FUTURE POINT OF VIEW

CITIZEN AUTOMATION SPECIALIST PROGRAM

There is a need to further develop business side specialists with focused talents in digital areas that can help a company win in the market. We have developed a program to help build citizen data specialists within organizations, and it has been successful for those organizations.

We now offer another high-value sister program that's helping business side users to identify and scope automation projects throughout the entire organization.

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WHAT IS A CITIZEN AUTOMATION SPECIALIST PROGRAM?

Organizations invested in resources to amplify their workforce through automation and are struggling to be state of the art.

Software developers can help but they are expensive and hard to keep on the team for the long term because they are in high demand.

One of the cost effective investments you can make to improve automation capabilities is to train business side team members on the basic skills for identifying possible automation improvements, and the ability to do initial design work.

An automation specialist is not a full stack developer, analyst, or administrator. The specialist transforms insight into amplified outcomes using the knowledge to document as-is & to-be process maps, and the ability to self-serve small scale automations using low code tools when available.

A Citizen Automation Specialist is someone who has developed core competencies in the following areas:

- Having an eye to see automation opportunities within the organization

- Able to document "old way" and "new way" flow diagrams

- Understand tools that can be used for automation

- Able to calculate the ROI of automation and decide on investing the effort

- Can proactively solve common challenges around automation

- Aware of the change management required to move from "done-by-hand" to automated

- Able to effectively deal with job reallocation

CITIZEN AUTOMATION SPECIALIST DEVELOPMENT MODEL

It takes time and effort to develop competencies and skills. This is not the training route an Automation Specialist would have gone through in a traditional education track.

Our approach aims to gradually open up areas of competency to the Citizen Automation Specialist to learn how to add value to the organization in new places. When you hire a traditionally trained Automation Specialist, the expectation is that they learned a majority of what they needed in school and are ready to add value on day one - which has been proven to not be true.

The following is the path that we would customize to build a Citizen Automation Specialist Program (CASP).

LEVEL 101
FOUNDATIONAL KNOWLEDGE

This level is an overview of the responsibilities, the tools, capabilities of the organization, and the techniques.

It covers the current state of the organization's automation tools and available data, systematic thinking, creating current and future state process maps, professional automation techniques, avoiding common automation hurdles, and understanding the future of work alongside artificial intelligence.

LEVEL 201

ADVANCED INTERNAL LAB

Citizen Automation Specialists get more hands-on at this level, creating multiple real-world projects for the organization. The goal is applying the foundational concepts learned in 101 with the concrete, applied learning of a lab environment.

CHALLENGES CASP SOLVES

1) Organizations need the ability to amplify their workforce through insight automation from their data in order to make the constant improvements the market and competition demand

2) Developers are very helpful but they struggle to keep up with a large number of needs across the whole organization

3) IT teams have had to carry too much of the burden with automating insight. The business side must take more responsibility for exploiting data

4) Automating the use of data is becoming more critical as AI's, Machine Learning, RPA, etc. are becoming mission critical

NEXT STEPS
HOW TO GET STARTED

We've worked with several large organizations to help enhance automation skills for their teams.

For the exact cost of hiring one or more Full Stack Developers (and in many cases, quite a bit less), we've helped companies invest their resources in training many team members to add additional Automation skills.

To start, we'll develop a proposal that outlines our approach to a full Citizen Automation Specialist program and provide specific pricing and details around completing the Level 101 curriculum.

We will work with you to meet your precise needs in support of your data science initiatives or your strategic needs.

Contact FPOV by email at info@fpov.com or call 405.359.3910

www.fpov.com

WHY WE DO WHAT WE DO
WE ARE INSPIRED BY TECHNOLOGY, LEARNING, AND POSITIVE GROWTH.

First and foremost, we love educating leaders. It's what gets us out of bed in the morning; it's our shot of coffee on the way to work. Seeing the organizations that we help thrive, even under challenging circumstances, is exhilarating.

We believe in technology.

We understand its power to transform. We are also aware that this transformation can either be a positive one or a negative one. We aren't technology cheerleaders; we are technology teachers. We want technology to be a force for good in both the organizations that we work with and in the broader world. That's why we do what we do.

WE ARE PASSIONATE ABOUT TEACHING TECHNOLOGY SO THAT IT CAN PROVIDE A POSITIVE INFLUENCE ON ORGANIZATIONS.

access educational resources @ fpov.com/edu

OUR COMMITMENT TO YOU

We are committed to providing value to you and being a positive force in your organization's advancing journey forward. We understand our duty, and we do not take our mission lightly. We have rules that we have imposed on ourselves as a reminder of the importance of our mission and our responsibility to our clients:

//We will not harm: We will not cause disruption, distraction, or drama while building solid relationships within all layers of your organization, and we will never become a part of internal politics. We will also honor confidentiality when working with the entire team.

//We will always charge a fair amount for services rendered: We always consider client return on investment when finding agreement on rates. We also will keep expenses to a minimum by traveling conservatively.

//We teach you to fish rather than fish for you: We are committed to teaching you how to be successful with technology because we want your organization to grow long after our engagement.

//We will always be frank with advice: Maturing with technology is never easy. We are dedicated to recommending you the most honest advice, even if that advice is difficult to deliver. Sensitive topics will always be handled with complete discretion and care.

//We will always provide top-quality work: Our work will always be above industry standards, from our ideas to the way we present these ideas.

//The work we do lives on. All forms, documents, and tools we provide remain available for your team to continue using within your organization. When this project is closed, the knowledge gained and resources we worked on together remain behind and can mature with your organization.

ABOUT FUTURE POINT OF VIEW

Future Point of View is a technology-strategy firm with corporate offices in Oklahoma City, OK and resources spread across the United States. We have been helping organizations become world class at leveraging technology to create competitive advantage for more than two decades and have years beyond this in collective experience across our consultants.

We work with organizations in many industries, from medium-sized to multi-billion-dollar international entities. Our focus is simple: develop winning strategies, educate clients on market-leading best practices, support them in implementing these strategies to gain competitive advantages and sustainable results.

Our team has marketing-savvy technologists with a deep understanding in business operations, sales, and management. We work to help clients identify the weaknesses in their skills, processes, culture, or infrastructure, and then assist in closing those gaps.

Organizations must continually improve how they balance the use of technology with the human element of business processes. Mastery in this quest will lead to amplified profits and long-term prosperity. The economy will favor leaders who learn to be world class at executing on thought-leading strategies and will punish those who believe they can tread water.

This is the life-long mission of FPOV – to help clients achieve a high level or Technology Mastery. We all benefit when people use technology in more powerful ways.

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