ECS 2026

Low Code, High Chaos: Taming the Shadow IT Beast

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EXPERTS INSIDE
Teaming up with EasyLife 365

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Microsoft

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PLATINUM

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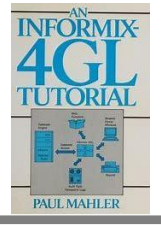
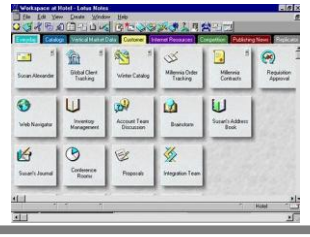
LOW CODE HISTORY



1 Fourth-Generation Programming Languages (4GL) (1970s-1980s)

- **Examples:** SQL, Informix 4GL, Progress 4GL
- **Why it's Low-Code?** These languages allowed developers to describe what they wanted to achieve rather than writing extensive procedural code.
- **Impact:** Enabled faster application development compared to third-generation languages like C and COBOL.

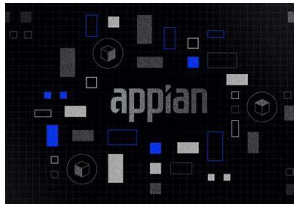


2 Rapid Application Development (RAD) Tools (1980s-1990s)

- **Examples:** Microsoft Access, Lotus Notes, Oracle Forms, PowerBuilder
- **Why it's Low-Code?** These tools used visual programming, drag-and-drop components, and minimal hand-coding for building database applications.
- **Impact:** Empowered business users (non-programmers) to create simple applications without deep coding knowledge.

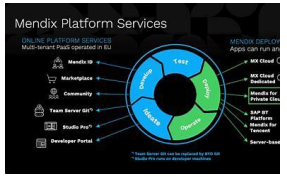
3 Visual Programming Environments (1990s-2000s)

- **Examples:** Visual Basic (VB), Delphi, HyperCard (Apple)
- **Why it's Low-Code?** Visual Basic and Delphi introduced drag-and-drop UI builders combined with event-driven programming, allowing developers to create applications quickly.
- **Impact:** Made application development more accessible and efficient.



4 Business Process Management (BPM) & Workflow Automation (2000s)

- **Examples:** Appian, IBM BPM, Pega
- **Why it's Low-Code?** These platforms provided visual workflows, rule-based automation, and integrations with enterprise applications.
- **Impact:** Helped businesses automate workflows without extensive coding.

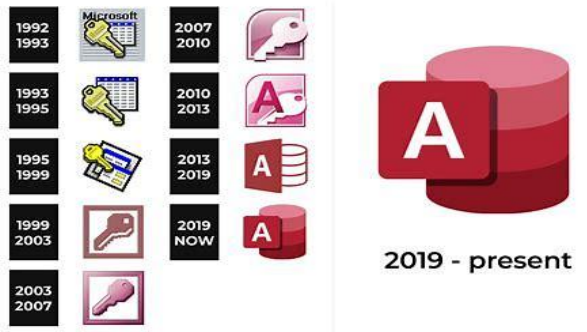


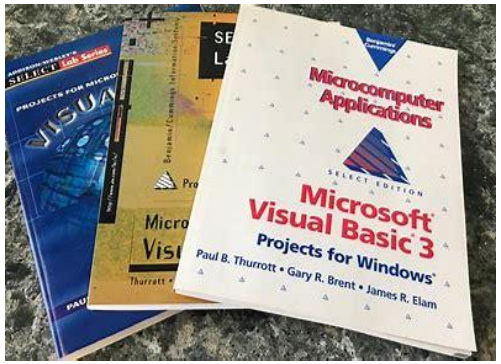
5 Modern Low-Code Platforms (2010s-Present)

- **Examples:** Mendix, OutSystems, Microsoft Power Apps
- **Why it's Low-Code?** Full-fledged platforms allowing enterprises to build scalable applications with minimal hand-coding.
- **Impact:** Accelerated digital transformation across industries.

WHAT IS LOW-CODE?

Low-code is a software-development approach that builds applications with minimal hand-coding — using visual interfaces, drag-and-drop, and pre-built components to accelerate delivery.





Spreadsheets, Access, Visual Basic — every wave of low-code began the same way: a tool that liberated makers from IT.

NAVIGATING THE CHAOS OF SPREADSHEETS & ACCESS

Every person or team with their own data

- Spreadsheets multiplying across shared drives
- Access databases on personal machines
- Macros and VBA nobody could read
- Reports built bottom-up, not top-down
- Versions of "the truth" in every department

Company server rooms — expensive and isolated

- Long lead times for any new system
- Capex-heavy, fixed capacity
- Specialist skills bottleneck IT
- Business waited months for changes
- Shadow IT was inevitable

WHAT WERE THE RISKS?

Data leak	Important data not backed up — processes undocumented	Different versions of the truth
Decisions made in isolation	Reliance on Excel macros / VB no one understands	Hard to modernise
Near-impossible to audit	Zero control	Easy to break or lose

WHAT WERE THE BENEFITS?

Easy to build and control by the maker	Easy to share — no IT permissions	Easy to crowdsource problem-solving
No business case for software or licences	No need to go to IT for help	Curious makers shone in their departments
Maker understood data and process better than IT	Quick and easy to add to	No budget needed

SOUNDS FAMILIAR ?

