WEBINAR | 6 MAJA 2022 | GODZ. 11:00

# Kim jest Citizen Developer?

AKADEMIA
APLIKACJI

AKADEMIA APLIKACJI

# Cześć!

Develapico

**Łukasz Zajączkowski**

*LZajaczkowski@AkademiaAplikacji.pl*

**Łukasz Falaciński**

*LFalacinski@AkademiaAplikacji.pl*

# Akademia Aplikacji. Kim jesteśmy?

- Webinary
- Kursy
- Blog
- Szkolenia
- Podcast
- **Newsletter**

https://AkademiaAplikacji.pl

# Plan gry

- Przywitanie i sprawy organizacyjne [*5 minut*]
- Prezentacja [*30 minut*]
- Power Platform – helicopter view [*10 minut*]
- Podsumowanie [*5 minut*]
- Q and A [*10 minut*]
  - Nagranie udostępnimy najpóźniej w poniedziałek

https://AkademiaAplikacji.pl/YT

# Citizen Development z Power Platform

Trainings

www.akademiaaplikacji.pl

AKADEMIA APLIKACJI

Develepico

Microsoft

Implementations

www.develepico.com

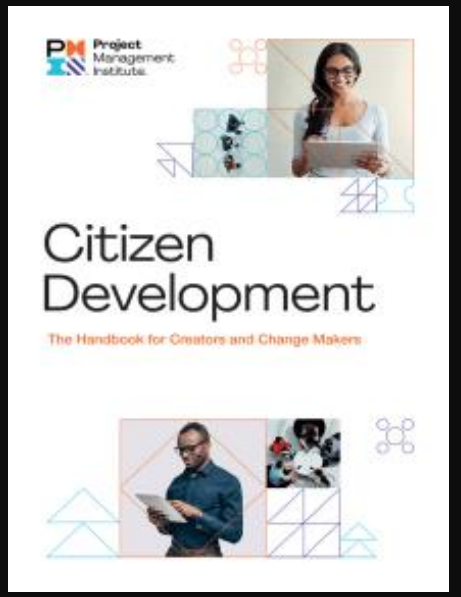
Office 365

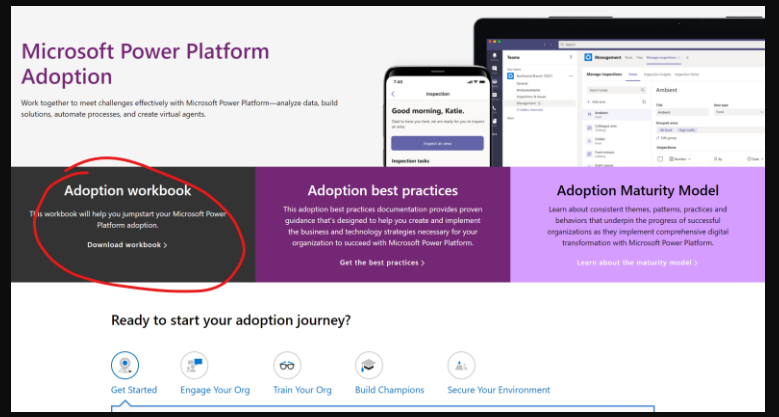
Power Platform

Azure

# Modele adopcji

- Citizen Development: The Handbook for Creators and Change Makers
- Microsoft Power Platform Adoption



