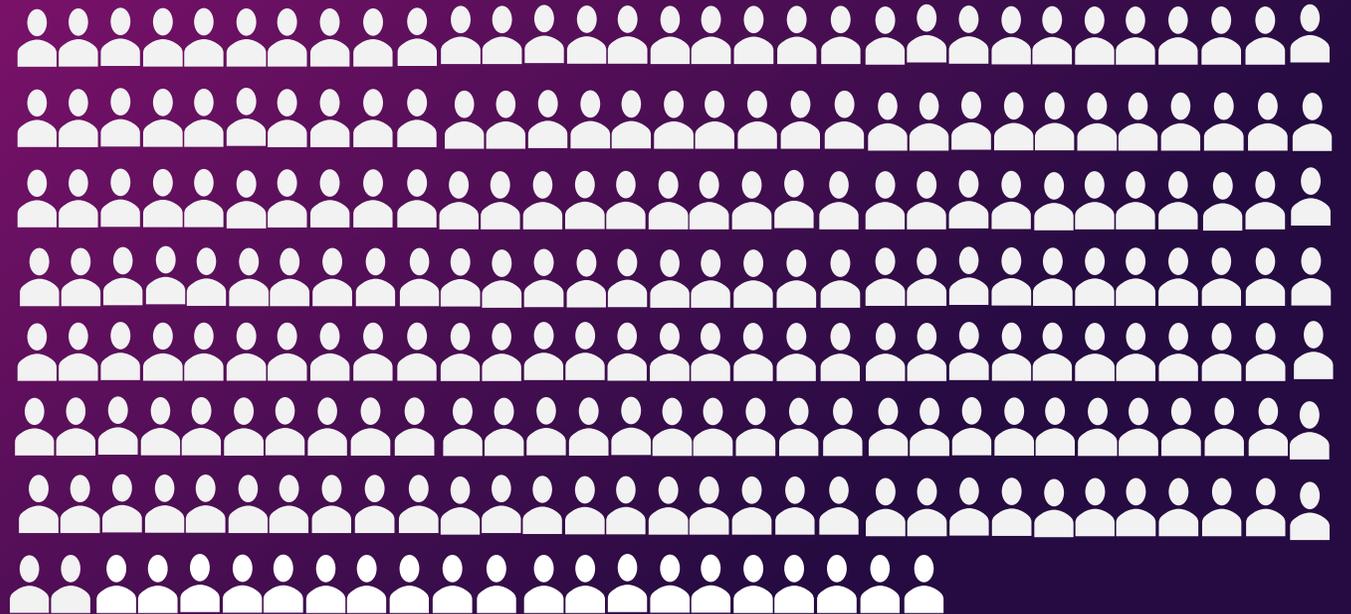
## Users



**100+** of our of  
colleagues have been  
trained on  
**PowerApps**

# Heathrow

Empowering Citizen Developers





# Power Apps



## App In a Day Session

Learn. Apply. Share

PowerPlatform Workshop



<https://powerapps.microsoft.com/en-us/blog/power-platform-challenges/>



# Sign Off Process

 Environment  
Test Apps (SandBox) - ...

Default Environment

PowerApps Environment Test Apps (SandBox) - ...    

## Build business apps, fast

Create apps that connect to your data and work across web and mobile. [Learn about PowerApps](#)

