

Building Solution Faster

The Power Platform's Role in Citizen Development



Presenters



Steve Thompson

TL AI & Automation

Blue Cross Blue Shield of
North Dakota

What do these have in common?



Business Process Modernization

- » 2023 we launched our Business Process Modernization
- » Goal to Drive down costs through workforce optimization allowing employees to complete high value tasks
 - » Focused on projects that can be completed 60 days or less
 - » Quick wins
 - » Built a small team to manage, review and coordinate work
- » Top 5 priority in 2023

We got a lot of requests....

- » 50+ request in the first month
- » Critical timelines
- » Small Team
- » To Slow



Business Process Modernization

- » How do we scale
 - » No Budget
 - » No Resources
 - » More work then we know what to do with
- » More Speed
- » More Speed
- » More Speed



What do these have in common?



What do these have in common?



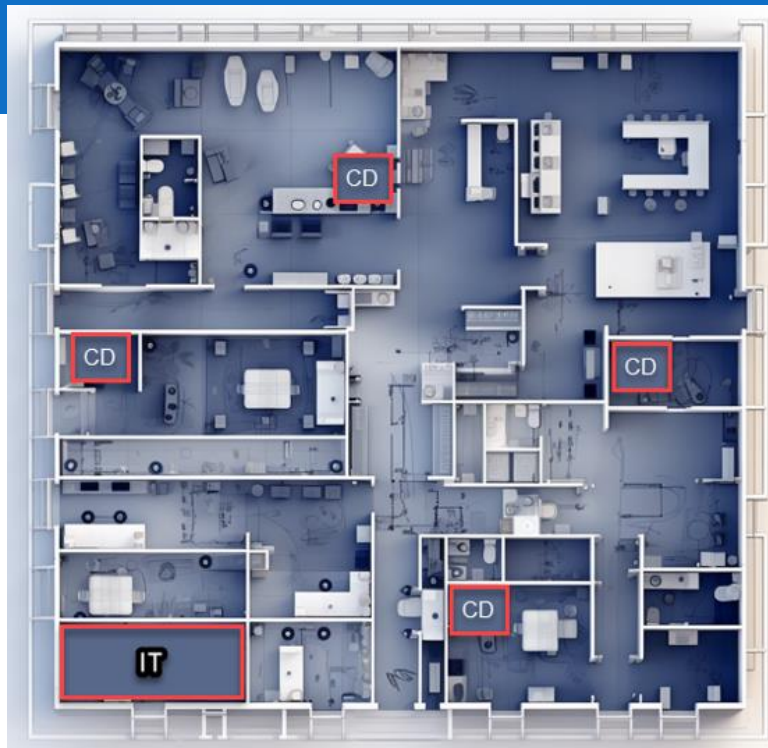
What do these have in common?



