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

Lack of skilled Citizen Developers which results low quality deliveries

Lack of Security Guardrails which can cause data vulnerable to attacks

32% Fear of Shadow IT due to lack of governance and CoE

Ownership of support post the applications are released to business

17% The app outgrows the skills of the Citizen Developer



Solution

Well defined training programs for Basic to Expert developers with proven learning solutions

Proven CDP frameworks for establishing guardrails for success and sustenance.

Well established CoE setup and governance as a part of offerings

Process coaching by Infosys training team experts

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 -

Offerings

employees, learn the challenges and define roadmap for this program

Empathize with

Advisory

based on learning pathways defined for Organization

Enablement by experts

Enablement

Establish CoE and governance as a mandate for this program if not there to avoid Shadow IT

> CoE Governance

Auditing, improvement and expansion to build more Citizen Developers

> **Sustenance** Scale

custom business applications & automations without writing code

Learn how to create

Microsoft 365

XIAD

Reusable **CDP Framework**

Well defined CDP framework that can be reused across accounts

Platform Governance

Technology and Process experts with well defined governance

Learning Platform -Wingspan

Cloud based learning platform with expert and professional trainers to meet training and coaching needs

Experience

1700+ workplace professionals for low code no code platforms across multiple domains

Partnership In house trained

professionals to drive this entire program with Empathy and expert Design **Thinking** Techniques

Powerhouse

One stop shop for Administrators to manage build compliance and citizen development maturity



Power **Platform**



Power BI



Power Automate





Power Pages

Potential Use Cases across industries for Citizen Development

Financial

T\$I

- Access Request Management
- **Audit Approval Process**
- **Customer Services** Workflow
- Account Closures
- Field Officers Data Collection
- More

Healthcare, Insurance and Life Science



- Automated distribution of Information
- Patient Registration and Tracking Appointment Services
- Policy Tracking and
- Management Lab Management
- More.....

Manufacturing



- Safe Field-force mobility
- R&D Collaboration, **Business Forecasting**
- **Process Automations**
- Order Tracking & Management
- **Product Management** More....

Retail & Logistics



- Inventory Tracking and Management app
- Store operations collaboration app
- Store performance dashboard app
- Store Associate App
- **Process Automation**
- More....

Energy, Utility, Communications



- for operator MS HoloLens Boiler
- Maintenance **GIS Integrated Asset** management
- Parts and Stock management
- More....

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.