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Expand what's possible

**Maximizing Pega Success in Federal Projects:
Strategies for Long-Term Success**

Jack Cochran, Jessica Blackwell, Jay Hysenbegasi





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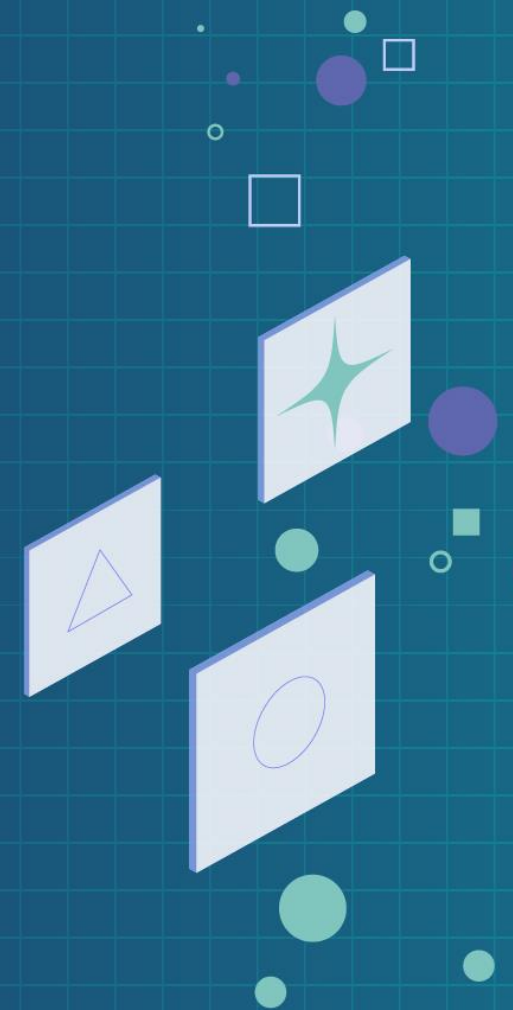
Who are we?
Sky Solutions





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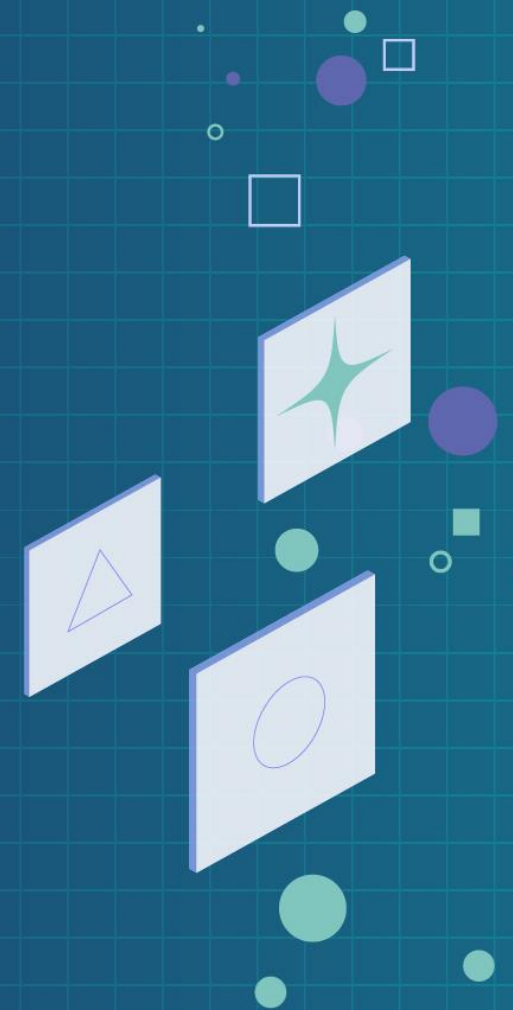
Vehicles and Certifications





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Our Experience





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Speakers



Jessica Blackwell

Pega Certified Business Architect
Sky Solutions



Jack Cochran

Solutions Consultant
Sky Solutions



Jay Hysenbegasi

Principal Architect
Sky Solutions



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Common Challenges in Federal Project Execution

