Government Pega COE Community of Practice

Presented and Moderated by
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SSA Pega COE Lead, PM

Agenda

- Goals of Pega COE Gov. Com. of Practice
- Pega COE Measures of Success
- Pega COE Core Competencies & Main Challenges
- COE Leadership Best Practices
- Next Steps

Pega COE Government Community of Interest Goals

- Foster a community of Pega COE leaders who can learn from each other as well as reuse assets and best practices.
- Provide a space for agencies desiring to build a COE to learn from successful COEs, how to get started, etc.
- Promote collaboration with COE leaders so we can learn from each other on topics such as innovation, governance, internal consultancy, communication strategy, new project onboarding, AI, ML, etc.

Leverage & Multiply Each Participating Agency's Competency and Knowledge

- Governance Best Practices
- Internal Consultancy Best Practices
- Communication Best Practices
- Reusable Components (e.g. Blueprint Libraries)
- Security Best Practices
- Innovation (including AI and Proof of Concept Implementation) –e.g. Blueprint Libraries

SSA Pega COE Core Competencies & Responsibilities

- Governance
- Internal Consultancy
- Communication
- Reusable Components
- Security
- Innovation (including AI and Proof of Concept Implementation)

SSA Pega Platform Success Criteria

Our measure of success is the value added to our external and internal customers

Time Saved

Increasing efficiency through process improvement and automation

Money Saved

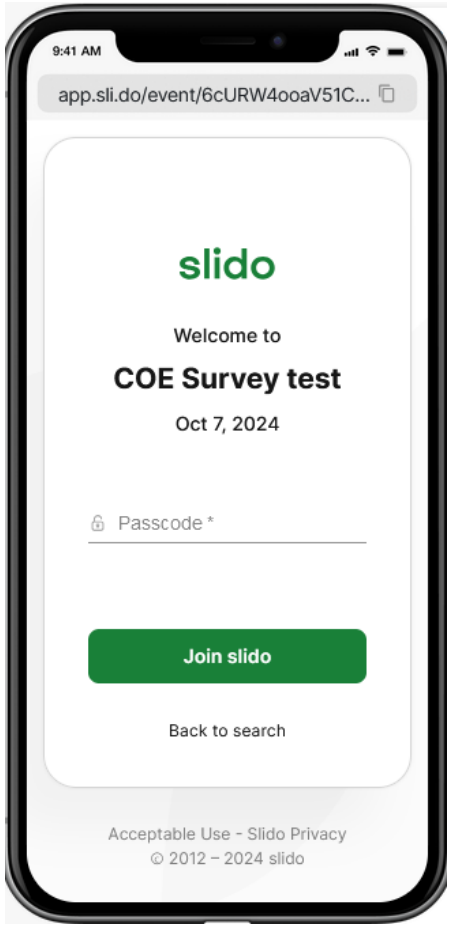
Savings through faster time to market, enhanced operational insights, and more user-friendly applications

Increased Customer Satisfaction

Improving internal and external stakeholder experiences

Using your phone, scan the QR code below - it should take you directly to the online poll and log you in – if not, enter the passcode – **c5fe2h – and join slido.com**

