

# Empowered, but not unleashed

Citizen Development at Accelleron

Julian Reiser, January 15, 2026





DISPLAY 'HELLO WORLD'.

## 1959: THE VISION

(Natural Language)

Grace Hopper's dream:  
Programming in English  
for non-specialists.



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Unmaintainable,  
Business Critical Risks.  
(e.g., Accelleron  
Certificate DB).



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### TODAY: MANAGED LOW-CODE

(Power Platform)

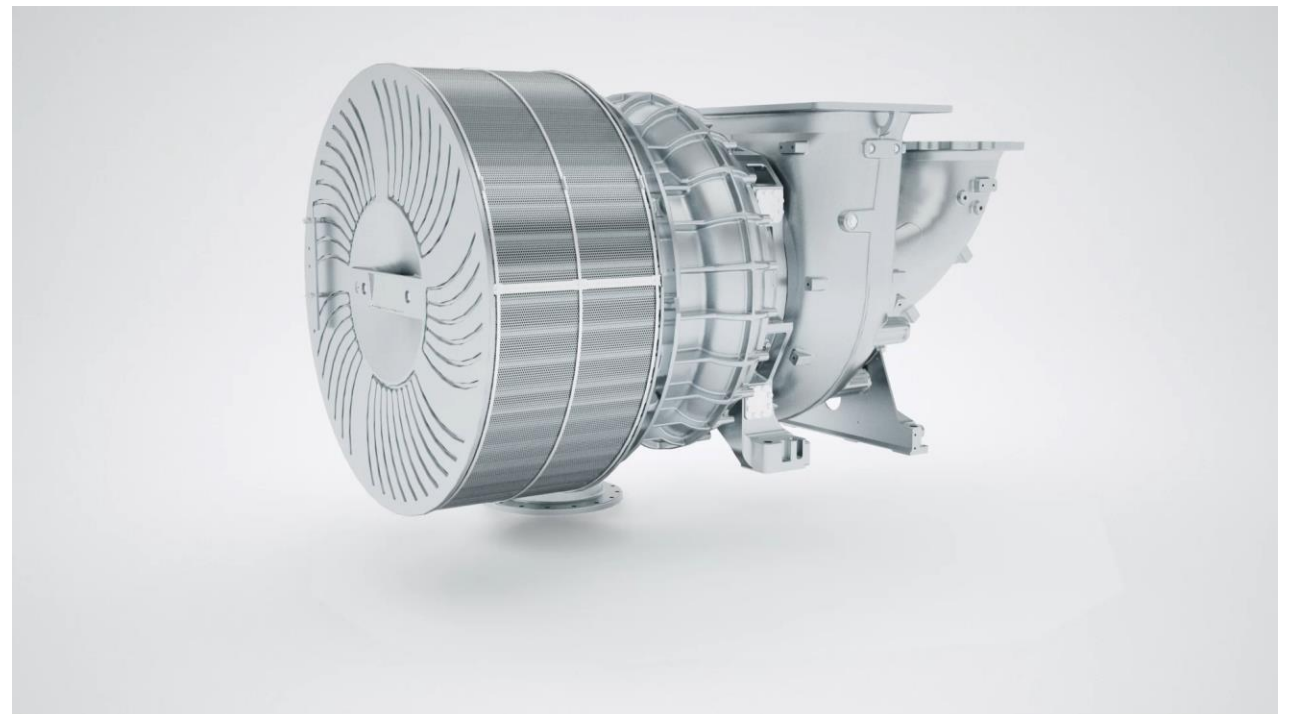
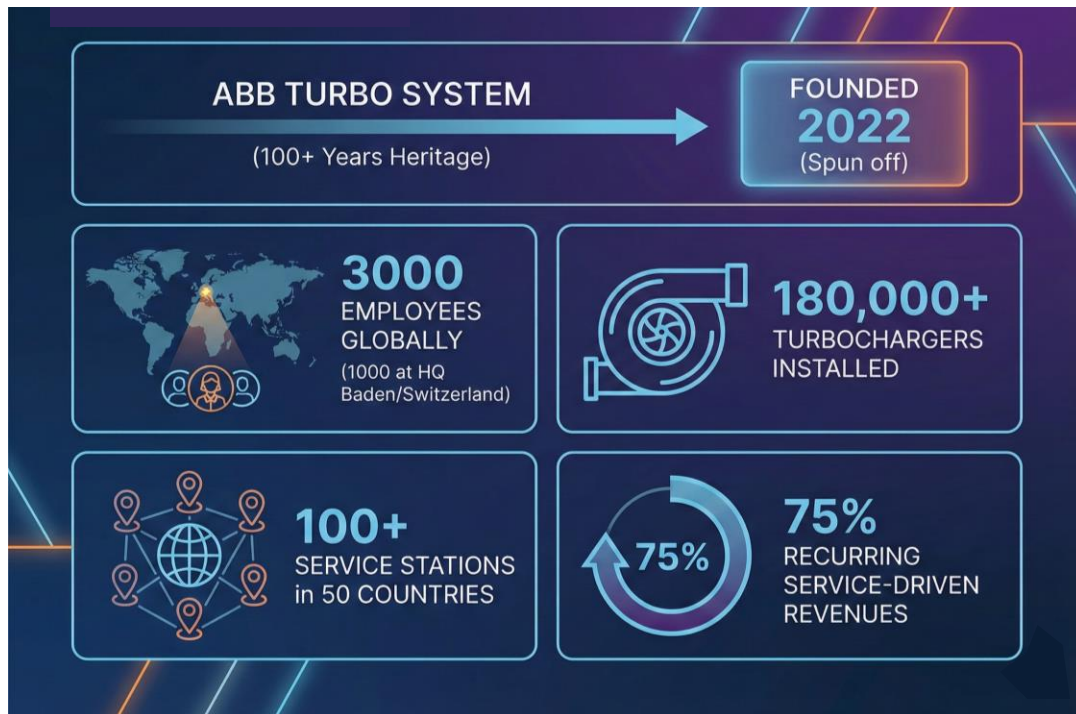
The same goal, but  
governed. Scalable,  
secure, and maintainable.