- Complex requirements and compliance standards
- Evolving user needs
- The need for adaptable and sustainable solutions
- Importance of business and IT alignment





Agenda

- Improving UX and TX with 508 compliance
- Leveraging DCO for requirements gathering
- Agile methodologies for adaptability
- Reusable assets for efficiency
- Business and IT alignment
- Sustainability, scalability, and long-term impact





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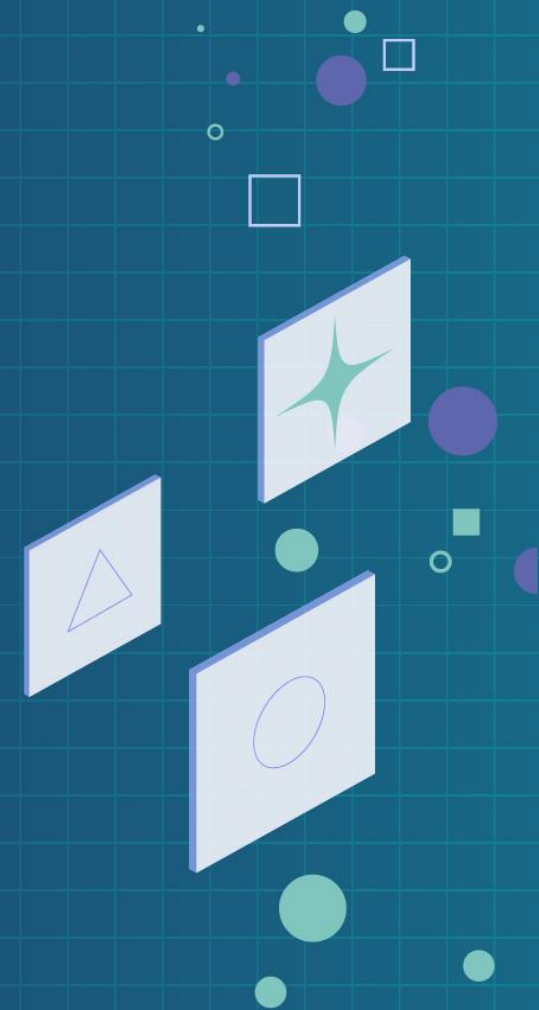
User Experience (UX)



Total Experience (TX)



