9 Steps to Citizen Development Success

DISCOVER

1. Ideate
2. Identify
3. Assess

DEFINE

4. Strategy
5. Technology
6. CoE

DELIVER

7. Pilot
8. Rollout
9. Empower

What does it take to support Citizen Developers?

Center of Excellence

Citizen development does not replace your COE. Instead, it shifts focus from delivery to enablement and governance, while still delivering enterprise automation.

PEOPLE

- Business Engagement
- Training & Education
- Power Users
- IT & Business Collaboration

TECHNOLOGY

- Platform Administration
- Standards, Best Practices, & Governance
- License Management
- Workstation Management

PROCESS

- Business-driven Ideas
- COE-driven Pipeline Controls
- Code Review & Approval
- Deployment & Monitoring

METRICS

- Centralized Data Reporting
- Business-driven ROI
- BU & Dept. Level Data
- Process Audit