Microsoft

Crisis Communication App Template

Overview and Visual Walkthrough

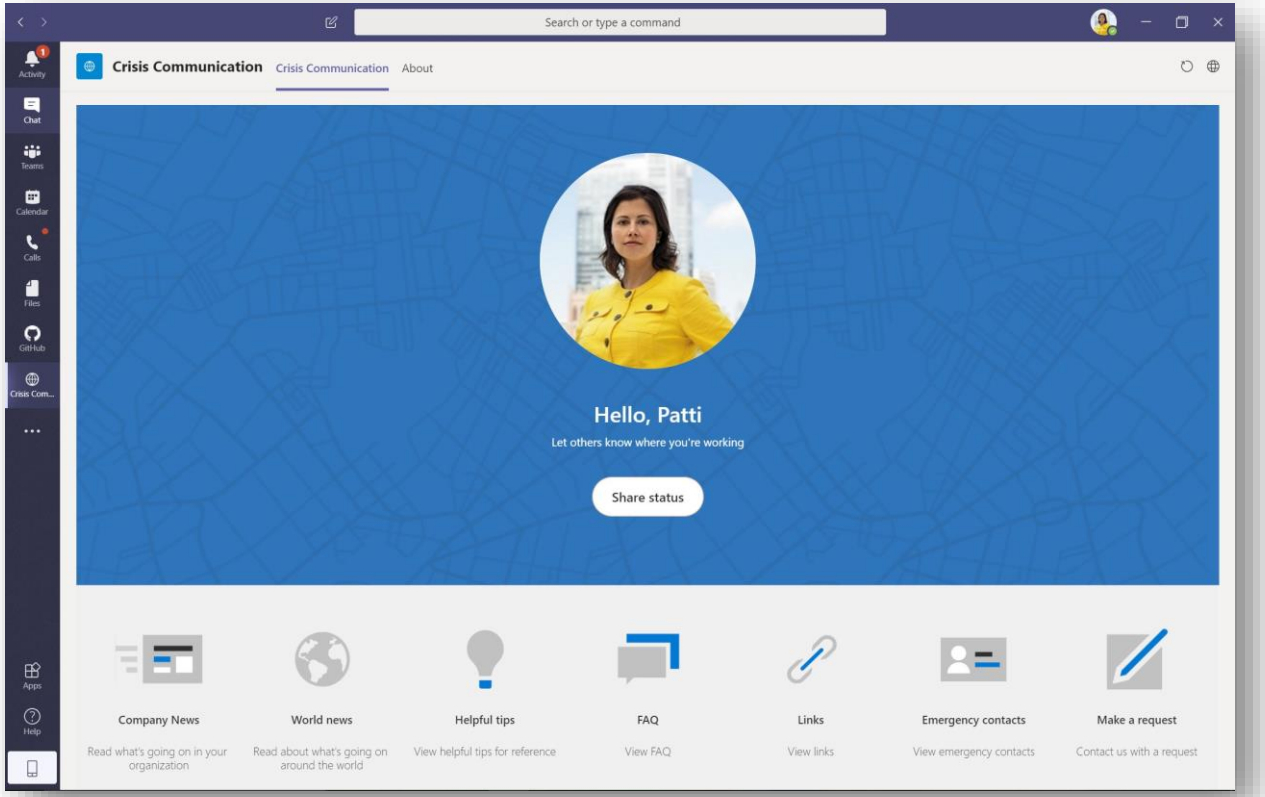
Crisis Communication App

Built by the Power Apps engineering team in partnership with MW CSU

Crisis Communications App is a Power App based template that can be used by organizations to coordinate their own information sharing and team collaboration in response to evolving conditions in times of crisis.

Key features include:

- *Employees **can get access to latest company news, tips, FAQs, important links, emergency contact** in a single App.*
- Can be **pinned in Teams to allow for ease of access & enhanced collaboration** but it can be used as a standalone App
- *Employees can **report their work status** (e.g., working from home) and **make requests**. This helps managers coordinate across their teams and helps central response teams track status across an organization.*
- *Comms and Crisis response teams can use the app **to push news, updates, and content specific to their organization**, and can provide **emergency contacts** specific to different locations.*
- *Includes the **ability to add RSS feeds** of up-to-date information from reputable sources such as WHO, CDC, or a local authority.*
- *All features are **fully configurable via a companion Admin App** and can be turned off/on easily.*
- *A **Power BI Dashboard** can be used by crisis management teams to track worker status.*
- Available in **41 languages**



Getting Started:

1. Overview of the App (3 min video)

Additional Assets:

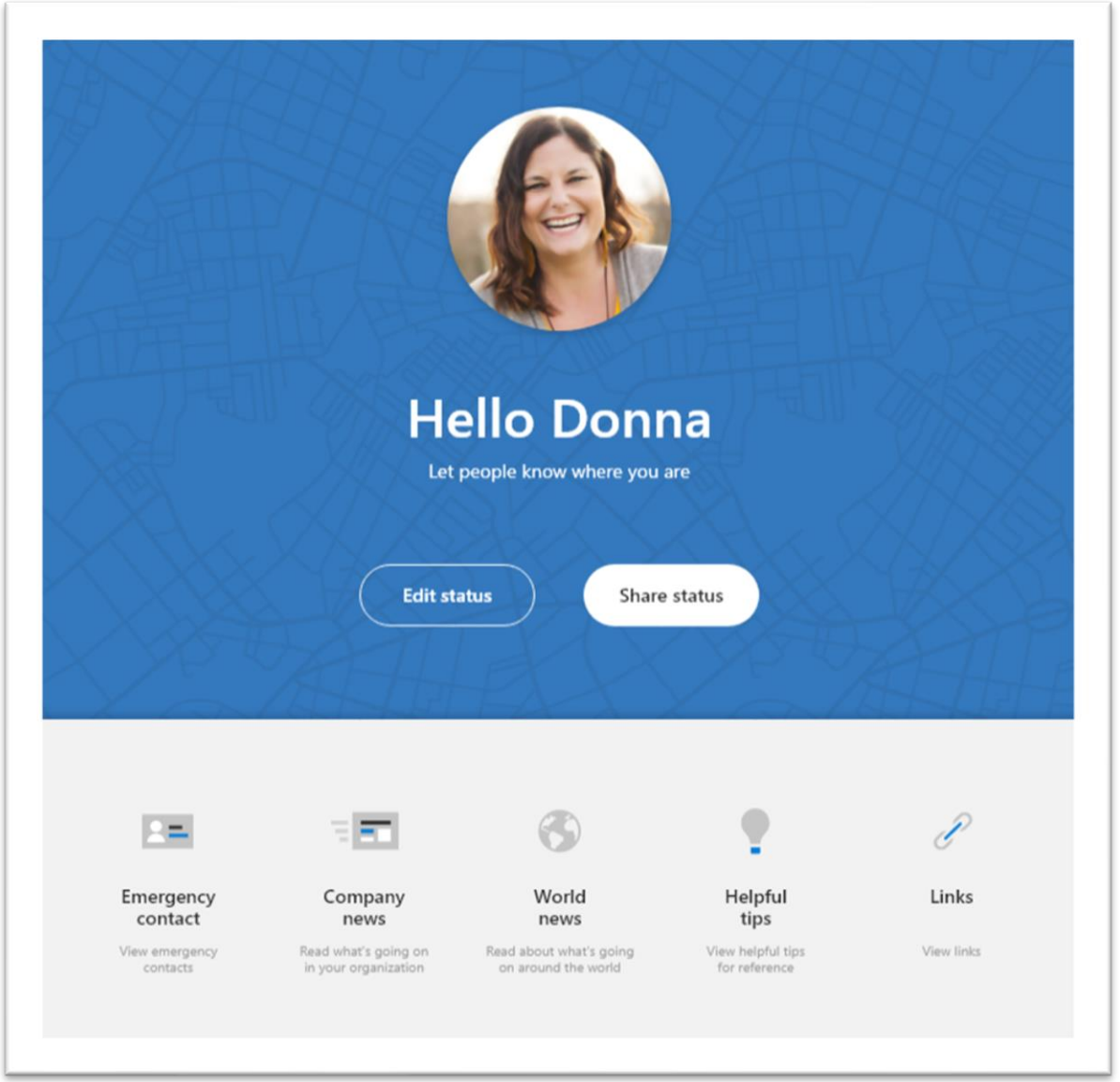
2. Download App (Github)
3. Detailed Deployment Documentation
4. Deployment Guidance (25 min video)
5. Frequently Asked Questions

