

The Rise of the Citizen Developer

Innovation Agents or IT Apocalypse?

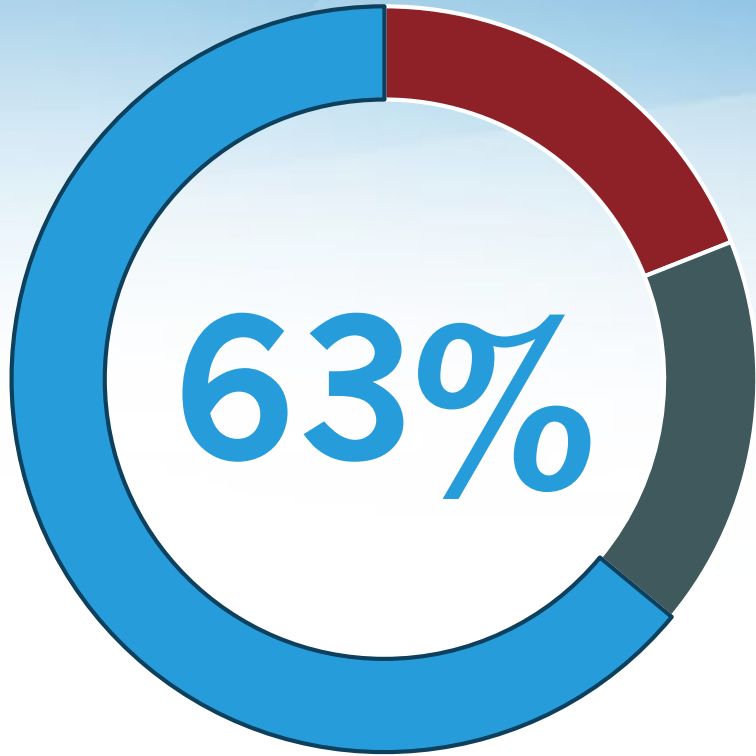
PREPARED FOR:

Mid-Atlantic CIO Forum



Are you **Mechanics or Farmers?**

Today Innovation is Decentralized



■ Executives ■ IT ■ Other

Open Innovation (61%)

Design Thinking (59%)

Co-creating (55%)

Traditional R&D (34%)

Too Fast, Too Few

1.4%

Unemployment in the
Technology Industry.

19%

Consider themselves
"Happy" at work

17%

Feel appreciated
at work

26%

Feel they can grow
their career at work

Build Innovation and IT

Citizen Developers can be Innovation Enablers



Who are we?



Mind Over Machines is a data and software consultancy with a human-centric, partnered approach to solve complex business technology issues.

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Our Mission

To Enrich Lives by
Enabling the World
to Work Smarter

Human-Centric

Transparent

Data Informed

What do we do?



**Automation,
AI & Workforce**



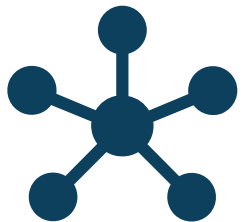
**Business
Intelligence**



**Technology
Management**



**Enterprise
Systems**



**Custom Software
Development**

Understanding Citizen Developers

WHO ARE THESE PEOPLE AND WHY SHOULD I CARE?

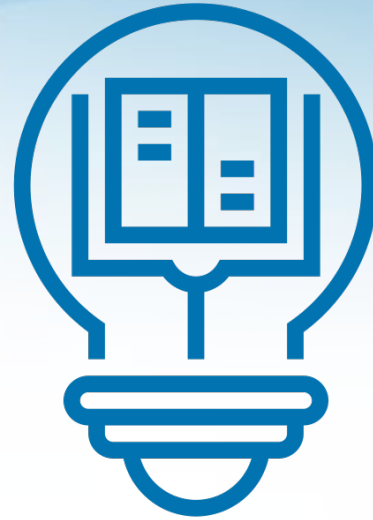
Define: Citizen Developer

A **citizen developer** is a user who creates new business applications for consumption by others using development and runtime environments **sanctioned by corporate IT.**

Citizen Developers are the best thing ever!



Expanded
Talent
Pool



Deep
Business
Knowledge



Reduce IT
Team
Burden

Citizen Developers ruin everything!



