

MITRATECH

Welcome to the No-Code Era: A New Age of Citizen Development

Empower employees at every level of your organization to own strategic implementations with no-code automation.



Table of Contents

- 3** Introduction
- 5** What is Citizen Development?
- 7** How Citizen Development Drives Process Automation
- 9** The Benefits of Citizen Development
- 11** When to Utilize Citizen Development
- 12** Where does IT fit in?

Introduction

Now more than ever, companies are expected to do more with less, even as the complexity of their challenges and processes evolve. It is no longer feasible for IT to centrally implement and update all company applications — and the rise of a self-service-minded workforce offers a convenient solution.

A 2021 study by Productiv found that each department in an enterprise uses 40-60 applications — and 56% of those are owned by the business unit, not IT.¹ So, what does this mean for enterprises? It's becoming more accessible — and more common — for non-technical users to create and deploy custom applications. With tools like Wordpress and Canva, which use a visual deployment interface (aka: drag and drop), anyone can build their own website or create digital content without being a web developer or seeing a line of code. The reason for the growing popularity of these tools is two-fold:



1. Torres, Roberto. (20 September, 2021). "Enterprise app sprawl swells, with most apps outside of IT control." <https://www.ciodive.com/news/app-sprawl-saas-data-shadow-it-productiv/606872/>

1. Individuals have access to abundant information, allowing them to learn new tools without formal training.
2. The need for custom solutions has surpassed the number of developers available to deploy them.

The result? No-code applications have eliminated the IT bottleneck, empowering anyone with internet access to create technology applications of their own.

Enter: the rise of Citizen Development.



What is Citizen Development?

Citizen development is not a particular platform, but rather a strategy and attitude towards technical innovation. By giving employees drag and drop, no-code tools to design their own technical solutions, companies democratize access to impressive technology that is spec'd out and configured by the business users themselves.

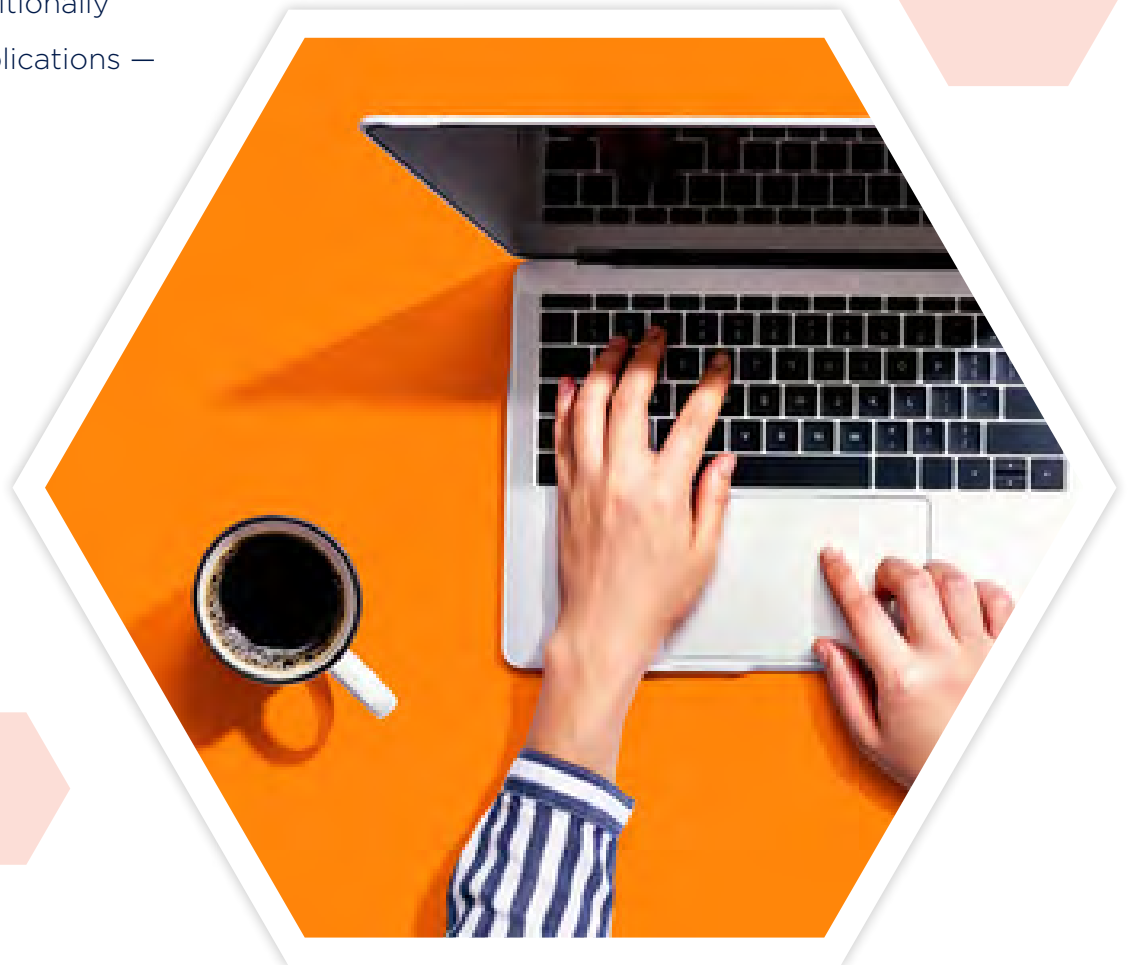
At its core, citizen development is the mindset that regular business users can solve their own challenges with technical solutions that require neither IT assistance nor a background in computer science.