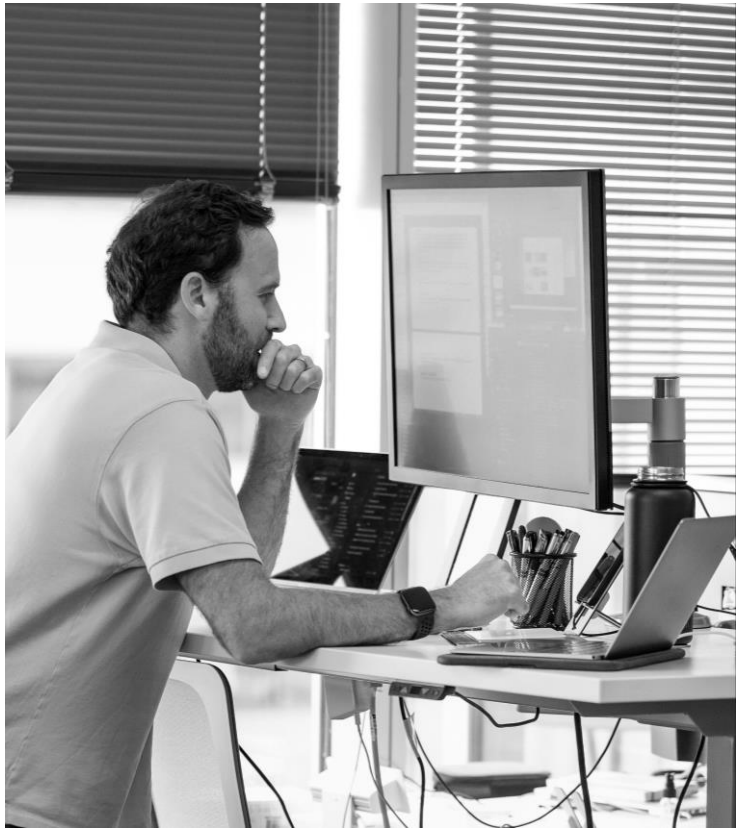



# Na początek: Kontekst

# Wyzwanie: rosnący dług technologiczny

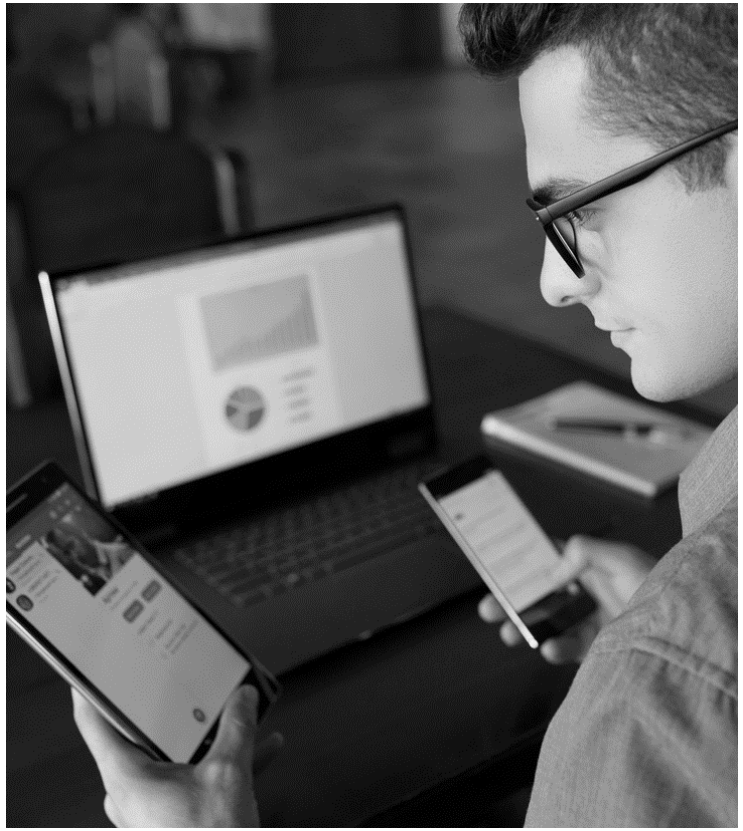
Rosnąca ilość potrzeb

Transformacja cyfrowa



Stosunkowo niewielka integracja między różnymi systemami i procesami

# Wyzwanie: Excel-Driven Development



Wiele wersji plików rozproszonych
po różnych narzędziach

Przeciążenie ze względu
na manualne procesy

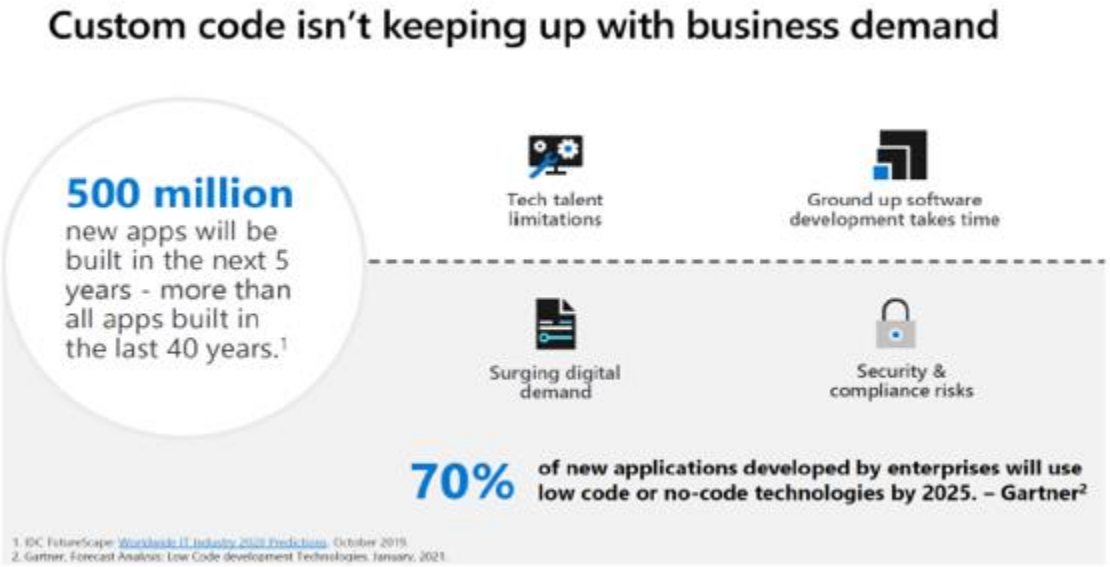
Shadow IT

# Power to the People

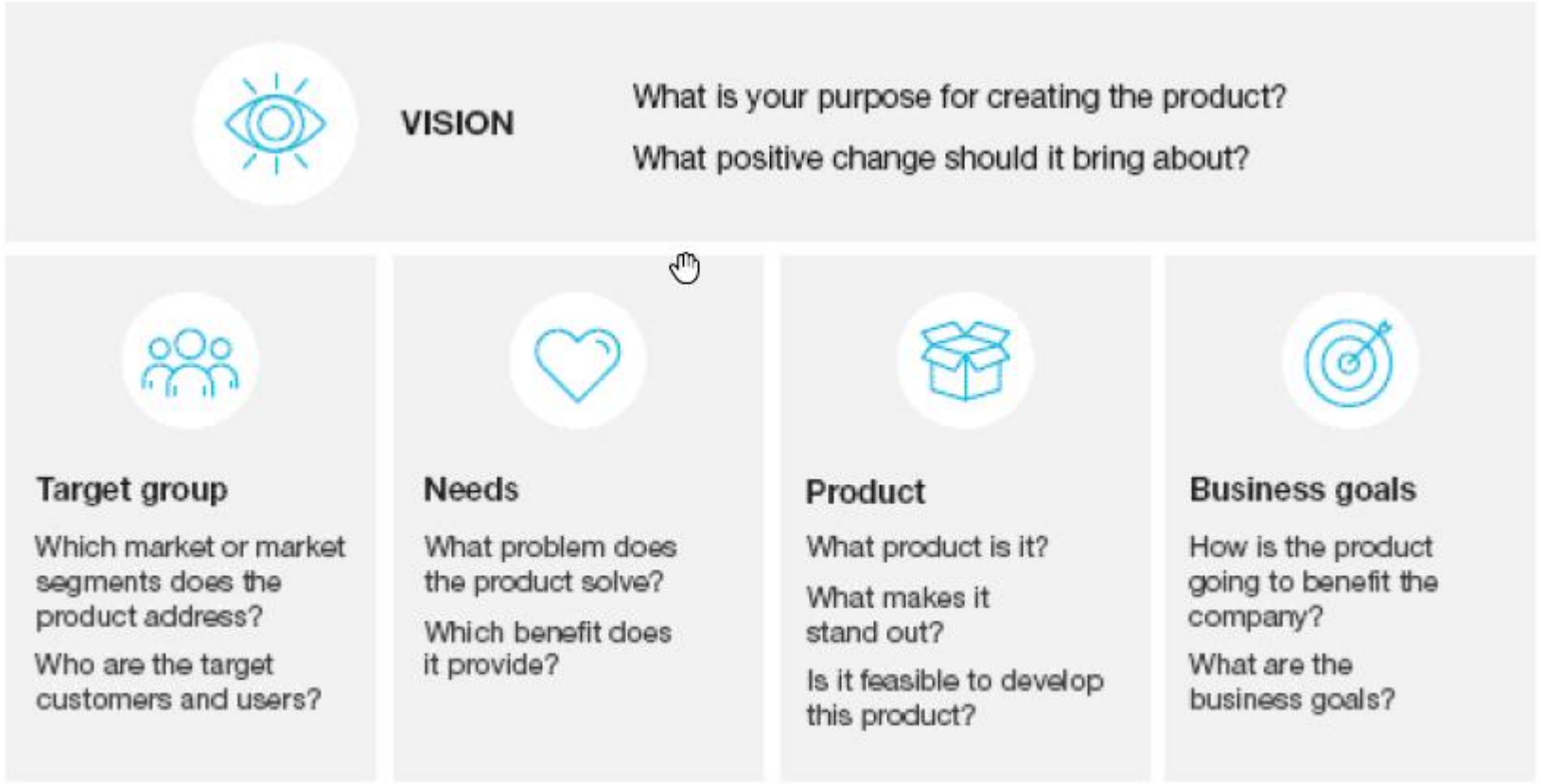
We are Citizen Developers

1

# Low-code & Power Platform solutions



# Product vision board



# Pitch

## **Project Concept** Worksheet

**This template is intended to serve as a starting point that encourages brainstorming and collaboration. We recommend modifying and re-creating this to suit your needs. Use a whiteboard, sticky notes, or an online tool of your choice.**

### WHO?

**FOR EXAMPLE:**

Who is proposing the solution?

Who is the proposed solution for?

Who would we like to use the app?

Who is impacted, positively or negatively, by this proposed solution?

### WHERE?

**FOR EXAMPLE:**

Where will the app be used (in office, in the field, etc

Where will the app be accessed from (app store, web, intranet)

### WHAT?

**FOR EXAMPLE:**

What problem is being solved?

What is the proposed solution?

What devices will the app be used on?

What other departments/business lines will be engaged?

### WHY?

**FOR EXAMPLE:**

Why is this needed?

Why is it needed now?

Why is using CD the correct option?

### WHEN?

**FOR EXAMPLE:**

When will the app need to be live?

When is the proposed project kick-off date?

### HOW?

**FOR EXAMPLE:**

How will this benefit the target group?

How will it support the business or departments?

How will the app be maintained long-term?

How does this app improve on what is currently there?

# New approach

Environmental and Project check

2

# Environmental check

## Risk Assessment Checklist

| Risk Category | Risk Assessment |
|---|---|
| Security | Potential breaches of confidentiality, data loss, and uncontrolled user access.<br>• **Low risk**: There is low exposure to any of the mentioned items.<br>• **Medium risk:** The potential risks can be mitigated if an expert is brought on board.<br>• **High risk:** Citizen development is not the ideal solution given the high-security risks. |
| Operational IT | Acceptable rules to create, manage, maintain, and use IT.<br>• **Low risk**: The application can be easily created, managed, maintained, and used according to the organization's IT standards.<br>• **Medium risk**: The application can comply with operational IT requirements if an expert is involved.<br>• **High risk**: Some of the conditions can't be met using citizen development. |
| IT Architecture | Rules to build, modify, and interface IT resources.<br>• **Low risk**: The project does not negatively affect other systems or require extensive integration with the wider organization's environment.<br>• **Medium risk**: Some complex integration can be required; therefore, external help is needed.<br>• **High risk**: The project requires extensive integration with other systems or affects the wider organization's environment. |
| Regulatory | External laws, industry standards, or compliance requirements.<br>• **Low risk**: There is low exposure to any of the mentioned items.<br>• **Medium risk**: Citizen development can comply with regulatory requirements, but needs the involvement of an expert.<br>• **High risk**: Citizen development is not the ideal solution given the high level of regulatory risk. |
| Reputational | Potential loss of brand perception, social capital, or market share.<br>• **Low risk**: There is a low risk to the organization's reputation as the app doesn't use sensitive data or negatively affect third parties, following accepted social guidelines.<br>• **Medium risk**: There is some reputational risk associated with the app so an expert must be brought in to ensure the risk is mitigated.<br>• **High risk**: There is high reputational risk due to highly sensitive data being processed and/or the app being a key way in which an organization interacts with their customer. |
| Financial | Potential impact on revenue.<br>• **Low risk**: The app has little to no impact on the business processes that impact the revenue of products and services or costs of producing them.<br>• **Medium risk**: There is some impact on the volume and pricing of products and services or the cost of producing them.<br>• **High risk**: There is a strong impact on the volume and pricing of products and services or the cost of producing them; therefore, a greater level of IT governance is required. |

