# Unit 2 – Introduction to Low-Code / No-Code

Certification:  C_LCNC_01

Low-Code / No-Code Applications

# Low-Code / No-Code Development

## No-Code Development

- Disruptive technology
- Primary Participant of a Business Process

## Low-Code Development

- Slightly more complex than No-Code
- Some knowledge of logic and analytical thinking

# HYPERAUTOMATION

- Process mining and process analytics

- Digital Ops with end-to-end human / robot / system orchestration

- Cross-LoB workflow and iBPMS

- Cognitive automation, i.e. enterprise AI, machine learning, advanced algorithms, deep learning

## SIMPLE TASK AUTOMATION

- Repetitive, straightforward tasks and event automation

- Structured data
- Robotic process automation
- Simple rules-based logic

- Minimal exceptions
- Simple human-assisted automations

- Internal and external event triggers; APIs and feeds

- Conversational intelligence, i.e. smartbots and virtual assistants

- Complex rules-based decisions and high level of exceptions

- Semi-structured and unstructured data processes

- Line of business software systems integrations

# Enterprise Problems and LCNC Solutions

## Enterprise problems driving move to Hyperautomation

- Exponential increase in data

- Global shortage of skilled IT personnel
  - In 2021, shortage close to 40 million IT folks globally
  - Expected to reach more than 85 million IT folks by 2030

## Hyperautomation using newer technology

- Artificial Intelligence (AI), Machine Learning (ML), Robotic Process Automation (RPA)

- Combined with Low-Code / No-Code tools

# Critical digitalization challenges

Organizations fail to innovate at the speed the business demands.

### Volatile market conditions, with accelerated demand for cloud solutions

"The pandemic is accelerating cloud demand, with 59% of enterprises expecting cloud use to exceed plans due to COVID-19."[1]

### Limited development resources, inhibiting digitalization

"Lack of skills was cited as the number-one challenge in a recent Gartner Research Circle survey, and CIOs identified the 'lack of skills and resources' as the biggest barrier to success."[2]

### Complex IT landscapes, with a growing number of applications maintained by companies

Large companies maintain 129 different applications on average, with the total number increasing by 68% since 2015.[3]

1. "Maximizing the Impact of Technology Investments in the New Normal," CIO Insider, Deloitte, 03 February, 2021, Khalid Kark, Jagjeet, Gill, and Tim Smith.
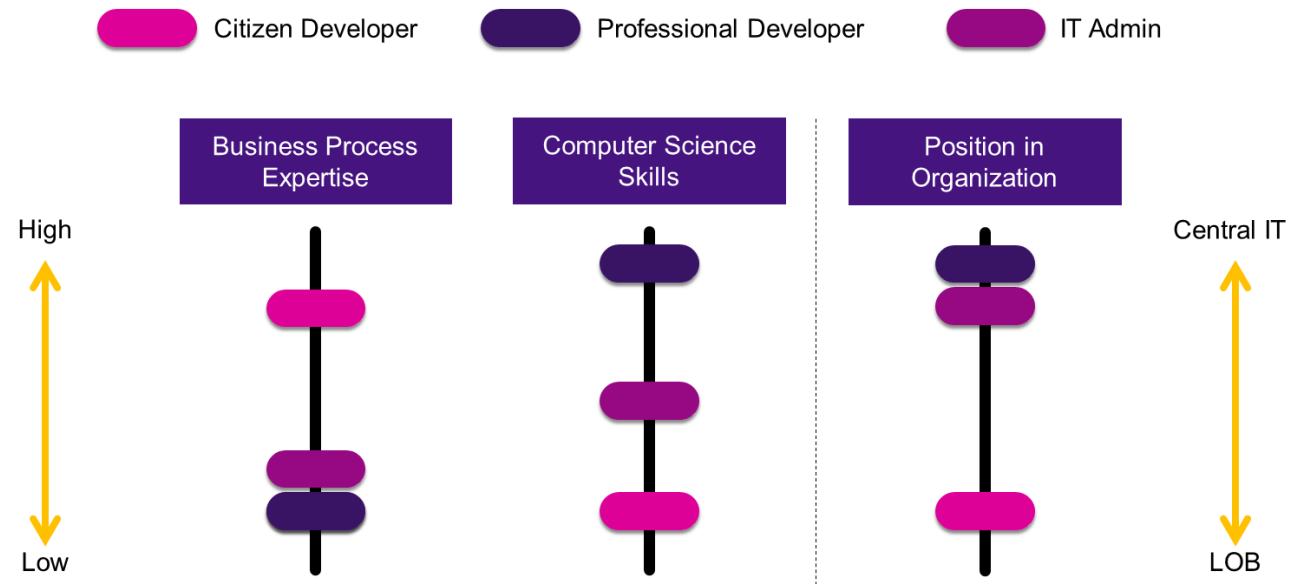2. "Gartner Survey Shows Global Talent Shortage Is Now the Top Emerging Risk Facing Organizations," 17 January 2019, Justin Lavelle. GARTNER is the trademark and service mark of Gartner Inc., and/or its affiliates and has been used herein with permission. All rights reserved.
3. Employees Are Accessing More and More Business Apps, Study Finds," The Wall Street Journal, 07 February, 2019, Angus Loten.