# Who are we?

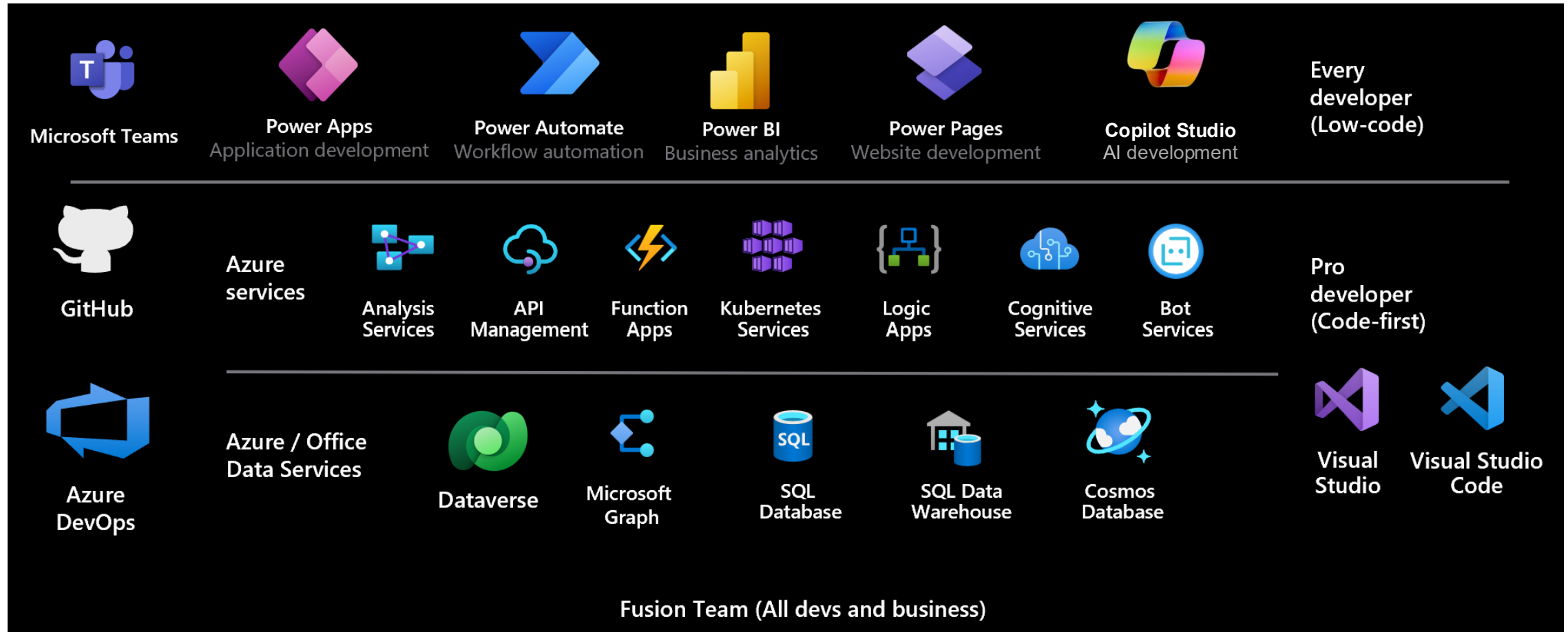
Global leader in Turbocharging for large diesel engines