LOW = 1 MEDIUM = 2 HIGH = 3 **TOTAL SCORE:**

# Environemental check

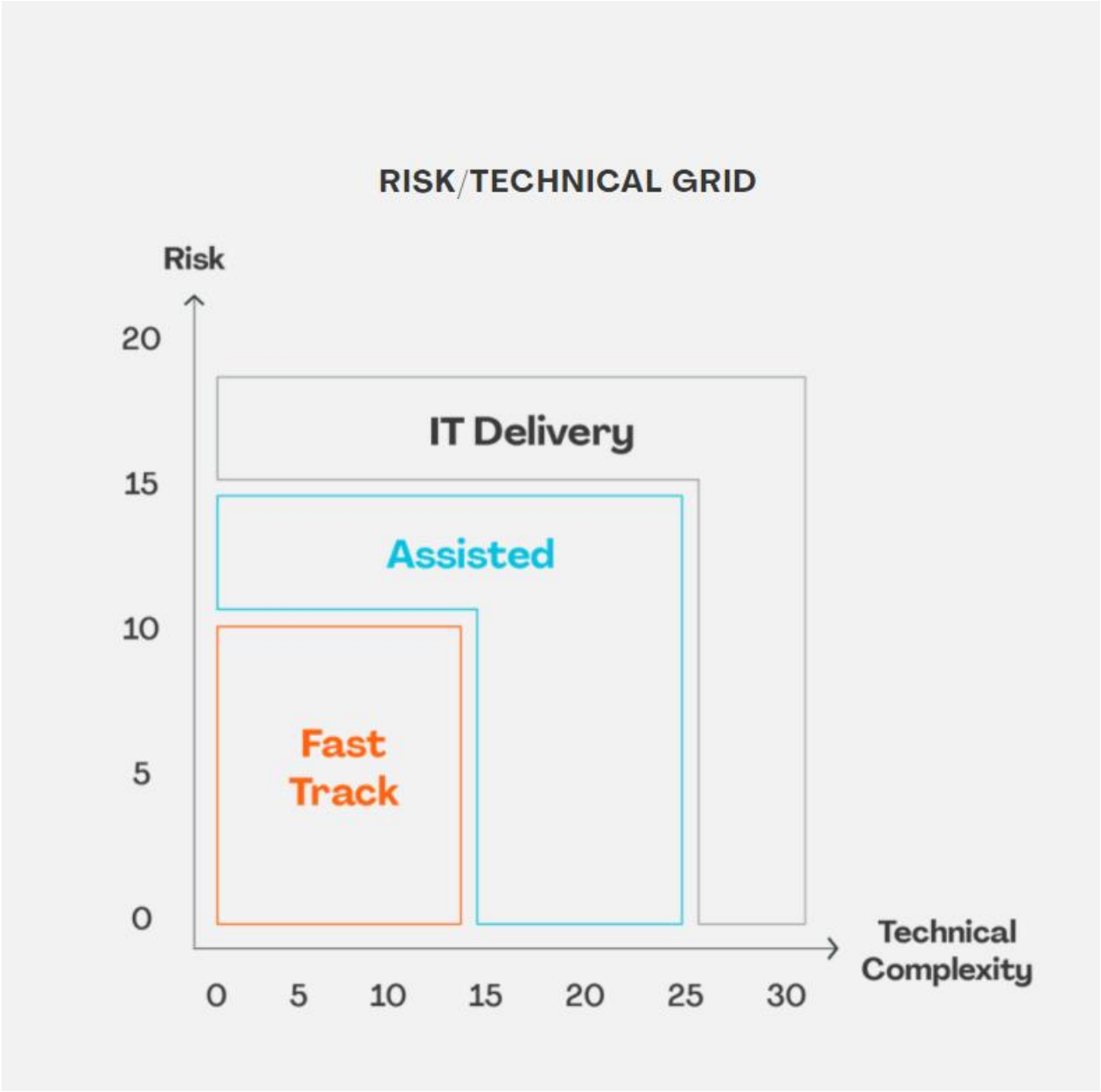
**Technical Complexities** Worksheet

| QUESTION | A | B | C |
|---|---|---|---|
| How many teams/departments will be using the proposed application? | 1-3 | 4-6 | 7+ |
| How many data streams will be used to generate the data? | 0-2 | 3-5 | 6+ |
| How many third party integrations (APIs) will be used? | 0-2 | 3-5 | 6+ |
| Will data need to be pulled from a database managed by IT? | No | Maybe | Yes |
| How many types of users (customers, e-commerce, internal) will be accessing the application? | 1-2 | 3-5 | 6+ |
| Will this app be available globally? | No | Maybe | Yes |
| Will there be any personally identifiable information included with the app? | No | Maybe | Yes |
| Will there be any confidential business data included within the app? | No | Maybe | Yes |
| Will this app be publicly available on any app store or website? | No | Maybe | Yes |
| Will this app be sold to clients or vendors under the company brand? | No | Maybe | Yes |

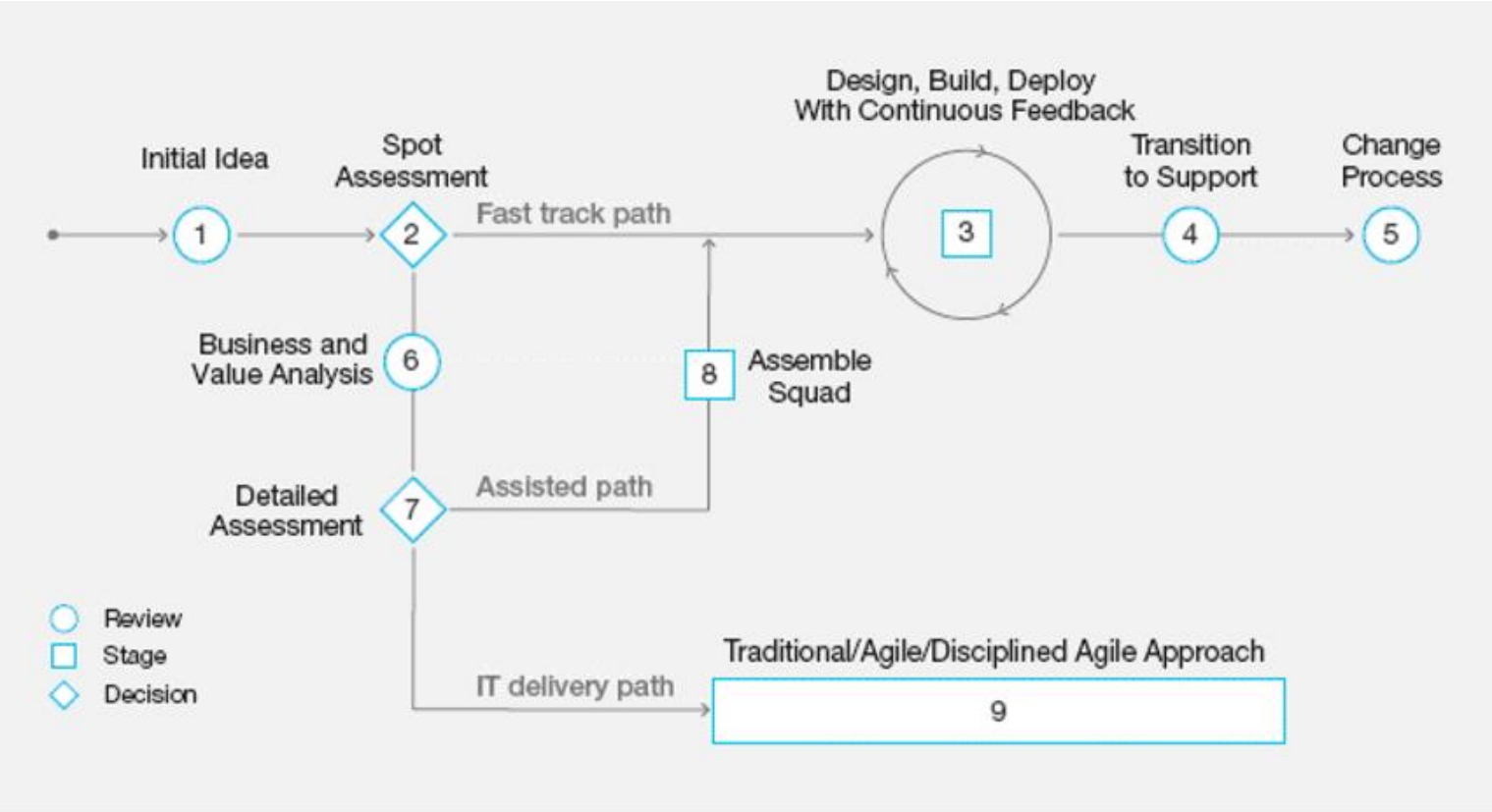
Scoring: A = 1 | B = 2 | C = 3

Add all points and plot on the Technical Complexity Grid.