Lack of
Control by
IT



Missing
Policies &
Data Gov.



IT doesn't
trust
Business

Citizen Developer Models

MODELS WE'VE SEEN IN THE WILD

Define: Shadow IT

Shadow IT is a term that refers to IT applications and infrastructure that are managed and utilized without the knowledge of the enterprise's IT department.



Three Models of Citizen Developers



LOB
Developers



Business
Developers



Power
Users

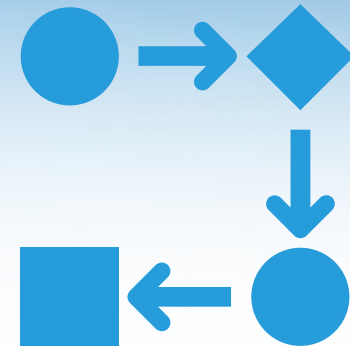
Tools of the Trade



Low Code /
No Code



Business
Intelligence



Automation

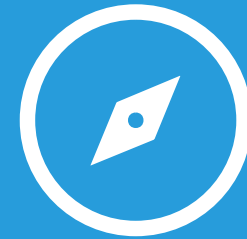
Where are your teams?



Settler

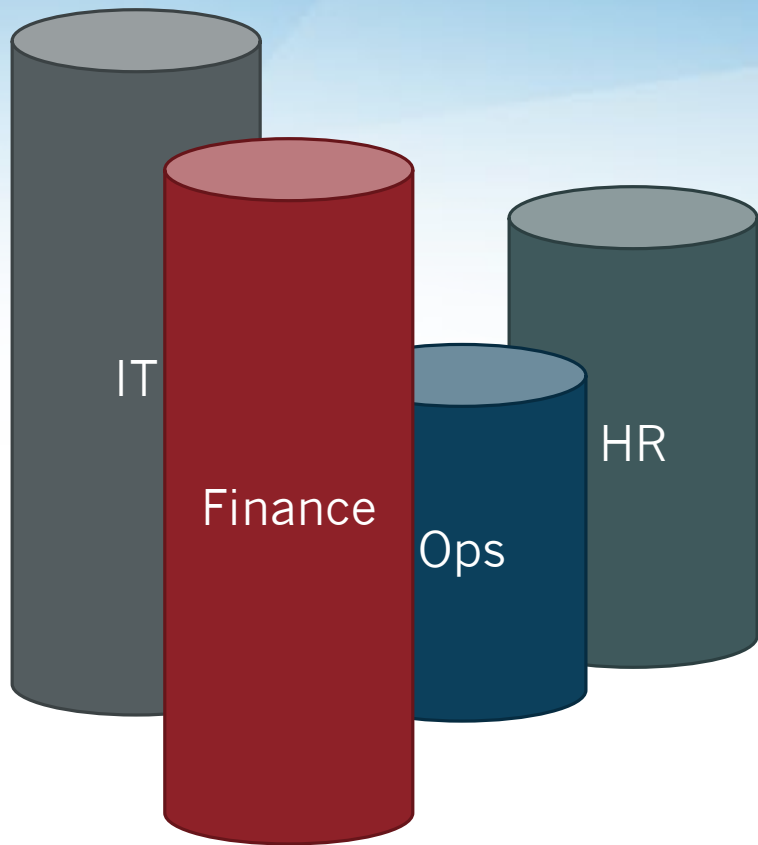


Migrator

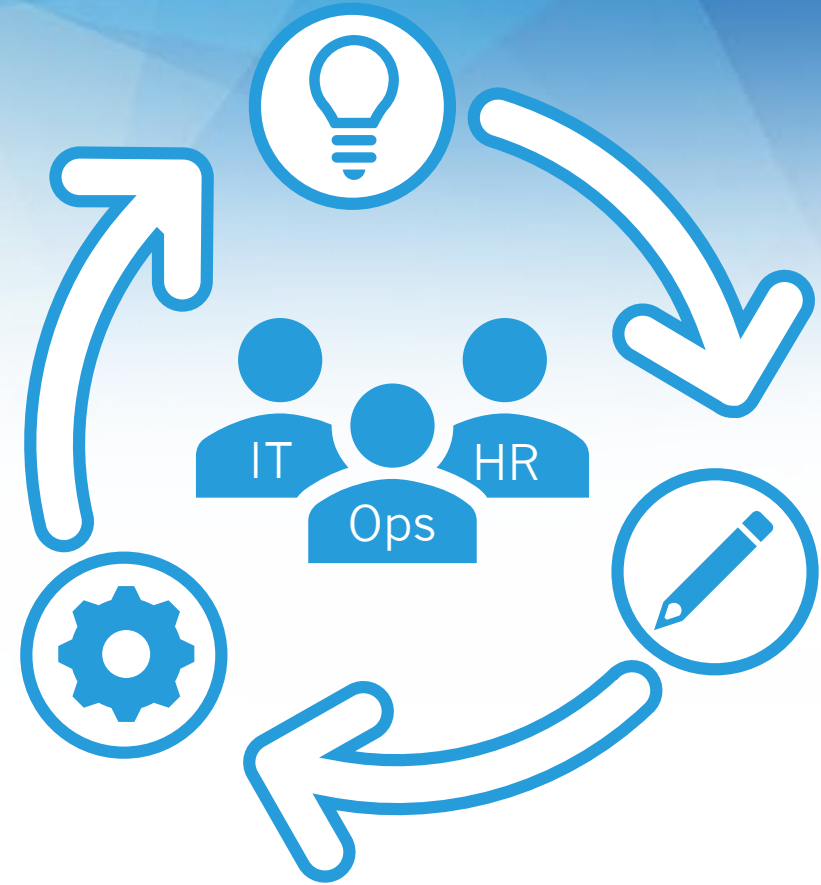


Pioneer

Wait...so what does DevOps have to do with this?



