(5) Unleashing the Power of Citizen Development: The Key to Scaling Automation -

Transcript:

(00:01) [Music] you know it's always amazing to grab a moment with my good friend Kristen who's been traveling the globe literally with the Pathfinder program talking to customers um listening to customers and helping them as they go from start to accelerate to scale Kristen I want to know I want the download you're in the hot seat give me the goods what are we what are people talking about well right now I think one of the hottest topics is citizen development and everyone is trying to get their hands around am I

(00:51) going to use this as a lever for scale or am I running away from it and what's really interesting you guys is it's all about about expectations and the mindset going in so a lot of times we've been talking to customers and they can't wait to deploy automation to every single person in their company and the expectation is I need to empower everyone from the receptionist at the front door to the CEO and everyone in between all needs to be automating and in reality there are different roles and

(01:26) types for every type of employee and I think Micah um through the Pathfinder program has been sharing the best practices around the four C's which customers are really gravitating towards So within Pathfinder we talk about that just like Kristen mentioned there's lots of ways for people to be involved in the automation program's efforts first off they can be a consumer and we would say that that's someone who's enabled by automation capabilities whether they're invoking an automation through a copilot

(01:55) or sending an email to a monitored inbox or something like that they're able to invoke an automation on demand they don't really have to know a whole lot about automation anywhere they just have to know that this digital coworker enables them to get their work done more quickly the second level of contributor or second level of contribution is that a contributor it's someone who's able to identify opportunities for automation so whether they're submitting those to the intake process working with the Coe

(02:21) working directly with developers they're able to identify and contribute automation opportunities to the automation program so the automation program can continue to grow and enhance the impact that automation is having for that organization there like The Ballot Box stuffers like me where I'm like hey guys hey guys hey guys yeah it's a volume game volume doesn't always equate to quality though and that's where some of the other CES come in absolutely so our next C is all about the creators and

(02:48) this would include some of our citizen developers and I think some of the roles that christen's referring to we could have a Creator who is a co-developer maybe they develop part of an Automation and they hand it off to the automation team to finish it out uh we want to see those individuals growing maybe at the beginning they're doing 50% of automations then they're going to 75 or 90% of the automations that they can create on their own that also includes our developers right so people who are working in it roles working in

(03:13) development roles working in it operations those can all be uh creators the last C is around our Champions and champions are really important to the way that we do promotion and engagement and the evangelism of our automation program it's one thing for an automation leader to go around to an organization and tell everyone about what their program can do who they are what they're capable of it's another thing when they hear that from one of their peers another functional area within the organization telling them about the

(03:41) impact that automation has had for them and that can be really compelling and those Champions really helped to expand the footprint of the automation program within the organization and what's really fascinating you asked for the goods yeah the goods are when we talk through those best practices in a Pathfinder Workshop the eyes light up there's an aha moment and people start to realize I can Define my own C's in my organization just yesterday I had this awesome conversation with one of our customers who said listen based on the

(04:12) best practices we learned through Pathfinder we identified citizen innovators and citizen Architects and those are the roles we are investing in but the reality is each organization gets to Define it for themselves and you know where they can get more help Pathfinder Academy this is our new home for completely free on demand digital learning career quests skill boosters live now I heard there might be a cameo or two from Micah Smith yeah yeah 100% And His awesome team yeah so I'm really excited about pan finder Academy and I

(04:47) think it speaks directly to what needy talks about with our social impact organization right we're democratizing access to high quality educational content making that available for free so whether you have an IT background or you have no background in it there's a place for you in Pathfinder Academy to learn how to upscale and I think one really important differenti I would make for citizen developers is that we've taken a brand new approach to the way that we train citizen developers to use our tool because we talk about citizen

(05:17) developers learning how to break down problems based on sequence selection and repetition and we call those the pillars of problem solving if I can define a problem based on its sequence selection which is my conditional statements my if stuff and repetition where I'm thinking about the actions I need to do over and over again that helps me to mentally create a flowchart of what needs to happen for this particular process and then Translating that into the flowchart builds that you can do with an automation anywhere is the easy part and

(05:46) one more top secret okay that we've learned from the road set your expectations set your goals for citizen development do you want to empower a function a role an entire company once you set your goal you can determine the strategy that's going to work and Pathfinder Mission Control has all of the how-to Guides Online going back to this idea of Citizen development I think as a non- technologist I think it's great that you know for instance the automation success platform anyone effectively can create an automation at

(06:20) the same time the minute I hear development as again as a non technologist I get a little nervous I feel like a a little pressure on like I can I do this I don't know C you don't have to sweat it right you know why we have uh automation challenges through our Bot games program and I actually know someone who I was talking to yesterday zero experience on the automation success platform and they nailed one of our most complicated challenges that Mike and his team created that leverages not only the automation success platform but our

(06:50) partner Google vertex nailed it that's amazing I don't know if I could pull that off but well and and what Gabe is talking about is real right people have have this sense of an impostor syndrome can I actually learn this is this something I can actually do and that's something we address headon in the citizen developer learning Trail so we've already got you covered there well I can't wait to dive into the learning Trail and the rest of the Pathfinder Academy congratulations on that one last

(07:14) question for Kristen one last question Dave pornoy has been doing this one bite challenge for Pizza reviews right Kristen and I have traveled the world drinking oat milk lattes of all of the oat milk lattes you've had globally what was your top location we have a dispute in this Micah there's International audience too so they can check my number one oat milk latte choice is at the Marat bonvoy in Sydney Australia uh circular key okay it's that's the one you have to get my opinion the oat milk

(07:46) latte in Mont col East London is phenomenal hands down the best okay but do you also if it wasn't for that would you also support her choice yeah yeah no hers hers is a good one solid Choice okay it's not it's not a polar it's not the best choice it is a it's a valid choice for him yeah well that's that's a choice we are talking about a man who wears socks with his face oh that is true that is true we got to get a zoom on [Music] that

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https://www.youtube.com/watch?v=SmIcU8naiyw