# Acce//eron



# Microsoft Power Platform

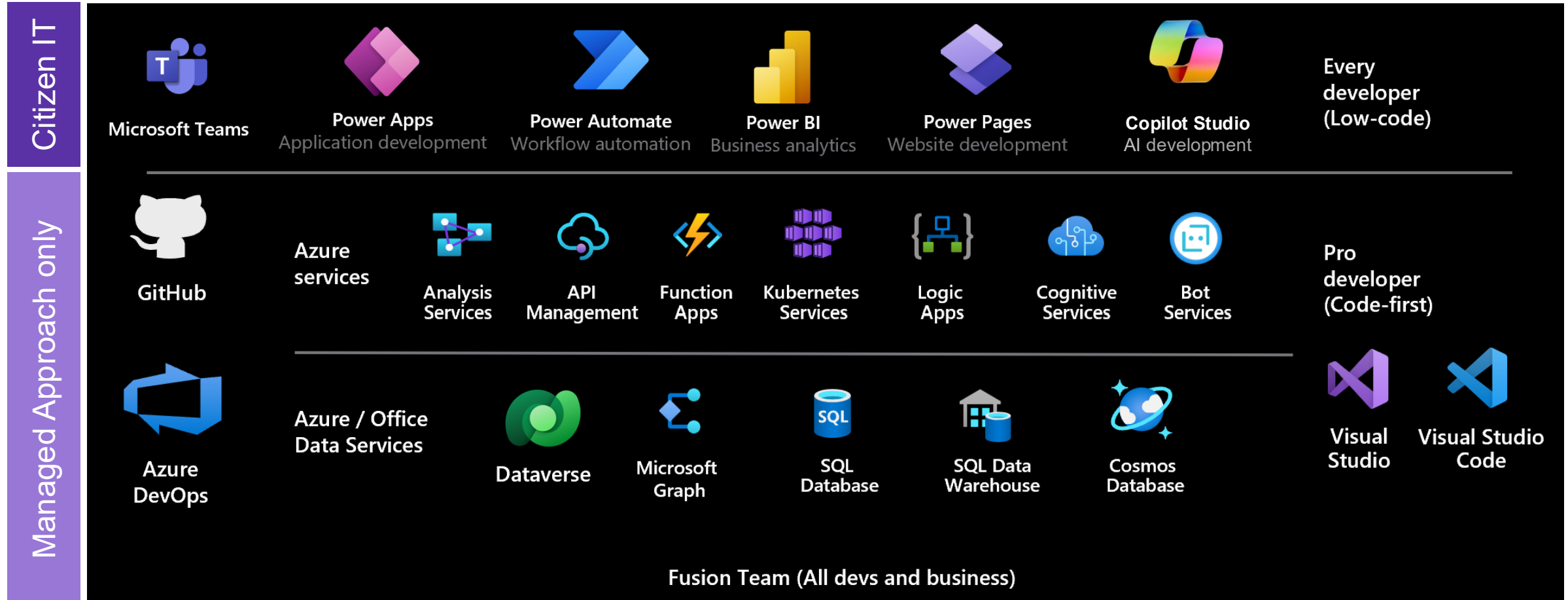
## Overview and Scope for Use of Citizen IT