Blogs:

6. Power Apps blog
7. Teams Engineering Blog (*includes instructions to pin the App to Teams*)

Released as “Open Source”

- ✓ Built by the Power Apps engineering team at Microsoft as an **Open source** solution. **Fully customizable**!
- ✓ **Companion Admin App** is also included in the “open source” solution and can be to manage features and content for the main app.
- ✓ Available for **Commercial** and **GCC**
- ✓ Solution based on **Power Apps and Power Automate** leveraging **standard connectors** (included as part of the O365 or D365 seeded Power Platform licenses)
- ✓ Includes the capability to **send email notifications or Teams post** when a new update is posted by Comms teams.
- ✓ Also includes the **capability to Push notifications to mobile users** which alerts the users immediately. *Power Apps Push Notification connector was reclassified as a standard connector for the duration of COVID-19 crisis* (standard connectors are included as part of the O365 or D365 seeded Power Platform licenses)
- ✓ All **data is stored in SharePoint lists**. Underlying SP List data source can be used to create additional views for reporting or exported to excel to analytics.
- ✓ **Included PowerBI report may require PBI license -** only users leveraging PowerBI dashboard need the license



Submit Feedback: https://aka.ms/crisis-communication-feedback

Key benefits

No coding required to deploy

Deploys without writing any code for the out-of-the-box experience. Detailed deployment guidance & step-by-step video available

Customizable and brandable

Full configurable via the companion Admin App. All features can be turned off/on. Power Platform enables easy customizations by Citizen Devs and IT pros alike

Use in Teams or Standalone

Can be pinned in Teams to allow for ease of access & enhanced collaboration but it can be used as a standalone App

Privacy and security

Deploys in organization’s tenant, maintaining full ownership of end-to-end data flow

Supports multiple languages

Support for Spanish, German, French, Japanese, Portuguese-Brazil, Chines, Korean and Italian. Additional languages being added

Personas

Lidia Holloway

Crisis Response Team Lead

Desired State

- Single place to publish latest company updates, provide links to policies, FAQs and emergency contact team information
- Instantly update employees with latest news
- Coordinate help requested by employees

Johanna Lorenz

Manager

Desired State

- Consumes latest updates published by the Crisis Response team from a single App
- Has access to the latest policies, FAQ and emergency contact information for herself and her team
- Ability to share status with manager and peers.
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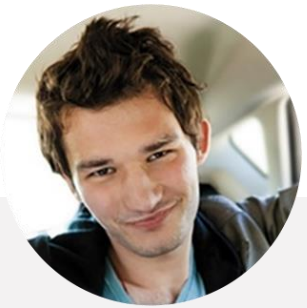

Jordan Miller

Employee

Desired State

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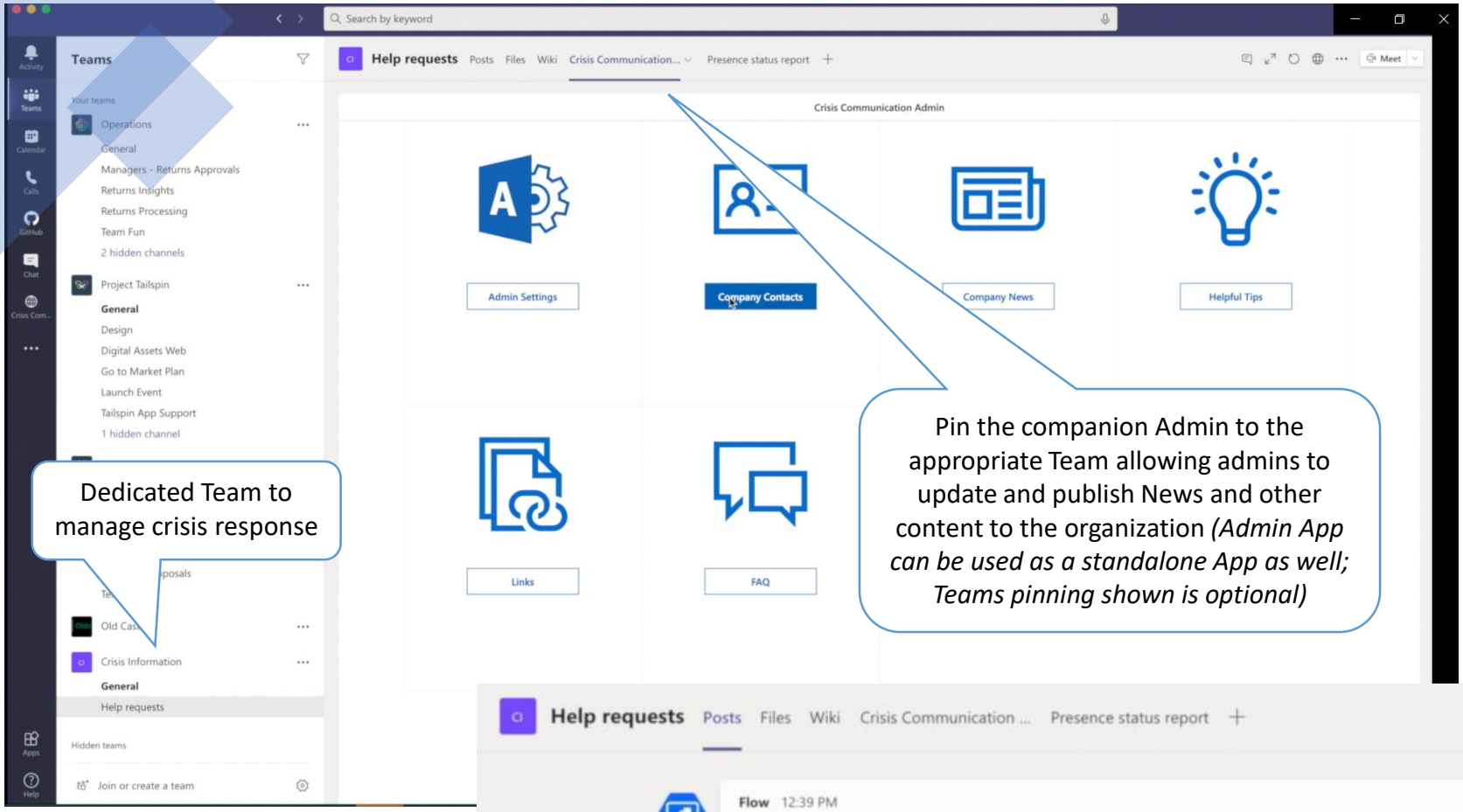
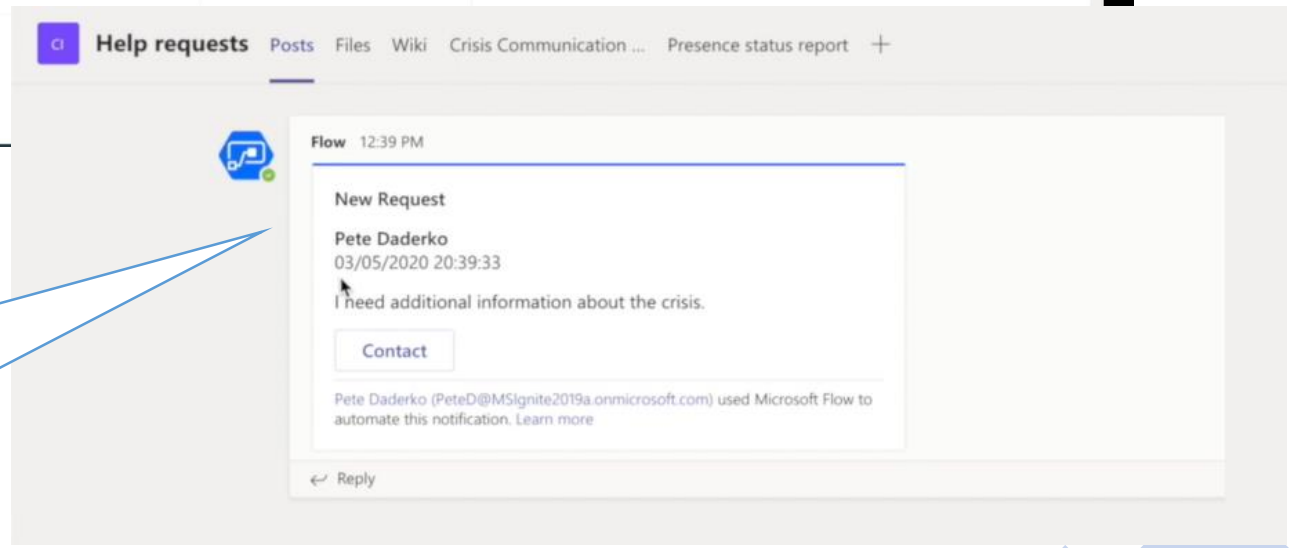
- Request help from the crisis response teams



