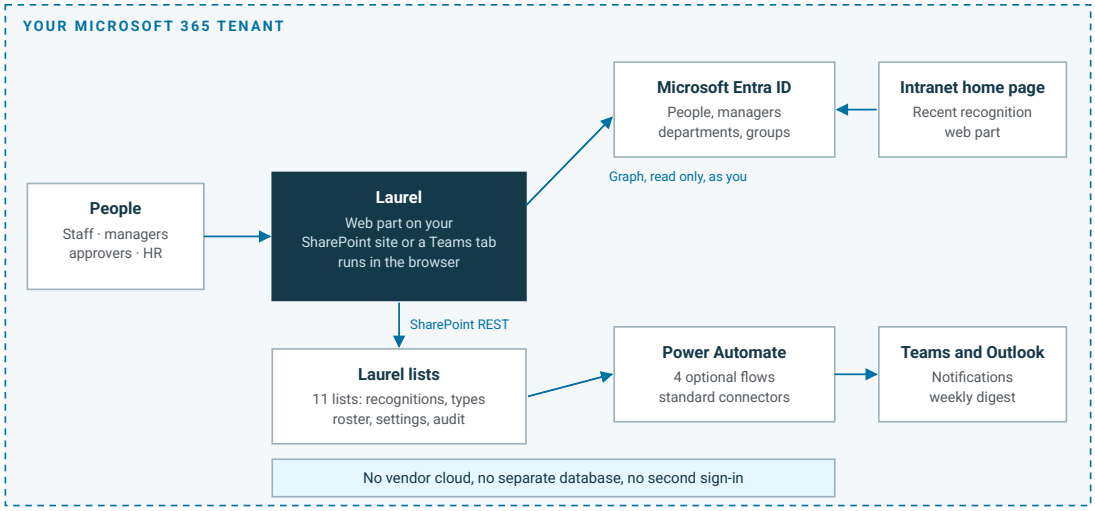
LAUREL · IT OVERVIEW · OCTOBER 2026

Laurel for IT and Microsoft 365 admins

Laurel by iomer is staff recognition that runs inside Microsoft 365. It's a solution accelerator: iomer builds it for your organization as a single deployment package and installs it in your own tenant, as a SharePoint Framework web part and eleven SharePoint lists on one site. It reads the directory with two delegated, read-only Microsoft Graph permissions, and four optional Power Automate flows use standard connectors. iomer hosts nothing.

ARCHITECTURE

How Laurel fits into Microsoft 365



Your HR admins change recognition types, values, approvers, roles, theme and retention rules from Laurel's management console; they're data in your lists. Changes to the web part come as a new version of your package, built and installed by iomer.

WHAT IOMER INSTALLS

One package, built for you

- ✓ A SharePoint Framework web part (.sppkg) from your tenant app catalog, on a communication site, optionally added to Teams as a tab
- ✓ Eleven lists, created and indexed by the guided setup, with the permission design applied from Laurel's Lists tab
- ✓ Your recognition types, values, approval routes, roster, theme and retention rules
- ✓ Optionally, the four flows and the home page web part

WHERE YOUR DATA LIVES

In your SharePoint

- ✓ Every recognition, setting and audit entry is a SharePoint list item, under your security, retention and data residency settings
- ✓ Flow run history lives in your Power Platform environment, which has its own region
- ✓ Delegated permissions: Laurel reads the directory as the person using it, and never writes to it
- ✓ No separate database, server or vendor cloud; iomer holds none of your data