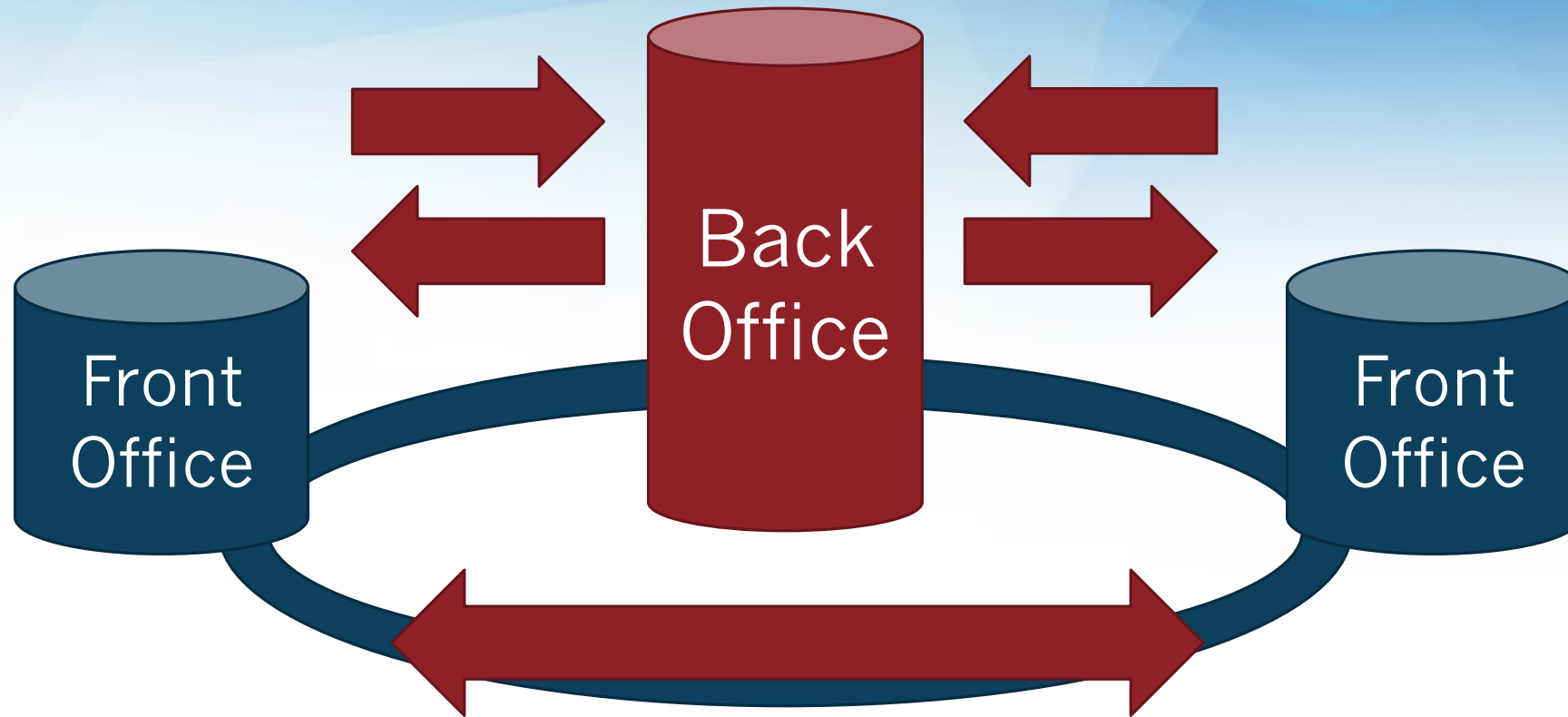
VS



Innovation at the Edge

MOVE FAST, DON'T BREAK THINGS THAT CAN'T BE FIXED

Shifting Center of Innovation



Workforce Ascension & Enhancement



IT's Role for Citizen Developers



Enable



Empower



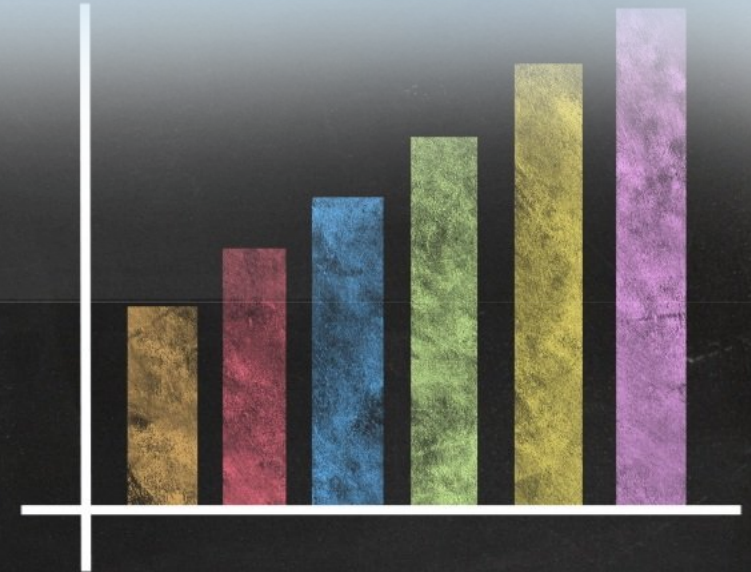