# Project Spot Assesment



# Hyper Agile Route



# Build community

Show the business value of Microsoft Power Platform

# **Build** a sustainable champions community

Champions help build, grow, and sustain your Microsoft Power Platform adoption by evangelizing and helping their peers with new solutions.

## Champions:

1. Should be formally trained to increase their depth and breadth of knowledge.
2. Should be encouraged and empowered to guide, teach, and train their peers.
3. Need consistent positive reinforcement that affirms the impact of their efforts.
4. Need a clear plan upon which to execute.

## Customer stories:

Prolific app maker ignites low code revolution at Schlumberger

H&M Group enables citizen development at scale

Arm enables low-code adoption with a thriving Center of Excellence

Heathrow Airport inspires employee engagement with Microsoft Power Apps

# Assemble your team

Any successful project begins by bringing the right team together. Your project stakeholders should include representatives across your organization who have accountability for project success.

| Role | Responsibilities | Department | Who? |
|---|---|---|---|
| Executive Sponsor | Communicate high-level vision and values of the Microsoft Power Platform to the company | Executive Leadership | [Enter Name Here] |
| Success Owner | Ensure the business goals are realized from the adoption process | Any department | [Enter Name Here] |
| Champions | Help evangelize Power Platform. Create a circle of influence and can feed back to the Adoption team what works/what doesn't work. | Multiple departments | [Enter your Champions Lead here] |
| Training Lead | Manage and communicate training content about Power Platform – can be internal or external vendor | IT or other | [Enter Name Here] |
| Department Leads (Stakeholders) | Identify how specific departments will use the Power Platform and encourage engagement | Any department (management) | [Enter Name Here] |
| Communication Lead | Oversee company-wide communications about the Power Platform | Corp Communications, IT or other | [Enter Name Here] |
| Power Platform Admin Team | Responsible for establishing an environment strategy, setting up data loss prevention (DLP) policies, and managing users, capacity, and licensing. They also make data available to makers through connectors, integration, or migration. | IT | [Enter your Admin Lead Here] |
| Power Platform Nurture Team | Organizes app-in-a-day events and hackathons, provides mentorship to makers, ensures new makers get off to a good start, and generally evangelizes the platform. Provide business change management. | Multiple departments | [Enter your Nurture Lead Here] |

*Note: Though we recommend having each of these roles fulfilled, in smaller organizations some of these roles may be carried out by the same person.*

# Squad identification & RACI

| Task | CD Sponsor | CD | Ops | IT | Sales | Acct Mgmt Lead |
|---|---|---|---|---|---|---|
| Stakeholder management | A | R | C | C | C | C |
| Sales Team adoption | I | A | I | I | R | C |
| Acct Mgmt Adoption | I | A | I | I | C | R |
| IT Testing | I | A | I | R | I | I |
| Design | C | R/A | C | C | C | C |
| Development | I | R/A | I | C | I | I |

**R:** Responsible **A:** Accountable **C:** Consulted **I:** Informed

# Citizen Development Roles

**1. Practitioner**
Trained and certified creator

**2. Architect**
Trained and certified change maker

**3. Strategiest**

Certified and experienced member of the senior management

# Center of Excellence

We recommend the following strategy for getting started with your journey of establishing a CoE:

- **Secure** by establishing data loss prevention policies, managing licenses and access to data sources.
- **Evangelize** by providing a community space on Teams, Yammer, or SharePoint, with a collection of links for people to start their learning.
- **Monitor** your usage: see who is creating apps, what apps are being created, and how they are used.
- **Evolve** your CoE strategy with those learnings.

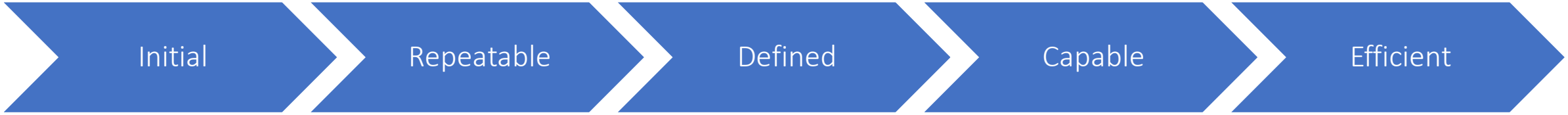
Learn more:

- Admin & Governance best practices
- Nurture best practices

# Maturity model

# Assess your organisation's maturity level

The Power Platform Adoption Maturity Model identifies consistent themes, patterns, practices, and behaviors applied by the most successful organizations as they implement digital transformations with Power Platform. This model can help you understand your capabilities along multiple dimensions and identify areas of focus to help advance further.




- Pockets of success and **experimentation** with Power Platform.
- **No strategy** or governance approach.
- Apps are **team-based** and supported by the makers.
- Organisation sees the **potential** of a strategic investment, but there is no clear path forward.

- Initial Power Platform controls implemented by a **central team**.
- Start to identify applications that are broadly used in the organization.
- These organizations sometimes believe that the use of the Power Platform is running "**out of control**."

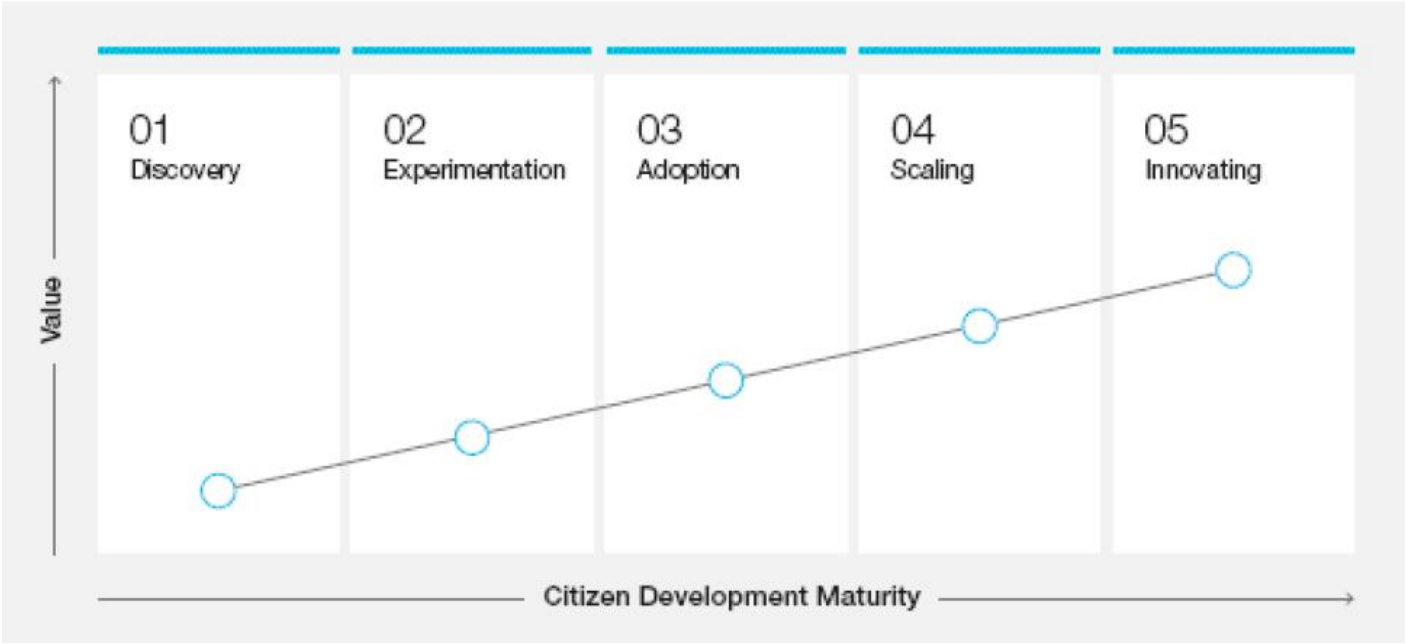
- Standardizing **repeatable practice**.
- Achieving **measurable success** to digitally transform their organization.
- Defined Power Platform **Center of Excellence** team.
- Transformation may still reflect organic growth.