What If

We developers throughout
the company

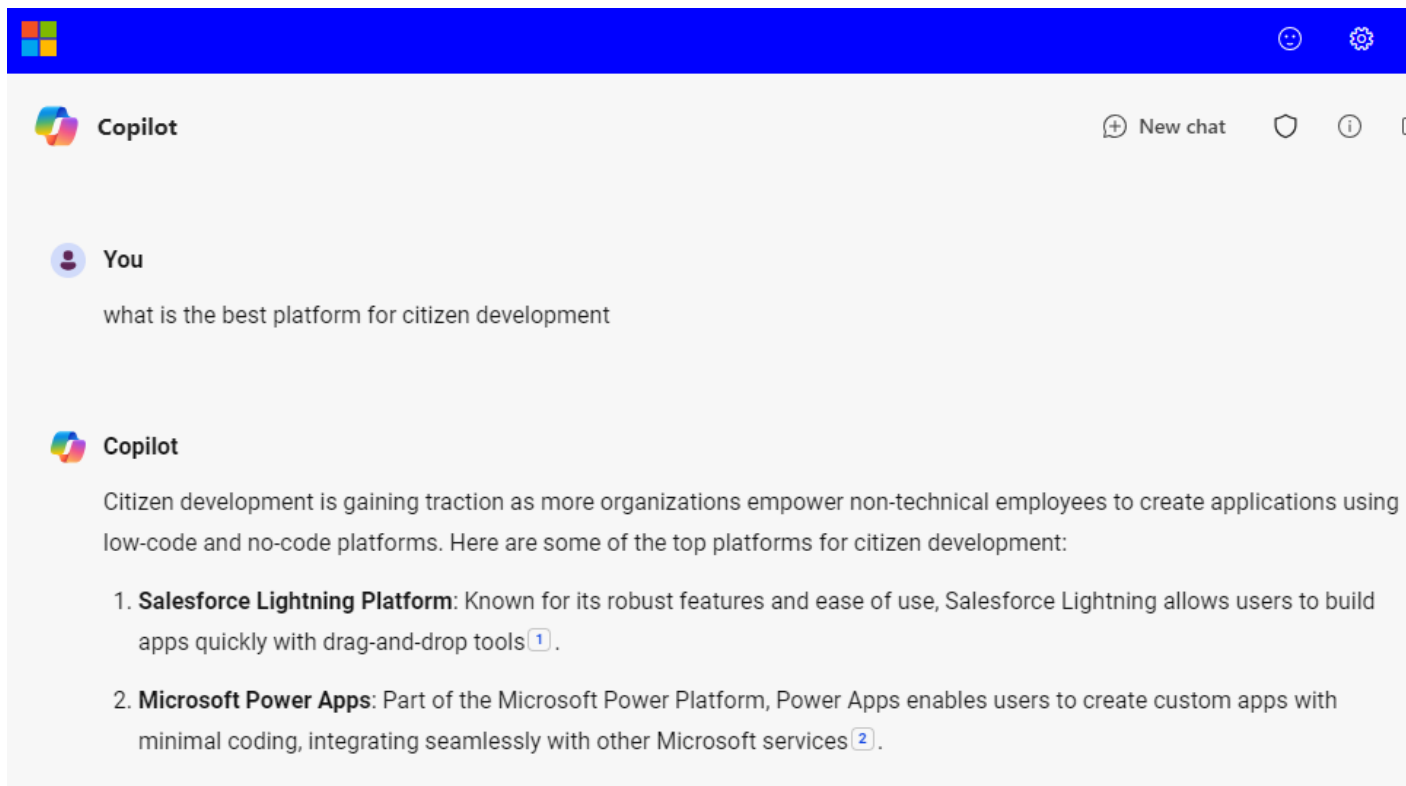
2024 Welcome Citizen
Developers!



The Citizen Developer

- » Who are Citizen Developers
 - » Domain experts
 - » Technical savvy
 - » Embracing self-service tools
- » Why?
 - » Empower employees to help drive innovation
 - » Need for agility in rapid changing business landscape
 - » New ideas

Tools




Tools

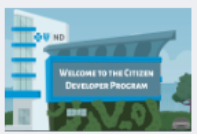
- » Low-Code/No-Code
 - » Power Apps
 - » Power BI
 - » Power Automate
- » Visual Development
 - » Drag and Drop
- » Easy to Integrate
- » Built in Security
- » No Cost



Training - Onboarding

- » Submit request to become part of that program
 - » Citizen developer isn't your day job
- » Enrollment into our training
- » Enrolled into our Community


 Courses In Progress Go to My Courses ▶



Citizen Developer Program

42.9%

Resume Now



Citizen Developer Community

[Home](#) [Project Submit](#) [Help & learning](#) [Templates & Documentation](#) [Events](#) [Edit](#)

+ New

Page details

Ar

Guided learning

Power Apps

Power BI

Power Automate

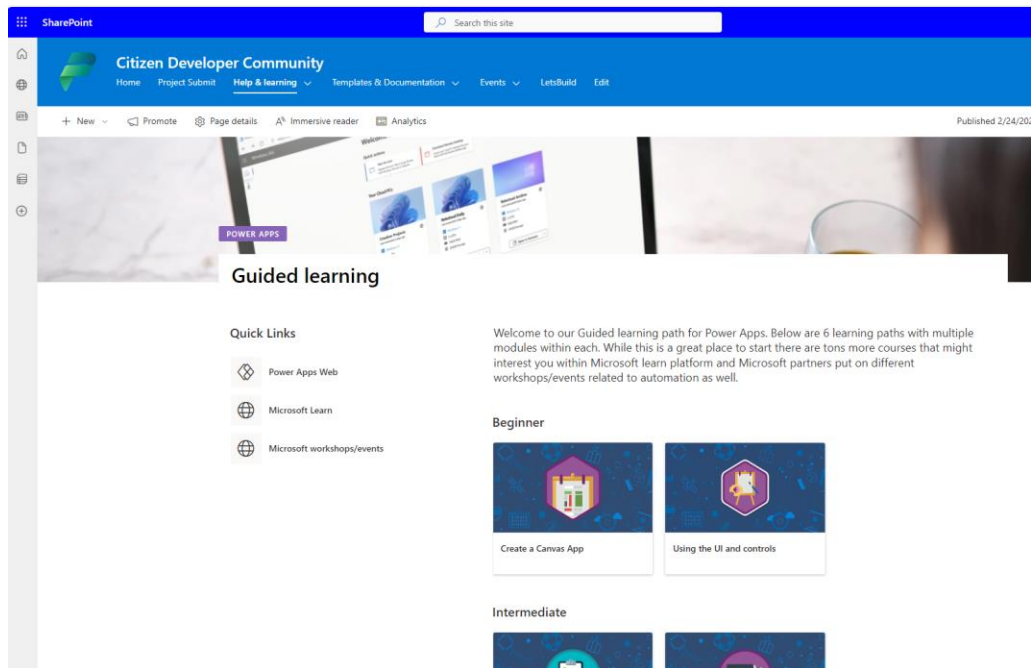
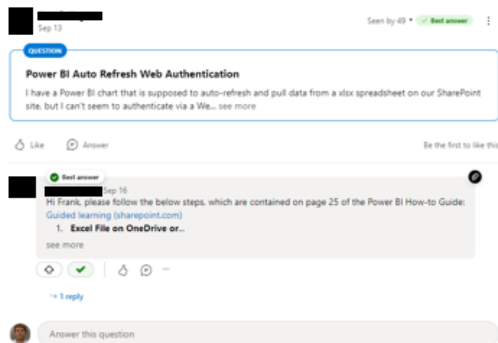
Tableau

