Category

Enterprise Transformation

Low-Code / No-Code Citizen Development Playbook

Letting business teams build their own tools safely, without recreating shadow IT under a friendlier name

- Practitioner
- Intermediate
- Template Included

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- 4 minute(s)

Overview

A framework for enabling citizen development through low-code/no-code platforms — governance, guardrails, and support structures that let business teams build their own tools productively, without recreating the ungoverned shadow-IT risk that unmanaged citizen development can produce.

Isn't citizen development just shadow IT with better tools?

Without governance, yes — that's the real risk. This playbook's core contribution is the governance and guardrail structure that lets citizen development happen productively and safely, distinct from ungoverned shadow IT.

Should IT resist citizen development to maintain control?

Resisting it outright tends to push it underground rather than eliminate it — business teams build workarounds regardless. A governed citizen development program channels the same underlying demand productively instead.

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