

How should citizen developers enhance their learning?

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If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, please [contact us](#).

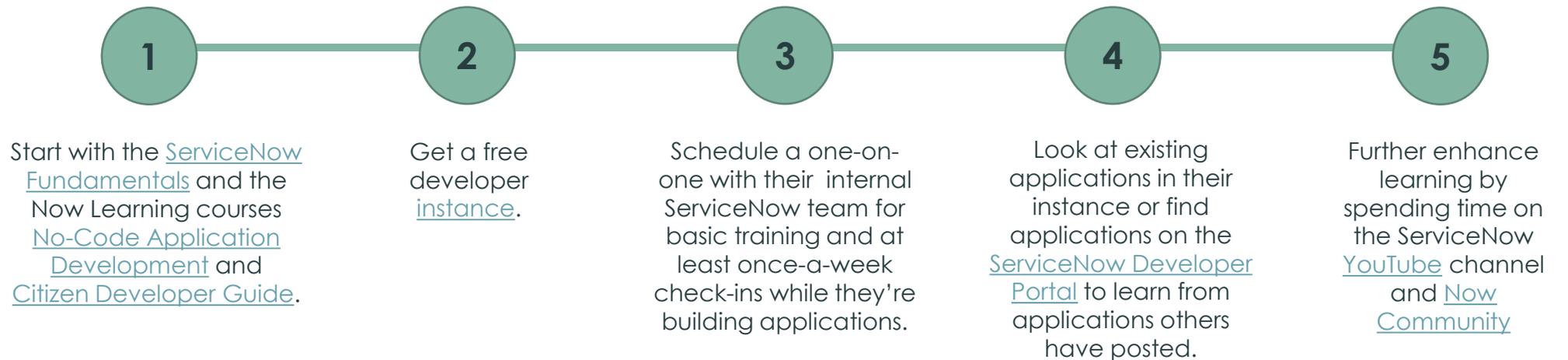
What are citizen developers?

Citizen developers are end users from outside your IT organization who create new business applications on platforms sanctioned by IT. Citizen developers have frontline knowledge of various business units and are aware of potential process improvements that can drive innovation, foster creative thinking, and reduce application development cost and production time.

The ideal citizen developers will have process expertise, be comfortable with spreadsheets and macros, and have a desire to learn [no-code app development](#). A citizen developer program is key to [expanding your low-/no-code developer pool](#), but it needs structure. Read our success playbook about [managing application development on the Now Platform](#) for guidance on establishing a structure and process for citizen development.

What is the best approach to train citizen developers?

Include the following five activities in your citizen developers' training plans:



Where is the best place to start finding applications appropriate for citizen development?

Strive to build applications that represent quick wins for development on the Now Platform®. Our customers recommend that you start by looking at spreadsheets that are emailed or any other processes that are primarily email based. These are your most likely quick wins and could be great candidates for low- or no-code development.

How should citizen developers enhance their learning? (Continued)

What ServiceNow no- and low-code tools should I prioritize for citizen developer training?

ServiceNow has many no- and low-code tools that are appropriate for citizen development.

