

GETTING STARTED GUIDE: CHAPTER 2

HOW TO BUILD YOUR TEAM



Appian

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Appian is an incredibly powerful platform, and the right team with the right structure and mix of skills makes all the difference. What's the payoff?

Speed. High-performing Appian teams can deliver significantly more functionality versus traditional software development teams in the same amount of time.

Impact. Small teams, working collaboratively and iterating quickly, are in a better position to deliver more powerful solutions closely aligned with customer needs.

Power. Appian teams can develop solutions that quickly scale across the enterprise.

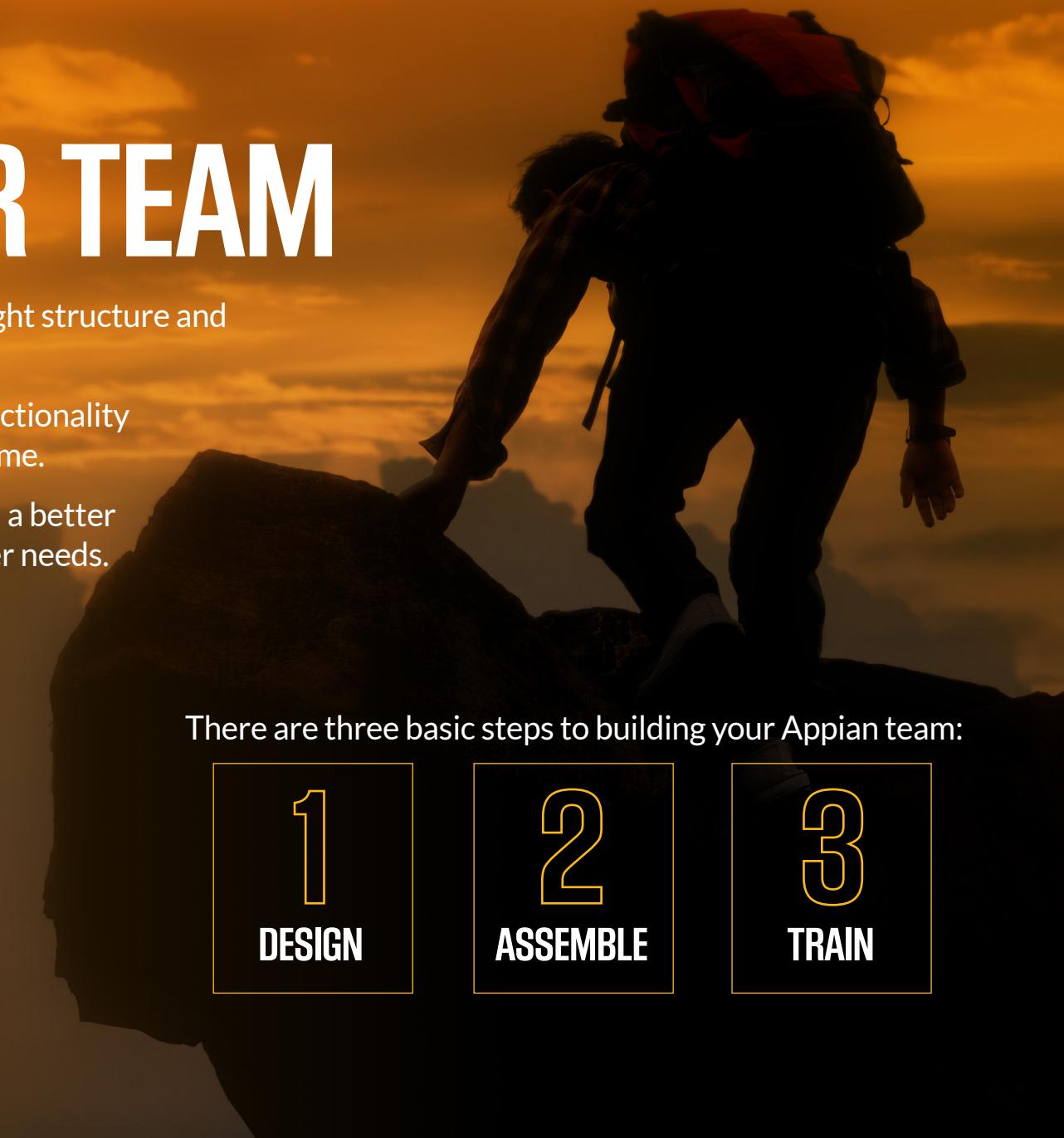
Forming a highly effective Appian team depends on identifying the right hard and soft skills needed to complete the project. It also depends on knowing where to look for the people you need plus ways to get them up and running in short order. And don't leave yourself out: Every Appian team needs a great leader to get everyone pulling together to a successful finish.