### Make your own app



**Canvas app from blank**  
Canvas app



**Model-driven app from blank**  
Model-driven app



**Portal from blank**  
Portal

[All templates](#) →

### Start from data



SharePoint



Excel Online



SQL Server



Common Data Services



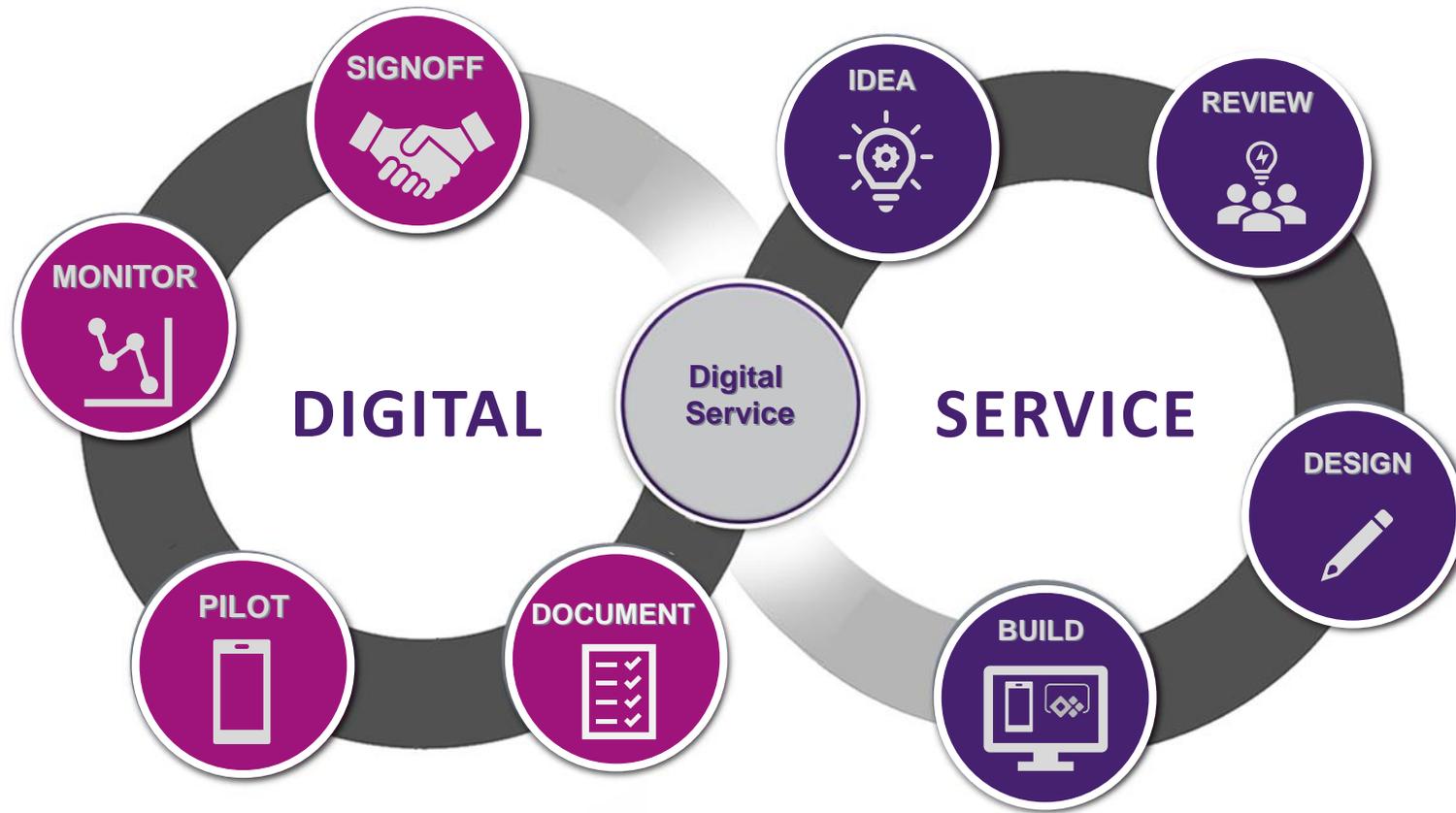
Other data sources

### Environments

- Engineering & Asset Management
- Heathrow Centre Of Excellence
- PowerApp - Operations
- PowerApp/Flow - BSC
- PowerApp/Flow - CRS
- PowerApp/Flow - Commercial - Te...
- PowerApp/Flow - Expansion
- PowerApp/Flow - Heathrow Secur...
- PowerApp/Flow - IT
- PowerApp/Flow - People
- PowerApp/Flow - SRR
- PowerApp/Flow - VIP
- Rail Engineering (Upgrade)
- Samit Saini's Environment
- Samit Saini's Environment
- Test Apps (SandBox) - Heathrow ...



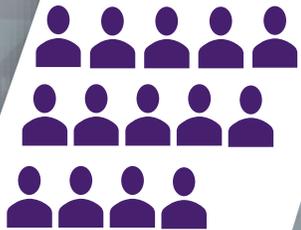
# Power Apps Life Cycle



- The PowerPlatform has enabled our colleagues to gain new skills that are in demand.
- Of the 14 colleagues who have been promoted all have benefited from the PowerPlatform in their new roles as the skills are easily transferable and career enabling.

## PROMOTIONS

14



# PROMOTIONS



# PASSENGER SERVICE APP



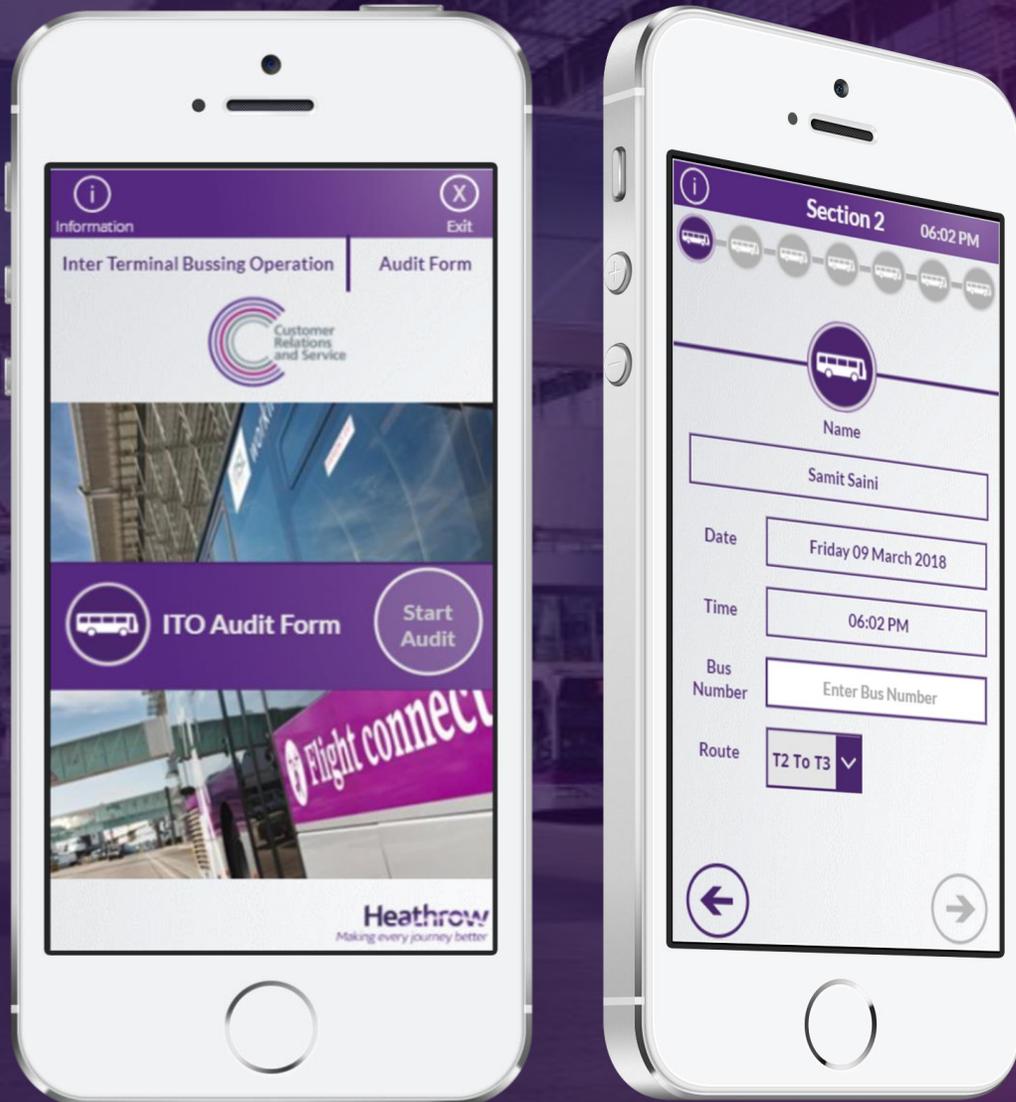
**Martin Shelley**  
Baggage Operations Coordinator

“Its great to build Apps for us by us”

“Since been shown what is possible, I am now able to edit and add extra features to enhance my colleague's experience to using the App”



# PowerApps - Digitalising Audits



Now: 2 Forms into 1 App

“I’m loving the concept of the ITO App simplicity at its best”

Timothy Dalby-Quenet  
Passenger Experience  
Manager



# END OF SHIFT REPORT APP



**Jese Navaranjan**

Power BI/PowerApps Consultant at Altius

“What is so great about PowerApps is that I can build apps within days not months and do it myself”



