

# How should citizen developers enhance their learning?

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## 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.

### Form Designer

- Build forms and tables simultaneously.
- Create new and modify current fields.
- Use drag and drop.
- Create different views.

### Portal Designer

- Create or edit a page and use layouts to organize columns that house widgets.
- Use several layers of customization, from adding widgets in a particular configuration on a page to adding [CSS classes](#).

### Service Creator

- Use for simple processes and unique applications.
- Lets you create basic workflows and approvals.
- Use for publishing to [Service Catalog](#).
- It extends from the task table.
- It's configured so all services have associated applications and modules.

### Studio

- The best way for citizen developers to interact with an application because it allows them to launch different tools from one place.
- It is good for custom scoped applications.
- It supports delegated development.
- It can be used for [mobile applications](#).

No  
code

Low  
code

### Table and Schema Builder

- The schema map displays the details of tables and their relationships in a visual manner. This allows you to view and easily access different parts of the database schema.

### Flow Designer

- Use to add a workflow to custom applications.
- It provides a single interface for developing and testing flows.
- It uses natural language descriptions of flow logic.
- Use to reduce the need for a custom script.
- It includes a library of reusable actions.
- Use alongside spokes in [Integration Hub](#).

### Guided App Creator

- This app creates a native mobile experience with no code and no complex tools required.

### Virtual Agent Designer

- This is a graphical tool for creating and managing topics, which are blueprints for conversations between a virtual agent and user.
- It includes no-code authoring.

### Automated Test Framework

- ATF is a foundational tool for all levels to learn and leverage.
- Use it to automate tests performed to verify applications, customizations, or configurations.