- Standard processes for managing and monitoring Power Platform.
- Power Platform capabilities are being used to **transform the business** broadly and used for enterprise-critical apps and integrations.
- Platform **Champions** have established channels.

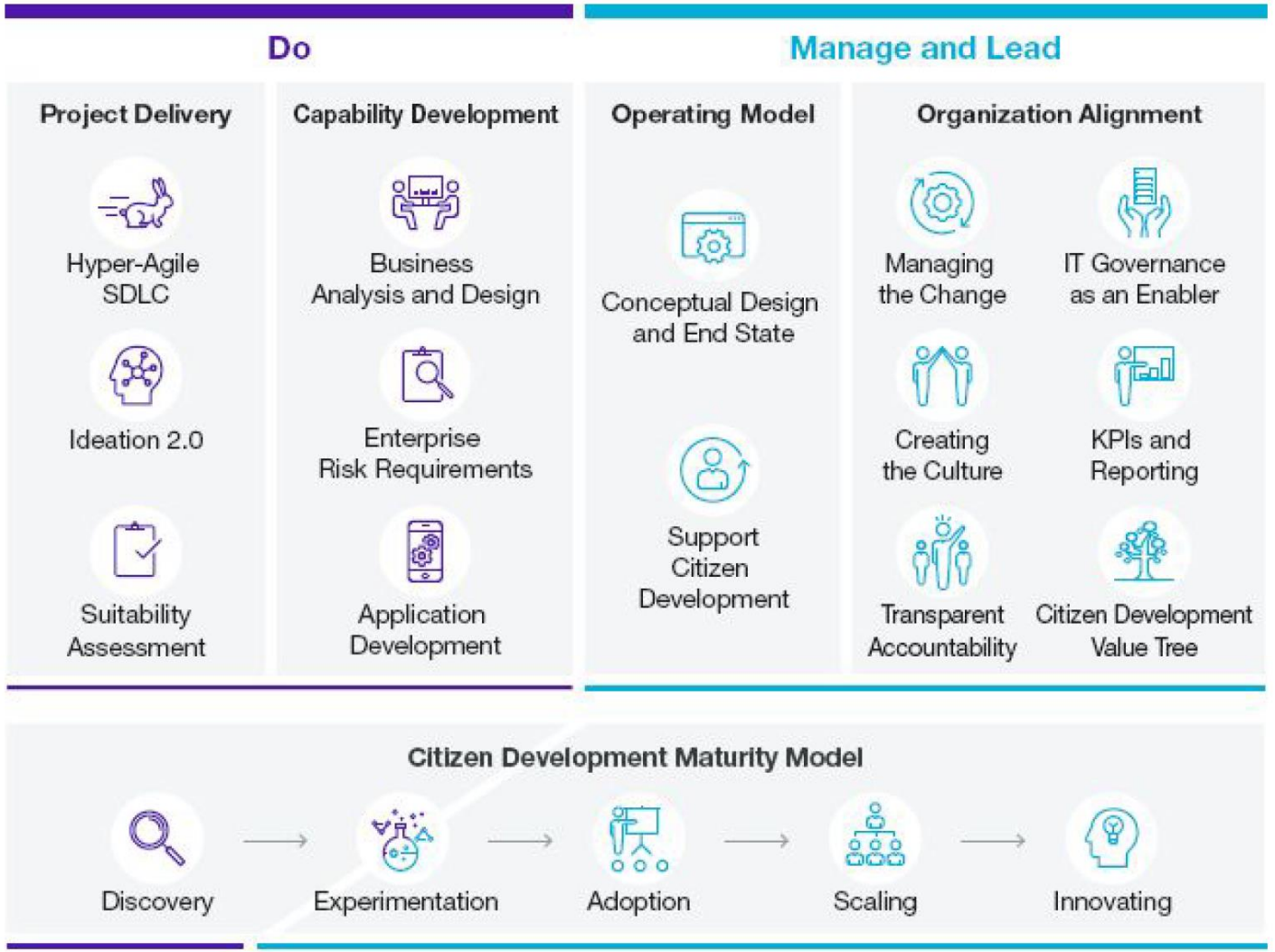
- Organization has proven the capabilities of Power Platform to transform mission critical capabilities.
- Established **community of experts**.
- **Fusion teams** enable legacy capabilities and modern cloud architecture to be used easily.

https://docs.microsoft.com/pl-pl/power-platform/guidance/adoption/maturity-model-goals