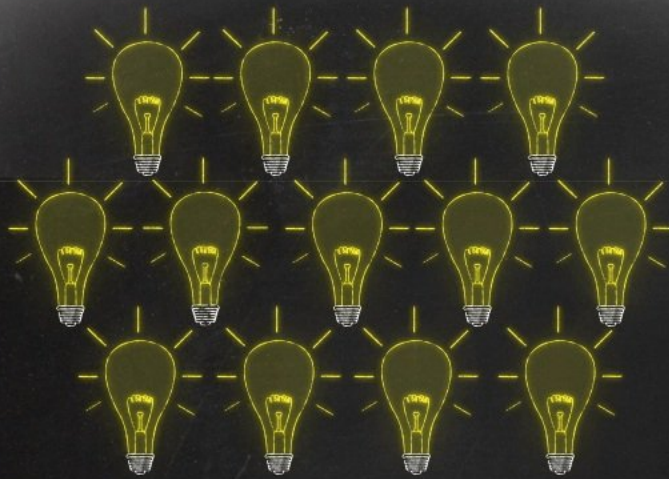
Protect

From Mechanics To Farmers

Talent is hard to find & business isn't slowing



Speed Innovation with a Citizen Developer program





Creativity may be
hard to nurture, but
it's easy to thwart.

-- Adam Grant



Transparent.
Human Centric.
Data Informed.

