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# Change Management for Citizen Development:

**A CHECKLIST**

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# Change Management for Citizen Development: A Checklist

When implementing citizen development within your organization, it's important to address a few key areas and establish a solid foundation to ensure a smooth and effective deployment.

This change management checklist provides a helpful guide to navigating the important aspects of citizen development implementation. By systematically going through each point, you can enhance your chances of achieving your goals and maximizing the benefits of citizen development for your business.

The checklist covers a range of critical topics, including setting clear goals, securing executive sponsorship, involving IT and business teams, establishing effective communication channels and more.

Ensure you have a comprehensive plan addressing various aspects of citizen development implementation. Consider these factors to ensure you can leverage citizen development to drive innovation, efficiency and collaboration within your organization.

01



## Have you made sure you have visible and engaged executive sponsorship?

Have you included IT in your planning?

Have they agreed to it?

Have you included the business side in your planning?

Have they agreed to it?

Have you established lines of communication between these two departments to ensure citizen development success?

02



## Have you determined your goals? Consider:

Why are you deploying citizen development?

What do you want to get from it?

How does it align with your business strategy and goals?

03



## Have you done an assessment of your current business environment?

How successful were prior business projects?

If asked, would employees confirm a positive experience?

How does your organization deal with change?

How much change outside of your citizen development plan is happening right now?

How open is your team to deploying citizen developer tools and placing ownership outside of IT?

04



## Do you have an effective governance policy in place?

Have you established standards, structures and security processes?

Have you established a citizen development center of excellence?

Have you communicated your governance policy to your teams?

05



## Are you communicating your citizen development goals to your teams? Be sure you share:

Why citizen development tools are important.

Why employees should care.

How they will be involved.

Where can they get help.

Where they can find project updates.

06



## Do you (and your teams) understand the impacts of introducing citizen development?

Have you reviewed how deploying automation tools will change business processes and tasks?

Have you explained to your employees how these process updates will affect their roles?

07

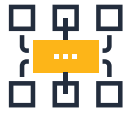


## Do you have a plan to train your team?

Do you have a plan to introduce any new tools to your employees, including a pilot program for these tools?

Do you have an established timeline for training – starting with the basics and slowly introducing more advanced level learning?

Have you built in time for this training and practice before your employees are meant to hit the ground running?



## Have you established and prepared your long-term support channels? Consider:

Both IT and your expert citizen developer team play an important role in supporting your deployment.

Live tools don't mean you can retract support.

Long-term learning is crucial to citizen development success.

Establishing an avenue for regular feedback will also ensure your teams can perform their best.



09



## How are you measuring your outcomes?

Are you using broad metrics to measure your outcomes?

Are people using the tools? (Utilization)

Are they mastering their application? (Proficiency)

Are you achieving the goals you listed out in question two?  
(Business impact)

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## How will you help citizen developers contribute to charting the course?

Have you asked your team to participate in your center of excellence?

Are they prepared to help shape the strategy for your future enhancements?

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Do you still have questions  
about how to effectively  
integrate citizen development  
into your business?

**Let's Talk**

Visit [www.centricconsulting.com](http://www.centricconsulting.com) to learn more