- Data Protection
- Access Control
- Who can build what, where?
- Desire to solve problems without IT
- Budgets
- Quick to solve issues
- I Know what I need

ENTER THE AGENT ERA

We have a new wave of makers. The tools are smarter, the substrate is different — but the human pattern is identical.

From prompts to processes

Chatbots to assistant to agents that plan, call tools and act on their own.

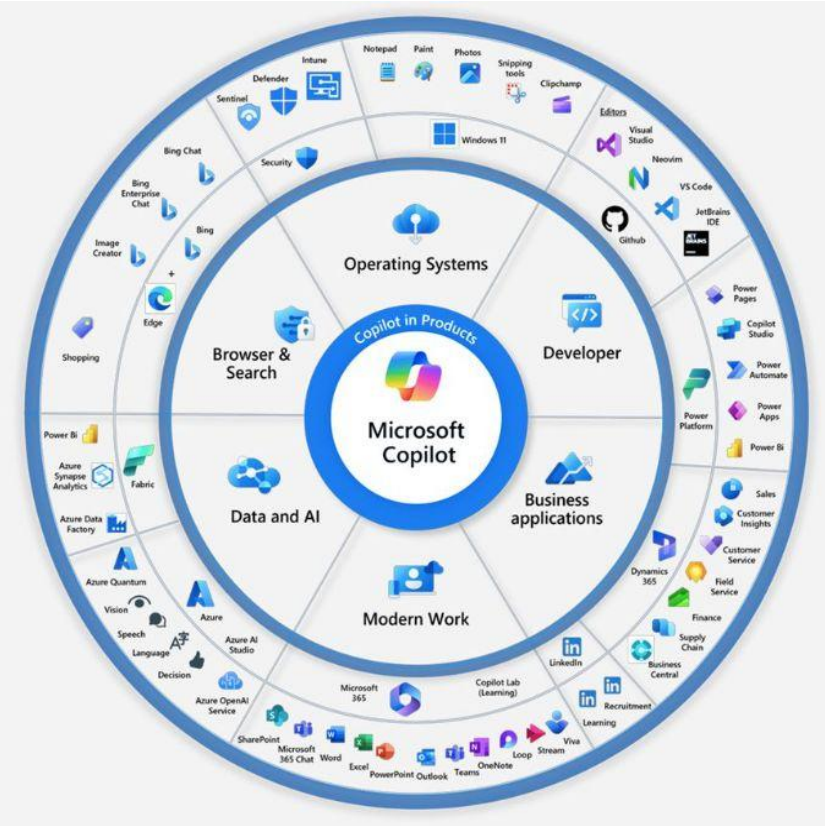
From single model to systems

Models, retrieval, tools, memory and orchestration become systems

From IT to everyone

230,000+ organisations used Copilot Studio.
70,000+ enterprises build on Foundry.
The makers are back.

THE MICROSOFT AI FAMILY · 2026



One brand, four surfaces.
Different buyers, different controls.

Microsoft 365 Copilot

Copilot Chat (Studio Lite)

Copilot Studio (Full)

Microsoft AI Foundry

ANTHROPIC & OPENAI · WHERE THEY FIT

Microsoft is now a multi-model house. OpenAI is the default; Claude is selectable in specific surfaces. Same Entra, same Purview, same Defender — the model changes, the controls do not.

