

# Solution Canvas for Business Applications

Template

Prepared by



**APP**RISING

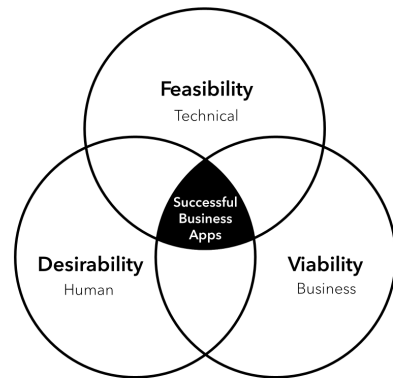
# Solution Canvas for Business Applications

A one-page template for teams to design and evaluate a Power Platform / Dynamics 365 solution.

## Background

The Solution Canvas for Business Applications is a one-page solution design document that teams work on collaboratively to understand and validate that they have all the components for successful Power Platform or Dynamics 365 solution. It helps design solutions that balance the needs of people, the possibilities of technology and the requirements of business success.

With the canvas, teams are able to quickly come to a common understanding of a solution, reducing the communication barrier between business and IT teams.



## Instructions

Working with other people, start with the top row and use the prompts and questions in each box to populate what you know about your project and solution so far. Different people will be required for each row of the canvas based on their knowledge and roles.

*Start here*

Solution Canvas for Business Applications			
[Project / Solution Name] as at [date]			
Program	Need	Audience	Desired Impact
<p>Write a statement that describes the underlying need before the project.</p> <p>Questions to consider:</p> <ul style="list-style-type: none"> <li>What is the problem or opportunity that originally led to the solution?</li> <li>Why are we doing this &amp; why does it matter?</li> <li>What does the solution support to a higher level strategic goal?</li> </ul>	<p>List the people or groups that the solution serves.</p> <p>Questions to consider:</p> <ul style="list-style-type: none"> <li>Who does the solution primarily serve?</li> <li>What do they get &amp; why does it matter?</li> </ul>	<p>Write a statement that describes the outcomes and impact other than project.</p> <p>Questions to consider:</p> <ul style="list-style-type: none"> <li>What does the solution enable the audience to do?</li> <li>What change will the audience 'experience'?</li> <li>What have not to be different &amp; how?</li> </ul>	<p>List SMART goals that success will be measured against.</p> <p>Questions to consider:</p> <ul style="list-style-type: none"> <li>What are the measures for impact?</li> <li>What KPIs is the business currently measuring?</li> <li>What is the expected ROI?</li> </ul>
People	Users	Stakeholders	Project Team
<p>List the people or groups that are end users of the solution.</p> <p>Questions to consider:</p> <ul style="list-style-type: none"> <li>What are the different user roles?</li> <li>Where will they use the solution?</li> </ul>	<p>List the people that have an interest in the success of the solution.</p> <p>To consider:</p> <ul style="list-style-type: none"> <li>Who are they?</li> <li>Who are not?</li> </ul>	<p>List the people who are on the project team and their roles.</p> <p>To consider:</p> <ul style="list-style-type: none"> <li>Business Project Manager, Solution Architect, Business Analyst, CRM, Dynamics, Data Analysts, Teams, IT, Vendor Partners</li> </ul>	<p>Who owns business readiness?</p> <ul style="list-style-type: none"> <li>Steering, organizational change, communications, L1, go live</li> </ul>
Technology	Components	Data	Licensing
<p>List the components that make up the solution.</p> <p>Questions to consider:</p> <ul style="list-style-type: none"> <li>What Power Platform components can be leveraged?</li> <li>What supporting Microsoft solutions are required (eg. Exchange for email)?</li> <li>Does it need to integrate with other non-Microsoft solutions?</li> </ul>	<p>List the main types of data and their source.</p> <p>Questions to consider:</p> <ul style="list-style-type: none"> <li>What is the primary data source?</li> <li>What other data sources will be used?</li> <li>Does the solution include sensitive data?</li> </ul>	<p>List the licenses that are required.</p> <ul style="list-style-type: none"> <li>What licenses do you already have?</li> <li>What extra licenses do you need?</li> <li>Consider minor licenses to resolve issues.</li> </ul>	<p>Describe how users will access the solution components and data.</p> <ul style="list-style-type: none"> <li>Security groups, service accounts, etc.</li> </ul>
			<p>App Lifecycle Management</p> <ul style="list-style-type: none"> <li>What environments will you use?</li> <li>How will solutions be moved between environments?</li> <li>Are there any Power Platform dependencies to consider?</li> </ul>

### 1. Purpose

**People required:** Senior stakeholders accountable & responsible for the project outcomes.

**Why:** The **purpose** is the north star of the project that aligns the team to a common goal and guides decision making.

### 2. People

**People required:** Leaders and managers of the project.

**Why:** Business Application projects are more about **people** change than technology. It is important that all people related to a solution are considered.

### 3. Technology

**People required:** Project team responsible for implementation.

**Objective:** To help evaluate the technical feasibility of the solution.

### 4. Share

Once you have completed the canvas or whenever you update it, share it with everyone involved. Host an interactive workshop to get people's input and address any questions they have. This will ensure alignment of everyone involved.

## Tips



Use **sticky notes** to populate the canvas initially. This lets people know that the canvas can & will change over time. However, the **purpose** row should be well defined early on.



