

## Citizen Development – Application Intake Insights

Out-of-the-box, App Engine Studio ships with a pre-configured catalog item ('Apply for Citizen Development') that enables business users to submit application requests from existing portals.

Home > Service Catalog > Can We Help You? > Apply for Citizen Development

Search Catalog

### Apply for Citizen Development

This is the first step to empower you to develop and drive the development of your application.

Fill in the below form with specific details that would drive you to develop apps on App Engine Studio, and create the business value you need.

**Indicates required**

**Application Name**

**Describe your idea in a few sentences**

**Is your process repeatable?**

**Do you have an email or excel-based process?**

**How many users are involved in this?**

**Does this involve any sensitive/PII data?**

**Do you need data from other departments?**

**Who are the users that will have access to the data in this application?**

**Administration**

Development instance: -- None --

**Required information**

**Application Name**  
Describe your idea in a few sentences

**Who are the users that will have access to the data in this application?**

The catalog item contains basic questions and variables which capture high-level details regarding the application and the underlying processes.

Sometimes, additional information may be required from requestors in order to thoroughly screen custom application requests. Luckily the out-of-box catalog item can be modified in Catalog Builder – allowing administrators to capture all the information they need to make informed decisions upon submission of the request.

Below you will find some sample questions to be used as a reference if you decide to modify the intake form. The questions are aligned with the following areas related to custom applications:

- Application Overview
- Developer Screening
- Business Value
- Technical Risk / Effort

**The questions outlined below are only meant to be used as guidance. Use or modify them based on your organizational needs. The intake process should collect just the minimal information needed to process the request to the next stage.**

### **Application Overview**

- Which business unit / line of business is responsible for the application?
- Who is the application owner?
- Which assignment group(s) are responsible for supporting the application after go-live?
- When is the expected go-live date?
- What is the anticipated lifespan for this application?
- How many fulfillers will the application have?
- Who is sponsoring the application?

### **Developer Screening**

- Who is the developer responsible for configuring the application?
- What is the developer's skill / experience level?
- Does the developer have any ServiceNow / application development-related certifications or credentials?

### **Business Value**

- What is the expected value gained from this application?
- How critical is the application in supporting day-to-day operations in the business?
- What is the anticipated volume of users for the application?
- Identify the category of users who will be using this application?

### **Technical Risk / Effort**

- How many foundational data sources are required for the application to function?
- Is data migration into ServiceNow required?
- Does the workflow represent a complete, end-to-end process?
- What is the complexity of the process workflow?
- Does the application involve any sensitive / PII data?
- Are there regulatory, legal, compliance factors involved with the application or its underlying processes?
- How many personas are involved in the process workflow?
- How will users access the application?
- Does this application integrate with any third-party systems?

### **For More Information**

<https://www.servicenow.com/solutions/creator-workflows/citizen-development-program.html>