Citizen Development with ServiceNow® App Engine

Enabling citizen developers to create innovative applications that deliver value to your organization is just the start of this journey. Along the way, your citizen developers will join up with your professional IT developers—these two sets of travelers will come to rely on each other to deliver new, high-quality applications at scale. There are lots of pitfalls and traps along the way (including picking the wrong metrics for measuring your progress to your destination), but with ServiceNow® App Engine and some expert guides, you'll arrive at your destination: A full-scale digital transformation of your organization, powered by a partnership between citizen developers and IT.

KEY TERMS

Citizen Developers:
▶ Citizen developers are users with any level of coding experience who use low-code development tools (like App Engine) to develop software solutions that are used by the business.

Low-Code Applications:
▶ Citizen developers, as end users, are uniquely positioned to see opportunities for how to streamline and digitize their work. With the right tools, they can then create low-code applications that make their work, work better.

IT Partnership:
▶ The IT/citizen developer partnership ensures the two groups take advantage of each other's resources to deliver innovative solutions that meet the organization's business goals.

Governance:
▶ Governance ensures that citizen developers are working on applications that matter most to the organization, while also meeting IT's standards for security, privacy, reliability, and maintainability—all without stifling innovation.

Building a citizen development program isn't just about reducing your IT backlog—it's also about creating new opportunities for your organization.

(LEAP INTO SECTION 1: CITIZEN DEVELOPMENT WITH SERVICENOW APP ENGINE)

▶ A single low-code application platform that supports both IT and citizen developers in creating custom desktop and mobile apps is just your starting point.

▶ Reducing the IT backlog while delivering applications that better satisfy users is a key benefit of a citizen development program … but it is just one of many.

▶ Enabling citizen developers as participants in the organization's processes—as well as partnering them with IT—results in more innovative solutions for the business.

A citizen development program begins with finding and developing candidates. From there, you must build a partnership with your IT department.

(LEAP INTO SECTION 2: FOSTERING CITIZEN DEVELOPERS)

▶ There are potential citizen developers in your organization who are waiting to be discovered, if you know what characteristics to look for.

▶ ServiceNow not only has the training resources your citizen developers need, but can also show you how to build the IT partnership that's essential to your program's success.

▶ The success of your program is cemented by how you enable citizen developers as well as celebrate their achievements.

Once you have a citizen developer community, you'll want to ensure that they can make meaningful contributions to your organization.

(LEAP INTO SECTION 3: SUPPORTING CITIZEN DEVELOPERS)

▶ Supporting your citizen developers begins with communicating your organization's goals and defining the right metrics for their success.

▶ Coaching is key. It enhances your citizen developers' expertise and helps build the partnership between citizen developers and IT.

Governance ensures that citizen developers are delivering innovative solutions while also meeting IT's standards for security, privacy, reliability, and maintainability.

(LEAP INTO SECTION 4: GOVERNING THE PROCESS)

▶ Governance doesn't have to be regarded by your citizen developers as a "regulatory burden" that stifles innovation. When done right, governance provides citizen developers an environment where they know they can innovate freely and safely.

▶ Citizen development enables a wide range of innovative solutions, leading to a dynamic approach to managing the development process—an approach that begins by asking, "What does this app need?"

▶ The Now Platform's tools integrate with the citizen developers' development environment to not only move applications reliably through to production, but let you configure the appropriate amount of governance each application requires.

ServiceNow enables development programs across a wide variety of industries. ServiceNow is already involved in all of these fields.

(LEAP INTO SECTION 5: YOUR FUTURE WITH CITIZEN DEVELOPMENT)

▶ Citizen developers at UW Health deliver a new content management system.

▶ A team of frontline workers at Nationale-Nederlanden created a self-serve catalog system, now used by 16 teams across the organization.

▶ The University of San Francisco's citizen developers deliver multiple applications ranging from budget intake to online student support.

Download the Full Gorilla Guide

The Gorilla Guide® To… Citizen Development with Service Now® App Engine is your guide on how to build a successful citizen development program that leverages the unique contribution your employees can make in delivering at-scale, high-quality solutions to enable the digital transformation of your organization.

Highlights include:

▶ **Recognizing the key characteristics that identify effective citizen developers**

▶ **Setting the goals for a successful citizen development program**

▶ **Building the resources and communities your citizen developers need to succeed**

▶ **Providing the governance required to build reliable applications without stifling innovation**

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How To Best Foster and Support Citizen Developers
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