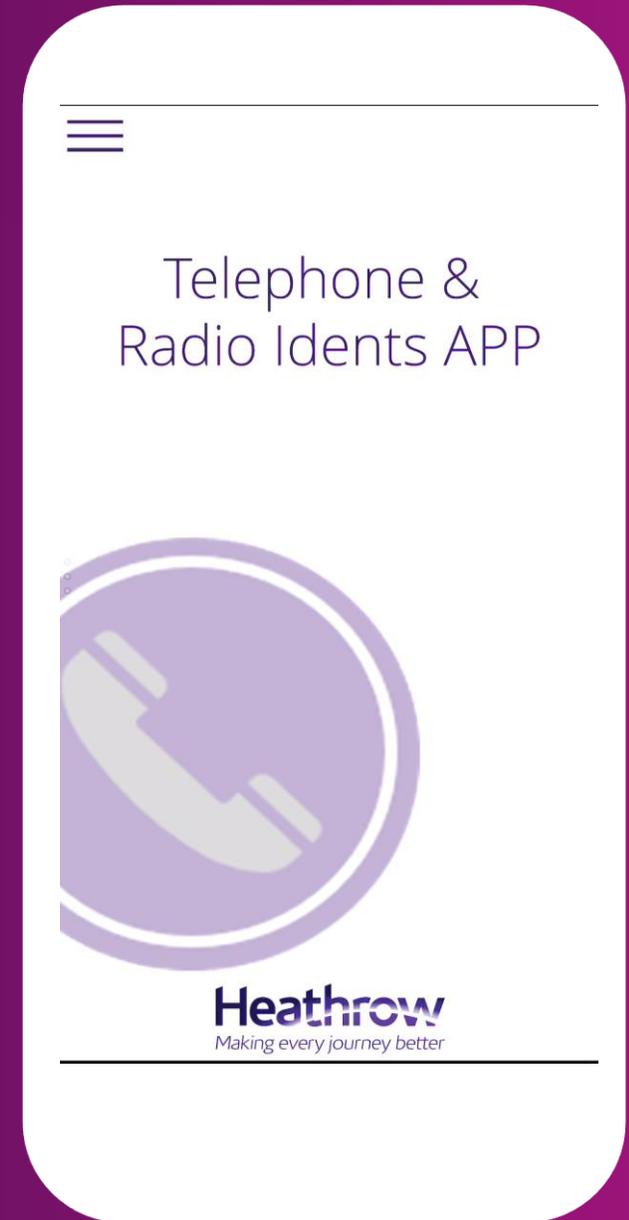
# From Security Officer to Airport Revenue Executive

## TELEPHONE & RADIO IDENTS APP



**Andrew Gray**  
Airport Revenue Executive

“Having the knowledge of the Operation and having access to PowerApps, the potential is endless. It’s great being part of the PowerApps community at Heathrow as we can share ideas, knowledge and collaborate on Apps”





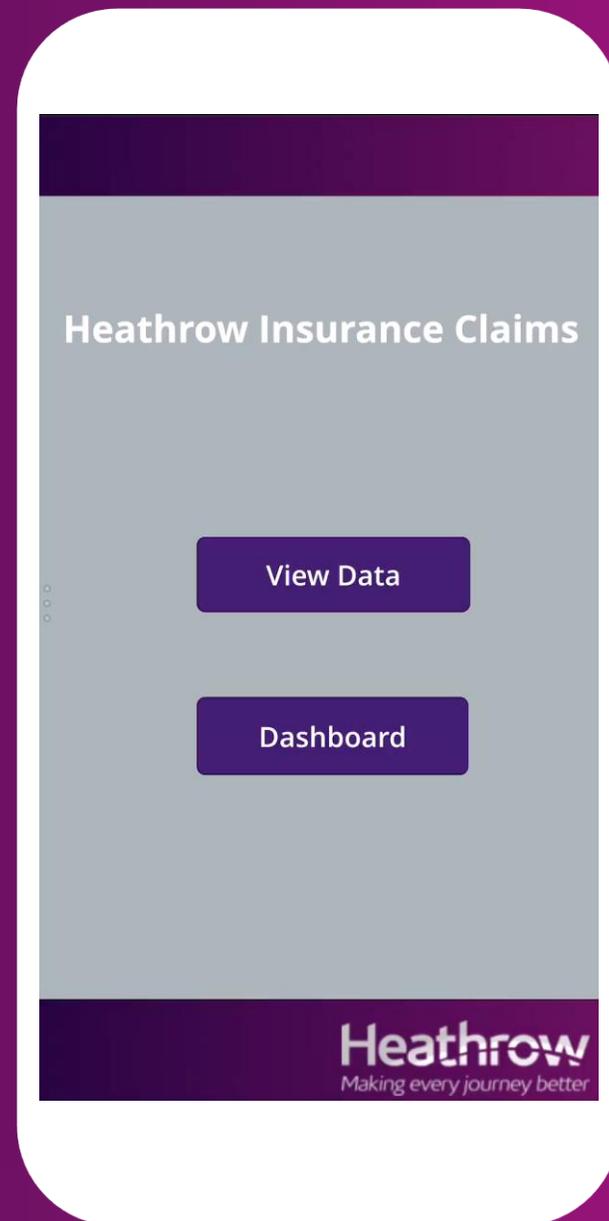
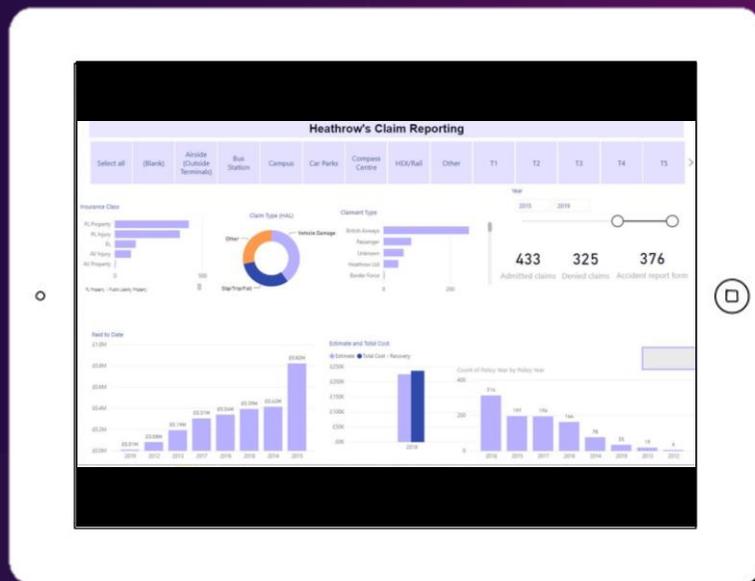
# INSURANCE CLAIMS APP



**Naz Bashir**  
Insurance Claims Officer

“In my role as an Insurance Claims Officer I review information several times a day on my laptop through many folders. When searching for information on a claim it would be very time consuming as information was only available on my laptop.