Chamber of Secrets

Internal communities

Community

- » Using the Power Platform hub as a template
 - » Guided learning path
 - » Viva Engage
 - » Templates
 - » Events
 - » Hackathon
 - » Office Hours
 - » Governance



Governance

- » Program review with our Enterprise Risk committee
 - » Training, Guidelines, Scope
- » Citizen Dev panel
 - » Review Projects
- » How to monitor?

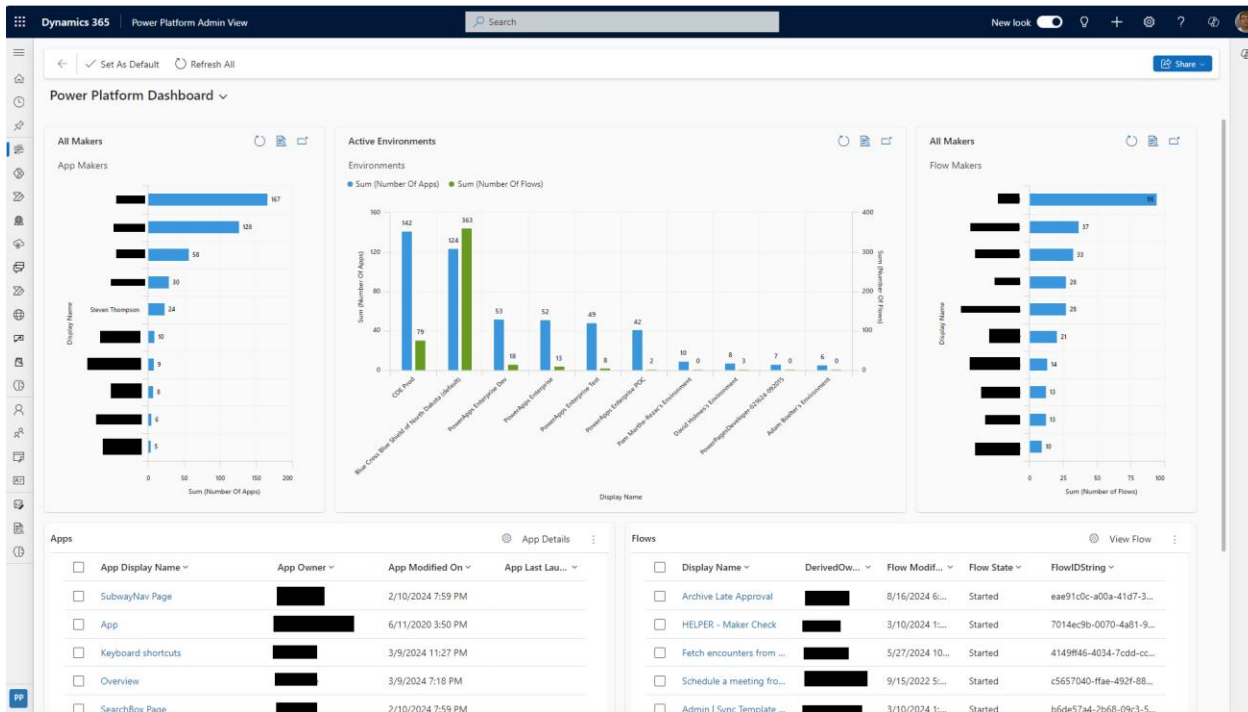
Submit your Project!