There are three basic steps to building your Appian team:

1
DESIGN

2
ASSEMBLE

3
TRAIN



HOW TO BUILD YOUR TEAM

STEP 1: DESIGN YOUR TEAM

What do Appian teams look like? First, they're smaller than typical software development teams. That's because Appian doesn't require a deep bench of labor or a breadth of specialized expertise. Smaller teams tend to be more agile as well, which lets you capitalize on Appian's ability to turn out applications quickly.

Another characteristic of Appian teams is that they're more inclusive. The Appian platform lets you sit down with stakeholders and build an application together, dragging and dropping pre-built components as you go. It removes the traditional barrier between developers and end users, making application development a genuinely collaborative experience.

Plan on a team consisting of four key roles:

	PRODUCT OWNER
DESCRIPTION Represents the business needs	PURPOSE Are we building the right thing?

	TEAM LEAD
DESCRIPTION Coordinates development and removes impediments	PURPOSE Are we building it fast?

	ARCHITECTURE OWNER
DESCRIPTION Guides the design of the application	PURPOSE Are we building it well?

	TEAM MEMBER
DESCRIPTION Defines, configures and tests application features	PURPOSE Is what we're building ready to use?





PRODUCT OWNER

Represents the needs of the business, owns the product backlog, and prioritizes application features

RESPONSIBILITIES

- Maintains and prioritizes requirements
- Helps the team access stakeholders and answers questions about the requirements
- Defines acceptance criteria for features
- Facilitates requirements sessions and makes decisions on behalf of the business

CORE COMPETENCIES

- Communication skills
- Decision-making
- Time management
- Business process knowledge



TEAM LEAD

Coordinates the development process so that the team can move quickly

RESPONSIBILITIES

- Coordinates project activities according to Appian's agile methodology
- Identifies and removes impediments the team is facing
- Ensures the team stays focused on the project's success criteria
- Coaches team members on development and agile best practices

CORE COMPETENCIES

- Appian development expertise
- Agile project management
- Problem-solving
- Communication skills



ARCHITECTURE OWNER

Guides the team on the design and architecture of the Appian solution

RESPONSIBILITIES

- Guides the development of the solution architecture
- Ensures that testing is performed to validate the application is scalable
- Ensures good design principles are applied so the application is easily supported and adaptable to new requirements
- Mentors team members on technical best practices

CORE COMPETENCIES

- Appian platform knowledge
- Data modeling
- Integration architecture



TEAM MEMBER

Creates applications in Appian to meet business requirements

RESPONSIBILITIES

- Designs and implements application features using Appian's design tools
- Collects and refines requirements with stakeholders
- Tests features to validate requirements are met
- Follows Appian's agile methodology

CORE COMPETENCIES

- Analytical mindset
- Business analysis
- Appian development

"While each team member has a primary role, our most effective teams are cross-trained. For instance, Appian team leaders also do some of the coding, and our developers also are trained in aspects of architecture and project management. Because all of the team members have a degree of fluency in each other's area, it facilitates effective communication and collaboration."

Appian Platform Owner

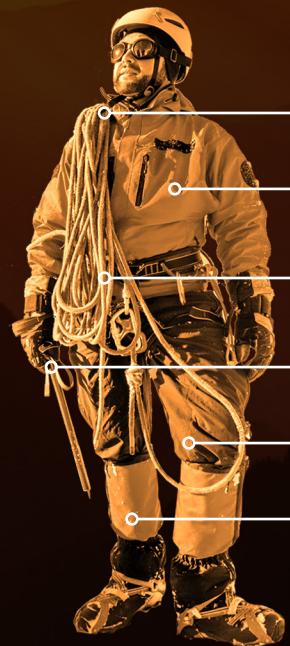
European financial services company

HOW TO BUILD YOUR TEAM

STEP 2: ASSEMBLE YOUR TEAM

THE PRODUCT OWNER

The next task is to find the people you need. The most important role? Product owner. You'll want someone from the business to take this on. **The best product owners have these attributes:**



- STRONG, BROAD RELATIONSHIPS
- DOMAIN KNOWLEDGE
- AVAILABILITY
- SKILLED DECISION MAKER
- ACCOUNTABLE OWNERSHIP
- EXPERIENCED

"One mistake we made when first starting out was just trying to find people with past Appian experience. What we found out was that finding, either internally or externally, the people with the right competencies and then teaching them about Appian was the better approach."