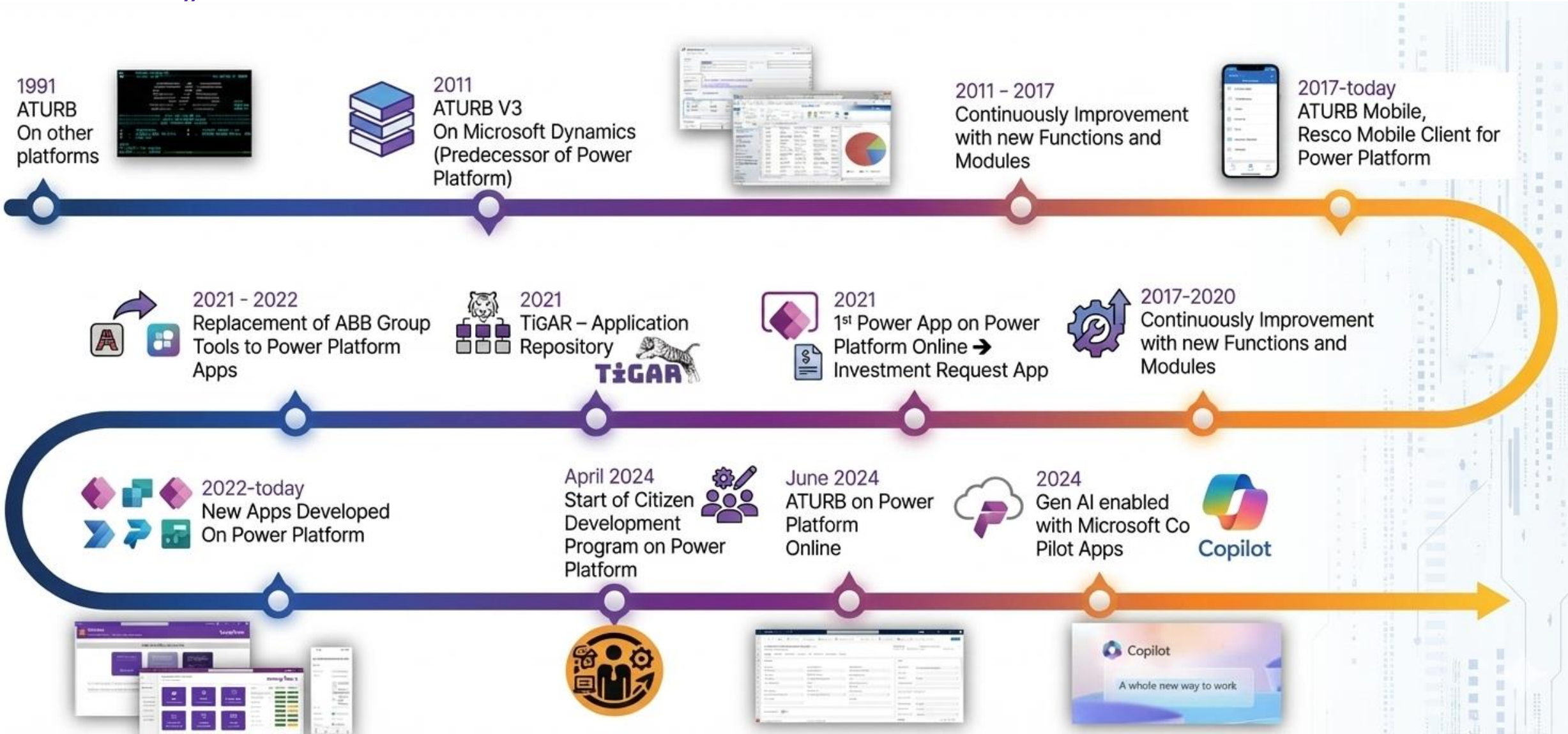
# Microsoft Power Platform

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# Accelleron's journey of using Power Platform