PERMISSIONS, LISTS AND FLOWS

What Laurel asks for, and what it keeps

ITEM	WHAT IT'S FOR
User.Read.All (delegated)	The people picker; job titles, departments and locations; managers for My team, reporting lines and manager approval steps; whether an account is disabled, for the leaver rules
GroupMember.Read.All (delegated)	Recognition types whose senders or recipients are an Entra ID group
LRL Recognitions	Every recognition, with its status, approval trail, privacy flag and the recipient's department, location and manager at the time
LRL Types, Values, Approvers, Roles	The program's configuration: types with audiences, routes, allowances and visibility; values; the approver roster; HR admin roles
LRL Drafts	Unfinished recognitions, readable only by their authors and site owners
LRL Reports, Person Settings, Outbox	Reported recognitions with their decision and reply; each person's choice about the wall and how they're told; updates for each person, delivered by the Notifications flow when it's on
LRL Settings	Policy, program, theme, automations, reference lists and the leaver record
LRL Audit	Every configuration change and approval decision, readable only by administrators

DELIVERY

How iomer builds and installs Laurel

1
Plan
Awards, values, approvers, privacy rules, and your Entra ID data.

2
Build
Types, routes, roster, theme and retention rules in your package.

3
Install
App catalog, the two Graph approvals, guided setup, permissions and flows.

4
Pilot
One team or location, then adjust before rollout.

5
Launch
Communications, admin training, a Teams tab and the home page web part.

UPDATES AND REMOVAL

Built on supported Microsoft interfaces

Laurel uses the SharePoint Framework, SharePoint lists and REST, delegated Microsoft Graph, and standard Power Automate connectors (SharePoint, Teams and Office 365 Outlook). It doesn't rely on SharePoint alerts. A setup health check compares every list, column, index and view with Laurel's design and offers Repair. Changes reach you as a new version of your package from iomer; if the data model changes, the guided setup adds what's new and keeps your data. To remove Laurel, turn off the flows and remove the app from the site; the lists stay until a site owner deletes them. Microsoft doesn't remove a Graph permission approval when a solution is removed.

PREREQUISITES

What Laurel needs from Microsoft 365

YOU NEED	WHY
SharePoint Online with modern pages and a tenant app catalog	Laurel is a modern SharePoint web part
A Microsoft 365 account for everyone taking part	Staff without one can't give or receive recognition
Managers, departments and locations in Entra ID	For My team, manager approval steps, reporting and filters
A SharePoint administrator to approve two permissions once	Until approved, people can't be found and manager steps have nobody to go to
A site owner for the Laurel site	Runs the guided setup, which creates the lists
For the flows: a service account with Power Automate, an Exchange mailbox and Teams	The flows run and send as this account
For scheduled deletion: Microsoft Purview retention labels	Laurel archives rather than deletes

No extra Microsoft licences; the flows use standard connectors. Microsoft changes plan contents, so we confirm your plans before installation.

SECURITY BOUNDARY

SharePoint decides who can read what

- ✓ Everyone who uses Laurel gets Read on the site, not Edit
- ✓ Lists people write to get Contribute; drafts, reports and the audit log are readable only by their authors and administrators
- ✓ The Private items flow locks private, waiting and declined items to the people involved; without it, Laurel keeps them out of its own views only

SECURITY AND COMPLIANCE

What Microsoft's certifications cover

Your Laurel records are stored by Microsoft 365, which Microsoft independently audits against standards such as ISO/IEC 27001 and SOC 2. Those reports cover Microsoft 365 itself, not iomer, and are available in Microsoft's Service Trust Portal (servicetrust.microsoft.com).

PLAIN FACTS TO PLAN AROUND

The permission grant

Approved once on the API access page of the SharePoint admin centre. It applies to every SharePoint Framework solution in the tenant, which is how SharePoint handles API access.

Directory freshness

Laurel reads Entra ID when it opens and keeps it in the browser tab for 15 minutes. Leavers are recorded the first time an administrator opens Laurel after an account is disabled.

The flows

List-triggered flows pick up changes within about 5 minutes. Flows pause after 90 days without a trigger for owners without Premium; check them each quarter.

List size

The recognitions list will pass the 5,000-item list view threshold in a busy organization. Key columns are indexed at setup.

Item permissions

Only private, taken-down, waiting, declined and withdrawn items get their own permissions; published public items inherit the list's.

Data quality

Manager routes, My team and reporting are only as good as the manager and department data in Entra ID.