With PowerApps, I was able to review claims anywhere at any time and get an understanding of the status of the claim just with a few clicks!



# From School kids to Graduate's learning about PowerApps at Heathrow

PROMOTION

14

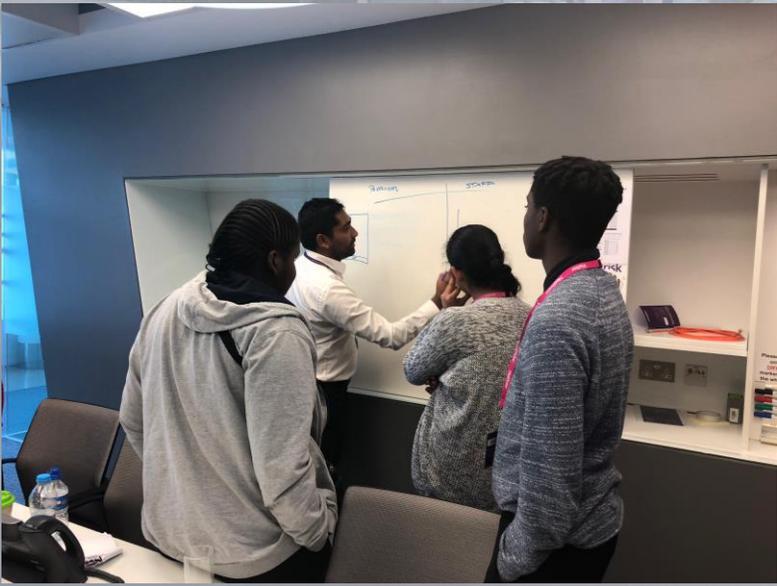


STUDENTS

50+



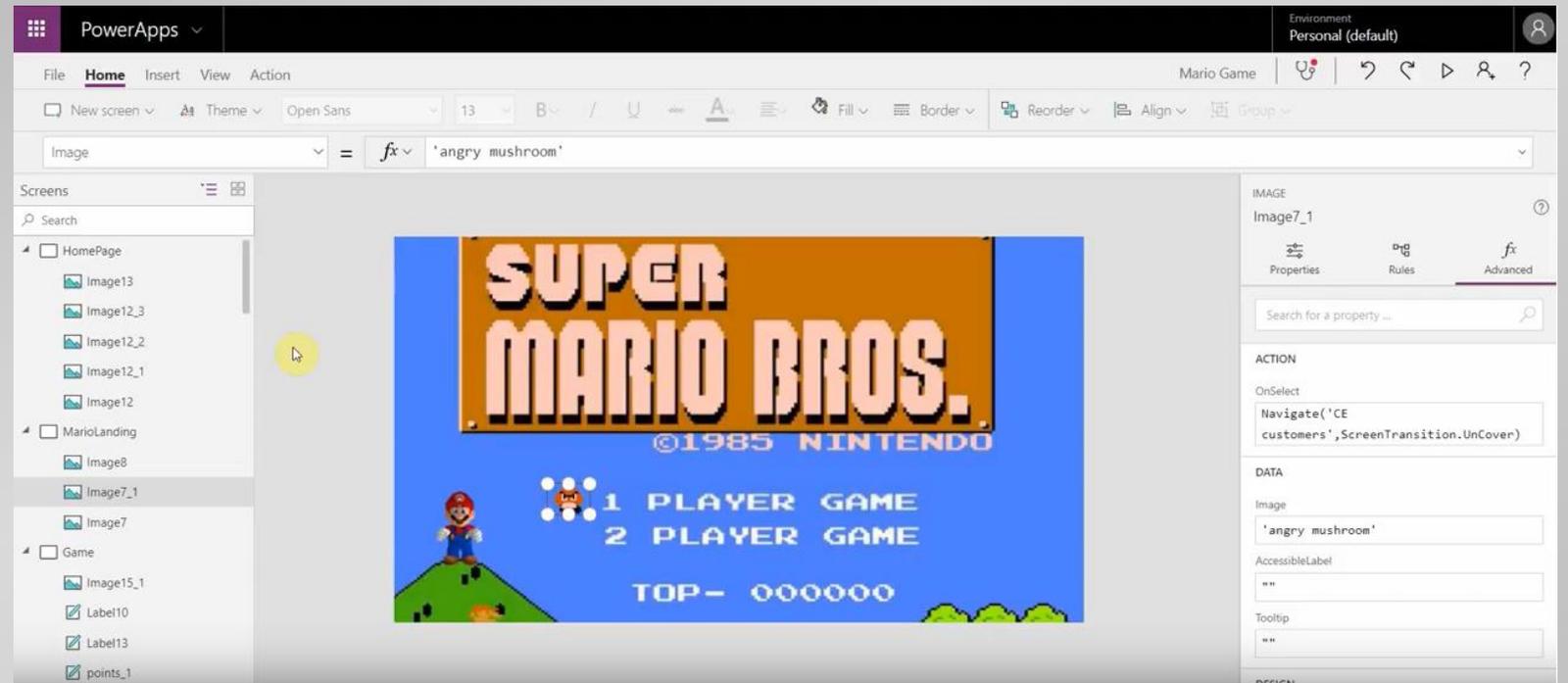
# STUDENTS



# PowerApps Super Mario



Will from TDG |  
Microsoft MVP  
@WilliamDorringt



# Work Experience at Heathrow

“Not only did the students manage to build an app but they all added their own individual ideas and features and took it to a level that we hadn’t anticipated!”