Start with „Power Platform“ in 2011...



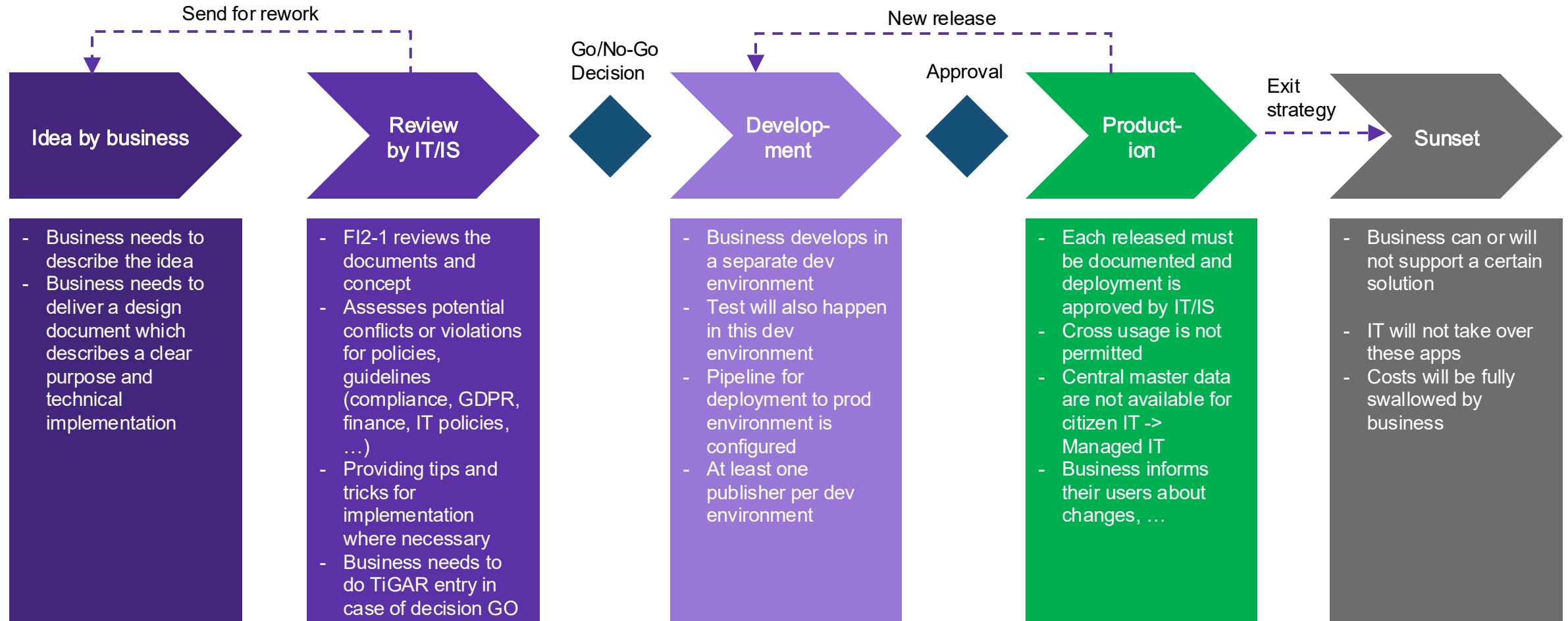
# Integrating Citizen IT into our existing landscape