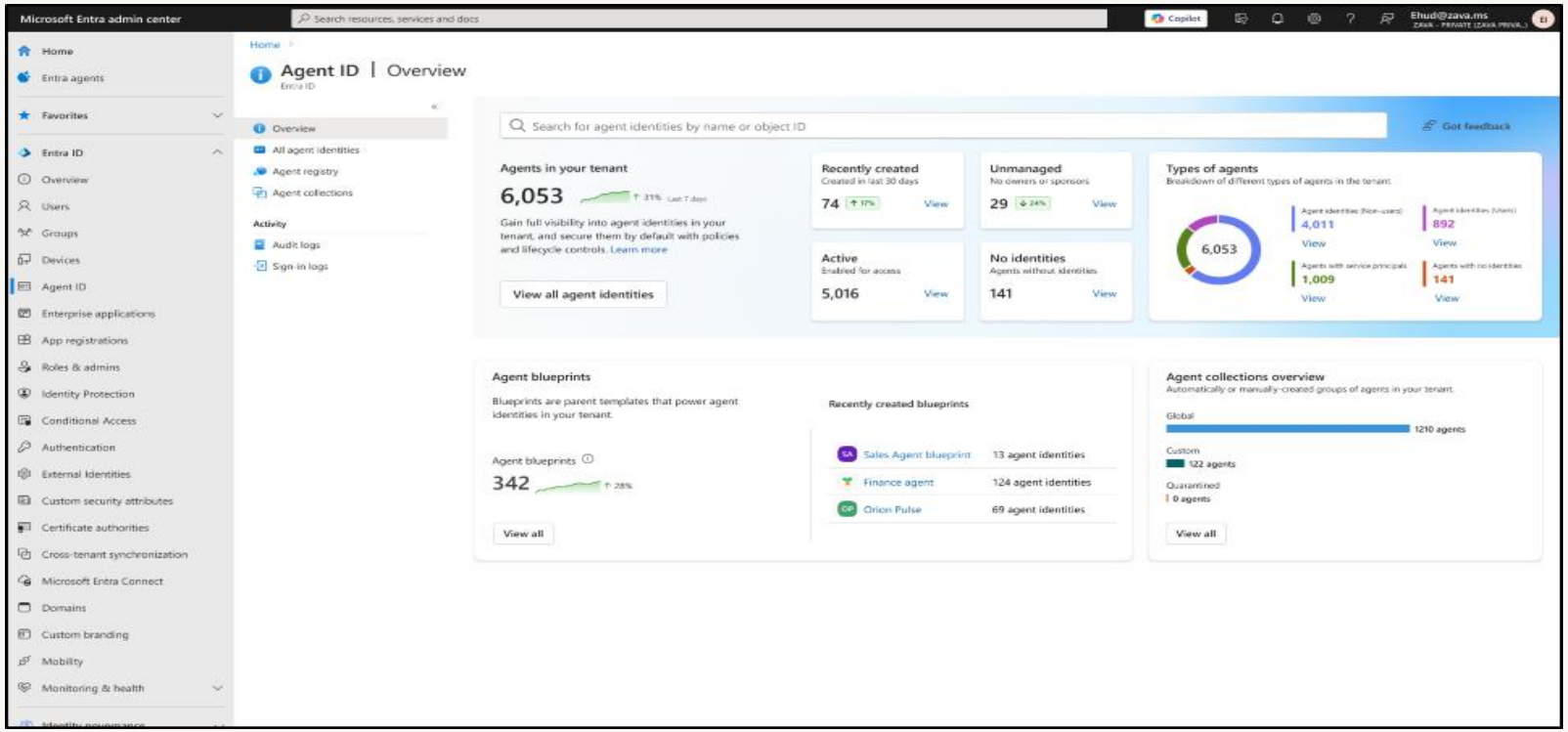
Surface	OpenAI	Anthropic (Claude)	How it is offered
M365 Copilot	Default — GPT-5 / GPT-5.5	Researcher (Claude), Copilot with Claude agent, Cowork	Tenant toggles per surface; OpenAI remains the only option in most apps
Copilot Studio (Lite + Full)	Default behind generative answers	Selectable for skills & autonomous actions	Anthropic governed under MS subprocessor terms; choose per agent
Microsoft Foundry	Azure Direct — GPT-5, GPT-5.5 GA	Claude Sonnet 4.5, Haiku 4.5, Opus 4.6/4.7 — serverless	Model catalogue (1,900+); Direct vs Partner deployment differ on hosting
GitHub Copilot	Default coding model	Claude Sonnet/Opus selectable	Developer surface — separate licensing

Foundry is where you choose. Copilot surfaces decide for you — with admin toggles for Anthropic.

THIRD-PARTY AGENTS

Adobe. SAP. ServiceNow. Workday. Manus. And the next ten.

Treat them like contractors: badge, scope, audit.



Entra Agent ID — every third-party agent gets a managed identity.

Register

Every agent gets an Entra Agent ID.

Scope

Conditional Access. Least privilege on connectors.

Approve

Admin gate before org-wide publish.

Watch

Audit logs flow into Purview + Defender.

MCP — MODEL CONTEXT PROTOCOL

Think USB-C for AI. An open standard for connecting agents to the resources, tools and prompts they need

What an MCP server gives you

- Resources
- Tools
- Prompts / Templates
- Auto-sync as the server evolves

Where it lives in Microsoft

- Copilot Studio
- Foundry Agent Service
- Microsoft Agent Framework
- OAuth passthrough for MCP auth (2026)

Why it matters

- One integration, for all agents
- Updates flow automatically Standard across vendors
- Foundation for safe, composable agents

A2A — AGENT-TO-AGENT

A2A is the open protocol for agents to delegate work to other agents — **across vendors, clouds and frameworks.**

What an A2A gives you

- Enables reliable multi-agent workflows with built-in security, governance, and observability

Where it lives in Microsoft

- Copilot Studio
- Foundry Agent Service
- Microsoft Agent Framework

Why it matters

- Connecting agents built on external Frameworks
- Agents that already have their own domain reasoning and workflow

CURRENT PITFALLS OF AI

- Cost surprise
- Hallucination
- Oversharing
- Agent sprawl
- Identity gaps
- Silent failure at scale

Four tools. One control plane.

Microsoft’s answer to agent governance, in plain language.

Agent 365

See every agent

Registry, identity, access, telemetry.

01

Purview

Protect the data

DSPM, DLP, labels, audit for AI.

02

PPAC

Set the rules

Environments, DLP, ALM, routing.

03

Defender

Stop the threats

Posture, real-time block, XDR alerts.