Dedicated Team to manage crisis response

Pin the companion Admin to the appropriate Team allowing admins to update and publish News and other content to the organization *(Admin App can be used as a standalone App as well; Teams pinning shown is optional)*



Monitor all help requests from a Teams channel

(*Flow can be easily configured to send Help requests to a mailbox instead of a Teams Channel post*)

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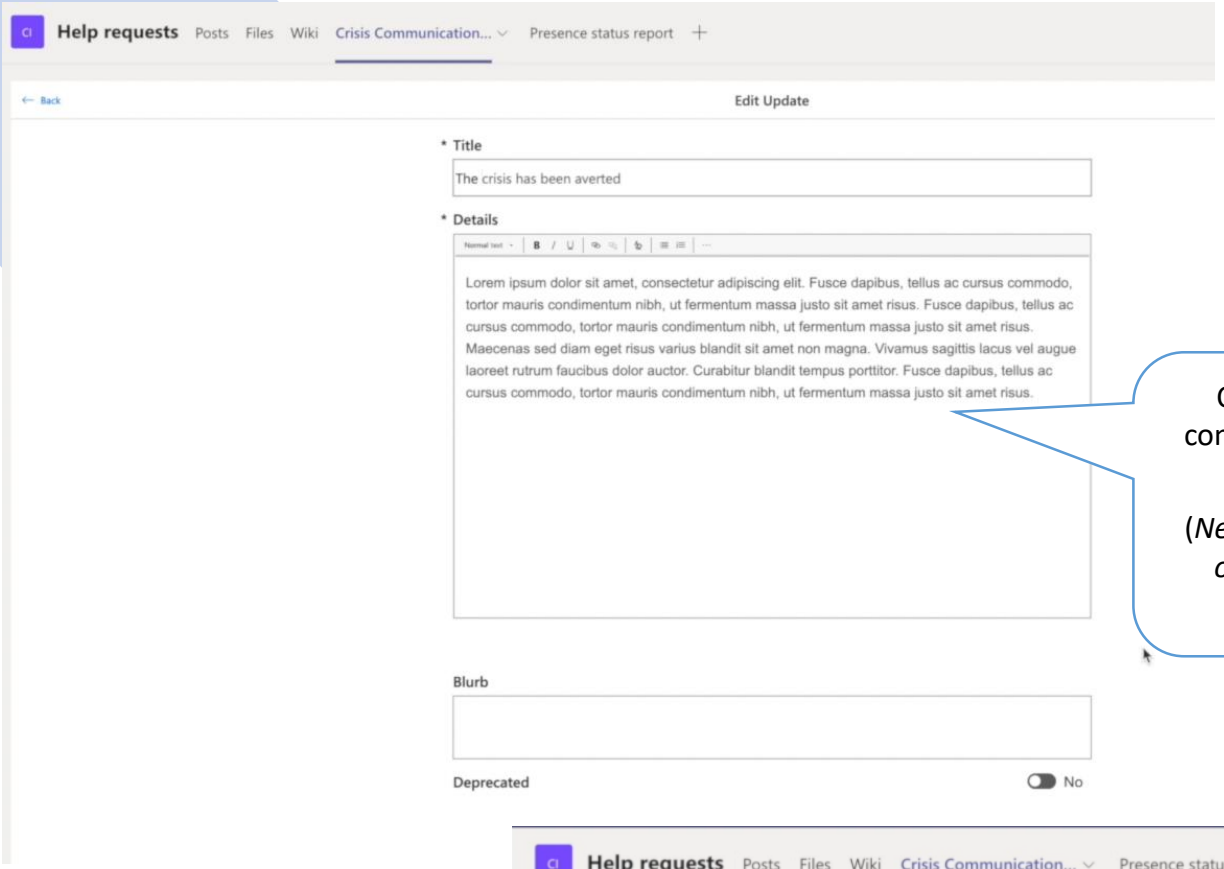
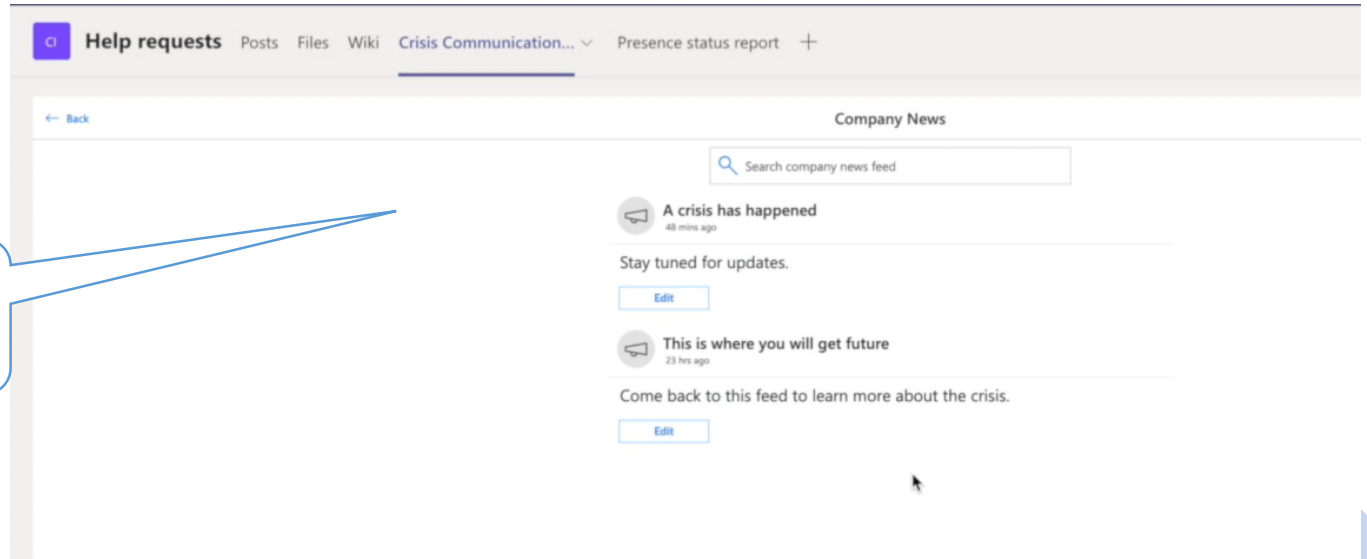


