



365Tribe Power Platform Citizen Developer Track – Service Definition



Overview

This Service Definition outlines a fully managed **Power Platform Citizen Developer Programme**, designed to accelerate organisational transformation by empowering users to build low-code solutions, automate processes, and create data-driven insights. The programme develops capable Citizen Developers through structured learning, hands-on assignments, targeted communication campaigns, and a thriving community supported by Microsoft Teams and the wider Microsoft 365 ecosystem.

Background

Organisations adopting the Power Platform require structured and sustained support to ensure users not only understand the tools—Power Apps, Power Automate and Power BI in colla—but also gain the confidence to build solutions that deliver real business value. 365Tribe’s Citizen Developer Track is recognised by Microsoft and delivered by Microsoft Certified Adoption Specialists with extensive expertise in Microsoft 365, Power Platform and Copilot.

This programme provides a dedicated Microsoft Teams-based learning environment, bringing together expert guidance, on-demand learning, technical assignments, and community-driven support over a structured learning journey.

Goals

The Citizen Developer Track aims to:

- Build organisational capability in low-code solution development.
- Develop a network of skilled Citizen Developers able to solve business problems using the Power Platform.
- Increase confidence, literacy, and adoption of Power Apps, Power Automate and Power BI.
- Encourage continuous improvement through shared successes and best-practice learning.

About 365Tribe

365Tribe specialises in user adoption for Microsoft 365, the Power Platform and Copilot. The team comprises Microsoft Certified Adoption Specialists with over 100 years of combined experience.

We deliver programmes built around relatable scenarios, expert-led teaching, and community-driven learning – helping organisations modernise ways of working and maximise their Microsoft investments.

Approach & Recommendation

The Citizen Developer Track includes:

- Recruitment and onboarding of aspiring Citizen Developers.
- Power Platform fundamentals (optional for existing Champions with prior knowledge).
- Hands-on learning experiences through practical assignments.
- Live expert-led sessions, coaching, and community support.
- Solution-building challenges and hackathons.
- Best-practice guidance for app creation, automation design, and report development.

Delivered entirely through Microsoft Teams, the programme blends live learning, social learning, and on-demand content.

CITIZEN DEVELOPER TRACK



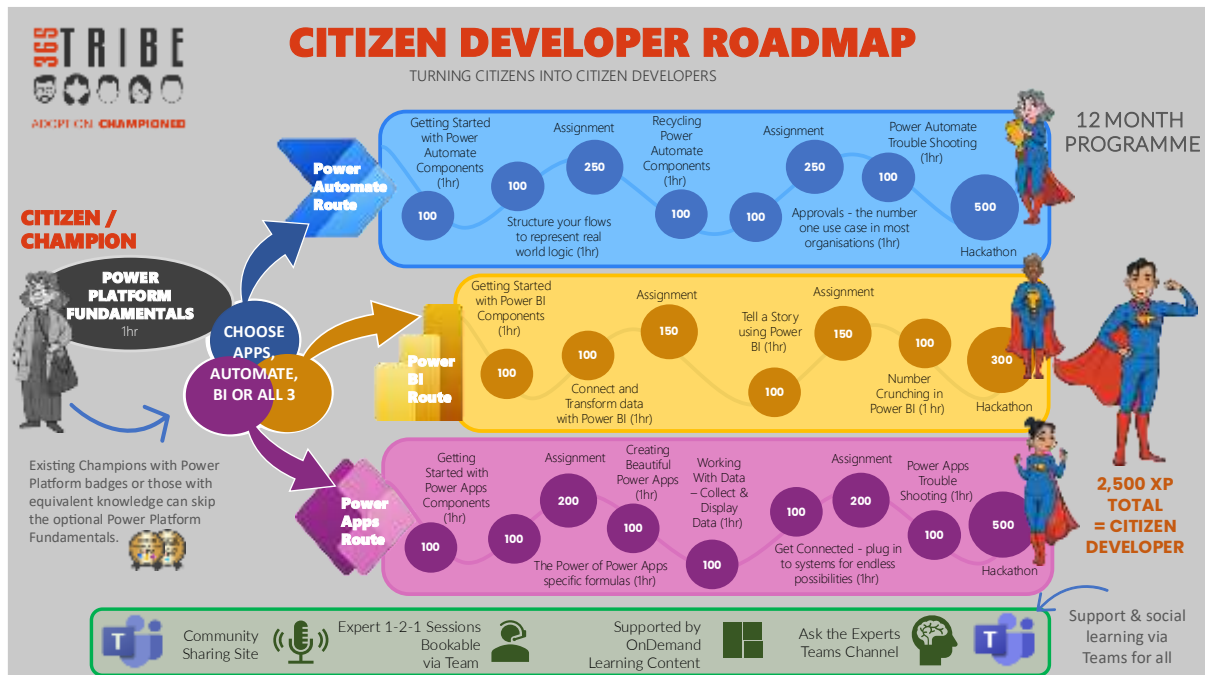
The **365Tribe Citizen Developer Track** is a structured learning and development program designed to help your future Citizen Developers learn the Power Platform and start building solutions and reports using Best Practice Recommendations.