04

CHEAT SHEET

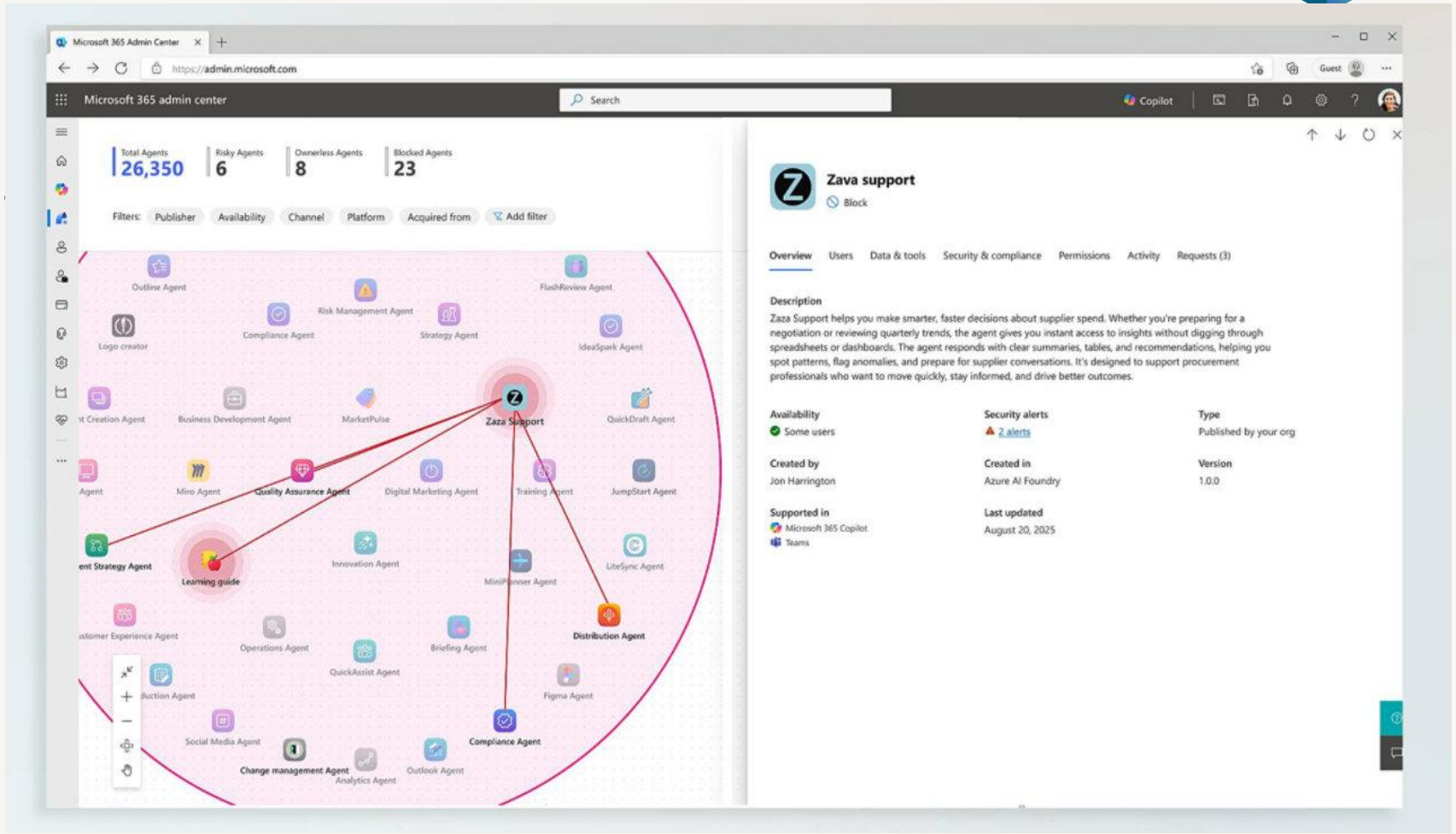
Who does what.

CAPABILITY	Agent 365	Purview	PPAC	Defender
Inventory + identity	✓		✓	✓
Agent visibility (collections)	✓			
Data security + DLP		✓	✓	
Environment + ALM			✓	
Threat detection				✓
Real-time block		✓	✓	✓
Audit + compliance logs	✓	✓	✓	✓
Third-party agents	✓	✓		✓

AGENT 365

Every agent.
One pane of glass

- Registry
- Access
- Visualization
- Interop
- Security



Built on Entra Agent ID. Plugs into Purview, Defender, and the Microsoft 365 admin centre.

PURVIEW · SECURE

Catch the agent behaving badly.