Create and publish News and other content via the Admin app and push out to employees

(*New Company News is instantly pushed out to the employees based on your notification preferences*)



Manage (edit, deprecate or add new) News and other content easily from the App

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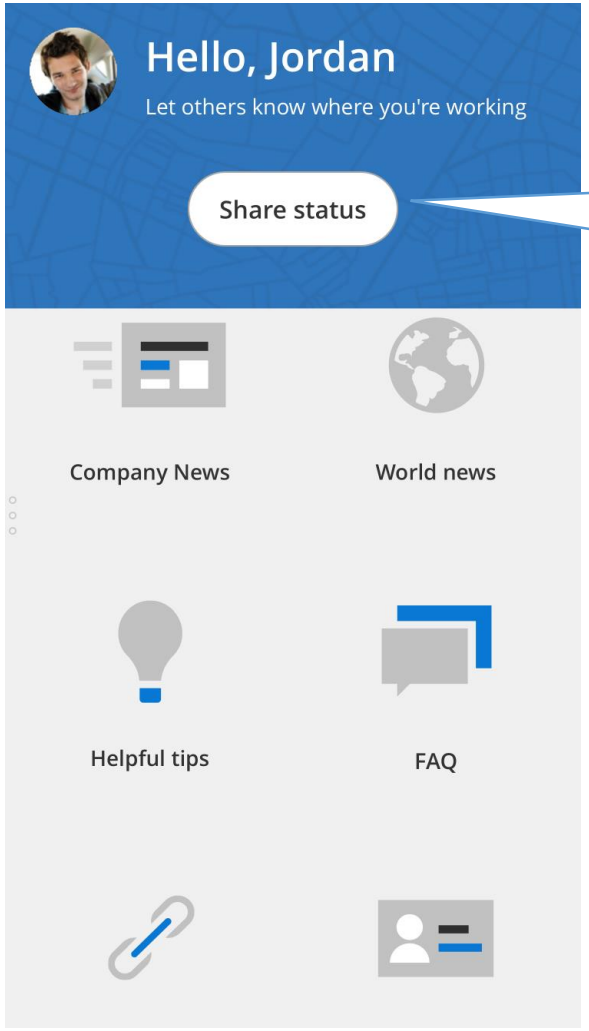
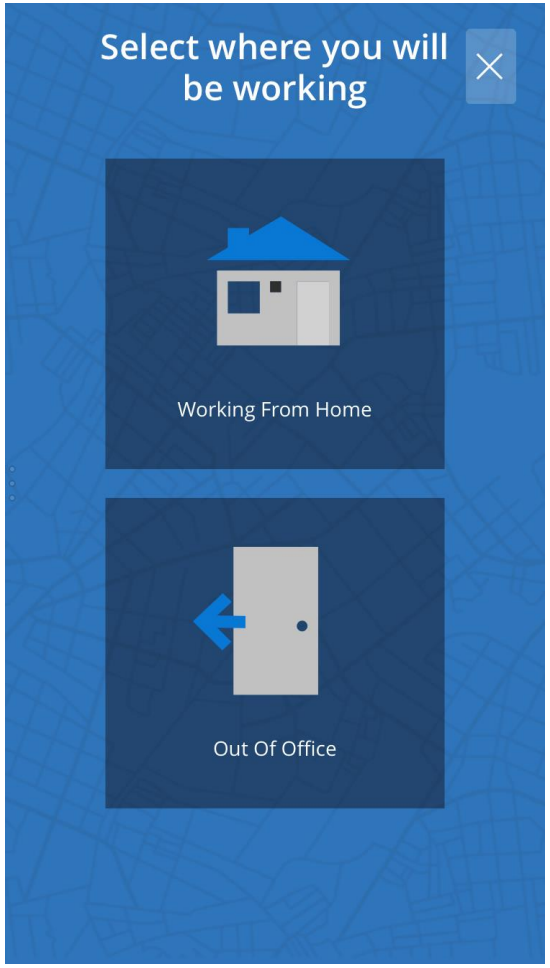
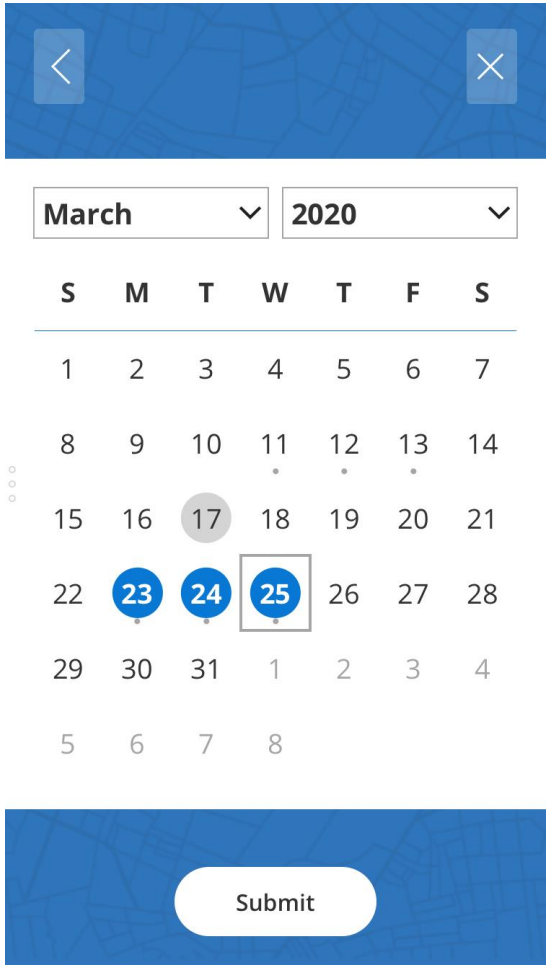
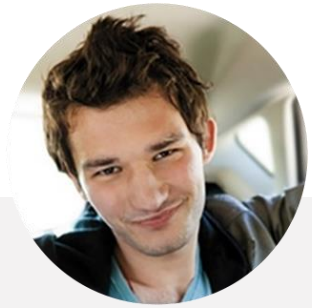