# Citizen Development Maturity Model

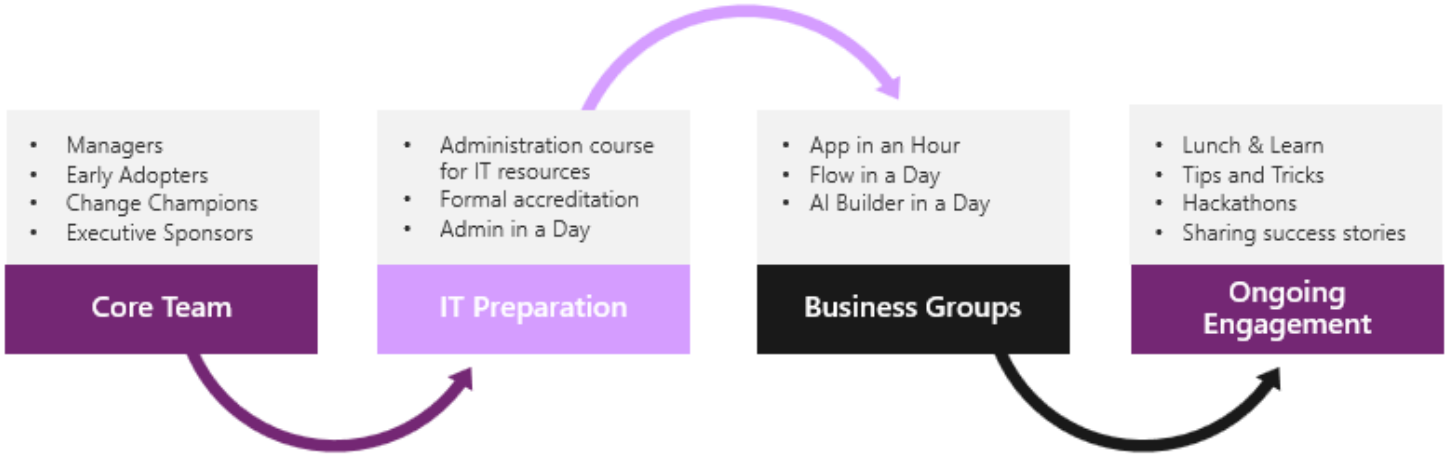


# Citizen Development Canvas Framework



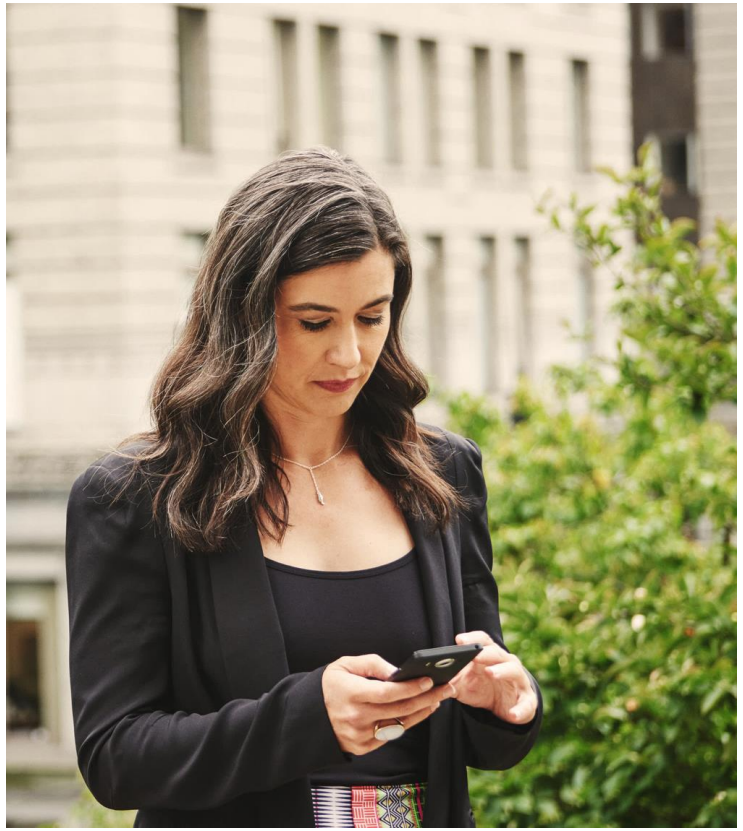
# Training strategy process

## Align training strategy throughout the process



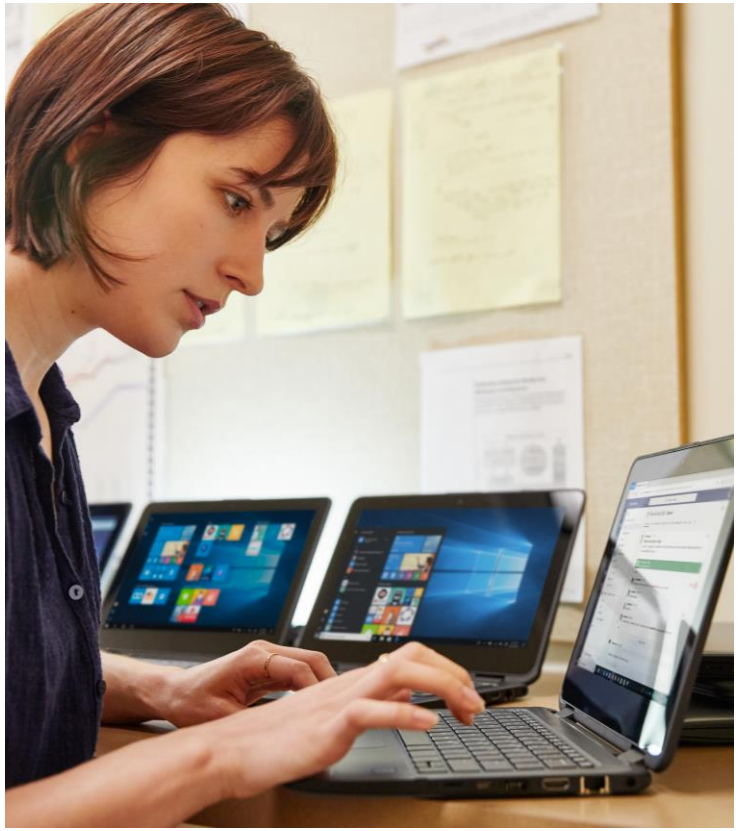
# Na zakończenie: Nowy kontekst

# Power Platform i Citizen Development



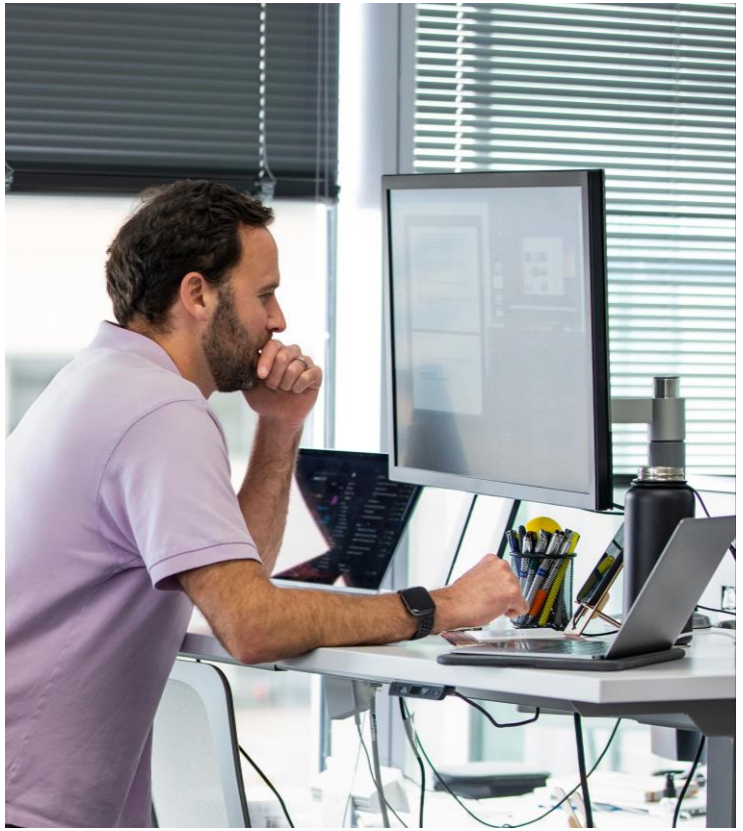
Świadomie identyfikujemy potrzeby

**Citizen Development**



Sami tworzymy aplikacje

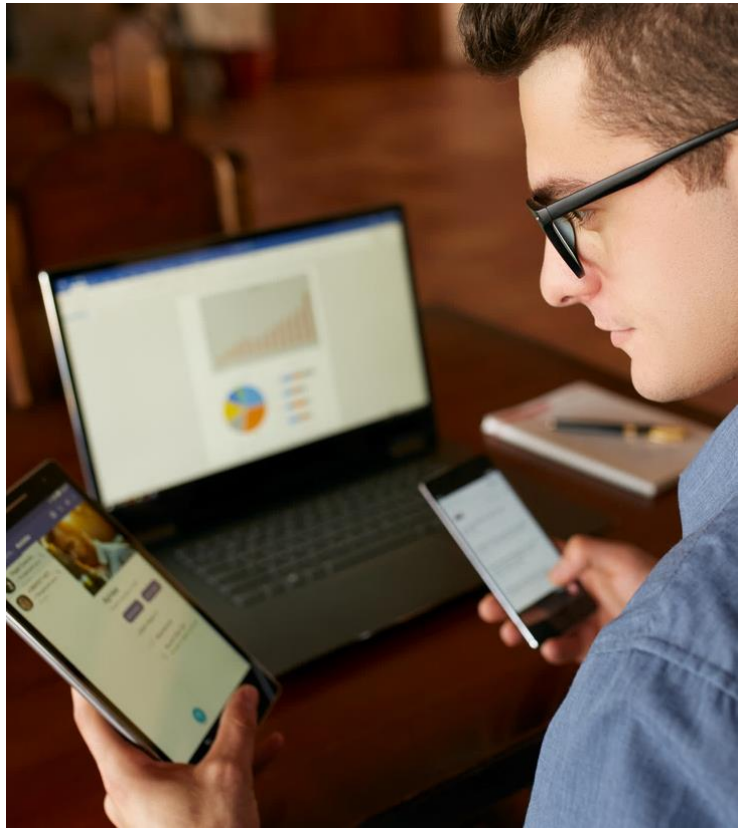
**Low Code / No Code**



Szybciej dostarczamy wartość

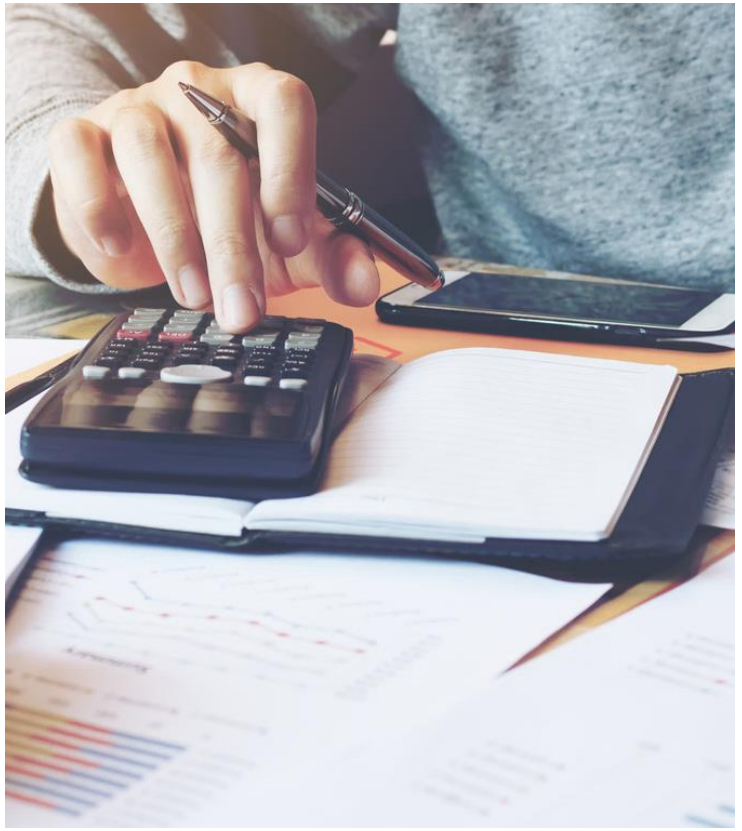
**Hyper Agile**

# Jesteśmy świadkami i współtwórcami zmian



Tworzymy nowy ekosystem pracy