Insider Risk for Copilot

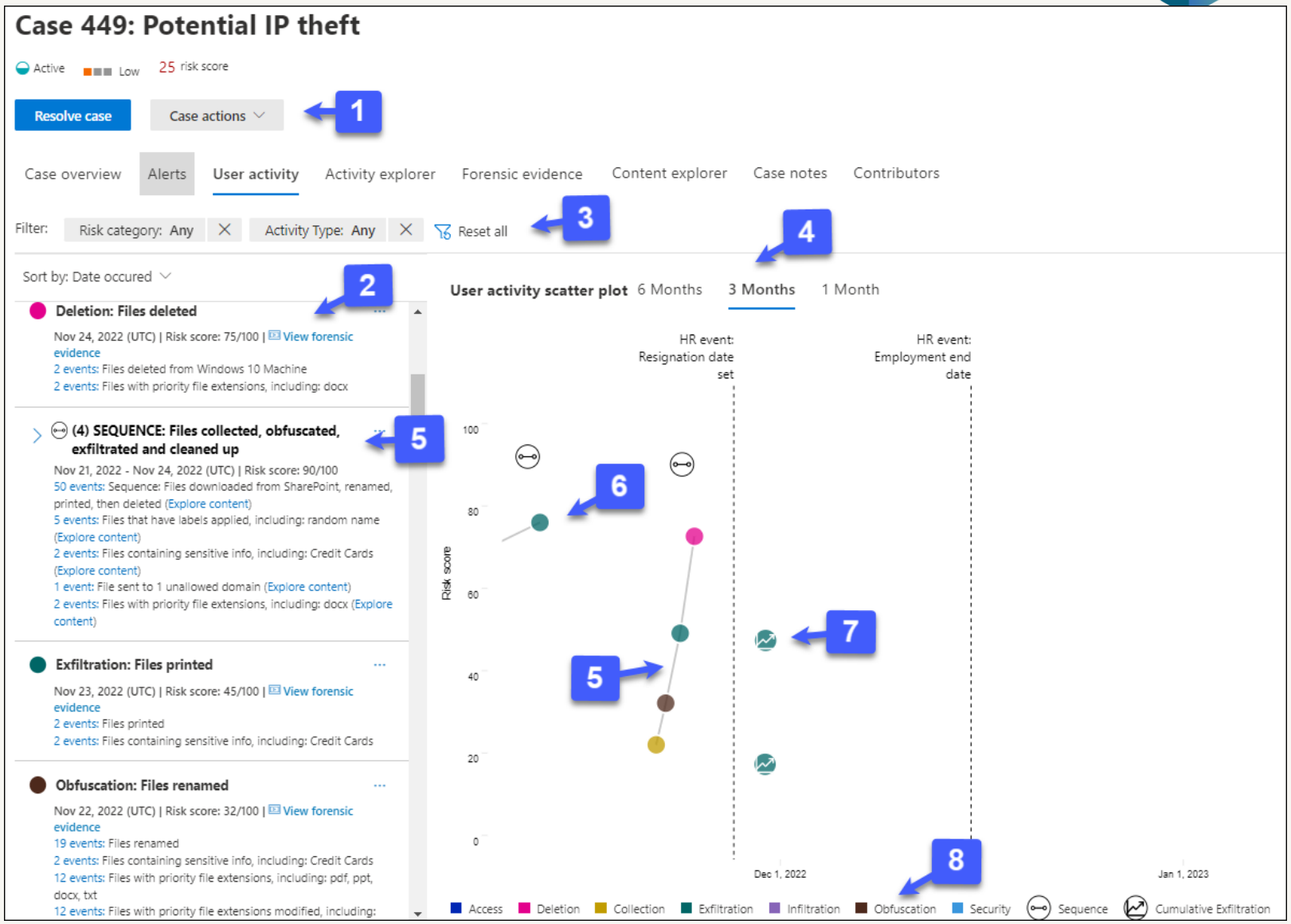
Risk-score humans AND agents. Same engine.

Risky Agents (Preview)

Visibility for agents in Copilot Studio + Foundry.

Comm Compliance

Detect harassing, unethical, or leaky prompts in flight.