The practice of citizen development is still gaining speed with business leaders, but it has already caused major waves and is here to stay. Gartner predicts that by 2024, companies will develop the majority (65%) of their apps through no-code tools.² And with these democratized technology platforms, employees outside of IT, HR, and legal operations professionals can make changes and direct their own



technical projects, empowering a business culture of self-sufficiency. Other advantages of citizen development include faster time-to-value, decreased resource dependencies, and increased collaboration between teams.

App development and coding are no longer just for coders and programmers, opening up massive opportunities for traditionally non-technical employees to own their processes and applications — and help alleviate some of the burden on IT.




How Citizen Development Drives Process Automation

Legal professionals who encourage citizen development usually set out to gain self-sufficiency; gone are the days of relying on IT for everything.

While IT often has some involvement (for example, they are always needed to set up single sign-on), legal professionals win when they have more ownership over their processes. More ownership means that when an NDA workflow needs to be updated to reflect new business needs, or a travel request form needs to include additional information around a burgeoning pandemic, the legal team can give any changes a quick turnaround with their no-code tools.

The ability to take automation into one's own hands is an amazing opportunity for the employee as well as for the larger department and company. Platforms that enable citizen development essentially empower business users to tackle and execute department-wide or



Platforms that enable citizen development essentially empower business users to tackle and execute department-wide or company-wide projects quickly and independently.

company-wide projects quickly and independently. When employees leverage citizen development to solve their business challenges, whether by building an internal self-service portal or automating a process to solve issues with non-compliance or inefficiencies, they can hit the ground running, use trial and error to build out their application, and test it out as they go. Implementations become more successful, and employees showcase their increased value.

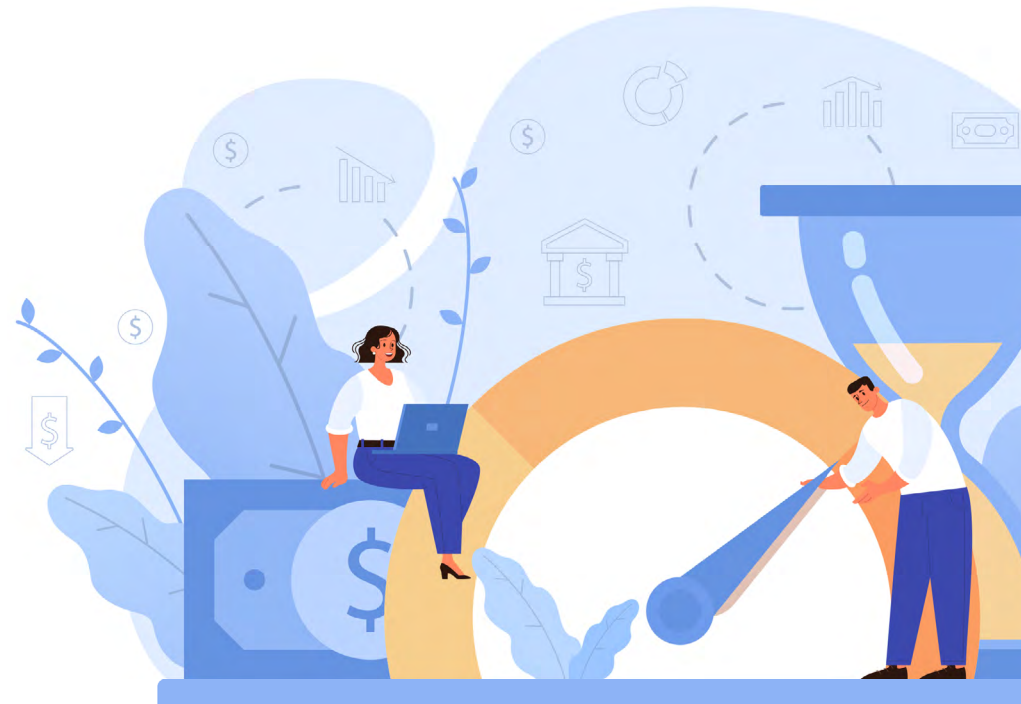


Benefits of Citizen Development

There are numerous advantages in creating and empowering citizen developers.