Ability to quickly share status with the manager and peers







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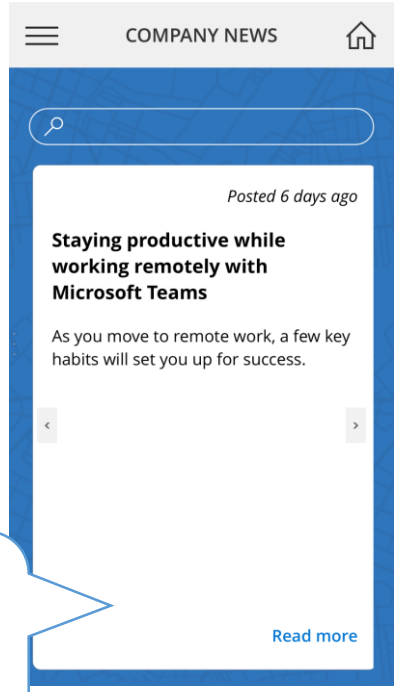
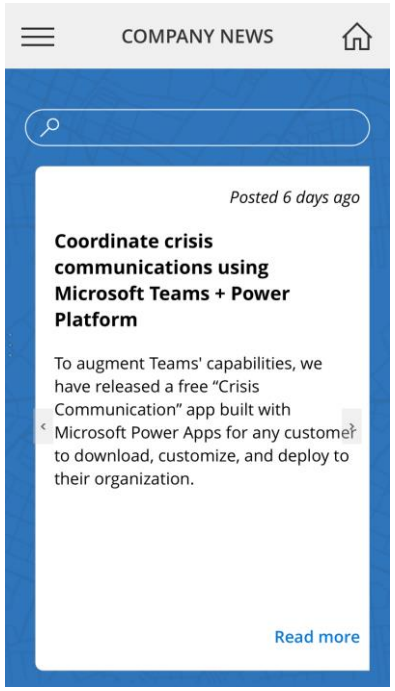
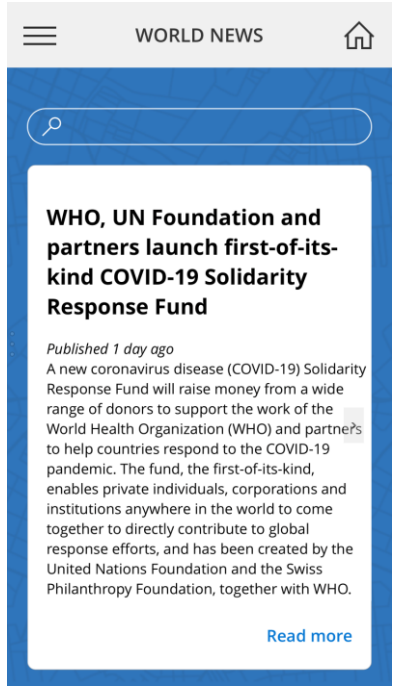
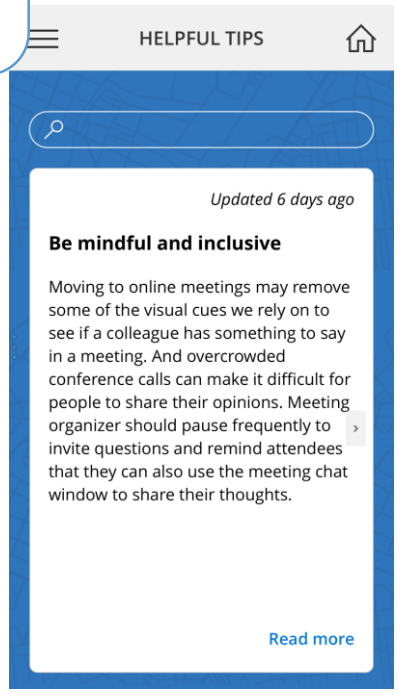
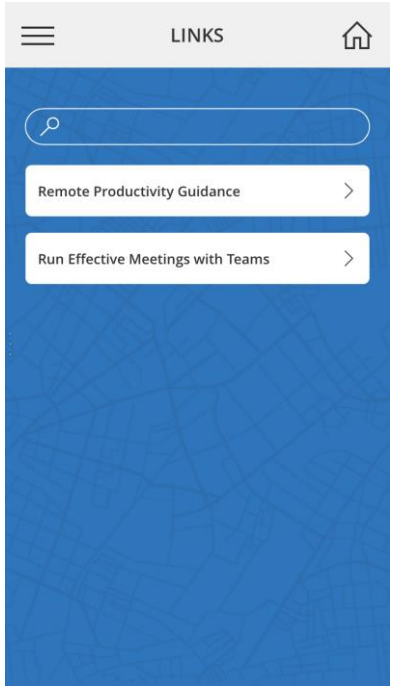


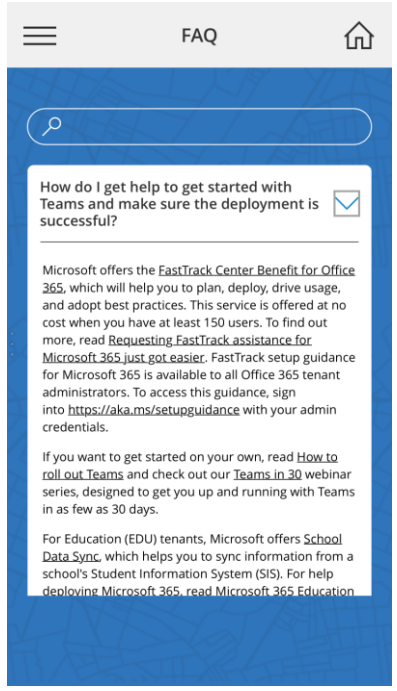




Check latest company news or world news , Helpful Tips or FAQs (if enabled)