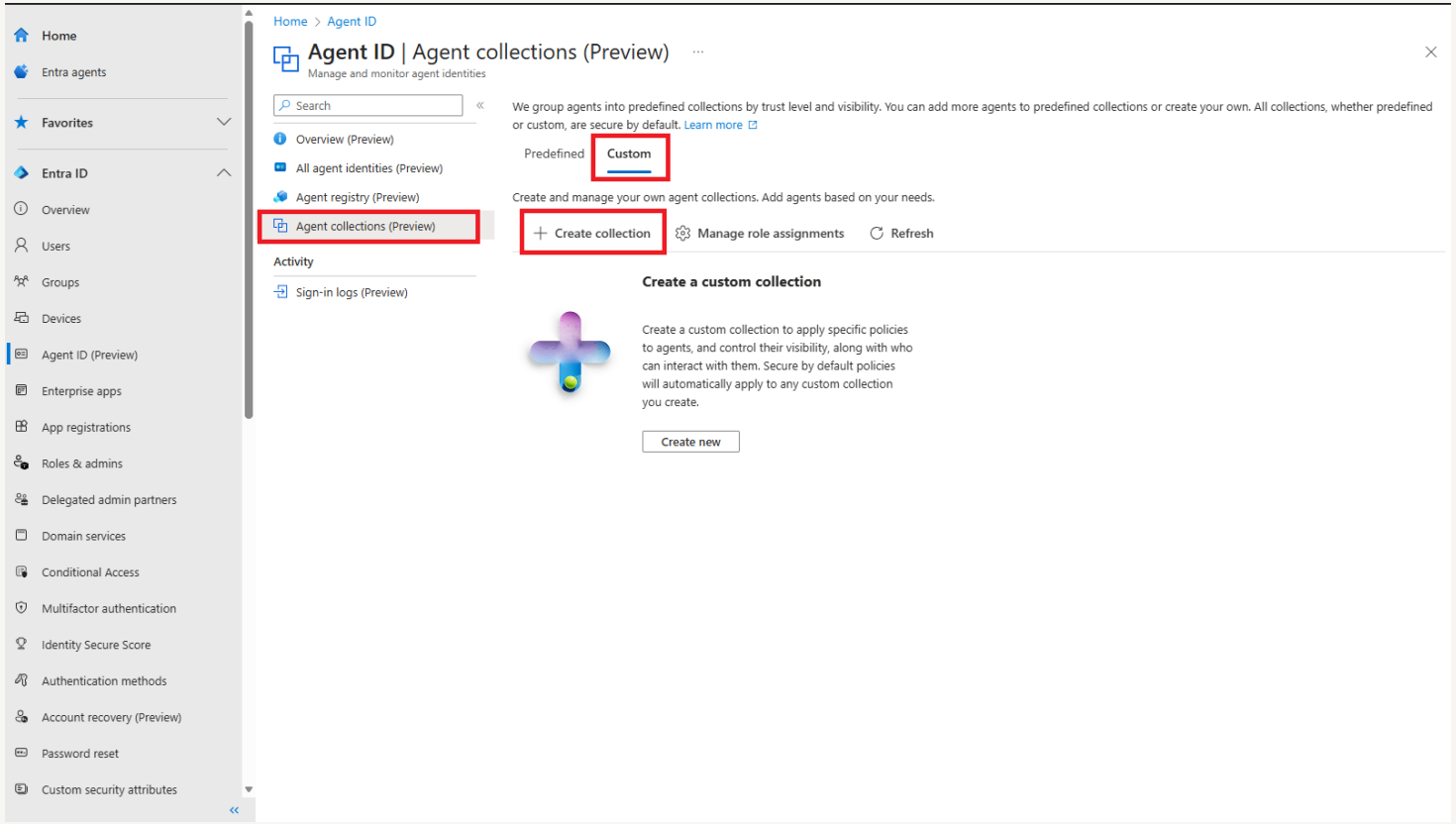


Insider Risk Management — case view with risk score and timeline.

NEW · IN PREVIEW

Collections.

Decide who can see whom — at the agent registry layer.



Entra Agent ID → Agent collections (Preview) — group, scope, and quarantine.

Global

Discoverable by all.
The open commons.

Custom

HR sees HR. Finance sees Finance. You set the walls.

Quarantined

Can't discover anyone.
Can't be discovered.

Groups answer "who can enter the room." Collections answer "who can be seen."

DEFENDER · GOVERN

Know every agent before it misbehaves.

AI agent inventory

Auto-discover Copilot Studio, Foundry, AWS Bedrock, GCP Vertex.

Posture recommendations

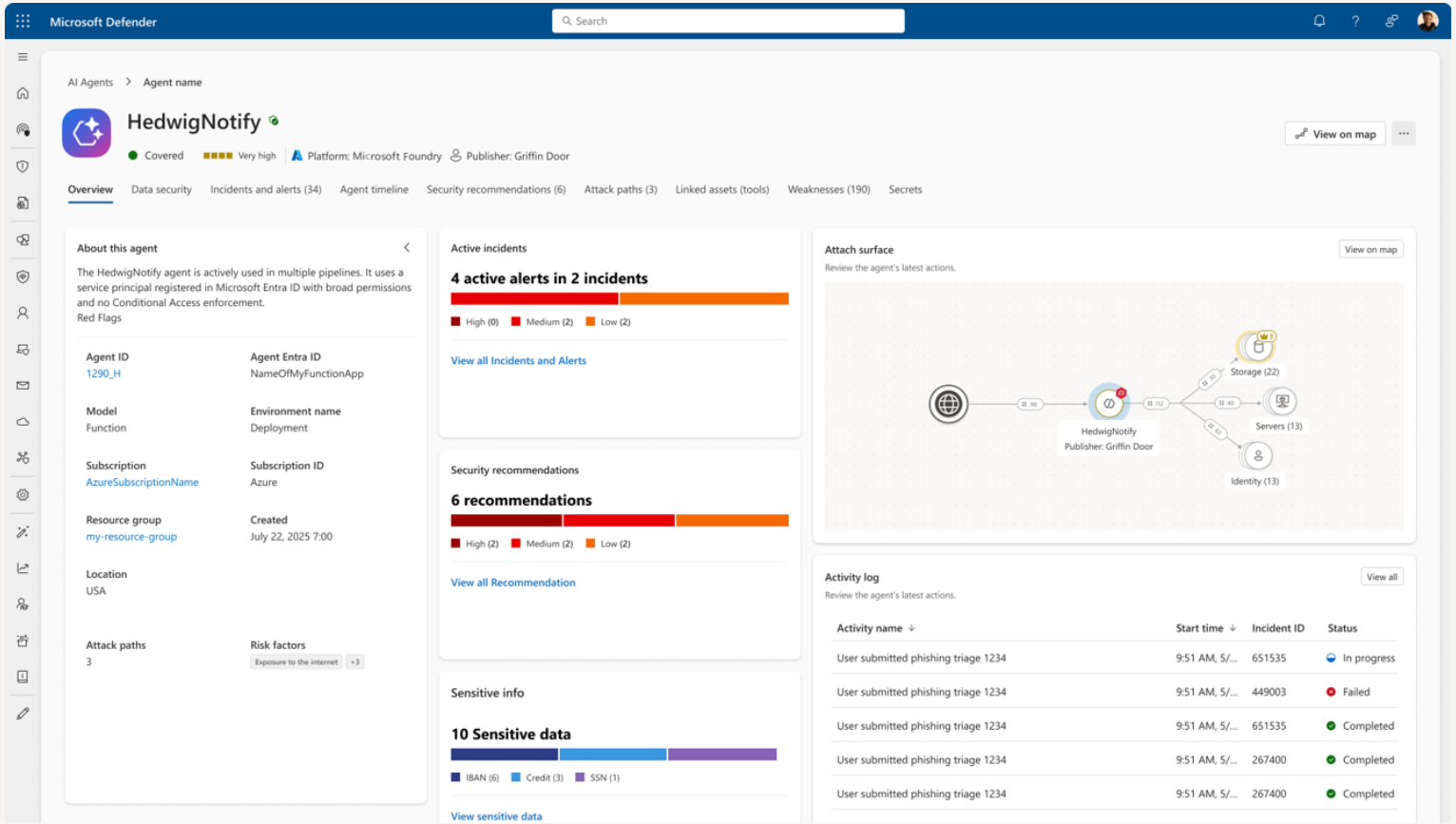
Misconfigs, ownerless agents, over-permissioned scopes.