The Citizen Developer Project Idea Documentation Form is designed to streamline the process of gathering essential information for new project proposals within our Citizen Developer Program. This user-friendly form serves as a comprehensive tool to capture key details from individuals or teams interested in contributing innovative ideas and solutions.

This form gets submitted to our panel so we can track all the great work everyone is doing and can report on everyone's success. The BPM team will provide suggestions or items to consider while you go through your project

The screenshot shows a web application window titled "Project Idea Form" with a blue header bar containing a close button (X) and a checkmark button. The form is divided into several sections, each with a label and a text input field or a dropdown menu. The sections are: "Project Title" (text input), "Who is it for?" (dropdown menu with "Find Items" selected), "Project Overview: Describe what you are building" (text input), "Value: What problem are you trying to solve?" (text input), "What Security and Compliance considerations have you considered?" (text input), "Project Owner and any collaborators" (dropdown menu with "Find Items" selected), and "Project Documentation" (text input). Each section has a small icon to its right, possibly indicating a required field or a hint. The form is presented in a clean, modern style with a white background and blue accents.

Governance – COE Starter Kit



COE Starter Kit - Demo

The screenshot displays the Dynamics 365 Power Platform Admin View interface. The top navigation bar includes the Dynamics 365 logo, 'Power Platform Admin View', a search bar, and a 'New look' toggle. The left sidebar contains a navigation menu with categories like Home, Recent, Pinned, Monitor, Overview Dashboard, PowerApps Apps, Flows, Environments, Connectors, Bots, Desktop Flows, Power Pages Sites, Business Process Flow, Solutions, AI Models, Users, Makers, Power Platform Users, Power Platform User..., Connection Identities, Usage, Environment Capacity, Audit Log, and AI Credits Usage. The main content area shows the 'App - Saved' page for 'PowerApps App'. The top of this page has a toolbar with actions like Save, Save & Close, App Details, Manage Permissions, Email Users, Delete App, Quarantine App, Unquarantine App, Refresh, Check Access, and Share. Below the toolbar is a tabbed interface with 'Overview' selected. The 'Overview' tab is divided into three sections: 'DETAILS', 'APP CHANGES', and 'SHAREPOINT DETAILS'. The 'DETAILS' section lists various app properties, the 'APP CHANGES' section shows a history of updates, and the 'SHAREPOINT DETAILS' section shows the SharePoint Form URL.

App - Saved
PowerApps App

Overview Governance Connections Usage Shared with App Feedback ROI Settings DLP Impact Analyses Related

DETAILS

ID	a793983f-d1e9-4840-831c-0162b2b04251
App Owner	Steven Thompson
App is Orphaned	No
App Environment	Blue Cross Blue Shield of North Dakota (default)
App Type	Canvas
App Plan Classification	Standard
App State	
App Description	

APP CHANGES


App Created On	6/11/2020	3:50 PM
App Modified On	6/11/2020	3:50 PM
App Published	6/11/2020	3:50 PM
App Deleted	No	
App Deleted On		
App Last Launched On		
Quarantine App Date		

SHAREPOINT DETAILS


SharePoint Form URL	
---------------------	--

Sounds like Shadow IT

- » Meeting in the middle
 - » Monitor
 - » Communication
 - » Collaborate

 You

Define shadow IT






 Copilot

Shadow IT refers to the use of information technology systems, devices, software, applications, and services within an organization without explicit approval from the IT department¹ ². This can include anything from using personal cloud storage for work files to adopting unauthorized software for team collaboration.

While shadow IT can boost productivity and innovation by allowing employees to use tools they find most effective, it also poses significant security risks. Since the IT department is unaware of these tools, they can't monitor or secure them, making the organization vulnerable to data breaches and compliance issues¹ ².

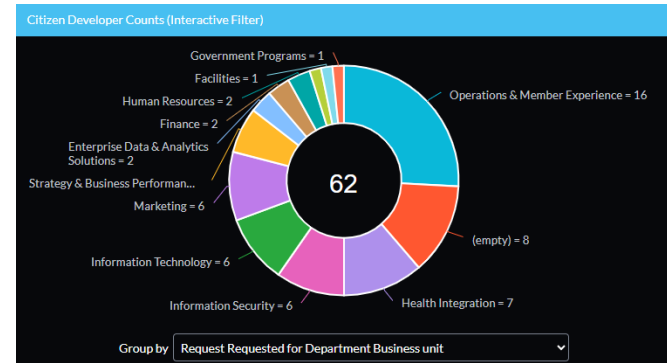
Do you have any specific concerns or questions about shadow IT in your organization?