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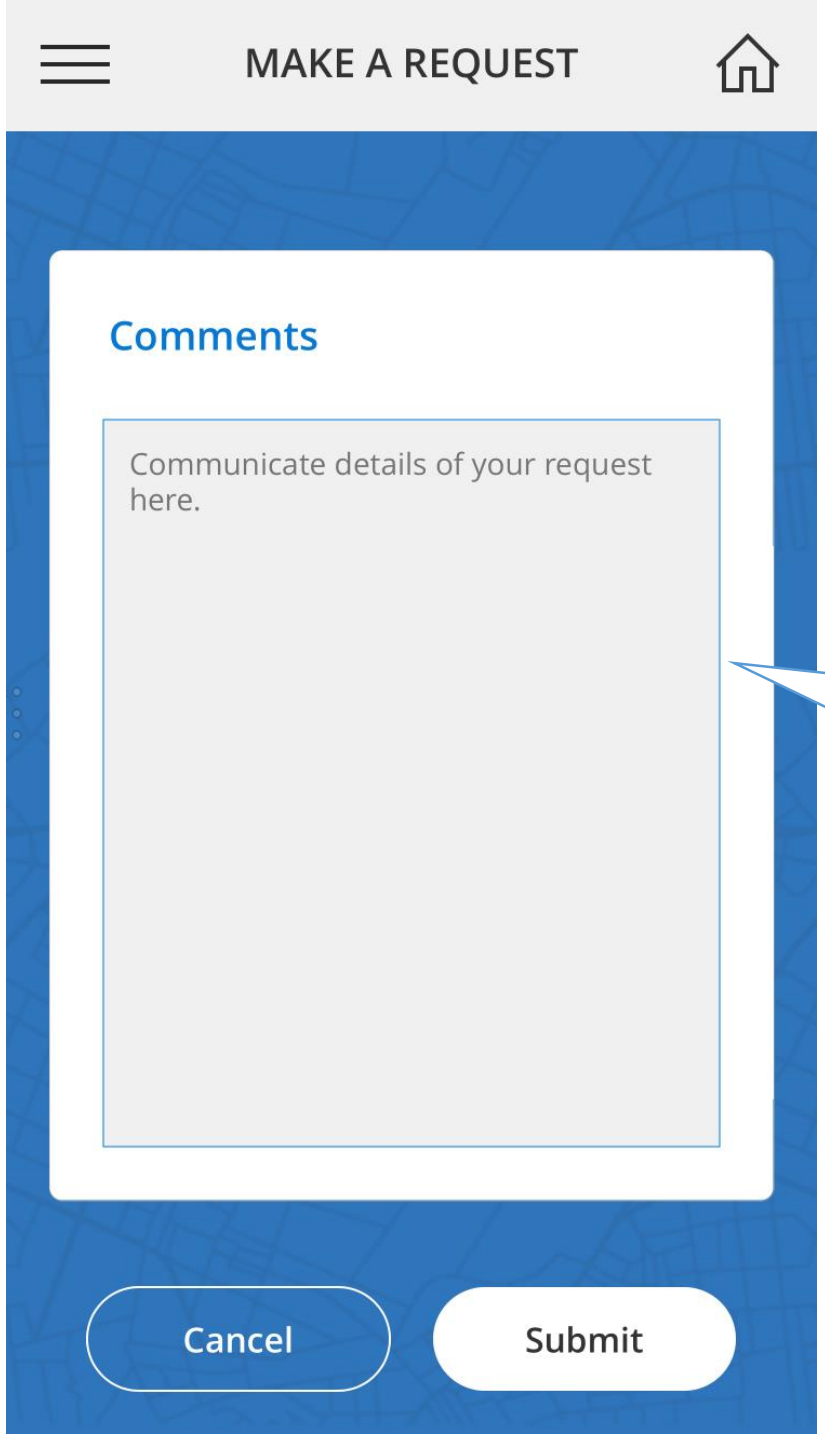

Make a request to the Crisis management team

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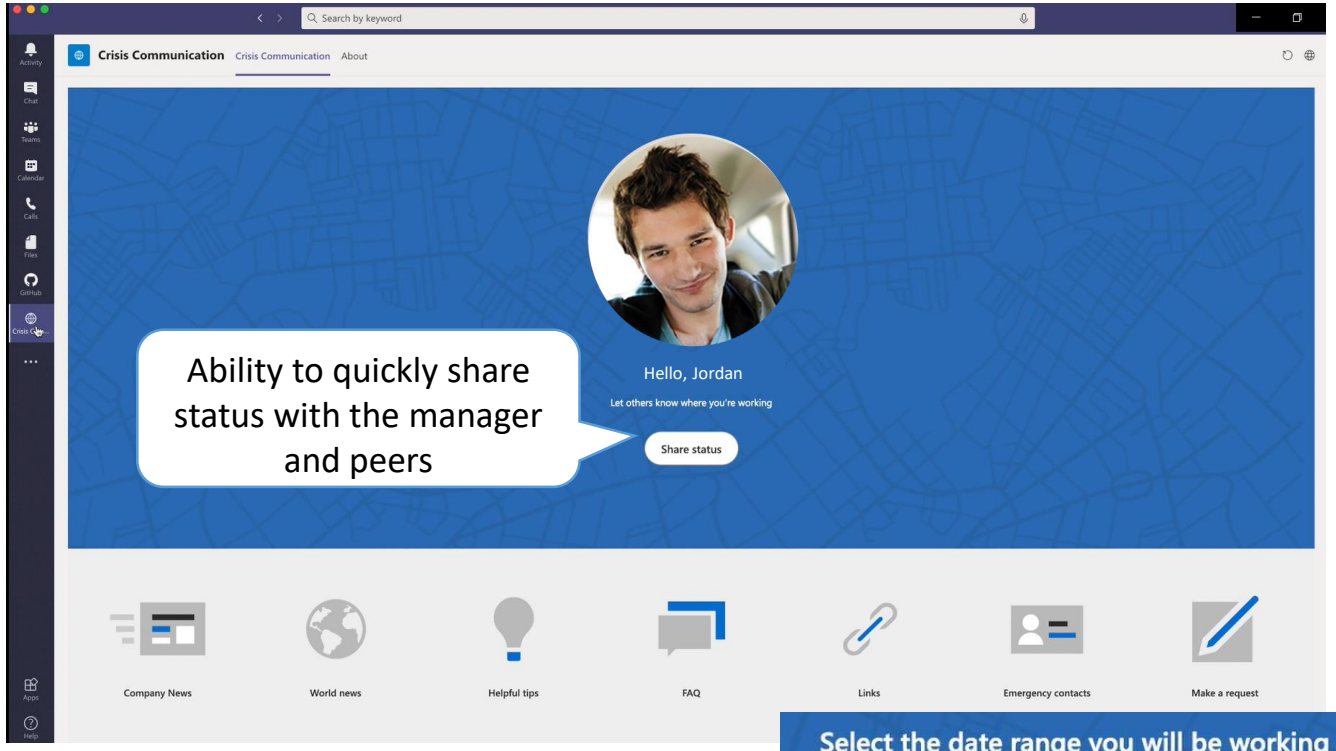

