

Citizen Tools Hub

Portal Feature Guide

A simple internal hub to register, review, support, and recognise employee-built tools.

Portal focus	Encourage useful innovation with light governance
Main users	Builders, business owners, IT/security reviewers, managers
Main outcome	Visible ownership, safer tool use, and recognition for good ideas

1. Portal Purpose

Citizen Tools Hub is a central place where employees can register tools they have created, explain the problem solved, identify the owner, request review where needed, and showcase useful work. The portal is intended to feel supportive rather than heavy or compliance-driven.

What the portal helps the organisation do

- Discover useful tools being built by employees.
- Make ownership and support expectations clear.
- Understand whether a tool is personal, team-shared, or business-critical.
- Identify tools that need IT, security, data, or developer support.
- Recognise builders and share examples of good innovation.
- Avoid hidden or unsupported tools becoming business risks.

What the portal is not meant to be

- It is not a large approval bureaucracy.
- It is not designed to discourage experimentation.
- It is not only for IT or security teams.
- It is not a replacement for proper enterprise systems when a tool becomes business-critical.

User groups

User group	How they use the portal
Builder	Registers tools, updates details, adds documentation, and submits tools for showcase.
Business Owner	Confirms ownership, business impact, review need, and support expectations.
IT/Security Reviewer	Reviews tools that use sensitive data, are shared widely, or may be business-critical.
Manager/Leader	Views dashboard, recognises useful work, and identifies teams that need support.

2. Main Portal Features

Feature	What it does
Dashboard	Shows tool counts, tiers, pending reviews, retired tools, time saved, recent tools, and attention items.
Register Tool	Lets employees submit a tool with purpose, owner, department, data use, platform, impact, and support notes.
My Tools	Lets a builder search and view tools associated with their name.
All Tools Register	Provides a searchable and filterable central register for tools, owners, status, and review information.
Review Queue	Lists tools that need IT/security/data review and records practical review decisions.
Tool Showcase	Highlights useful tools, builders, benefits, recognition notes, and demo links.
Guidance & Rules	Explains what can be built freely, when to register, and when review is needed.

Feature principles

- Make useful employee-built tools visible.
- Keep ownership and support expectations clear.
- Use light review only where data, audience, reliance, or risk justifies it.
- Recognise good ideas so the portal feels encouraging, not only controlling.

The portal should ask for enough information to keep tools visible and safe, but not so much that employees avoid registering their ideas.

3. Registering a Tool

The Register Tool page is the main employee entry point. It captures the tool's purpose, who built it, who owns it, where it is used, what data it touches, and what benefit it creates.

Information captured

Area	Examples of information captured
Basic details	Tool name, builder, business owner, department, and purpose/problem solved.
Usage	Who uses the tool: individual, team, department, or wider audience.
Platform and AI	Platform used and whether AI is involved.
Data	Data category and whether sensitive data is used.
Impact	Business benefit, estimated time saved, and what happens if the tool fails.
Support	Documentation link, demo link, escalation notes, and comments.

Tier suggestion

Tier	Typical meaning
Tier 1	Personal or experimental use. No sensitive data. Nobody else depends on it.
Tier 2	Shared with a team or used for an operational process. Owner and review visibility are needed.
Tier 3	Business-critical, sensitive, customer-impacting, or high-risk use. Stronger support and IT involvement are needed.

The tier is a guide, not a punishment. The aim is to match the level of support and review to the importance and risk of the tool.

When an employee should register a tool

- The tool is shared with another person or team.
- The tool supports an operational or recurring task.
- The tool uses customer, employee, operational, or sensitive data.
- The tool saves meaningful time or improves consistency.
- Someone may depend on the tool for a business process.

4. Review Queue

The Review Queue gives IT, security, data, and developer teams a focused list of tools that need attention. The review is intended to be quick and practical.

Tools that normally need review

- Tools marked as Tier 2 or Tier 3.
- Tools that use sensitive, customer, employee, or restricted data.
- Tools used by a team or department.
- Tools that affect operational decisions or important outputs.
- Tools that may need developer support or a support plan.

Reviewer checklist

Question	Purpose
Is the platform approved?	Confirm the tool is built on an acceptable platform.
What data is used?	Understand sensitivity and handling requirements.
Is access controlled?	Check that only appropriate users can access it.
Is human review required?	Confirm important outputs are not blindly trusted.
Is documentation enough?	Make sure another person can understand or support it.
Does it need developer support?	Identify tools that may outgrow citizen-builder ownership.

Review decisions

Decision	Meaning
Approved	The tool can continue with the current owner, notes, and review expectations.
Needs Changes	The tool can be improved before wider use or approval.
Escalate	The tool may be business-critical or higher risk and needs stronger IT/developer involvement.

5. Dashboard and Register Views

Dashboard

The dashboard is designed for managers, IT reviewers, champions, and leaders who need a quick view of activity and attention areas.

- Total tools registered.
- Tools by Tier 1, Tier 2, and Tier 3.
- Pending review items.
- Retired tools.
- Estimated time saved.
- Tools by department and tier.
- Recent tools and tools needing attention.

All Tools Register

The All Tools Register is the main list of registered tools. It helps people find what exists, who owns it, what status it has, and whether review is needed.

Filter/search option	Use
Search	Find by tool name, tool ID, builder, or owner.
Department	View tools in a specific business area.
Tier	Find personal, team-shared, or business-critical tools.
Status	Find ideas, pilots, active tools, retired tools, or rejected tools.
Risk	Focus attention on medium, high, or critical risk tools.
IT/Data Check	Find tools waiting for review or already completed.

My Tools

My Tools gives builders a simple way to find the tools linked to their name and check their current status, owner, review status, and next review date.

6. Recognition and Guidance

Tool Showcase

The Tool Showcase is important because the hub should recognise innovation, not only control risk. It highlights useful work and gives builders credit.

Showcase field	Purpose
Tool Name	Identifies the tool clearly.
Built By	Recognises the employee or team that created it.
Department	Shows where innovation is happening.
Problem Solved	Explains the practical need.
Benefit	Captures value such as time saved, consistency, or improved service.
Demo Link	Allows others to learn from or request access to the tool.
Recognition Notes	Records appreciation, awards, or leadership comments.

Guidance & Rules

The Guidance & Rules page gives employees simple answers before they build or share a tool.

- What can I build freely?
- When do I register a tool?
- What data should not go into AI?
- What is Tier 1, Tier 2, or Tier 3?
- When do I need IT review?
- How do I get help?

Good operating model

- Encourage experimentation with approved tools and safe data.
- Register tools when they become shared, useful, or operational.
- Review only when data, reliance, audience, or risk justifies it.
- Recognise successful tools so builders feel supported.
- Escalate tools that become important enough to need formal support.

Document version: Feature guide for the Citizen Tools Hub MVP.