Delivered through Microsoft Teams, our fully managed programme delivers on-demand learning, live interactive sessions and assignments underpinned by support from our experts.

- 365 T** Tailored roadmap and sessions to suit all skill levels
- 365 T** Delivers real solutions to real problems.
- 365 T** Flexible delivery to suit time/project commitments
- 365 T** Dedicated 1-2-1 and Community Support
- 365 T** Delivered by Power Platform Experts with real-world knowledge
- 365 T** Showcases successes

Key Learning Components



Foundation Stage – Power Platform Fundamentals

A one-hour introductory session covering:

- What the Power Platform is

- Key components (Power Apps, Power Automate, Power BI)
- Real-world use cases

Participants with existing platform knowledge or badges can skip this step.

Specialised Learning Routes

Citizen Developers progress through one or more specialist paths, each with XP-based progression:

1. Power Automate Route

Includes:

- Troubleshooting flows
- Building components
- Designing real-world logic
- Reusable flow structures
- Approvals (a top organisational use case)

2. Power Apps Route

Includes:

- Starting with components
- Using formulas
- Creating user-friendly, visually appealing apps
- Working with data sources
- Troubleshooting

3. Power BI Route

Includes:

- Getting started with data components
- Connecting and transforming data
- Storytelling with data
- Performing advanced calculations

Each route incorporates assignments and a route-specific hackathon to embed learning.

Branding & User Engagement

The programme includes a strong internal communication strategy, supported by:

- Comms templates
- Learning schedules
- Surveys and assessments

- Success-story sharing

Citizen Developers are encouraged to raise their profile by showcasing their achievements and sharing their solutions across the organisation

Support & Community

The Champions Programme is delivered entirely through Microsoft Teams and uses Microsoft 365 apps—including Copilot-enabled experiences—to onboard, educate, and motivate Champions.

Programme Features

Participants receive:

- Daily support from Power Platform experts
- Microsoft Teams-based Q&A channels
- Bookable 1:1 expert coaching
- Peer learning opportunities

Dedicated Power Platform Support Team

A specialist team supports the programme and:

- Monitors, engages, and supports the Champions community daily
- Answers Champions' queries in real time
- Manages activity schedules, webinars, and comms
- Reviews challenges, skills checks, and engagement data
- Publishes reporting and leaderboards
- Curates related best practices
- Identifies success stories and internal use cases

Performance Reporting

Quarterly reporting and dashboards highlight:

- Engagement
- Assignment progress
- XP achievements
- Hackathon performance
- Skills assessments
- Success stories and real solutions delivered



Programme Phases

The Citizen Developer Track follows four structured cycles:

- Learning
- Building
- Assessing
- Showcasing

Each cycle enhances skills, increases solution-building confidence, and reinforces organisational value.

End-User Benefits & Wider Workforce Enablement

Participants become:

- Innovators who solve real organisational challenges
- Advocates for the Power Platform
- Supporters who help colleagues adopt modern digital tools
- Completion of the programme empowers Citizen Developers to run small or large-scale training sessions, supporting organisational change and digital transformation.