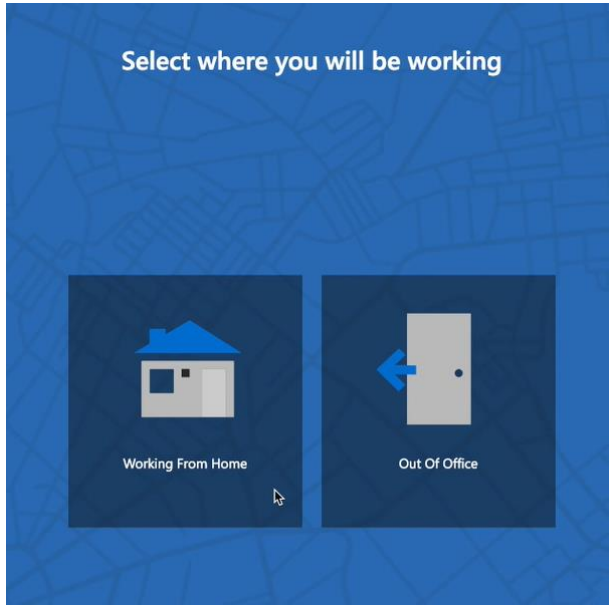

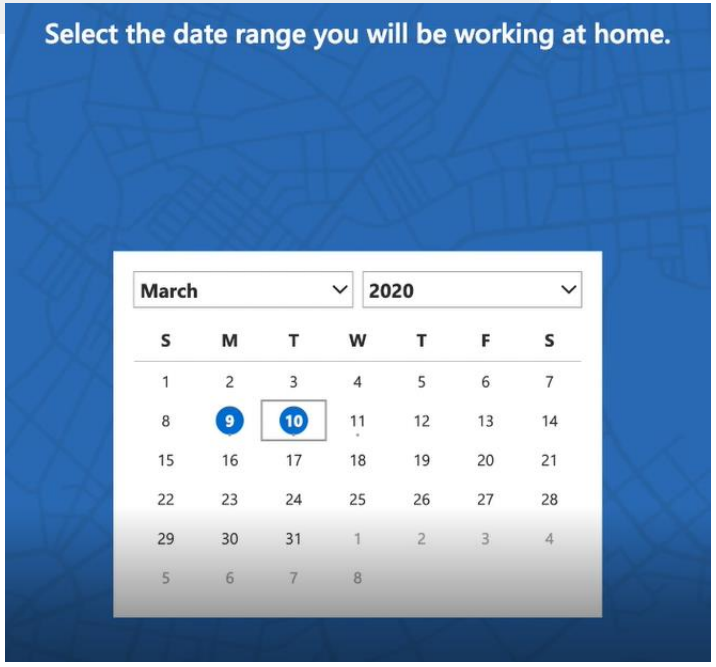

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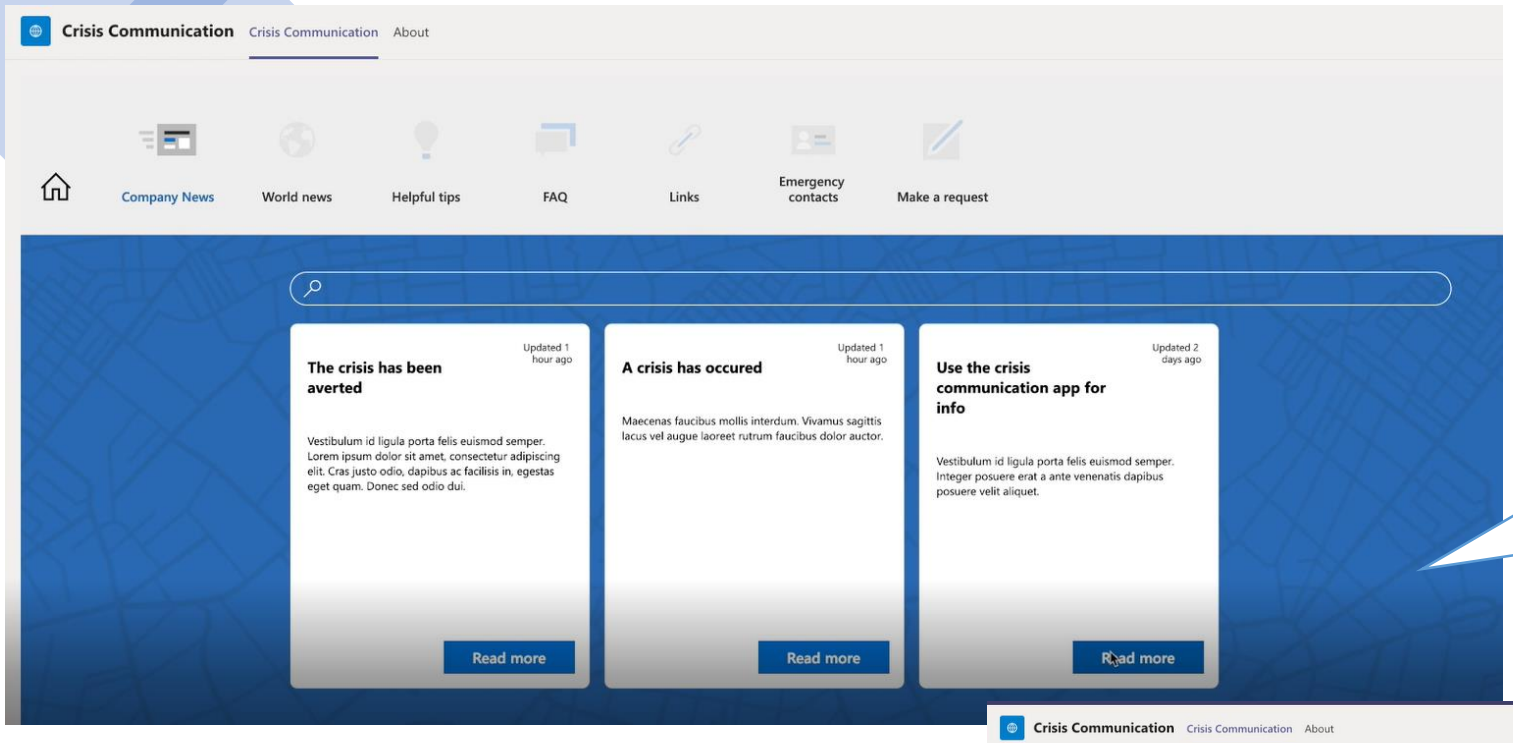

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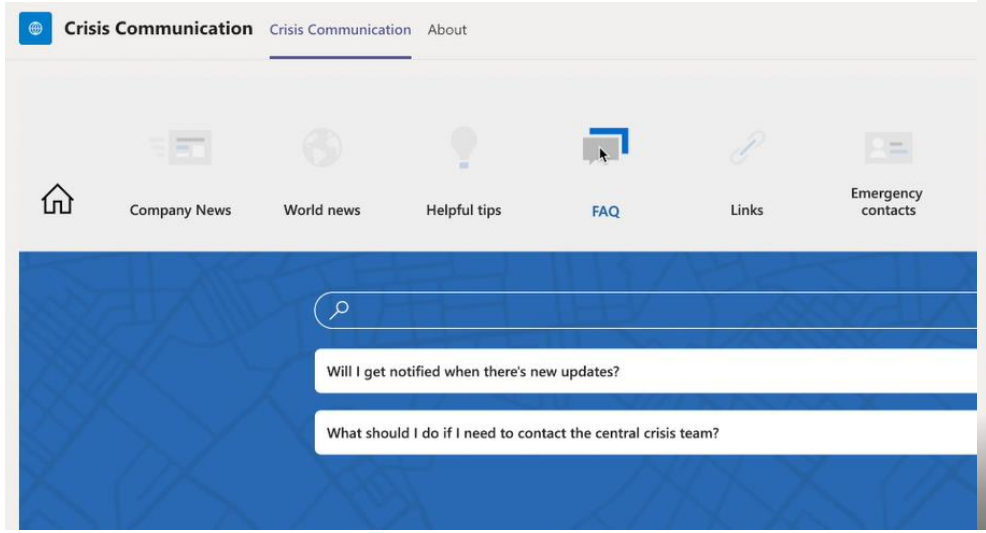