Two new approaches: *Playgrounds* and *Productive Citizen Apps*

Level of Experience				IT/IS / FI2
	Personal Productivity	Citizen Playground	Productive Citizen Apps	IT-Managed Business Apps
Main purpose	Increase productivity of a single person	Testing out concepts with (non-) functional playgrounds	Productive use of a citizen developed solution	As Is
Main characteristics	One environment of all users, limited connectors, no sharing of solutions	dedicated environment per playground, limited period of time	Dedicated dev environment, joint prod environment,	
Important rules, guidelines and restrictions	Use by a single person, no shadow IT, no sharing	Limited time, no sharing beyond test team, no setting productive,	Follow Citizen IT development guidelines	

# Citizen Development

## Software Lifecycle Process





# Citizen Development: Intermediate Feedback & Key Learnings

## High Adoption & Continuous Demand



Program is very well received with sustained high interest from the business.

## Focus Sharpened by Technical Guardrails



Environment limitations successfully ensured focus on intended personal productivity use cases.

## Community Support Hindered by Barriers



Peer-to-peer support struggles due to high entry barriers and difficult abstract policies.






## Review Board Successfully Reroutes Ideas



Ideas not fitting 'Citizen Dev' are identified by EA presence and redirected to correct channels.

# Citizen Development Training Program

## Training Modules overview

	Rookie	Advance	Module	Content
		✓	<b>Module 1: Professional Foundation</b> Foundation for low code application solution design and projects	<ul style="list-style-type: none"><li>– Process modeling in BPMN (Business Model &amp; Notation)</li><li>– Azure DevOps, Application Requirements, Data structures</li><li>– Entity Relationship (ER) Diagrams for Data Modeling</li><li>– User Interface/Experience Design, AI Usage in Low Code Development</li></ul>
	✓	(optional)	<b>Module 2: Power Platform</b> Power Platform - how does it work	<ul style="list-style-type: none"><li>– Introduction to Power Platform</li><li>– Canvas/Model Driven Apps</li><li>– Power Automate, Dataverse</li></ul>
	✓	✓	<b>Module 3: Governance &amp; PM</b> Citizen Development governance   Project Management	<ul style="list-style-type: none"><li>– A// Citizen Development Concept</li><li>– Program onboarding processes</li><li>– Introduction to A// IS Project Management</li></ul>
	✓	✓	<b>Module 4: InfoSec</b> Information Security Policies and Guidelines	<ul style="list-style-type: none"><li>– Introduction to Power Apps Security and Power Platform Security Model</li><li>– Secure Development Practices for Power Apps</li><li>– Incident Awareness &amp; Response, selected Security Policies</li></ul>
		✓	<b>Module 5: Microsoft Power Up</b> Microsoft Power Up Training Class provided directly from Microsoft	<ul style="list-style-type: none"><li>– Hands on Low-Code Application Development with MS PP</li><li>– Building Model Driven and Canvas Apps,</li><li>– Create flows in Power Automate, develop reports in Power BI</li><li>– Group learning, access to a network of learners and mentors</li></ul>



# Results from almost 2 years Citizen Development Program

15



New apps developed,  
7 live and productive

70+



Global community members

40+



Active Citizen Developers

80



Training Program participants  
across regions

# low-code is dead

^  
as we know it



And what we're seeing is that low code.  
As we know, it is debt, it's changing



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## **Intent-Based Development (Vibe Coding)**

Describe goals, let AI Build. Focus shift from „how“ to „what“



## **Requirements Engineering 2.0**

AI acts as a sparring partner to clarify needs and define precise requirements



## **Automated Governance**

AI App Agents\* actively enforce IT policies, preventing violations.