508 Compliance



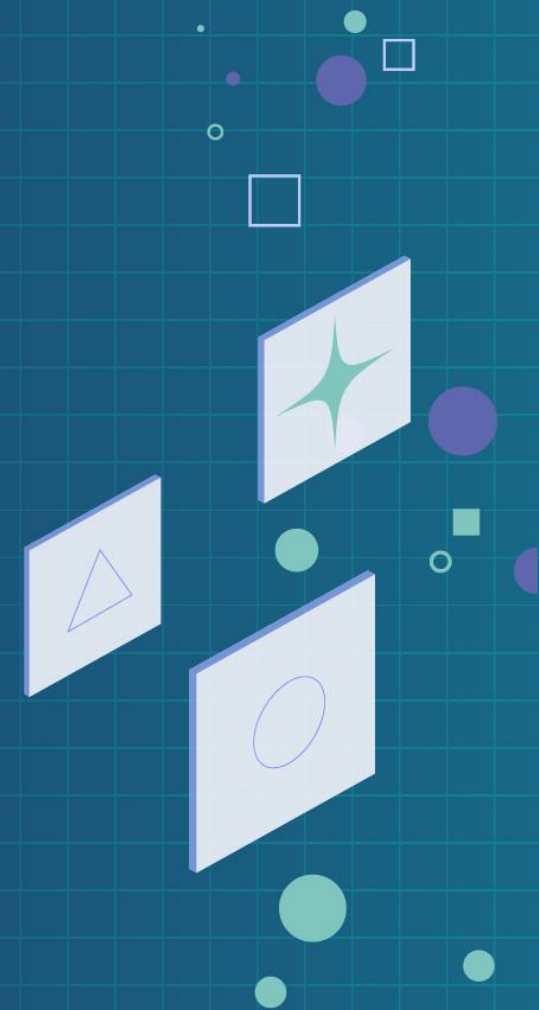


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508 Compliance

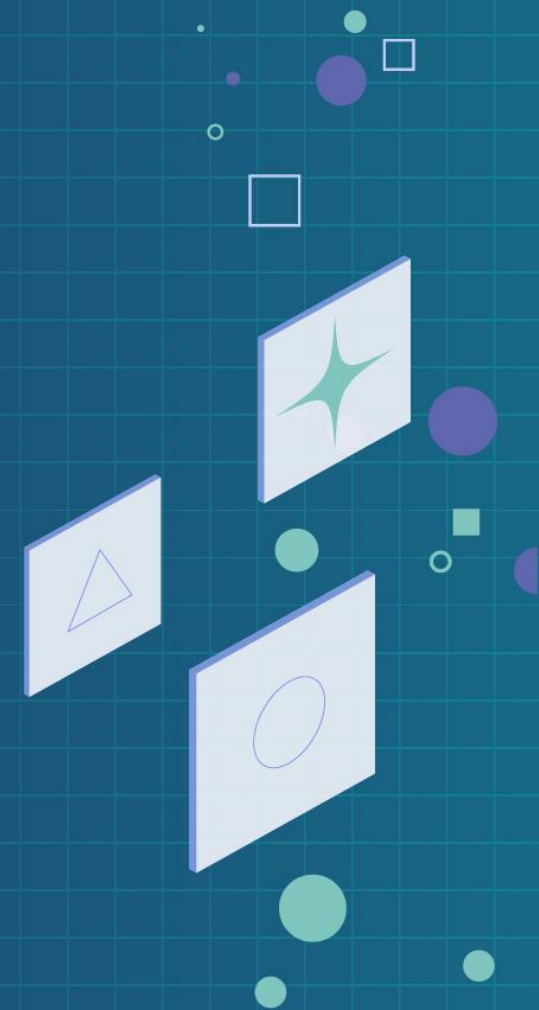
- How Pega supports accessibility and compliance





User Experience (UX)

- Differences between UX and TX (and importance of 508 compliance)
- Strategies for improving both in federal projects





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UX, TX, 508 Recommendations

- Involve real users early in the process through regular feedback loops.
- Incorporate 508 Compliance from the Start
- Training and Awareness for Stakeholders





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Direct Capture of Objectives (DCO) & Agile





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Enhancing Adaptability with Agile

- Agile's role in federal projects: flexibility and quick iterations
- How Agile integrates with Pega
- Real-world benefits in federal environments





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Meeting the Demand:

Context: Federal agencies are under increasing pressure to deliver citizen-centric solutions rapidly due to evolving needs and technological advancements.

Agile is the Key: When implemented correctly, Agile methodologies enable teams to adapt quickly, deliver incrementally, and respond to change efficiently.



Sky Solutions' Proven Expertise:

Experience: We have successfully guided major federal agencies—including the Department of Justice, Social Security Administration, and Internal Revenue Service—through their Agile transformations with Pega.

Expertise: Our deep understanding of both Agile practices and Pega's capabilities positions us to deliver projects on time and within budget.



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Direct Capture of Objectives (DCO)



How DCO ensures accurate, stakeholder-driven requirements



Aligning business objectives with Pega's capabilities



Best practices for using DCO in federal projects



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Agile Pitfalls: Agile isn't a free pass to skip planning. Success hinges on a clear vision, defined processes, and stakeholder buy-in. Start with a robust product roadmap and backlog aligned with your goals.



Early Warning Signs

Unclear Requirements:

Symptom: Vague or constantly changing requirements.

Solution: Collaborative DCO sessions for detailed user stories and acceptance criteria.