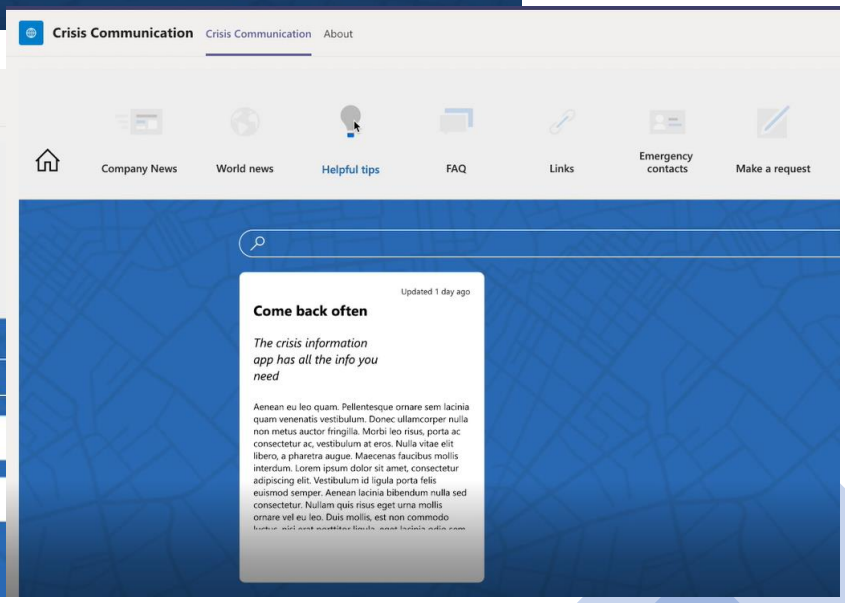

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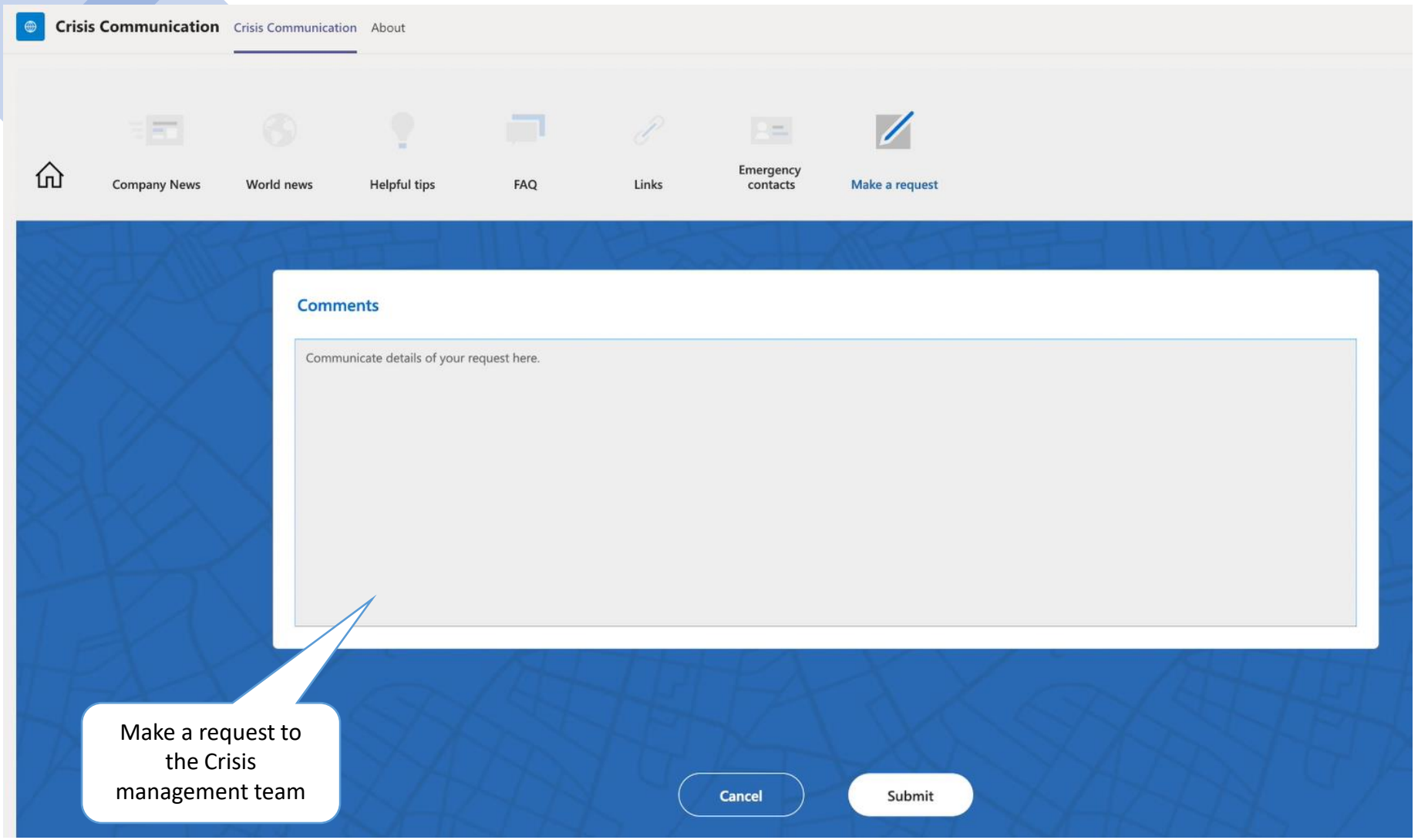

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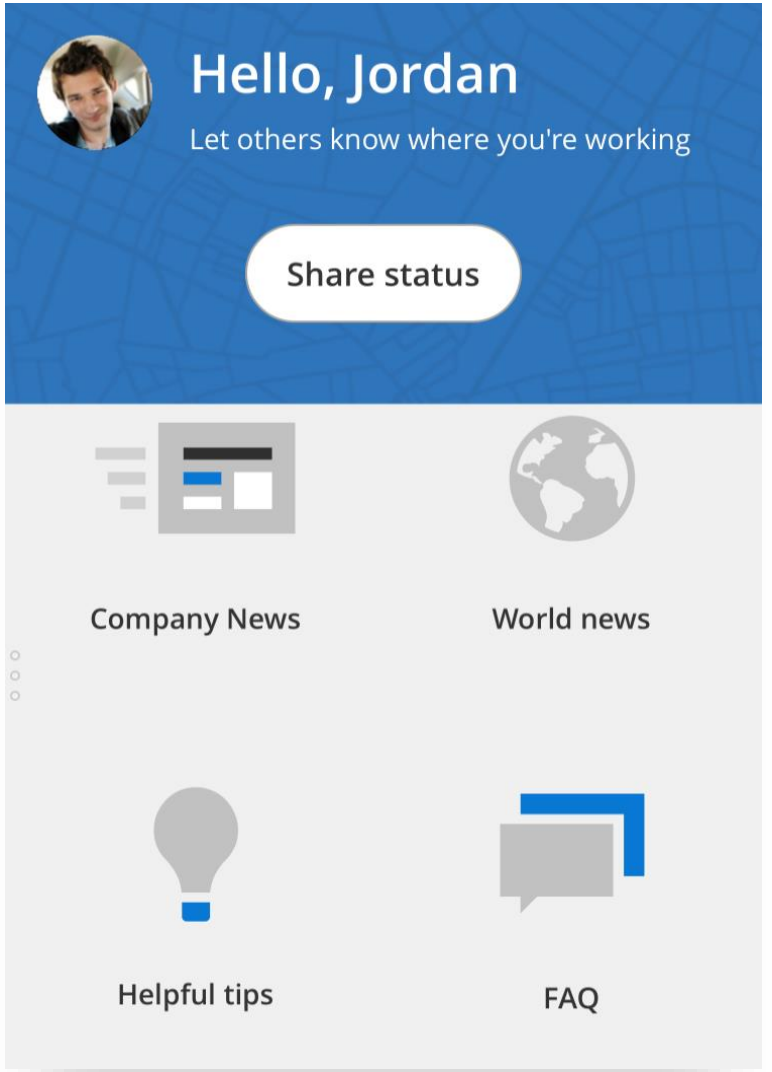
Next Steps

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