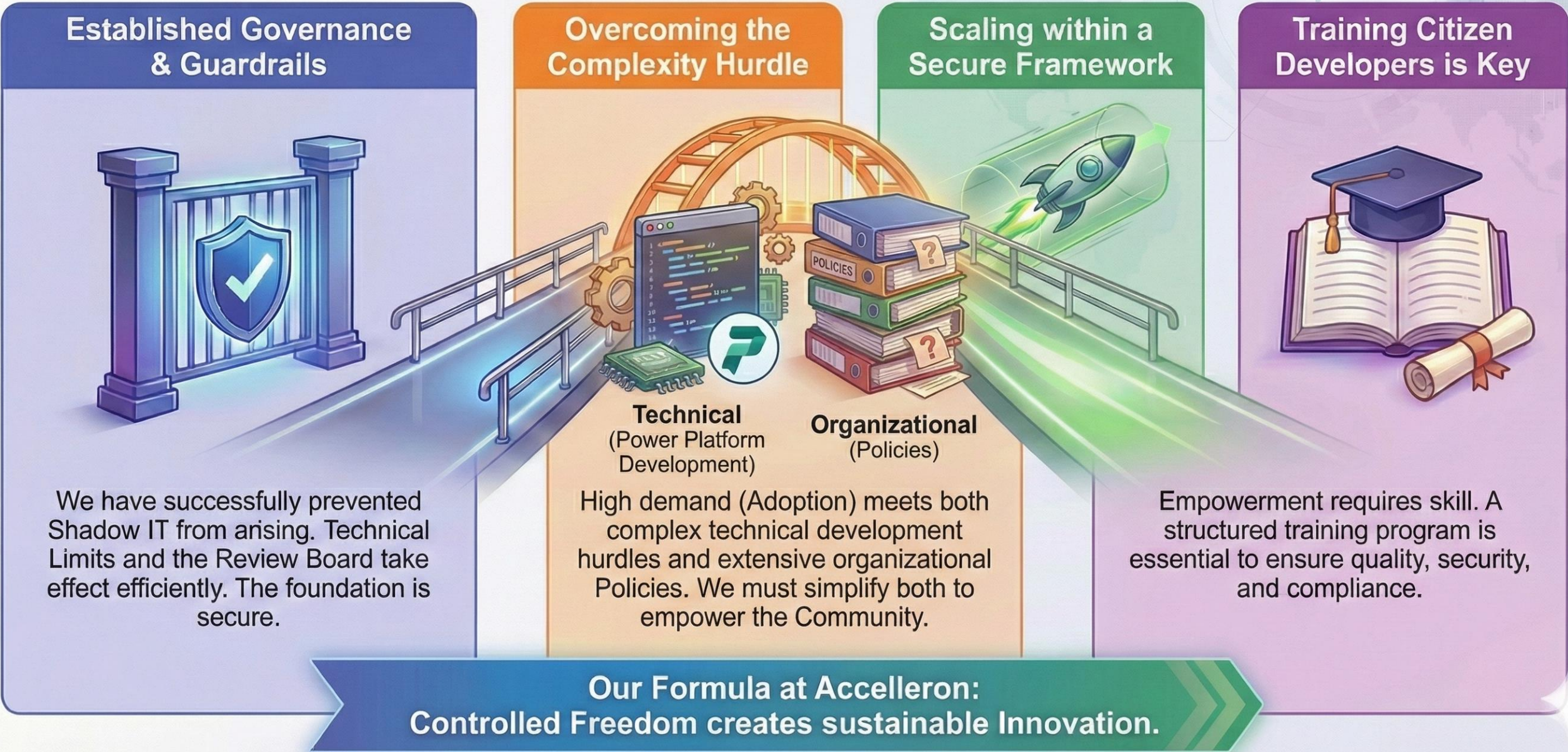
## **Ultimate Democratization**

Further lowering the barrier for personal productivity and small citizen projects through natural language



# Conclusion: “Empowered but not unleashed” – Our Path to the Future

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# Thank you!

**Julian Reiser**

FI2-1 Business Application & Process Services

Accelleron Switzerland Ltd.

Bruggerstrasse 71a

5400 Baden

Switzerland

Email: [julian.reiser@acceleron-industries.com](mailto:julian.reiser@acceleron-industries.com)

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