

# Managing application development on the Now Platform

## Frequently asked questions

### Definition

#### **What is managing application development on the Now Platform?**

The Now Platform® provides the foundation for no-, low-, or pro- code development, where everyone— from citizen developers to professional developers— can deliver workflow apps quickly. This has significant benefits including innovating and seeing value faster, reducing development costs, and minimizing technical debt and risk. To realize these benefits, it is critical to think about managing application development in short and long term to consider who will build, what kind of applications will be built and maintained, and what authorities you will install for effective governance.

#### **What is the difference between global and scoped application development process?**

Global and scoped applications will go through the same application development stages, but they will take different paths on as they move through demand and build. Global applications should be built by your ServiceNow® platform team while LOB development teams and citizen developers can work on scoped applications. You will need appropriate guardrails in place to limit technical and portfolio risk.

### Process/Implementation

#### **How should I build a strategic framework for application development?**

Start by explicitly identifying how application development on the Now Platform will support your digital transformation objectives. Frame your strategy around one or more of the following objectives, based on your experience and maturity: (i) Developer efficiency (ii) Project velocity (iii) Innovation. Once your strategy is defined, the next step is to establish decision-making roles

and responsibilities for ensuring application development remains aligned with your strategy and objectives.

### **How much governance do we need for application development?**

The extent of governance you need should be calibrated to your organization's risk tolerance (for example, by establishing guidelines around where citizen development will and will not be permitted). Most importantly, good governance should increase your organization's velocity, establishing clarity around business value criteria, risk assessment, and decision-making authority while reducing technical debt or misaligned development.

### **Who should build applications?**

Global applications should be built by your ServiceNow platform team. Your demand board should be supported by a design authority that provides guidance on how to develop global applications. LOB development teams and citizen developers can work on scoped applications. Your demand board should be supported by a design authority that provides guidance on how to develop scoped applications. Make sure your citizen developers stay within a private scope to ensure they don't break any existing applications.

### **When should I introduce citizen developers?**

A citizen developer program is key to expanding your low-/no-code developer pool, but it needs structure. Start citizen development with a pilot, selecting candidates who have process expertise and are comfortable with spreadsheets and macros. Align them with the appropriate application team that will apply their process and business expertise and ensure you have training and promote standardized development guidelines.

## **Related resources**

### **How can ServiceNow help?**

Start by watching our [short overview video](#) to get smart fast (the description includes links to additional resources). In addition to our [Application development on the Now Platform resources](#) on the Customer Success Center, ServiceNow's Customer Outcomes group has deep experience in helping customers manage application development on the Now Platform. Contact your Account Executive for more information.