Appian Platform Owner
Fortune 500 Insurance Firm

THE DEVELOPMENT TEAM

The team lead, architecture owner, and additional team members make up your development team.

There are two common ways to form a development team:

- 1 **Build: Train new or existing employees**
- 2 **Source: Engage an Appian partner or Appian Professional Services**

Build: Train new or existing employees

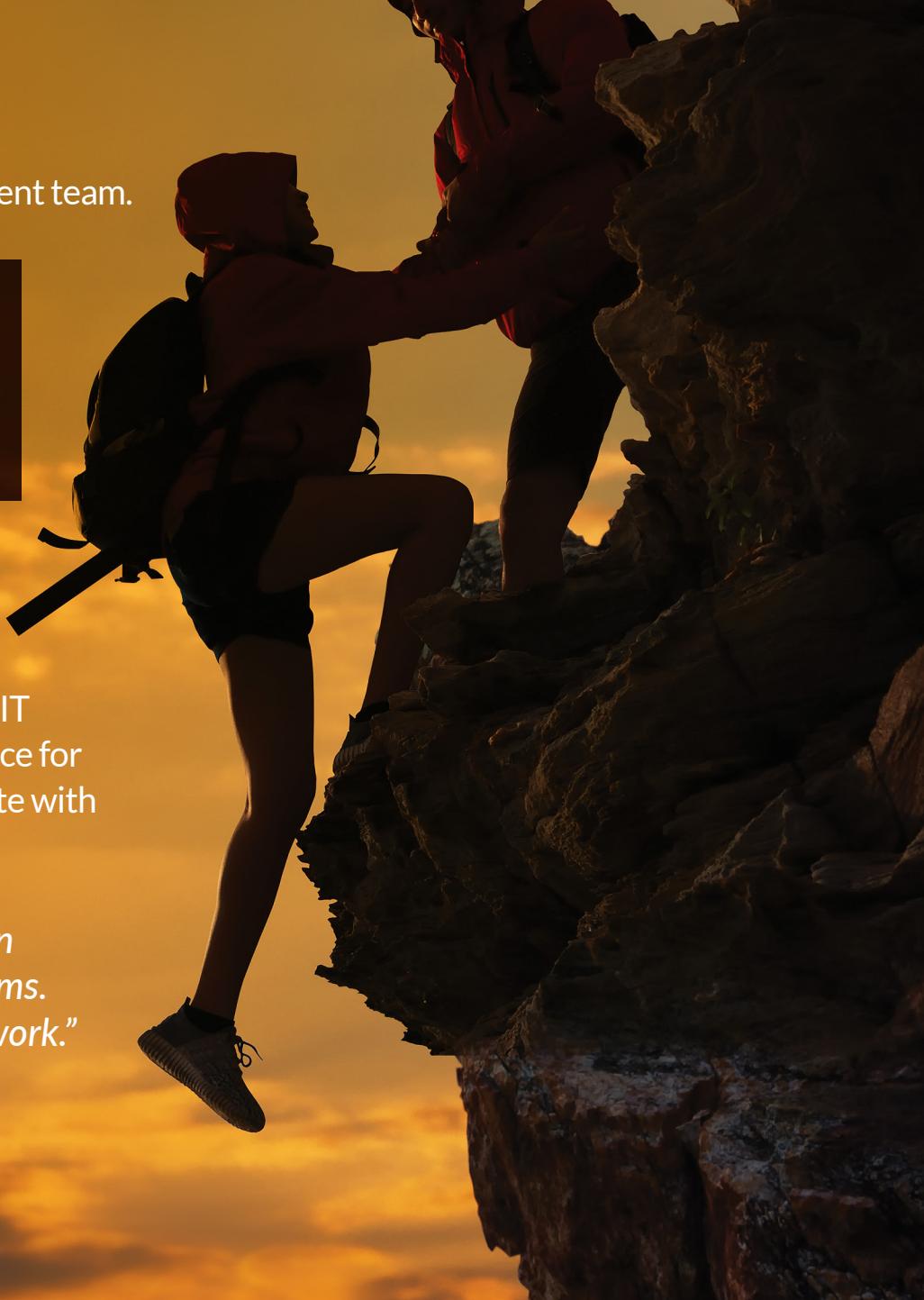
First, let's look at ways to identify team members.