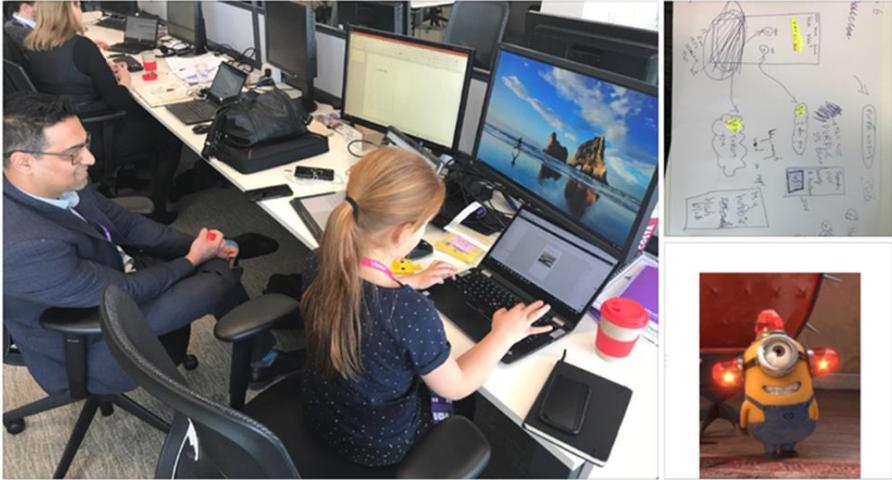
 **Darren Michael Burke** – April 17 at 6:08 PM from iPhone

To IT and Samit Saini

So I would like to say a huge thank you ! to **Samit Saini** who took some time today to teach my daughter how to create her very first app using PowerApps.

She had a great time and she can't wait for next time !

cc: Samit Saini



Showing 1 of 1 reply · Last reply April 18 at 1:03 PM



# DIGITAL INCLUSION



**Mat Sanchez**  
Senior Project Leader

# ACRONYMAID

## JARGON-BUSTER APP



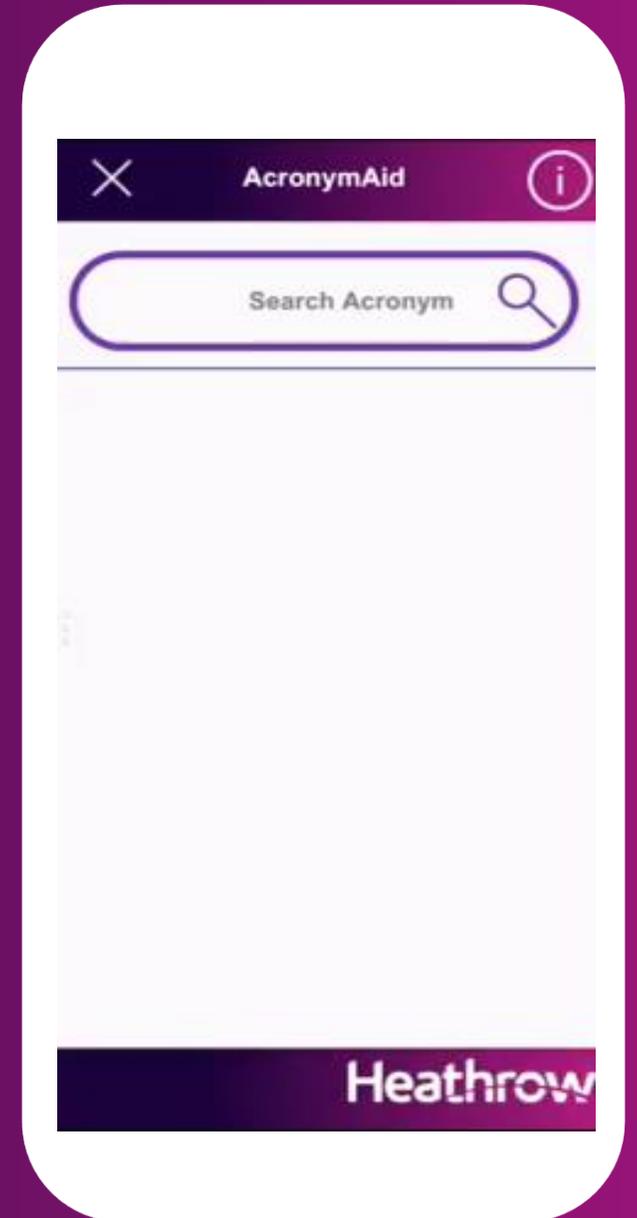
**Sadiq Alibhai**

Ex IT Placement Student

“When I joined Heathrow, I used to get really confused during meetings, because of the vast amount of acronyms being used! After speaking to other new-colleagues in the business, I realised that this was a common issue and something needed to be done.

By using PowerApps, I was able to develop an application (AcronymAid) which allowed users to search for acronyms, add new meanings to existing ones and also add completely new acronyms.

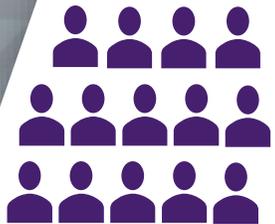
AcronymAid is now widely used across the business and has become a lasting legacy of my time at Heathrow!”



We have 6 departments who are utilising the PowerPlatform and encouraging colleagues to upskill as everyone benefits including our operation.

PROMOTION

14



STUDENTS

50+



DEPARTMENTS

6



- Engineering
- Security
- Development
- Commercial
- Safety Improvement
- Expansion

DEPARTMENTS



# COLLABORATION

## HEATHROW SUSA APP



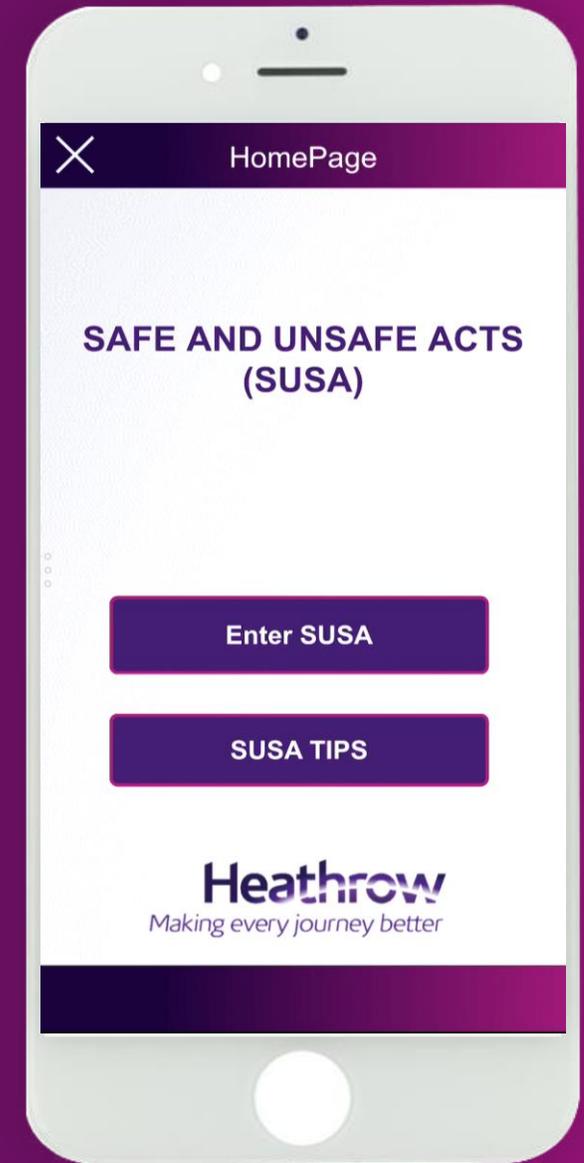
**Sundeep Ballay**  
Project Manager  
Health and Safety  
Improvement



