



# Citizen Development Program

with Microsoft PowerApps

Introducing our new Citizen Development offering, powered by the Microsoft Power Platform. We know that creative business users have been relying on spreadsheets and macros to streamline their work processes for years, often without IT involvement. Now, with the rise of low-code/no-code (LCNC) platforms like Microsoft Power Platform, anyone can become a Citizen Developer and build their own applications without prior software expertise. Join the revolution and unlock your potential with our new offering. Having a structured Citizen development program will ensure:

- Faster time to market
- Effective collaboration between Business and IT
- Meet growing demands of apps from business
- Conquer skill shortage and dependency on IT for app development



The Citizen Development Programs comes with its own set of challenges.



## Challenges



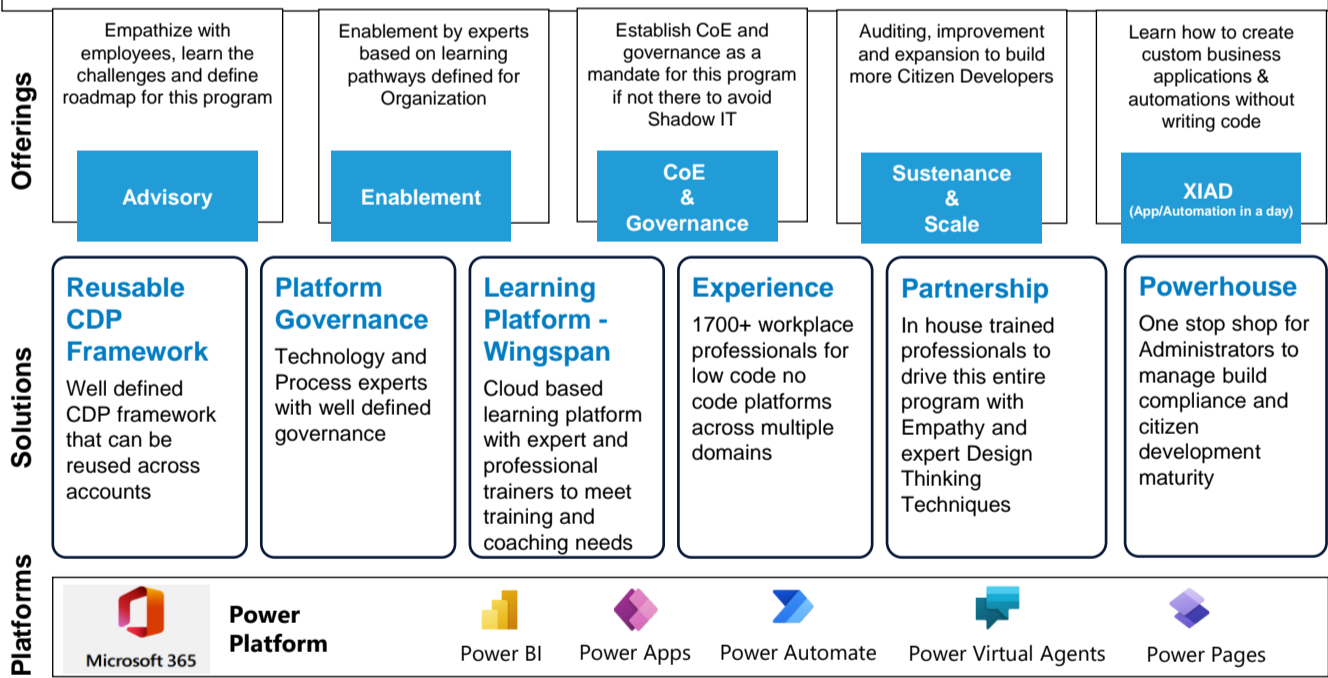
## Solution

<b>38%</b> Lack of skilled Citizen Developers which results low quality deliveries	Well defined training programs for Basic to Expert developers with proven learning solutions
<b>42%</b> Lack of Security Guardrails which can cause data vulnerable to attacks	Proven CDP frameworks for establishing guardrails for success and sustenance.
<b>32%</b> Fear of Shadow IT due to lack of governance and CoE	Well established CoE setup and governance as a part of offerings
<b>24%</b> Ownership of support post the applications are released to business	Process coaching by Infosys training team experts
<b>17%</b> The app outgrows the skills of the Citizen Developer	Clear categorization of app complexities with IT involvement for complex apps

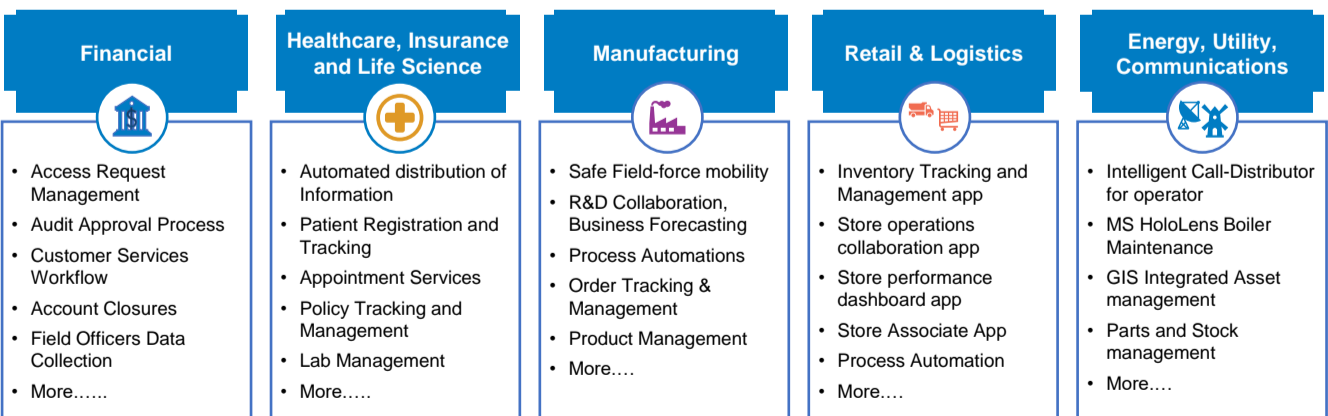
## Infosys Citizen Development Program

Our structured program empowers business users to become Citizen Developers, bringing tangible benefits and competitive advantage to enterprises. We ensure that businesses adopt best practices when using low-code/no-code platforms like Microsoft 365 Power Platform and enable business users to develop their own apps on the platform.

Infosys Citizen Development Program offers -



## Potential Use Cases across industries for Citizen Development



## Infosys Citizen Developer Program Success Stories

**CDP enablement for Large US based Machinery Manufacturing company** – We collaborated with the client in implementing CDP for the business teams. Business teams were successfully enabled to build Apps and workflows, which helped the client to reduce their IT backlog by 30%.

**Future Ready Citizen Developers for US based Semiconductor Company** - We provided services for platform and technology governance, technology guidance to citizen developers. This helped the business teams to reduce their IT backlog by 20% and helped successful enablement of Citizen Developers.