Screen view



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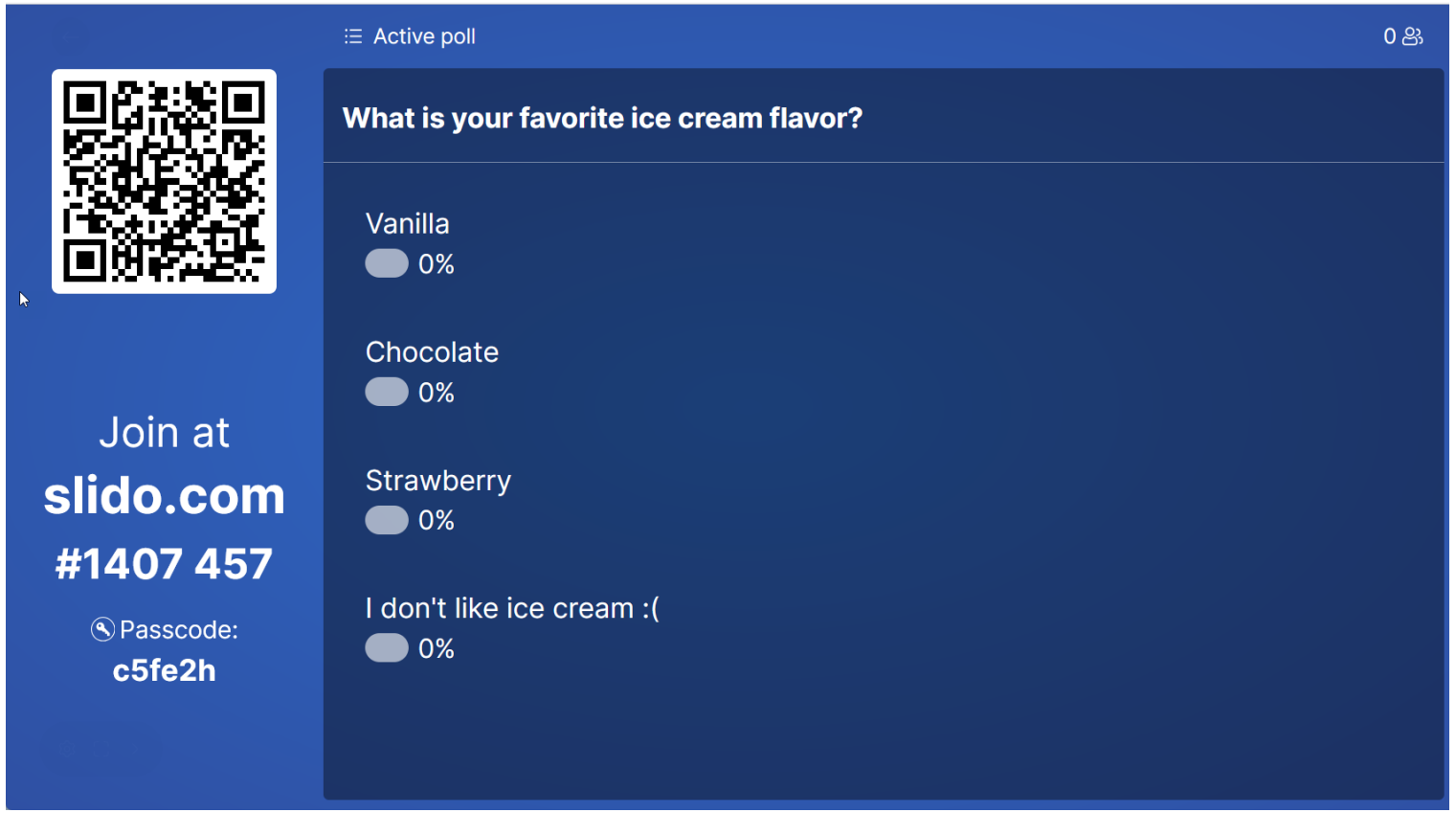
Using your phone - select the choice and hit send

(this would be a test survey question for all attendees so they could see how the process worked)



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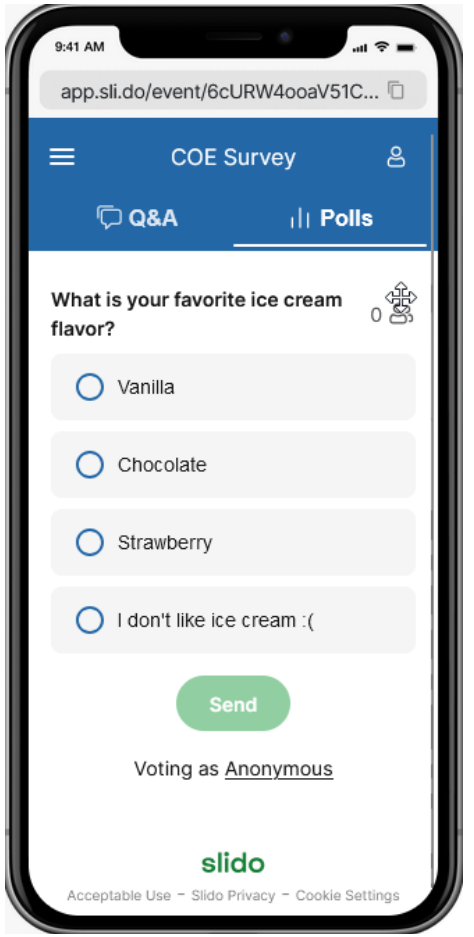