**Center of Excellence**



Jesteśmy liderami zmian

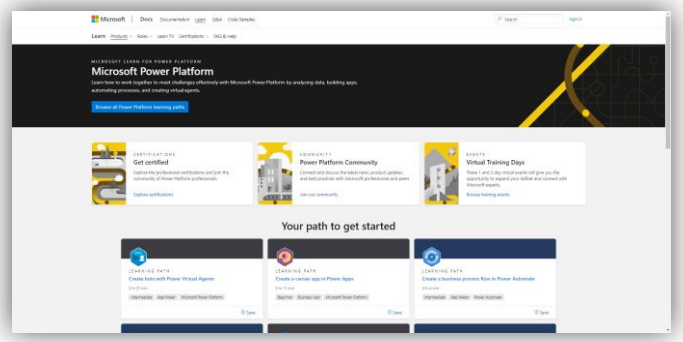
**Champions Community**

Wpływamy na dojrzałość organizacji

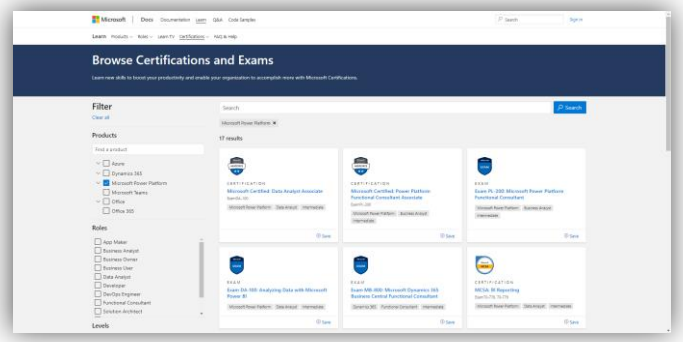
**Maturity Model**

# Microsoft is here to support you

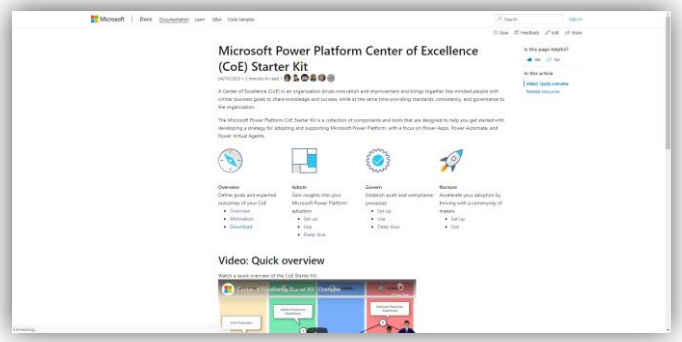
Bookmark these resources to continue driving engagement throughout your adoption journey



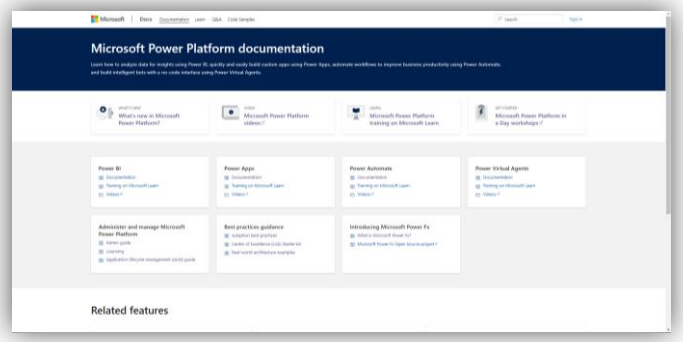

[Power Platform on Microsoft Learn]



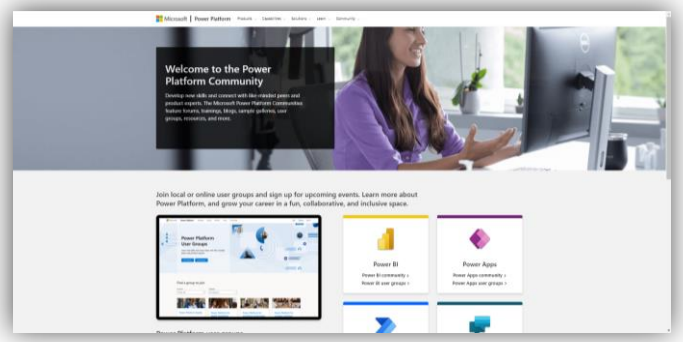

[Get Certified]



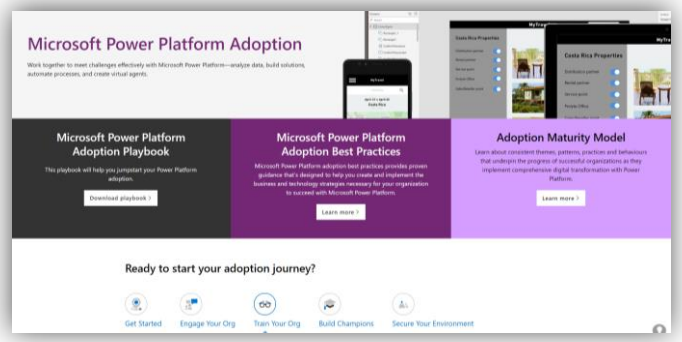

[Go further with the CoE Starter Kit]




[Power Platform on Microsoft Docs]

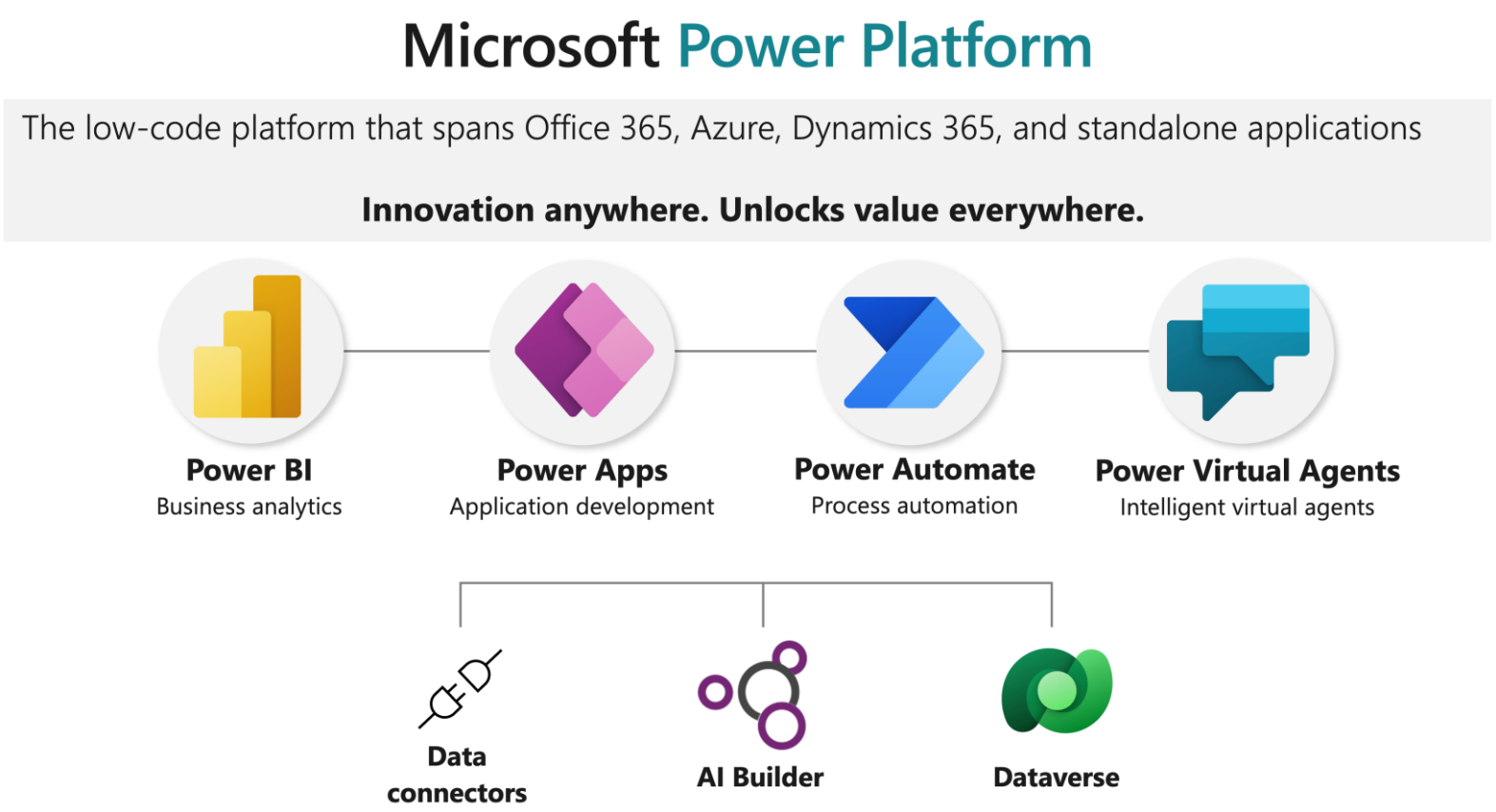



[Power Platform Community]