Hunt the fleet

AIAgentsInfo + AIAgentLineage tables in Advanced Hunting.

AI-SPM

AI Security Posture Management — included with Defender for CSPM or Defender for Cloud Apps.

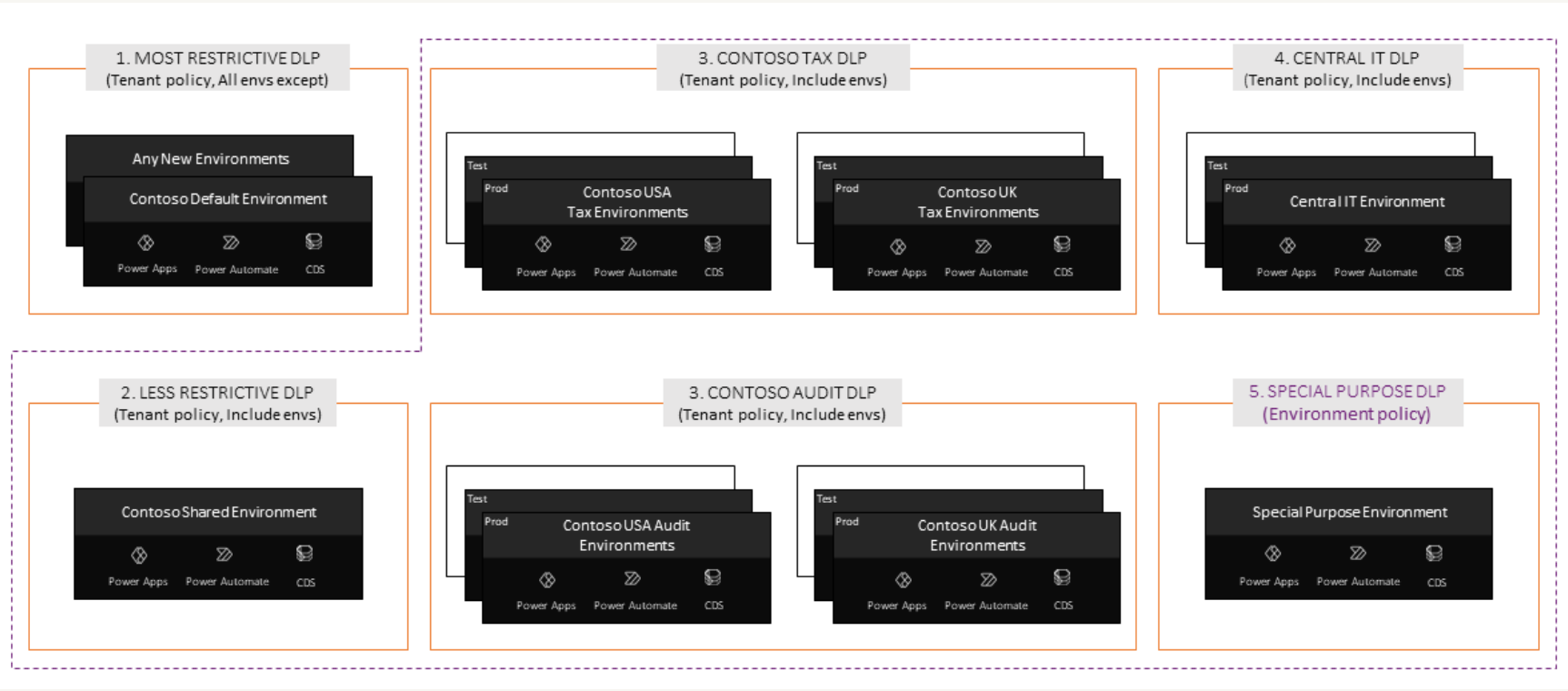


Defender XDR — agent profile: incidents, recommendations, attack surface, sensitive info.

ISOLATE THE AGENTS

Walls. Not just rules.

Different DLP groups, different environments, different tenants — same effect: silence.



DLP groups

Connectors in different groups cannot share data.

Environment split

Move agents to a separate environment — no line of sight.

