

CASE STUDY

LANDGATE

Landgate enhances governance, efficiency and security within the Microsoft Power Platform, empowering citizen developers to innovate with confidence.



Insight 




Landgate

Landgate is the Government of Western Australia statutory authority responsible for managing the state's land and property information. It captures, maintains and delivers accurate location information to support everything from agriculture to emergency services and land use planning.

The organisation has a robust Power Platform citizen developer community of non-technical staff using the technology to create apps and automations to streamline individual or team processes. These include automations of repetitive and time-consuming tasks such as printing processes and apps built for personal productivity or to address gaps in core systems.

The challenge

Citizen developers were grappling with issues around processes and governance. These challenges included:

- **Unstructured adoption and development.** Landgate had successfully been using Power Platform but did not have a clear delivery model. This led to citizen developers building Power Apps and Power Automate flows in sandbox and non-production environments. The unstructured approach meant apps and automations were embedded in different business areas without adequate consideration of standardisation and scalability.
- **Lack of best practice guidance.** There was no agreed-upon approach for the enterprise adoption of Power Platform at Landgate. This lack of guidance has potential implications for the overall utility and governance of the tools developed.
- **Governance and controls.** Landgate's citizen developers felt overburdened by IT processes they felt were unnecessary when building simple, personal productivity apps and automations. However, the governance team felt it needed a tighter governance structure so that more complex projects could be built in a secure and compliant way. The organisation, therefore, needed guidance on how to navigate governance for the different levels of complexity of citizen projects.



In mid-2022, the organisation assessed its Power Platform usage and envisioned a solution that provided technical support for citizen developers. It needed a strong governance framework that mitigated risks, ensured sustainability and could measure the success of its robotic process automation (RPA) environment. It also needed a clearly defined strategy to establish governance practices and nurture a community of citizen developers, all while optimising licensing.

Landgate engaged Insight in 2023 to support the development of this solution. With Insight's help, it has embedded a structured governance framework and put appropriate processes in place so citizen developers can build innovative and secure applications.

“*Landgate deals with large amounts of information as part of its core business activities. It needed a way to harness the enthusiastic capabilities of its citizen developers into a secure, appropriately governed and efficient environment that encourages innovation. That was our mission.*”

Lucy Cantlay,
Senior Business Architect, Insight

The solution

Insight's approach to addressing Landgate's needs was to:

- conduct a Power Platform maturity assessment
- develop an agreed-upon best practice delivery model
- create governance frameworks for key stakeholders using Power Platform
- provide guidance on building a Power Platform Centre of Excellence
- build a knowledge exchange community through the Citizen Developers Hub.

Insight provided a detailed Power Platform Maturity Assessment for Landgate, identifying areas of strength and opportunities for improvement through a strengths, weaknesses, opportunities and threats (SWOT) analysis. Following this, Insight presented a robust strategy to align with Landgate's vision.

With Insight's advice, Landgate established a Power Platform Centre of Excellence, defining roles and responsibilities for the platform's sustainable administration and fostering a culture of continuous learning and support among citizen developers. Insight's tailored delivery model addressed the diverse needs of Landgate's citizen developers, delineating processes and approvals based on the scope of projects.

Insight also helped to build a Citizen Developers Hub within Landgate's intranet to facilitate knowledge sharing, provide process guidance and announce training opportunities. In addition, it provided technical guidance on optimising licensing, configuration best practice, data sourcing and Data Loss Prevention (DLP) policies, and the development of key metrics for monitoring Power Platform adoption and administration.

The result

The benefits of Insight's new Power Platform governance framework include:

- stronger IT governance and application lifecycle management, with a multi-level set of processes and guidance as to which set of processes applies to which types of citizen projects
- streamlined risk assessment procedures
- enhanced administrative oversight and optimised Power Platform licensing
- lower hosting costs through efficient automation practices

These improvements have translated into practical benefits and impacts for the teams at Landgate. Since March 2024, Landgate has seen 20 new early adopters a month start to use the tool to innovate and streamline processes. Adoption continues to increase monthly. The Citizen Developers Hub is already proving to be a hotbed of innovation, with a new idea emerging almost weekly from discussions occurring on the forum.

“Our collaboration with Landgate was about understanding the motivations of each group within the organisation and empowering them to achieve their desired outcomes. By working closely with different teams, we helped them utilise the Power Platform more efficiently, ensuring both user accessibility and technical security.”

Giselle Rowe,
Practice Manager Strategy & Design,
Insight

Landgate has a well-established innovation community, and thanks to Insight, this community is now empowered to build and use Power Platform securely and sustainably. The multi-level set of processes that Insight has helped put in place has enabled citizen developers to continue innovating with minimal governance burden, allowing them to use pre-approved connections to build personal productivity apps. Meanwhile, the governance team has gained confidence in the security and compliance process associated with more complex, customer-facing apps.

The Centre of Excellence and Citizen Developer Hub on SharePoint also provides a foundation for continuous learning and collaboration and a nexus for knowledge exchange. Landgate has not only realised these immediate benefits but also established a sustainable model for future growth and scalability.

Beyond the cultural and community development, Landgate has achieved tangible business impacts such as improved operational efficiencies and more time to spend on complex and meaningful work. Through streamlined processes and refined risk management practices, it has achieved greater control over its data security – which is vital given the sensitive nature of its work.

Landgate's focus now remains on maintaining the gains achieved through this engagement and exploring new ways for innovation and Power Platform adoption.



“*The team at Insight really listened to us and helped us bring our vision to life. Their expertise structured our use of Power Platform and helped us empower our problem-solvers with a framework that safeguards our data and our business. This partnership has laid the foundations for a future where our citizen developers drive change, assured by robust governance*”

Tonya Bailey,
Innovation Consultant
Landgate

“*Our goal at Insight was to enhance Landgate's already impressive Power Platform usage, not by reinventing the wheel, but by adding strategic spokes that reinforce the journey. We're proud to have implemented a governance framework that allows them to harness the full potential of Power Platform safely and sustainably.*”

Lucy Cantlay, Senior Business Architect, Insight



If you would like to find out more about this project, [please get in touch.](#)