

Citizen Developers: Enabler or a Headache?

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digital
work
evolution





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Citizen Developer

A "citizen developer" refers to a non-professional programmer who creates applications or automates processes using tools that simplify software development, such as low-code or no-code platforms.

New ?

Well known!

No-code with visual interface

Example: website builder

Low-code with visual development tools

Example: create applications faster

Business Process Automation

Example: Workflow Automation

Industry Solutions

Example: E-Commerce, healthcare, Financial Services.

One Tool ?

Plenty of them!

LOB low-code environments

Microsoft, SAP, ServiceNow, ...

Low-Code platforms

Microsoft PowerApps, Mendix, Salesforce Lightning, ...

Automation platforms

Appian, Zapier, OutSystem, Nintex ...

Solution platforms

Bubble, Wix, Shopify, ...



Low-code Use-Cases

Room & desk booking

Expense & approval tracking

Idea management boards

Leave-request management

CRM extensions & workflows

And more



The promise

Empower lines of business

Off-load IT

Business process automation @scale

Improving efficiency

On the job training / low cost

... Makes the platform sticky



Democratization of Development?

This democratization of development empowers a broader range of employees to contribute to the digital transformation of their organizations.

Citizen Developer





Governance and Security

Collaboration and Integration



A man with a beard and a beanie, wearing a plaid shirt over a dark hoodie, stands in a modern office hallway. He is holding a white mug with the Jotform logo. The image has a blue tint.

Every Business is a Software Business!

The Raise of Generative AI



A close-up photograph of a hand holding a white golf ball on a green. The image is overlaid with a semi-transparent blue filter. The golf ball has the word 'VERO' and a small logo on it. The background is blurred, showing more of the green and possibly other people in the distance.

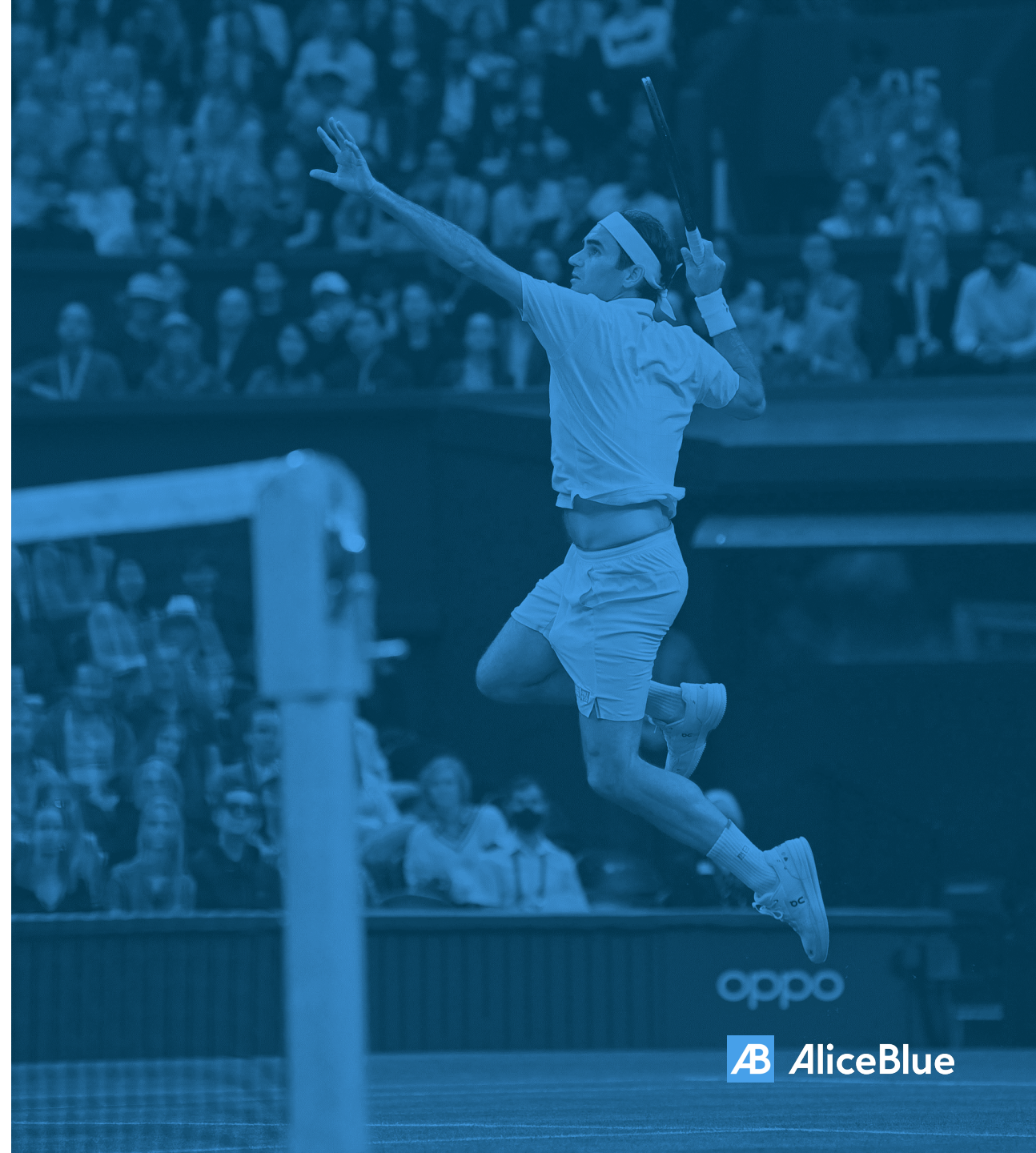
Centre of Excellence

Centre of excellence

Nurturing organic growth while maintaining governance and control.

A blended team of business and IT pros, providing standards and best practices, training and support, tool selection and integration and overseeing the citizen development portfolio.

Growth Mindset





Intelligent Workplace

Citizen Developers:

Enabler or a headache?

If your business is a software business, why not run it like one?!

Don't limit your ambition to your IT-budget!

Citizen Developer do not save money!

Deal with empowerment and transparency!

Citizen- + Pro-Development:
One can't prosper without the other!



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Thank you.

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