**Hiten Patel**  
EAM Reporting &  
Development Manager

I created an app to help us achieve a more real time view of the status of Engineering across the day, this will replace the emails going out to all, and instead will update a power bi report that users can logon to, to see the status of critical assets / locations throughout the day

“One feature that I’m grateful for is the easy integration with between all the different applications”.



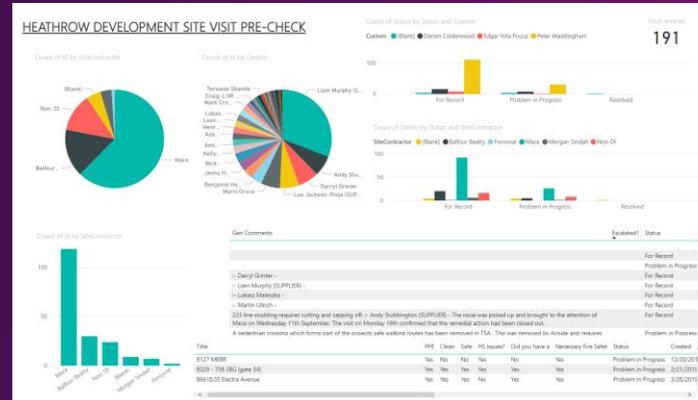
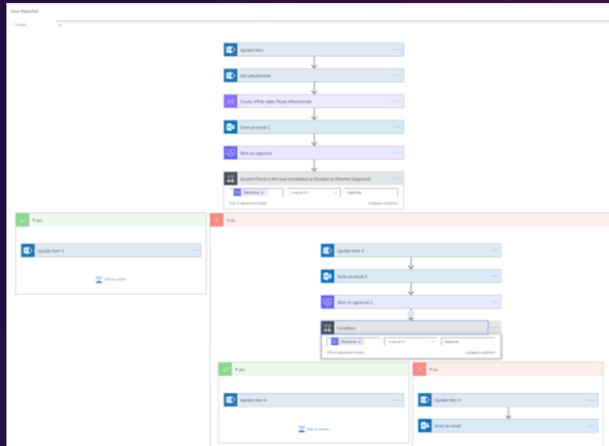
# SITE VISIT PRE-CHECK

“With Development having more than 400 live construction sites at anytime keeping track of visits and their condition was a task that had not been summarised or recorded before, using the connectivity provided by the new tools was a way of enabling this”.

The app, flow and BI dashboard was the first time that I had worked within the power platform and it took quite a bit of learning, but the solution was possible to be tested along the way and instantly used by over 200 site visitors almost straight away.



**Matthew Bourne**  
Head of Efficiency - PMO



## SiteVisitPC

### Site Visit Pre-Check App

This app enables us to record the status of a site as we arrive. It should be completed upon arrival and all fields should be filled in.

Please start your review by



Selecting the '+' symbol above

When you have completed your review please tap the tick in the top right corner

Our aim is to guide and train our frontline colleagues in the PowerPlatform so that their great idea can become a reality.

PROMOTION

14



STUDENTS

50+



DEPARTMENTS

6



FRONTLINE COLLEAGUES

15



FRONTLINE COLLEAGUES



# VEHICLE SEARCH APP



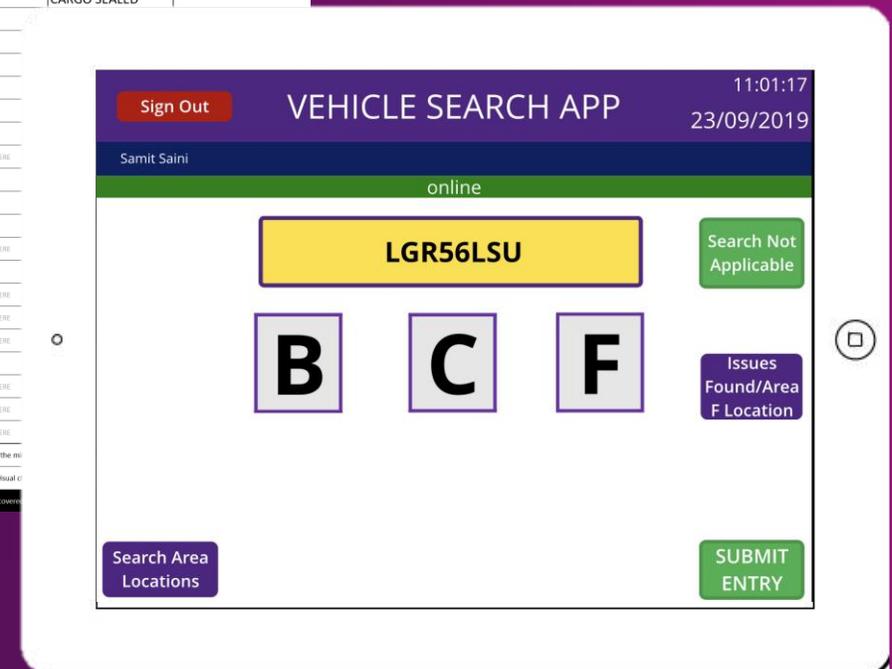
**Courtney Morris-Carnegie**  
Security PowerApps Solutions

“There are many processes in the business that rely on paper to capture information. Having been a security officer for several years, processing vehicles in this way was a perfect opportunity to test a digital solution and see the benefits that automation could bring .

