

CITIZEN DEVELOPMENT WITH ADESSO



RELIEF OR PRE-PROGRAMMED CHAOS?

Soon there will be a shortage of 40,000 ICT specialists in the Swiss market, but customers will expect ever shorter time-to-market and a higher degree of digitalization. How can this be made to work? One solution is Citizen Development.

FROM CITIZEN TO CITIZEN DEVELOPER

In the Citizen Development approach, the business is given the necessary tools to independently optimize their daily routine and create solutions for simple to medium-sized development jobs. And this mostly without the otherwise required software engineering knowledge. Conceivable examples of this approach are Low-Code, Robotic Process Automation (RPA) and Generative AI.

Can everyone now become a developer? Yes, but only if central questions of responsibility are clarified. Who manages the developed applications? What data can be used? How is IT security ensured?

Good governance is therefore essential for a successful Citizen Development approach. On one hand, it must relieve the IT department and allow it to fulfill its responsibilities - on the other, it has to give the business sufficient freedom for creative and fast solutions. With a Center of Excellence (CoE), this balancing act can be achieved.

THE CENTER OF EXCELLENCE AS A SUCCESS FACTOR

In many projects adesso has implemented, the CoE has proven to be a relevant success factor for a long-term Citizen Development strategy. It takes on important tasks for the organization with regard to governance, acceptance and adoption:

- > Link and mediator between IT and business
- > Co-design of Citizen Development governance
- > Change management, education and training of the organization
- > Triage of development requests: Citizen Development, CoE escort or IT
- > Co-creation of secure development building blocks and templates

OUR COMMITMENT IN A NUTSHELL



Our adesso experts help you start and build a Center of Excellence so you can reap the benefits of Citizen Development - for long-term IT relief.

„By 2030, Switzerland will have a shortage of around 40,000 IT specialists.“

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Do you have questions about our offer or would you like to know more about how we can support you in this context? Please feel free to contact us.