



**CITIZEN DEVELOPMENT
ENABLEMENT PROGRAM
(CDEP)**

Enable Citizen Development with the MAIN(method)

Main Digital understands the challenges organizations face as they empower business users and enable Citizen Development as an Enterprise capability.

PROGRAM STRUCTURE

How to select the right technology for your needs? How will you govern and operation your program? What opportunities should be selected and prioritized to optimize return on investment?

STANDARDIZATION

In order to ensure the Citizen Developers do not create more risk than solutions, programs need to have standards, templates, and methodologies to provide clear and concise ways to implement these technologies.

OPERATIONS & SUPPORT

Citizen Developers will need to continue to support Low and No-Code technologies throughout their operation requiring support structures and developing new skills through an ongoing training or apprenticeship program.

MAIN(method)TM

Our MAIN(method) engagement framework provides flexible, well-managed, services that address client specific needs for Citizen Development programs.

MAIN(advise)

- Platform Selection
- Governance Design
- Operating Model Design

MAIN(implement)

- Infrastructure Setup
- Technology Implementation
- Citizen Developer Enablement

MAIN(operate)

- Performance Measurement
- Experience Optimization
- Production Support



**CITIZEN DEVELOPMENT
ENABLEMENT PROGRAM
(CDEP)**

Main Digital's Citizen Development Enablement Program (CDEP) service offering provides a structured approach to empower, enable, and support Citizen Developers as they automate business processes and develop low-code applications with Pega.

CITIZEN DEVELOPER TRAINING CURRICULUM

Citizen Developer
Readiness
Assessment



Pega Lifecycle
Playbook
including RACI

Pega Academy
Training
(Self-Paced)



Custom Discovery,
Implementation, and Operations
Guidebooks and Templates

Pega
Apprenticeship
(Instructor-Led)



Project
Delivery
(Hands-On)



Client Specific
Training
Exercises

Pega
Certification
Examination



Completed
Project
Examples

ENABLEMENT MATERIALS

Our framework enables organizations to establish enterprise capabilities at scale while maintaining a citizen-focused mindset.



**CITIZEN DEVELOPMENT
ENABLEMENT PROGRAM
(CDEP)**

Over the course of 9 weeks, participants work closely with subject matter experts to build the capabilities required to successfully deliver Pega solutions using a Customized Playbook.

**PEGA ACADEMY
TRAINING**

Citizen Developers are introduced to Pega and gain basic, hands-on development experience while learning how to utilize Pega’s various components.

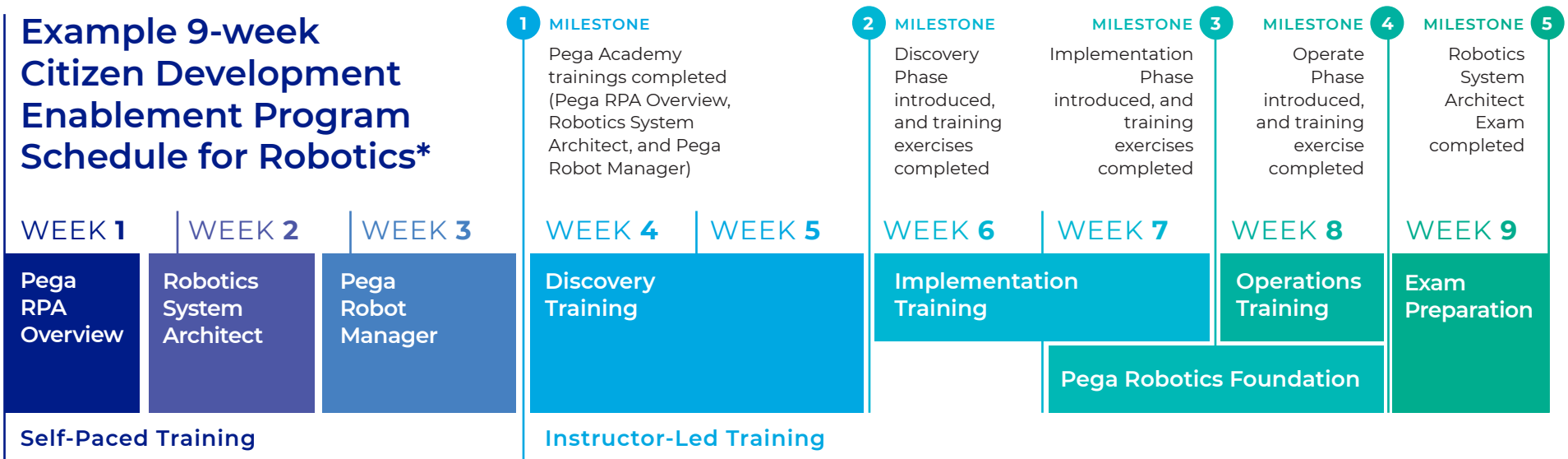
**INSTRUCTOR-LED
TRAINING**

Citizen Developers work through foundational exercises prescribed by Pega SMEs which will be deliverable focused and supplemented with development activities.

**PEGA CERTIFICATION
EXAMINATIONS**

Citizen Developers have the opportunity to apply the learnings from the various Pega Academy courses and instructor-led training to validate the skills learned.

**Example 9-week
Citizen Development
Enablement Program
Schedule for Robotics***



* Actual schedules may vary based on resource availability and the level of experience.

SUCCESS STORY NATIONAL PRIVATE FREIGHT CARRIER

Empowered Citizen Developers through an Enablement Program to transition from a less mature Low-Code / No-Code solution to Pega Intelligent Automation.

THE SITUATION

Enthusiastic Citizen Developers created **hundreds of micro automations** to quickly gain benefits from Low-Code / No-Code capabilities.

These micro automations were **prone to incidents that could cause major holdups in key business processes.**

To compound the issues there was a **lack of standardization, support structure, business continuity planning and education program.**

THE MAIN DIGITAL IMPACT

Analyzed the current program and technology used and **updated the automation strategy.**

Educated the Citizen Developers on the automation **lifecycle methodology and development best practices** through curated training materials.

Provided **Assets and Enablers to ensure a high quality and standardization** of implementation efforts.

SUCCESS STORY GLOBAL CREDIT UNION

Designed and launched successful Citizen Development enabled program centered around automation with Pega Intelligent Automation.

THE SITUATION

The client initially partnered with a global management consulting firm to define an automation strategy and launched pilots that **failed to demonstrate business value and stalled the client's automation program.**

That previous work resulted in the client partnering with Main Digital to **redesign and build the automation strategy and roadmap to achieve the client's goals at their desired scale, scope, and speed.**

THE MAIN DIGITAL IMPACT

Conducted **hands-on training and delivery of automation projects** with Automation Center of Excellence (ACE) team members and BU stakeholders.

Created an **ACE Playbook** for Pega Platform, Pega RPA and RDA, Pega Workforce Intelligence, and Lean Six Sigma.

Engineered **50+ digital assets and optimized key technology enablers** to accelerate the delivery of automated solutions.



Learn more on how Main Digital can help enable citizen development at maindigital.com