The vehicle search app was the first project I took on with PowerApps. To see how far it has come is amazing, considering I have no background in coding or app development. ”

Security Officer Name <small>Please mark last search with "END"</small>	Time Search Started	Vehicle Registration	Areas of vehicle searched				Area F Location <small>(if searched)</small>	Additional Checks (if required)	Issues found
			Pre selected Area		Substitute <small>(X original)</small>				
Courtney Morris-Carnegie	06:15	KD18MMT	A	<input checked="" type="checkbox"/>	D	B			
	06:19	BT17WAP	A	B	E				
	06:25	SP54DAB	A	C	E				
	06:29	AB12CDF	B	D	F		BUMPERS		
	06:32	DA14BBD	A	<input checked="" type="checkbox"/>	E	D			
	06:40	MN65TRD	B	C	D				
	END	06:45	DF18KLM	A	D	F		FUEL CAP	
	:	:	:	A	B	F		ENTER TEXT HERE	
	:	:	:	A	D	E		ENTER TEXT HERE	
	:	:	:	A	C	D		ENTER TEXT HERE	
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:	:	:	A	D	F		ENTER TEXT HERE		
:	:	:	B	E	F		ENTER TEXT HERE		
:	:	:	A	C	F		ENTER TEXT HERE		

Area A : Door Pockets, Sun Visors & Glove Box  
Area B : Seat Pockets, Under Seats and Foot Wells  
Area C : Boot, Luggage or Cargo Area (Hand Search, driver to open. Boot to be opened on all occasions)  
Area D : Wheel Arches (Visual check only using the mirror)  
Area E : Engine Compartment (Driver to open, visual check)  
Area F : Another area of the vehicle that is not covered



# Heathrow Hackathon IT Away day



*Welcome*

To the  
**Heathrow**  
Hackathon

Think Paperless, Think Automate

# Hackathon





# Scenario: Car Park



Name of Security Guard	Number Plate	Date	Time Checked
Zaf	Heathrow 1	27/06/2019	09:05am

## An Average 2,000 Sheets of paper is used permonth

Everyday security guards do a daily check on the Car Park at the Compass Centre. We currently have cars parked using two car park spaces which causes other drivers to find parking hard or unavailable.

Some cars are parked dangerously which could cause accidents to other drivers. Warning tickets are issued to the driver. The security guard would also manually email the individual to give them a warning.



# Heathrow Hackathon IT Away day



## Heathrow

### Car ParkIT

Display Username

Take Picture

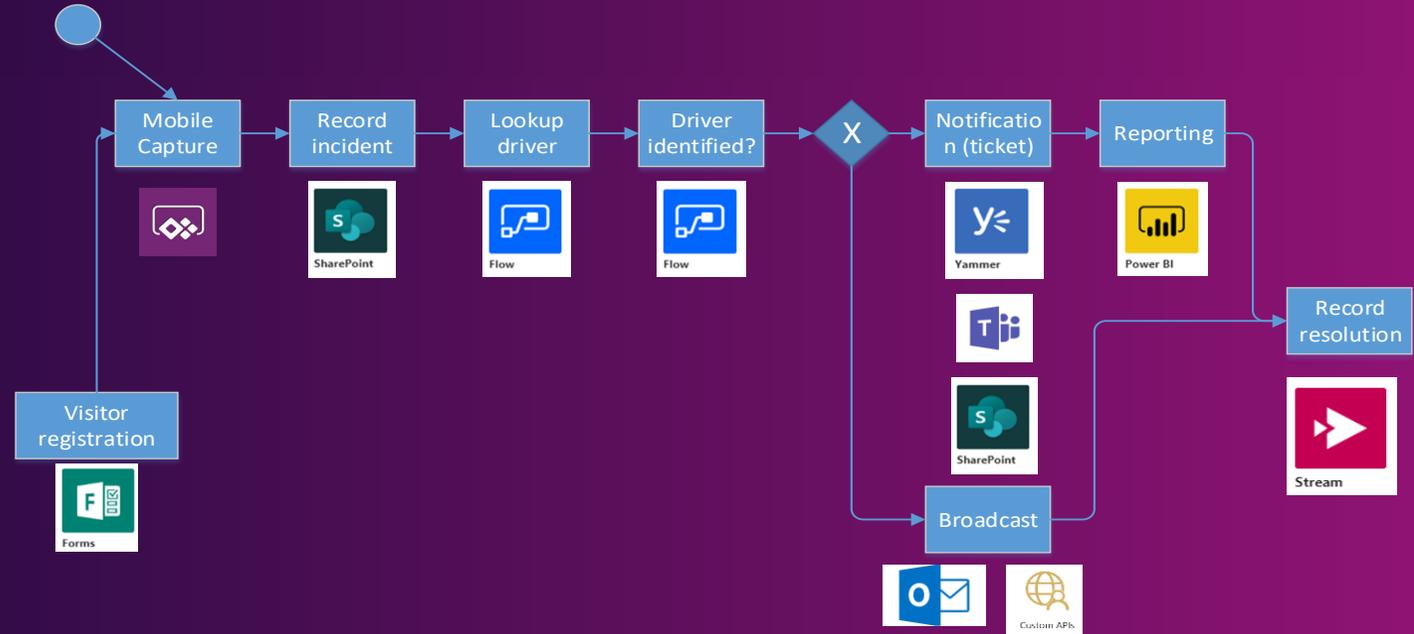


Inconsidered Parking

Submit



# Heathrow Hackathon IT Away day



Great support from Microsoft who were the judges



Mitesh Patel



Bryony Wolf



Steve Ede



# Impact of just 12 PowerApps – Annual Savings



- Saving of £300,000 in staff costs (& also upskilled superusers to build more PowerApps)



- Saving 950 hours



- Saving 72,000 sheets of paper = 9 trees



- An App would cost Heathrow up to £66,000 per App , potential cost saving of £792,000

# Our Approach



- Started small scale with low risk applications  
e.g. no data protection issues
- Create Governance, Build a community, share learning
- Quantify EVERYTHING

# Where you can learn...

<https://docs.microsoft.com/en-us/learn/>

The screenshot shows the Microsoft Learn homepage. At the top, there's a navigation bar with 'Microsoft', 'Learn', 'Products', 'Browse all', and 'Certifications'. Below this, a 'WELCOME TO Microsoft Learn' section introduces a new approach to learning. A featured module 'Host a web application with Azure App service' is highlighted with a 'Start learning for free' button. At the bottom, there's a 'Start learning today' section with a 'Select your role' dropdown menu.