# Key Personas working with LCNC

- Citizen Developers
  - Primary Participant, Business users
  - Low computer science skills
- Professional Developers
- IT Administrators

**Summary of Skills Along the Developer Continuum**

Citizen Developer     Professional Developer     IT Admin

| Business Process Expertise | Computer Science Skills | Position in Organization |
|---|---|---|

High

Low

Central IT

LOB

# Why choose low-code/no-code application development from SAP?

Our no-code/low-code approach offers valuable benefits for your business.

**Enhanced ROI** by optimizing using simplified integrations from SAP

**Maximized speed and agility** through accelerated delivery

**Increased adoption** of new processes and applications

**Greater collaboration** through co-development between business and IT

**Accelerated time to value,** using support for best practices with industry- and LoB-specific prebuilt content

**Reduced total cost** of development

# Challenges, Roadblocks, Coping Strategies

- No overarching strategy or roadmap

- Lack of transparency about software in use

- Incomplete or missing documentation

- Inadequate training opportunities

- Drawbacks of Shadow IT
  - <span style="color:red">Any kind of technical workaround not approved by IT</span>
  - <span style="color:red">Can be quick fixes for urgent needs, but with dire consequences</span>

# Low-Code / No-Code adoption

- IT department can set up a citizen development <span style="color:red">Center of Excellence</span>
  - Define the strategy and goals for implementing low-code / no-code program
- Actively help the growth of citizen development at your company


- Find or create stakeholders – Right program to roll out
- Training is vital – for all key personas
- Fast wins by leveraging pre-built content

# What have we learned so far

- What are Citizen Development, LCNC, Hyperautomation ?
- Key personas of LCNC
- Challenges, roadblocks and coping strategies to LCNC
- Low-Code / No-Code adoption

# Key Summary Points – Unit 2

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Citizen Developer   Professional Developer   IT Admin

Business Process Expertise

Computer Science Skills

Position in Organization

High

Low

Central IT

LOB
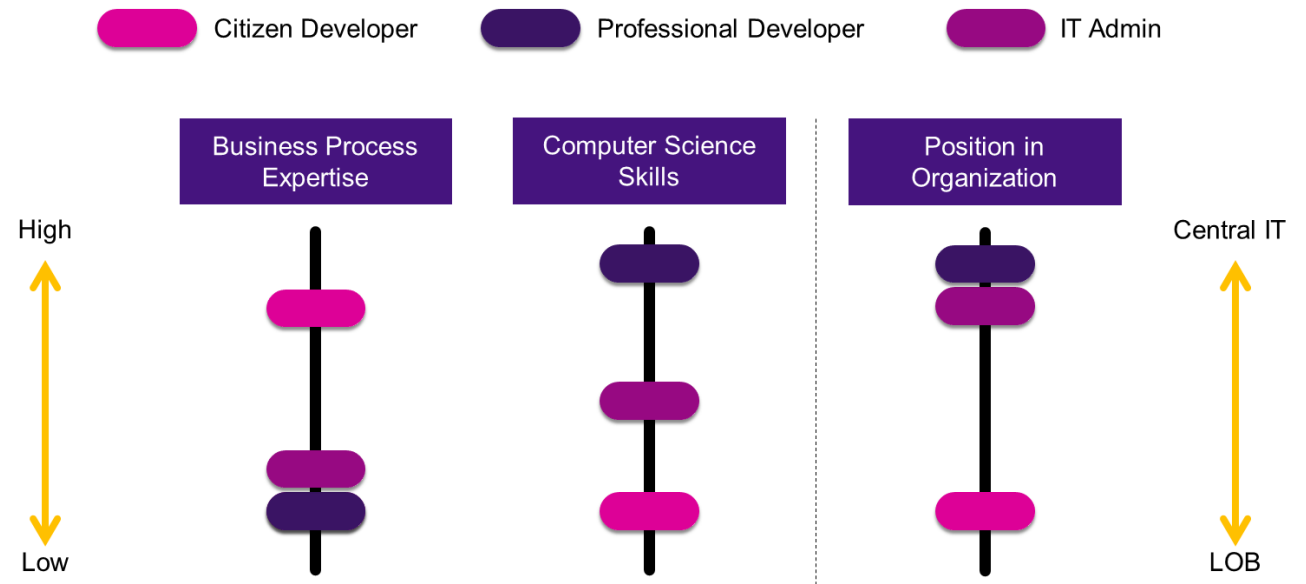
# Key Summary Points – Unit 2

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# Key Summary Points – Unit 2

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# Key Summary Points – Unit 2

**Question 1**

*Choose the correct answer(s).*

What problems are low-code / no-code and citizen development able to address for the enterprise?

- ✓ ✅ A worldwide shortage of skilled IT workers.
- ✓ ✅ Growing IT backlogs.
- ✓ ✅ The prevalence of shadow IT.
- ☐ Too many low-quality enterprise resource management systems.

# Key Summary Points – Unit 2

*Choose the correct answer.*

**What is no-code development primarily intended for?**

✔ ⬤ To help employees that are process experts to automate tasks and build simple applications.

◯ To replace the need for professional developers in big companies.

◯ To simplify complex development projects.

# Key Summary Points – Unit 2

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**Question 6**

*Choose the correct answer(s).*

**What are the benefits of low-code / no-code and hyperautomation to companies?**

- ✔ Maximize the value they can get from existing applications.
- ✔ Increasing customer satisfaction due to faster working speed with fewer errors.
- ✔ Increasing employee satisfaction by minimizing their time on boring, repetitive work.
- ☐ No training required for employees to get started.

# Key Summary Points – Unit 2

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