



# CITIZEN DEVELOPER

The rise of the Business Technologist.



**About Me ...**

# WHAT IS A CITIZEN DEVELOPER?

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Citizen developers are business users who can create their own applications with little to no coding knowledge. Citizen developers have no prior coding experience; that's why tools like **low-code** and **no-code** development platforms enable them to build their apps.

Gartner says, by 2023, the number of citizen developers will be at least four times the number of professional developers.

4X

**Training to be a citizen developer commonly takes about 6 months.**

**They usually learn and apply learnings as they go.**

**Consider employees who are already enthusiastic about technology!**

# WHY THE INCREASE IN CITIZEN DEVELOPMENT?

Apps developed via citizen development processes tend to be delivered significantly more quickly and cost effectively than traditional applications. Low-code and no-code tools have security built-in, which addresses traditional development concerns.

Microsoft anticipates that, of the 500 million apps expected over the next five years, 450 million will be designed on low-code no-code platforms.

450M

10X

Forrester found that low-code no-code software development helps developers make applications at least 10X faster.

## WE ARE SEEING MORE ACCEPTANCE ....

82%

82% of organizations are willing to build and maintain their apps using low-code no-code techniques.

72%

72% of IT leaders now say project backlogs prevent them from working on strategic projects.

75%

Gartner estimates that by 2024, 75% of large enterprises will be using at least four low-code no-code tools for IT application development.

33%

McKinsey study found organizations that empower citizen developers score 33% higher on innovation measures than those that do not.

# WHAT IS THE IT DEPARTMENT EXPERIENCE?

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## Every IT department has the same difficulties:

- They are responsible for developing enterprise-wide solutions, as well as supporting the business with specific applications
- They have limited and expensive resources
- During development, communication often slows down the process:
  - Business needs to share specs with IT. Issues in the communication process can lead to misalignments between IT and business and a slow development process
  - IT needs to educate business users on the developed tools such as management interfaces. These trainings are usually skipped or not covered in enough detail, leading users to miss out on important functionality.

## Adoption of citizen development enables IT to deal with these problems because:

- Low code and no-code solutions empower business leaders to build apps without relying on IT. According to a survey, 80% of organizations state that citizen developers have given IT departments more breathing room.
- Low-code tools require no/minimal training, with much of this training available at no cost. This means that citizen developers can self-educate without the need of IT.
- Addresses skills-gaps in the IT industry and may develop citizen developers into pro developers over time.

# IS CITIZEN DEVELOPMENT ALWAYS APPROPRIATE?



- Development which uses the authorized tools
- Small & constrained user base
- Data security which can be addressed within the app
- Not business critical
- No specific regulatory requirements

**CITIZEN DEVELOPMENT MAY BE APPROPRIATE  
WITHIN GUARDRAILS**



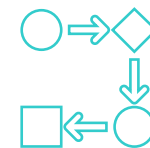
- Tools which are complex, SaaS or vendor products
- Enterprise-wide user base
- Complex data security
- Business critical / requires BCP
- Regulatory compliance is required

**CITIZEN DEVELOPMENT NOT APPROPRIATE**



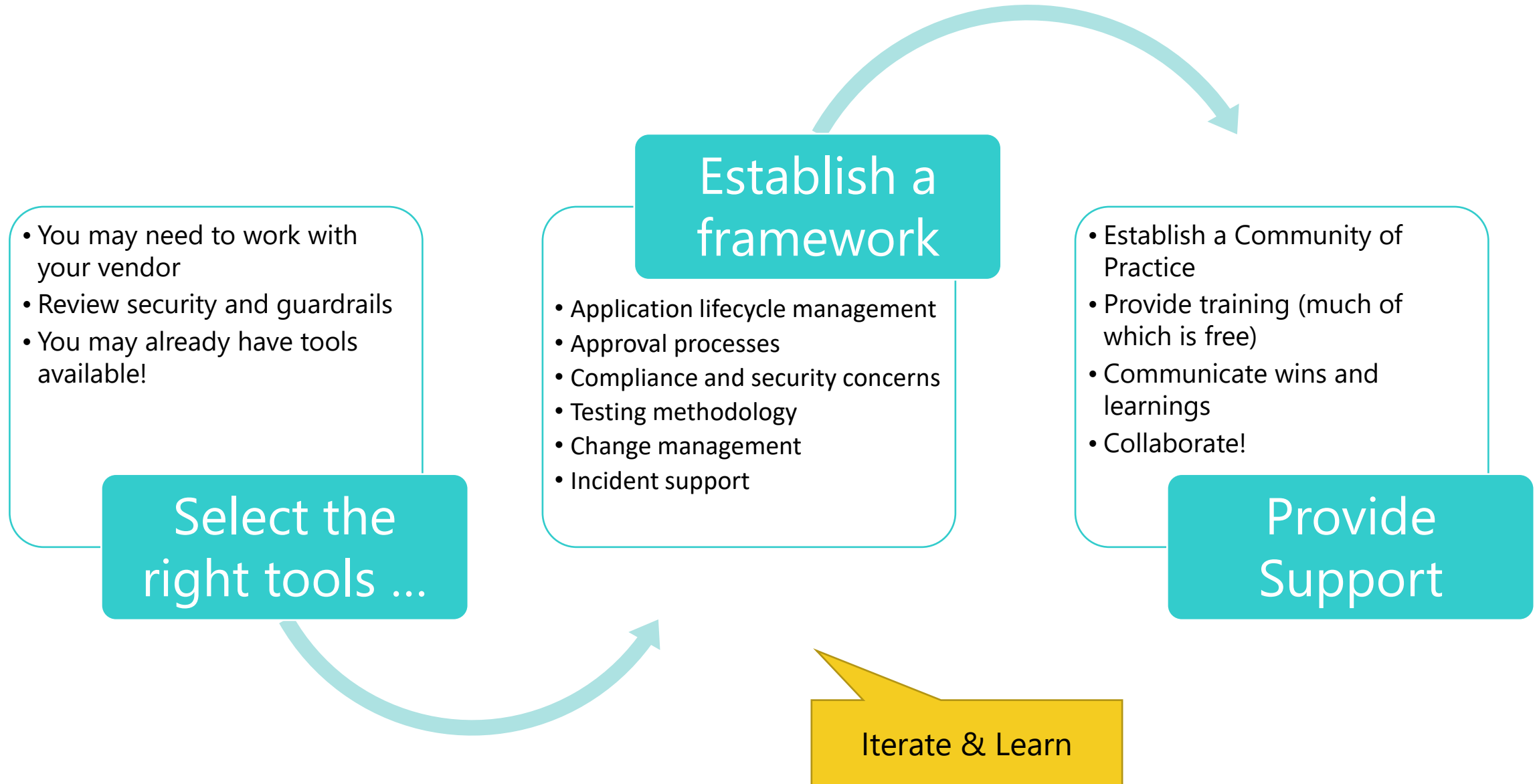
## COMMON USE CASES INCLUDE:

- Forms
- Data collection and transformation
- Workflow tools to automate processes
- Apps to replace spreadsheets



# WHAT ARE THE NEXT STEPS?

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# THANK YOU!

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Questions/Comments?



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