When staffing an Appian team, look for aptitude. It's common for Appian developers to be IT professionals, but anyone with an analytical mindset can develop in Appian. A great resource for potential hires is the [Appian Community](#). This is where Appian users gather to communicate with peers and expand their Appian knowledge.

"One internal role that has a lot of the same skills required to be successful on Appian projects are the 'power' report users. I found them across our business analytics teams. They have a mix of technical and business skills that fit well with the Appian framework."

Appian Platform Owner

Global Engineering Firm



Source: Engage an Appian partner or Appian Professional Services

Appian Partners

Appian Partners are another way to quickly ramp up a team. We cultivate our partner relationships with your ambitions in mind. That's why our A-Score program lets customers evaluate the Appian proficiency of individuals from Appian partner organizations.

To achieve the highest A-Score certification, the individual must:

- Demonstrate expertise through exams and personal interviews
- Have at least 24 months of recent field experience with Appian customers

Whatever assistance you need—regional, industry-specific, end-to-end or a single phase—you'll find it in the Appian ecosystem.

Learn more about the [A-Score Program](#).

Find an [Appian Partner](#).

Appian Professional Services

Appian Professional Services consultants work with you to define business processes and gather functional system requirements. They collaborate with technical and non-technical stakeholders to solve the right problems, then build the solutions using agile methodologies.

Learn more about [Appian Professional Services](#) competencies.



HOW TO BUILD YOUR TEAM

STEP 3: TRAIN YOUR TEAM

Training is an essential part of team building and the right training gets team members up to speed quickly. To that end, it's a good idea to match training requirements with how each team member is to engage with the platform.

The product owner should take Appian for the Business.

This three-day course gives users an understanding of Appian's capabilities. Users will practice identifying and gathering business requirements. They'll also construct core aspects of an application and become familiar with Appian tools, application workflow and user experience. At the end of this course, product owners will be able to confidently communicate Appian requirements to project teams, stakeholders and developers from initiation to delivery.

The development team should take Appian for the Developer.

In this 10-day course, team members will learn to implement requirements by building objects, assigning security roles, and deploying Appian solutions. Participants will configure records, process models, business rules, forms, and news posts. By the end of the course, users will be able to design with Appian tools to deliver intuitive and organized business applications.

Business sponsors and members of the leadership team are encouraged to take Appian Overview.

This one-day course gives first-time users the opportunity to interact with Appian, become familiar with terms, explore the basic components of an application, and learn to select the best user experience for your business.



PRODUCT OWNER

TRAINING PLAN

Appian for the Business



TEAM LEAD

TRAINING PLAN

Appian for the Developer

Appian for the Advanced Developer



ARCHITECTURE OWNER

TRAINING PLAN

Appian for the Developer

Appian for the Advanced Developer



TEAM MEMBER

TRAINING PLAN

Appian for the Developer

All courses are available at the
[Appian Academy](#).

Discover [all the courses](#) that we offer.

ARCHITECT SERVICES IS AN ADDITIONAL RESOURCE FOR YOUR DEVELOPMENT TEAM

With this service, a dedicated consultant from Appian Professional Services provides proactive guidance on Appian implementation, with weekly planning sessions to determine goals and requests.

Learn more about [Architect Services](#).

DISCOVER ALL THAT APPIAN ACADEMY HAS TO OFFER



CLASSROOM

Instructor-led courses take place at our headquarters in Reston, VA as well as in our United Kingdom and Australia offices.



ONSITE

If your organization would prefer a classroom experience closer to home, we're happy to travel to you. Our trainers deliver onsite training to customers all over the world.



ONLINE

Our online content is accessible to all customers and partners, on demand and organized by topic for easy navigation.

Learn more about [Appian training opportunities](#).

Custom training plans are also available.

"I would advise prioritizing getting people in leadership roles up the Appian familiarity curve. We brought the Appian overview training to HQ and put several members of our transformation initiative leadership team through it. Although scheduling was a challenge, it was worth it because it helped ground the leadership team in the capabilities of the platform and all the areas it could be leveraged. It made a lot of the follow-up decisions go much more smoothly."

Appian Platform Owner
US Financial Services Company