<https://courses.edx.org/courses/course-v1:Microsoft+DAT227x+2T2017/course/>

The screenshot shows an edX course page for 'Developing Business Applications with Microsoft PowerApps, CDS, and Flow'. The course is identified as 'Microsoft - DAT227x' and 'Ended - Oct 1, 2018'. There are social media icons for Twitter and Facebook, and a 'View Archived Course' button.

<https://docs.microsoft.com/en-gb/powerapps/index>

The screenshot shows the PowerApps Documentation website. It features a 'Get started' section with links for 'I'm an app user', 'I'm an app maker', 'I'm an admin', and 'I'm a developer'. Below this, there are six content cards: 'What is PowerApps?', 'What's new', 'Learn PowerApps', 'Blog', 'Community', and 'Licensing'. Each card includes an icon and a brief description of the content.

# Reaching Out for Help on Power Apps...



**Brian Dang**  
@8bitclassroom

**“I love learning as much as I love sharing what I’ve learned—it would be lonely to sit on a mountain of knowledge by myself”**

# Monday Motivations...



Jon Levesque  
@JonLevesque



 SharePoint HTTP Connector Updated yesterday <a href="#">VIEW FULL PLAYLIST</a>	 Power Automate Beginner Videos Updated 2 days ago <a href="#">VIEW FULL PLAYLIST</a>	 Power Automate Tutorial Videos <a href="#">VIEW FULL PLAYLIST</a>	 Adventures in Community <a href="#">VIEW FULL PLAYLIST</a>	 Power Automate Connector Tutorials <a href="#">VIEW FULL PLAYLIST</a>	 Power Automate Intermediate Videos <a href="#">VIEW FULL PLAYLIST</a>
 Monday Motivation Season 3 <a href="#">VIEW FULL PLAYLIST</a>	 Adventures & Vlogs <a href="#">VIEW FULL PLAYLIST</a>	 Power Virtual Agents <a href="#">VIEW FULL PLAYLIST</a>	 Power Automate - UI Flows <a href="#">VIEW FULL PLAYLIST</a>	 Power Automate Advanced Videos <a href="#">VIEW FULL PLAYLIST</a>	 SharePoint Saturday 2018 <a href="#">VIEW FULL PLAYLIST</a>

# Friday Functions with Audrie



**Audrie Gordon**  
**@ArtsyPowerAppe**

**Audrie Gordon**  
5.31K subscribers

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- Adaptive Cards for Teams | Dynamic Content Missing?**  
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437 views • 3 weeks ago
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38:04  
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- Give us your thoughts on Templates!**  
6:10  
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25:51  
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- Advanced Expressions to Actions : Format Number**  
8:31  
698 views • 2 months ago
- Connector Series | Copying SharePoint attachments fro...**  
25:57  
412 views • 2 months ago
- Connector Series | PART 1: Microsoft Forms...**  
3:32  
223 views • 2 months ago
- Connector Series | PART 2: Microsoft Forms...**  
24:05  
266 views • 2 months ago
- Next Gen Adaptive Cards for Power Automate - Feature...**  
43:16  
3.6K views • 2 months ago
- Adaptive Cards | Using Sample Code Blocks**  
6:58  
1K views • 2 months ago
- P.S. Further Customizing the Drinks Custom Connector**  
8:55  
213 views • 2 months ago
- The final day of the 25 Days of flows | Create your own...**  
27:55  
385 views • 2 months ago

# Guy in a Cube...



Guy in A Cube  
@GuyInACube

What the HECK is a Power BI Gateway Cluster?  
Guy in a Cube • 2.3K views • 2 days ago  
Confused about what a Power BI Gateway cluster is? Have your On-Premises Data Gateway installed but it's overloaded?  
New  
12:01

Are you HITTING your Power BI aggregations???  
Guy in a Cube • 2.9K views • 3 days ago  
Are you not sure if you are hitting your Power BI Aggregations? Patrick shows you some tools you can use to verify if they are ...  
New  
7:46

+8 MORE

The How and Why of Power BI Aggregations  
Guy in a Cube • 12K views • 2 weeks ago  
Learn the how and why Power BI Aggregations can help your data model be more efficient. This video is part of a Power BI ...  
9:01

# How the community supported me...



Sameer Bhangar  
@sameerbhangar



Mr. Dang  
@8bitclassroom



Jon Levesque  
@JonJLevesque



Audrie Gordon  
@ArtsyPowerAppe



Will from TDG | Microsoft MVP  
@WilliamDorringt



Shane Young  
@ShanesCows



Keth Whatling  
@Keithwhatling



Chris Huntingford  
@TattooedCRMGuy



April Dunnam  
@aprildunnam



Daniel Lakewitz  
@Lakewitz



Daniel Christian  
@dchristian19



Alan Chai  
@alanchai

# the #PowerAddicts Community



Rory  
@AzureRory



Daniel  
@dchristian19



Geetha  
@GSiVed



Vivek  
@that\_API\_guy



April  
@aprildunnam



Shane  
@ShanesCows



Samit  
@SamitSaini01



Keith  
@KeithWhatling



Anton  
@Anton\_Rob\_Benz



Brian  
@8bitclassroom

# Meet the Power Apps Champs



<https://powerapps.microsoft.com/id-id/blog/powerapps-champions/>

**Power Apps Champs**

# My Personal Highlights Since using the PowerPlatform



## 10 change-makers who inspired me in 2018

“One of the great privileges of my job is meeting with people around the world who are pushing the bounds of technology to make a difference.”

**Satya Nadella**

Chief Executive Officer of Microsoft



# Why I do the things I do



# Thank You....



**Samit Saini**

DevOps – IT Office 365 Solution  
Specialist

“There’s no limit to what you can create  
with new technology.

I created a new career.”



**Samit Saini #PowerAddict**  
@SamitSaini01



**Samit Saini**



**Samit.Saini@Heathrow.com**

# thank you

Gracias	ευχαριστώ	Danke	Grazie	благодаря
Hvala	Obrigado	Kiitos	شكراً	Tak
Ahsante	Teşekkürler	متشكراً	Salamat Po	감사합니다
Cám ơn	شكريه	Terima Kasih	Dank u Wel	Děkuji
நன்றி	Köszönöm	ありがとう ございます	ขอขอบคุณครับ	Dziękuję
谢谢	Tack	Mulțumesc	спасибо	Merci
תודה	多謝晒	дядкую	Ďakujem	धन्यवाद