Learn more ¹ [ibm.com](#) ² [en.wikipedia.org](#) ³ [bing.com](#) ⁴ [forbes.com](#)

     10 of 30 responses AI-generated content may be incorrect

Launch

- » Communication
 - » Intranet, All employee meetings, Divisional meetings
- » Was it a success?
 - » 530 Power Apps
 - » 488 Power Automate Flows
 - » 15+ Power BI workspaces



Inventory Tracker

Integrated to
SharePoint for a
yearly inventory
audit

Power Apps | Help Desk Physical Inventory

Physical Inventory assigned to: Steve.Thompson@bcbsnd.com

Items to be Inventoried:

Steven Thompson	In Progress
iPad 6 Wifi + Cellular (128 GB)	>

Items Already Inventoried:

Steven Thompson	16251
Inventory Status:	Completed

Have Additional Items Than listed Above? Add it below:

Click to add a Tagged Item

iPad 6 Wifi + Cellular (128 GB)


Assigned to	Serial number	Model ID
Steven Thompson		iPad 6 Wifi + Cellular (128 GB)
Subcategory	Asset Number	Employee ID
Tablet	Enter Asset Tag Here	

Verify Asset Status

I still have this asset.

Notes

Submit



HR Onboarding

Checklist to make
sure new hires
have everything
they need

< New Hire List

EmployeeID

First Name

Last Name

Hire Date

Incident/Request #

Phone number

Address

Supervisor

Completed

Email

Did Not Answer

Completed

Get Code

BCBSND Verification Code

Previous Verification Code

Email Code

Packedby

Who QC checked the package

See Packing List

Onboarding Goal Met

We helped the user get online 100% no issues with equipment.

Currently Working With

Joshua Finnefrock

I'm working with this user.

< New Hire Packing List

First Name

Test

Last Name

Only

Aruba

Not Included

Avaya Phone

Not Included

Dock w/ Power Cable

Not Included

Dual Monitors w/ Cables

Not Included

Ethernet Cable

Single Cable no Aruba

HIS Adapter

Not Included

Keyboard / Mouse Combo

Not Included

Plantronics Headset

Not Included

Power Strip

Not Included

Travel Charger

Not Included

USB Wired Headset

Not Included

Additional Comments

Test user and info for testing shipping email and other pieces of the app.

Shipped Equipment

Sent

Equipment Setup (remote/pickup, remote/ship, in-office)
remote/ship

Send to Ship

Ready to Pickup

Stockroom Manager

Don't want to run out of envelopes!

Stockroom Manager

Good morning, Frank.

Inventory Manager

Transaction List

Incoming Packages

Test Item

SKU

Requestor

Frank

Change Quantity **Exceeds current stock!**

Removing ☒ 200 I

Current Quantity

120

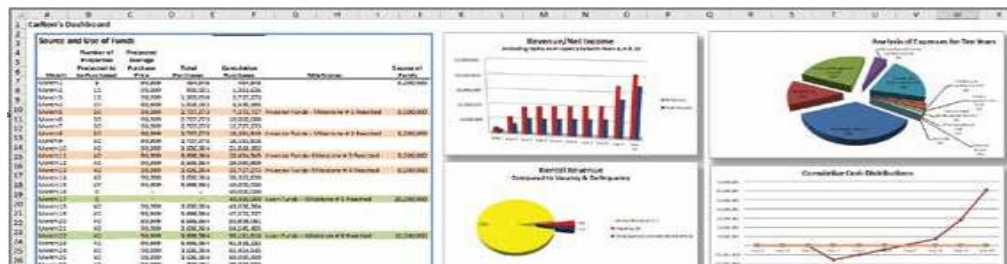
ID

67

Inventory			View in SharePoint	New Item
Search items				
	Location: C32 Envelope Chand	500	>	
	29316866 Location: C26 Envelope 9X12 WINDOW	2,000	>	
	29316866 Location: F2 Envelope 9X12 WINDOW	22,500	>	
	29316866 Location: F2 Envelope 9X12 WINDOW	22,500	>	

Customer Contact Center

*Not Actually ours



What's Next

- » Copilot Agents with Copilot Studio

Closing

» “We need to build products that are more inclusive and empower everyone”

» Satya Nadella



THANKS!

Any questions?

Steve Thompson

Steve.Thompson@bcsbnd.com

Feedback

**Please take a
moment to
provide
feedback on
this session**