Watch out for **dependencies** between the canvas boxes and how they might influence each other. e.g. users, sensitive data, security



The prompts and questions in the canvas are likely to identify **gaps** that you might have. That's a good thing, it highlights what you need to work on.



This is not a one off-exercise. Projects constantly change so be prepared to **iterate**. Use "as at date" so you know when the canvas was last updated.



You might not have all the answers to populate all of the canvas straight away. That's OK. Break out into separate working sessions and focus on one or two boxes at a time.

## About Us



Consultant / Facilitator



Hi, I'm Hamish  
With over 15 years of consulting experience, I'm on a mission to reimagine business application design by making it more collaborative, innovative, and user-focused.

[Connect with me on LinkedIn](#)

## Sticky Notes



Select a sticky note

Ctrl + C to copy

Ctrl + V to paste

## [Project / Solution Name]

as at [date]

	<h3>Need</h3> <p>Write a statement that describes the underlying need (before the project).</p> <p><b>Questions to consider:</b></p> <ul style="list-style-type: none"> <li>• What is the problem or opportunity that originally led to this solution?</li> <li>• Why are we doing this &amp; why does it matter?</li> <li>• How does the solution support our higher-level strategic goals?</li> </ul>	<h3>Audience</h3> <p>List the people or groups that the solution serves.</p> <p><b>Questions to consider:</b></p> <ul style="list-style-type: none"> <li>• Who does the solution primarily serve?</li> <li>• What do they get &amp; why does it matter?</li> </ul>	<h3>Desired Impact</h3> <p>Write a statement that describes the outcomes and impact (after the project).</p> <p><b>Questions to consider:</b></p> <ul style="list-style-type: none"> <li>• What will this solution enable the audience to do?</li> <li>• What change will the solution create?</li> <li>• Whose lives will be different &amp; how?</li> </ul>	<h3>Success Criteria</h3> <p>List SMART goals that success will be measured by.</p> <p><b>Questions to consider:</b></p> <ul style="list-style-type: none"> <li>• How will we measure the impact?</li> <li>• What KPIs is the business currently measuring?</li> <li>• What is the expected ROI?</li> </ul>
<b>Purpose</b>				
	<h3>Users</h3> <p>List the people or groups that are end users of the solution.</p> <p><b>Questions to consider:</b></p> <ul style="list-style-type: none"> <li>• What are the different user roles?</li> <li>• Who else do they interact with?</li> <li>• Where will they use the solution?</li> </ul>	<h3>Stakeholders</h3> <p>List the people that have an interest in the success of the solution.</p> <p><b>To consider:</b></p> <ul style="list-style-type: none"> <li>• RACI matrix</li> <li>• Who else?</li> </ul>	<h3>Project Team</h3> <p>List the people who be on the project team and their role.</p> <p><b>To consider:</b></p> <ul style="list-style-type: none"> <li>• Roles - Project Manager, Solution Architect, Business Analyst, SMEs, Developers, Data Owners, Testers, IT, Vendor/Partner</li> <li>• Do you have the right skills?</li> <li>• What additional help do you need?</li> </ul>	<h3>Business Readiness</h3> <p>Who owns business readiness?</p> <ul style="list-style-type: none"> <li>• Training, organisational change, communications, UAT, go live</li> </ul>
<b>People</b>				<h3>Support &amp; Maintenance</h3> <p>Who owns the solution long term?</p> <ul style="list-style-type: none"> <li>• Break fix support</li> <li>• Continuous improvement</li> </ul>
	<h3>Components</h3> <p>List the components that make up the solution.</p> <p><b>Questions to consider:</b></p> <ul style="list-style-type: none"> <li>• What Power Platform components can be leverage?</li> <li>• What supporting Microsoft solutions are required? e.g. Exchange for email</li> <li>• Do we need to integrate with other non-Microsoft solutions?</li> </ul>	<h3>Data</h3> <p>List the main types of data and their sources.</p> <p><b>Questions to consider:</b></p> <ul style="list-style-type: none"> <li>• What is the primary data source?</li> <li>• What Power Platform connectors will be used?</li> <li>• Does the solution include sensitive data?</li> </ul>	<h3>Licensing</h3> <p>List the licenses that are required.</p> <ul style="list-style-type: none"> <li>• What licenses do you already have?</li> <li>• What extra licenses do you need?</li> <li>• Consider storage capacity &amp; request limits.</li> </ul>	<h3>Security &amp; Access Management</h3> <p>Describe how users will access the solution components and data.</p> <ul style="list-style-type: none"> <li>• Security groups, service accounts etc.</li> </ul>
<b>Technology</b>			<h3>Devices</h3> <p>List the devices (laptops, tablets, mobile phones) that will be used.</p>	<h3>App Lifecycle Management</h3> <ul style="list-style-type: none"> <li>• What environments will you use?</li> <li>• How will Solutions be moved between environments?</li> <li>• Are there non-Power Platform components to consider?</li> </ul>

# Example

## Mobile app for Quality Assurance process on construction site

### About

The **Solution Canvas** example on the following page is from a small project for a construction company. The company has a strict quality assurance process to make sure that it complies with industry regulations and safety.

The quality assurance process was paper based, tedious, time consuming, involved duplication of work, and with a high risk of human error resulting in non-compliance.

The solution described in the canvas is a Power App designed for a mobile device plus a back office application.



# Example: Mobile Quality Assurance App

as at [date]