1. Cost-efficient solutions from multi-purpose platforms

From a cost perspective, organizations don't need to employ as many expensive developers with the expertise to build extensive enterprise programs. While the programmers may still provide support and focus on high-value work for the company, citizen development significantly broadens the number of people who can assist in the organization's digital transformation. This can also foster greater collaboration between different departments, as employees work with the IT groups to build new functionalities together.



2. In-house knowledge that is baked into the solution

Citizen developers are equipped with unique, hands-on knowledge of specific work processes and business goals that are key to their individual departments. This knowledge means they are more aware of their own critical needs, which in turn, helps them zero in on applications that can support and streamline crucial business processes for cost savings and higher productivity.

3. Speed and agility that reflects self reliance and DIY-savviness

In line with the idea of increasing productivity and eliminating resource bottlenecks, the fact that no-code platforms are visual processes using pre-built modules means that citizen developers can build and test applications very quickly.



When to Utilize Citizen Development

If an application relies on low-code/no-code skills, chances are that it's something your citizen developers could and should take on. But what if you are in the market to streamline a process or revamp a system from the ground up? Then who should be in charge? Well, it depends. If your implementation requires complex integrations and constant contact with your database, you're probably looking at an IT integration. But, if you have a simple process that you could imagine describing in a flowchart, it may be a good opportunity for your citizen developers.

Check out the following examples for more insight:

Delegate to Citizen Developers when:	Bring in IT when:
☆ You need a process that ensures all of your vendors are compliant with your regulations	⚙️ You need to implement a vendor management system for your internal team up to date on vendor actions
☆ You want to build out e-Signature approval processes, such as Business Travel Request or NDAs	⚙️ You need to consolidate the e-Signature system that your whole company uses
☆ You are ready to set up an automated chain of events for policy exception requests	⚙️ You're ready to set up a platform that manages all of your companies policies
☆ You need to set up an approval process for independent contractor agreements	⚙️ Your organization is ready to upgrade its human resources management system

Where does IT fit in?

IT professionals react in one of two ways to the emergence of citizen development: with anxiety or with relief (or — more likely — with a combination of both). Anxiety comes from the perceived loss of control associated with democratizing skills that were previously siloed within the IT department. But at best, citizen development gives IT back valuable time and helps drive your company's digital transformation, one of IT's larger strategic goals. IT professionals should now address the following questions with their departmental counterparts:

- How can we ensure that the product that is rolled out has undergone appropriate checks and testing?
- What hidden responsibilities will fall to IT to handle?
- What does support look like when these no-code solutions face challenges?

IT professionals will be heartened by the benefits they'll see from citizen development:

- They'll have more time to prioritize and work on high-impact projects
- The democratization of solutions will lower their labor overhead
- A team's self-reliance will keep them happier and allow IT to manage the system, rather than the solutions



When looking for solutions that inspire citizen development, be sure to keep the perspective of the “anxious IT professional” in mind by asking your vendor questions around initial setup, support, and testing.

Keep in mind:

1. Democratizing platforms does not mean lowering standards. When your employees are empowered to build their own solutions quickly and easily with low-code, drag-and-drop tools, they must also be trained on the proper testing methodology. No matter how easy it might be to build something useful, testing is always crucial. Work with your vendor and check in with your IT department to identify “testing ownership.”
2. A good no-code solution will not require any technical knowledge, just business knowledge and practical intuition. But check with your vendor to make sure this will be the case, and identify any one-time set-up issues that may involve IT.
3. If you are familiar with the ticket system that your IT department uses to manage your internal requests, you have a good sense of what your support will look like from the platform that you are using. Make sure you review the SLAs carefully to determine if the support you will receive works for you.



No-Code Workflow Automation for Forward-Thinking Legal Teams.

Not a programmer? Not a problem.

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For more info, visit: www.mitratesch.com

MITRATESCH

CONTACT US

info@mitratesch.com
www.mitratesch.com

Mitratesch US

+1 (512) 382.7322

Mitratesch EMEA

+44 (0) 1628.600.900

Mitratesch AUS

+61 (0) 3.9521.7077