Lack of Communication: *Symptom:* Siloed teams, duplicated effort. *Solution:* Daily stand-ups, sprint reviews, and retrospectives.

Scope Creep: *Symptom:* Uncontrolled project expansion. *Solution:* Pega's visual tools and a prioritized backlog.



Sky Solutions - Your Agile Partner:

Certified Pega & Agile Resources: Experts in both platforms.
Tailored Delivery

Methodologies: Adaptable frameworks to fit your agency's culture and needs.

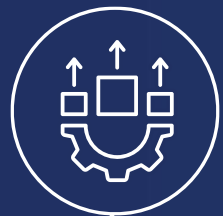
Comprehensive Delivery Support: Tools and components for connectivity, change management, and more, ensuring on-time, on-budget project delivery.



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Seamless Synergy: Pega's inherent capabilities perfectly complement Agile methodologies, fostering rapid development and iterative delivery.



DCO (Directly Capture Objectives):

- **Collaborative Workshops:** Pega's DCO facilitates collaborative workshops where business and IT stakeholders work together, directly capturing requirements and objectives in real-time.
- **Visual Modeling:** DCO uses visual models and intuitive tools to define user stories, acceptance criteria, and process flows, ensuring shared understanding and minimizing ambiguity.
- **Living Documentation:** Requirements captured in DCO become part of the live application documentation, eliminating the need for separate, static documents that quickly become outdated. This living documentation adapts with each iteration, reflecting the current state of the application.



Microjourneys

- **Focused Value Delivery:** Microjourneys break down large projects into smaller, manageable units of value, each delivered in a short sprint cycle (typically 2-3 weeks). This allows for rapid feedback and course correction.
- **Rapid Prototyping:** Pega's visual development tools enable rapid prototyping and iterative refinement, bringing requirements to life and ensuring they meet user expectations.
- **Continuous Improvement:** Built-in feedback mechanisms and retrospective reviews within each Microjourney encourage continuous improvement and adaptation to changing business needs.



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DCO and Agile Recommendations

- Integrate Business and IT Teams Early
- Embrace Continuous Feedback Loops
- Design Modular Applications for Flexibility





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Reusability & Business and IT Alignment





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Reusability in Federal Projects

- Benefits of creating reusable assets (e.g., components, templates)
- Examples of reusable solutions in Pega implementations
- Long-term gains: time and cost savings





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- **Reusable assets enhance the ability to scale, maintain & adapt to changing needs.**
- **Create Modular Design & Layered Architecture**
 - Reduce Implementation Time
 - Experience Uniform, Low-Maintenance UI
 - Reduce Training Time



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- **Governance Frameworks purposefully drive implementation**
- **Govern Assets & Documentation**
 - Reduce Handoff Time
 - Reduce Defects
 - Follow Best Practices



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➤ **Centralized Assets to Drive Innovation**

- Avoid Duplicate Efforts
- Maintain Consistency
- Retain Knowledge
- Remove Silos
- Leverage Existing Innovation



Business and IT Alignment for Holistic Success

- Strategies for ensuring business objectives and IT initiatives are in sync
- Bridging the gap between technology and operations
- How to create alignment through shared goals and metrics





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Transparency

- Strategize
- Set Goals
- Boost Morale



Inspection

- Clarify
- Prioritize
- Tailor



Adaptation

- Deliver High Value First
- Accommodate Shifting Deadlines
- Ensure Solutions Solve the Real Problem
- Clarify Early and Often



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Reusability and Business/IT Recommendations

- Promote Cross-Functional Collaboration from the Start
- Leverage Pega's Reusable Components
- Align IT Solutions with Business Outcomes
- Build Reusability into Governance Models





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Reusability and Business/IT Recommendations

- Promote Cross-Functional Collaboration
- Promote Team Diversity
- Foster a Culture of Documentation
- Establish Platforms for Continuous Improvement
- Align IT Solutions with Business Outcomes
- Elicit Feedback before Large Scale Implementation



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Thank You