[Power Platform Adoption]

# POWER PLATFORM
HELICOPTER VIEW




## WYZWANIA

KOSZTY

ŚCIANY

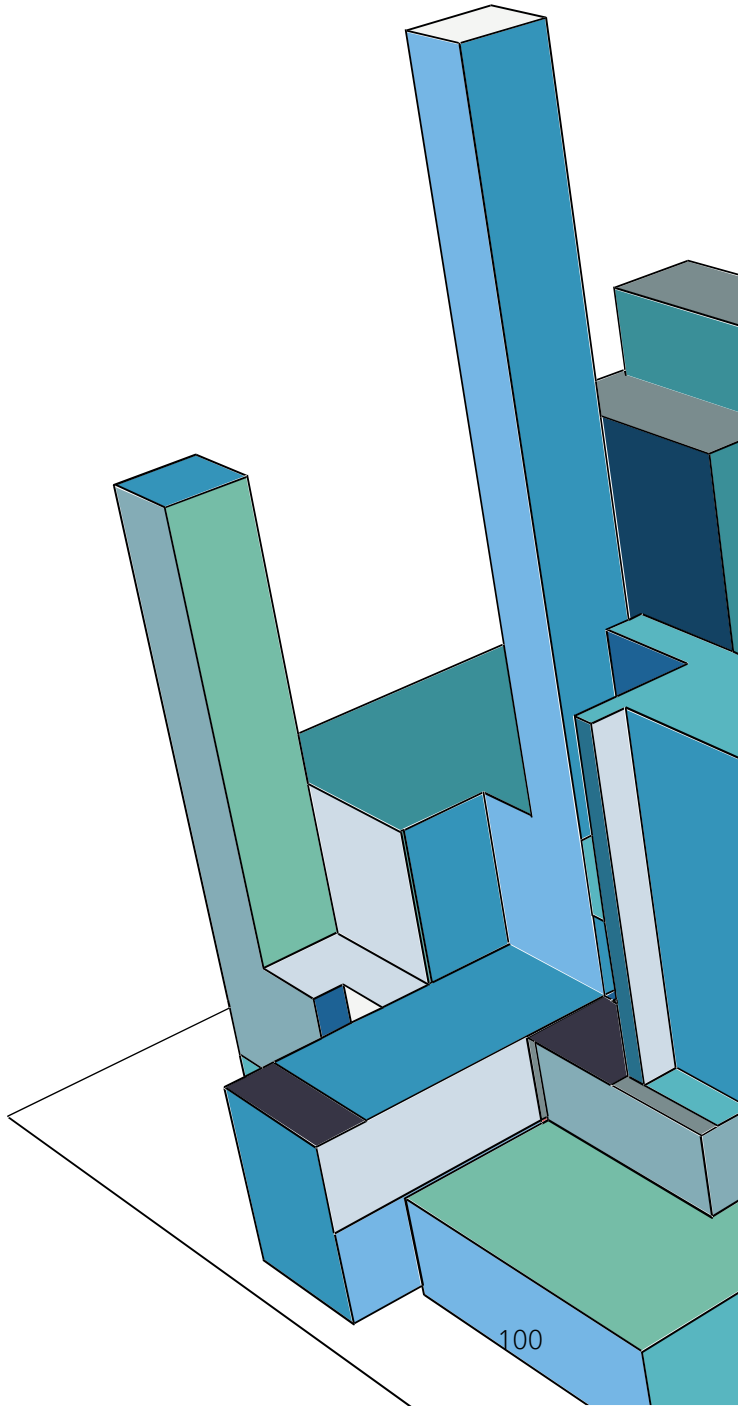
WIEDZA

# POWER APPS DEVELOPER PLAN

Rozpocznij budowanie rozwiązań w Power Platform!

Konfiguracja zajmuje max 2 minuty

Link: Power Apps Developer Plan | Microsoft Power Apps



# POWER PLATFORM MASTER CLASS

*Canvas Apps / Power Automate*

AI BUILDER

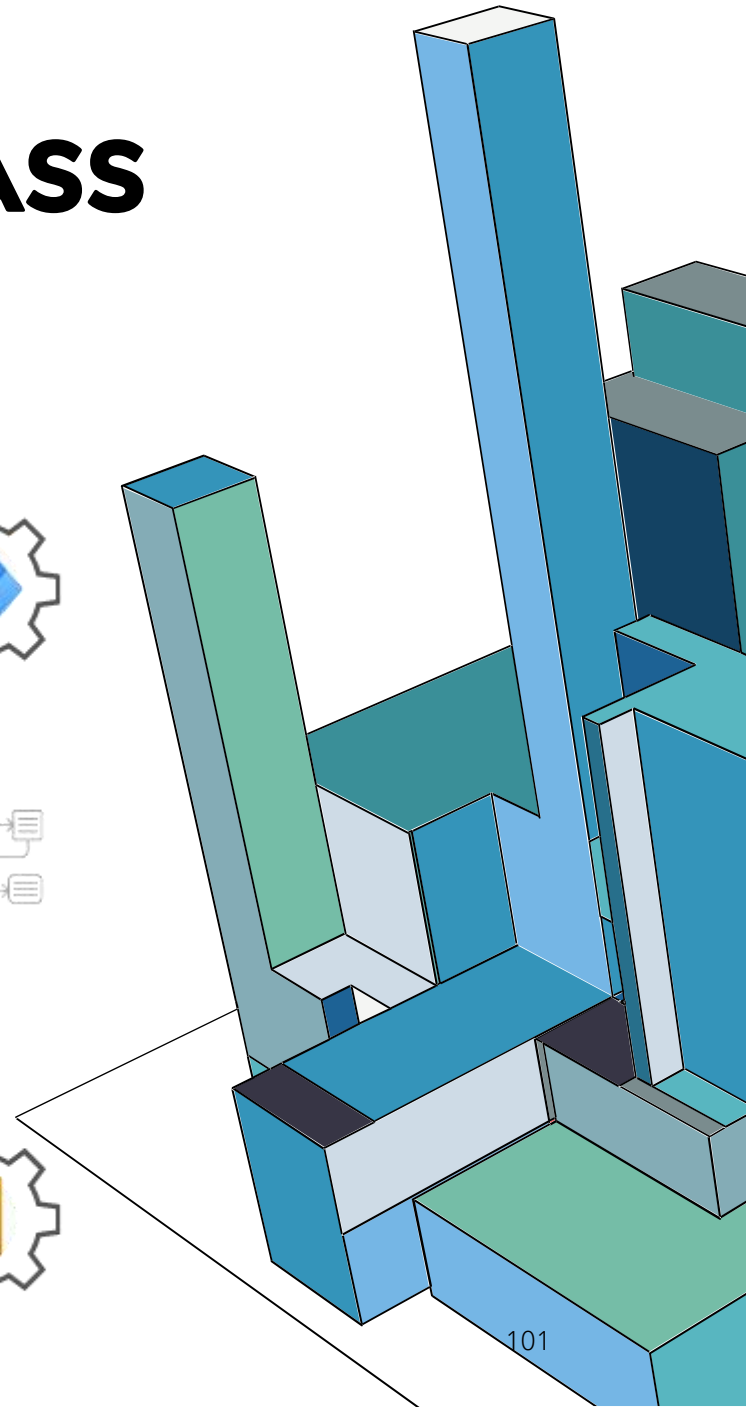
POWER VIRTUAL AGENT

POWER AUTOMATE DESKTOP

DATAVERSE

ADMINISTRACJA (aka. GOVERNANCE )

Kurs: https://AkademiaAplikacji.pl/PPMC



# Q and A

Kim jest Citizen Developer?

# DRAFT ROZMOWY

PODCAST O TECHNOLOGII, BIZNESIE I ŻYCIU

https://developico.com/podcast

# Spotkajmy się w sieci...

https://AkademiaAplikacji.pl/YT

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https://AkademiaAplikacji.pl/Li

https://AkademiaAplikacji.pl/Insta

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