Tenant isolation

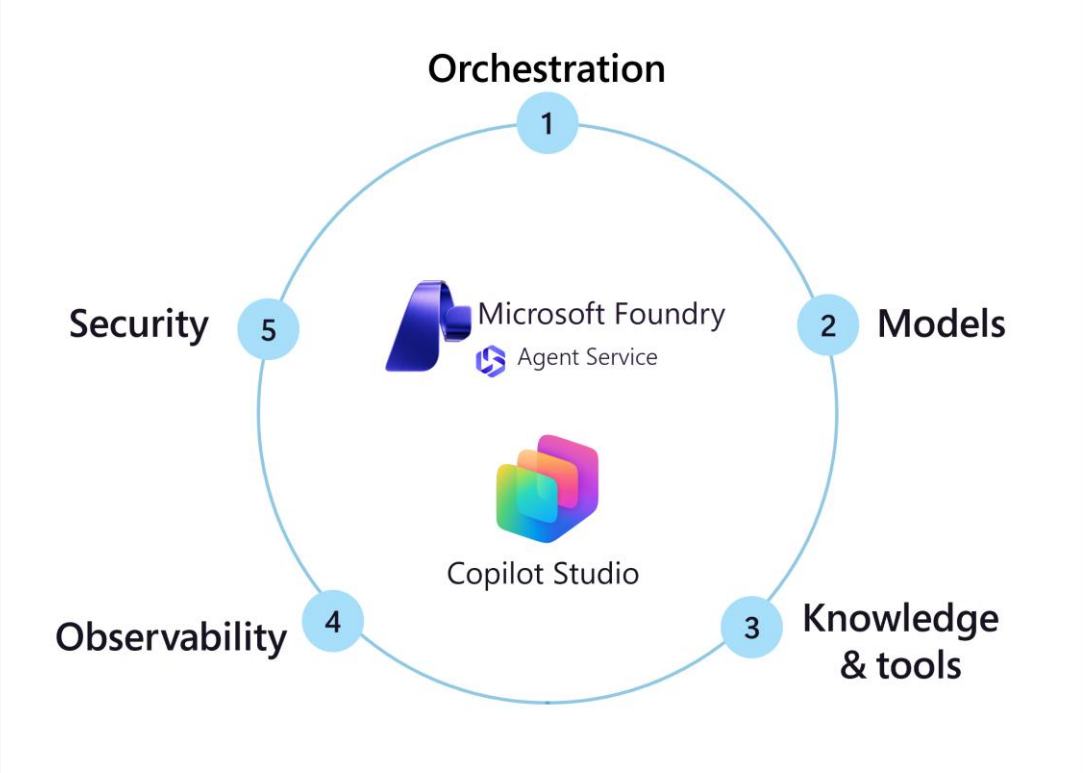
Block cross-tenant connections at the boundary.

A DLP zone strategy — Finance, Tax, Audit, Special Purpose — each in its own walled garden.

PUTTING IT TOGETHER

A day in the life of a governed agent.

1. **Born** — Maker creates in Copilot Studio. Routing drops it into the right environment.
2. **Badged** — Entra Agent ID assigned. Listed in Agent 365 registry.
3. **Scoped** — PPAC DLP rules + connectors decide who it can talk to.
4. **Watched** — Purview labels the data. Defender watches behaviour.
5. **Retired** — Owner leaves? Risky? Agent 365 deprovisions in one click.



Microsoft's five pillars: orchestration, models, knowledge, observability, security.

ONE GOVERNANCE PICTURE · FOUR SURFACES

Surface	Control plane	Identity	Data	Threat	Observability
M365 Copilot	**Agent 365**	Entra + CA	Purview + Restricted Search	Defender XDR	Purview audit + Compliance Mgr
Studio Lite (Chat)	**Agent 365**	Entra (signed-in)	Inherits Purview + DLP	Defender for Cloud Apps + XDR	Purview + PPAC + Agent Map
Studio Full	**Agent 365**	Entra Agent ID + RBAC	PPAC DLP + Purview	Defender CASB real-time + XDR	PPAC + Sentinel + App Insights
Foundry / Agent Service	**Agent 365**	Managed identity	Content Safety + Purview	Defender for Cloud (AI posture)	Tracing + Sentinel + XDR

Microsoft Agent 365 sits across every surface. Pick the lightest one that meets the data sensitivity — promote agents up the stack as they mature.

DATA SOVEREIGNTY · EUROPEAN VIEW

Tenant region ≠ inference region. For an EU/EFTA tenant, ask: where is data ***held***, and where is it ***processed***? The two answers diverge per surface and per model.

Surface / Model	Data held in EU	Inference processed in EU	Sovereignty agreement
M365 Copilot — OpenAI	Yes — EU Data Boundary; in-country (DE/SE/CH coming 2026)	Yes by default — disable Flex Routing to enforce EU-only	EU Data Boundary + DPA + SCCs; Customer Key / DKE optional
M365 Copilot — Anthropic	Out of scope for EU Data Boundary	Runs on Anthropic-managed infrastructure (often US)	MS subprocessor terms only — admin toggle to disable
Copilot Studio (generative answers)	Yes — EU Data Boundary when env. is in EU	Yes — Azure OpenAI endpoint in same boundary	EU Data Boundary commitments apply
Foundry — OpenAI (Azure Direct)	Yes — EU region (e.g. Sweden Central, Germany WC)	Yes — Azure-hosted in selected EU region	Microsoft Product Terms + DPA + SCCs; Sovereign Cloud option
Foundry — Anthropic (Serverless)	Foundry resource in EU — but model is Global Standard	No — routes to Anthropic global infra; EU-native target 2026	Anthropic commercial DPA + SCCs (not data sovereignty)
Foundry Local / Sovereign	On-prem or sovereign cloud — you choose	On your hardware; cloud-mirrored APIs	Customer-controlled — strongest sovereignty option

OpenAI on Azure + EU tenant = full sovereignty. Anthropic = strong DPA, not yet EU-pinned compute. Foundry Local = the highest bar.

SOMETHING NEW, NOT DIFFERENT

Every wave of low-code looked like chaos to IT and liberation to the business. AI is the same wave on a smarter substrate. The patterns repeat — the stakes are higher.

Then · Excel & Access

- Spreadsheets, macros, personal databases
- No environments, no DLP, no audit
- Curious makers shone in the gaps
- IT discovered it after the fact

Now · Copilot, Studio, Foundry

- Agents, MCP, A2A, multi-agent orchestration
- Agent 365, Purview, Defender XDR, Entra Agent ID
- Same makers — now backed by IT, not blocked
- Governance exists on day one — use it

Same maker movement. New substrate. Same governance disciplines — applied earlier, with sharper tools.

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