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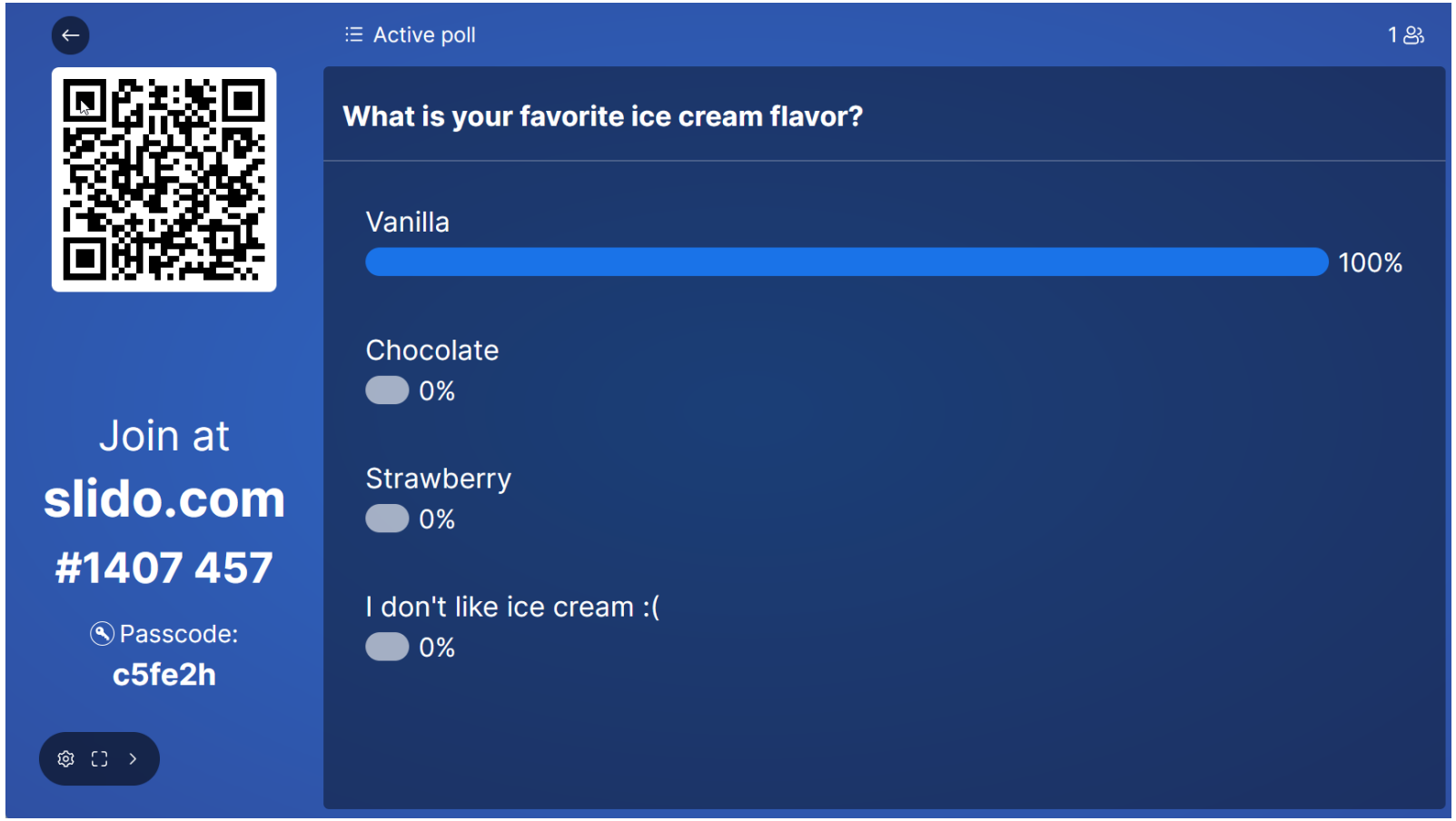
View of real time results on the screen:



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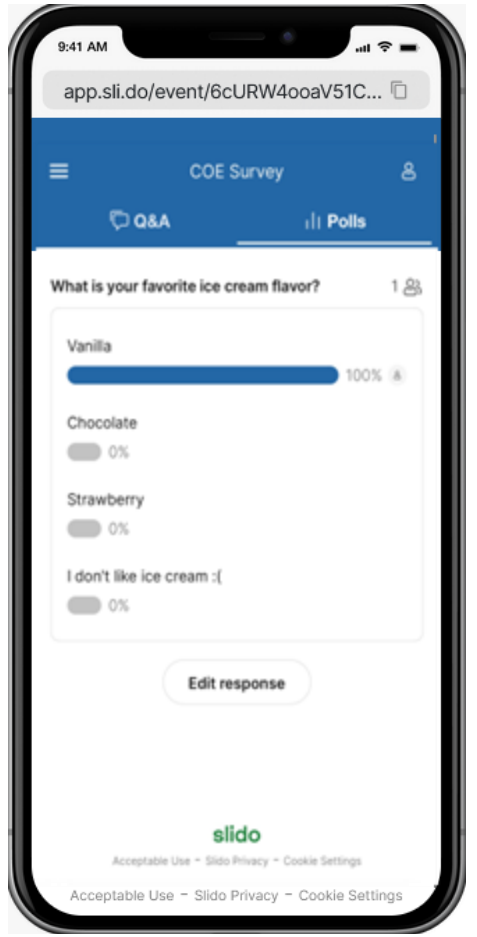

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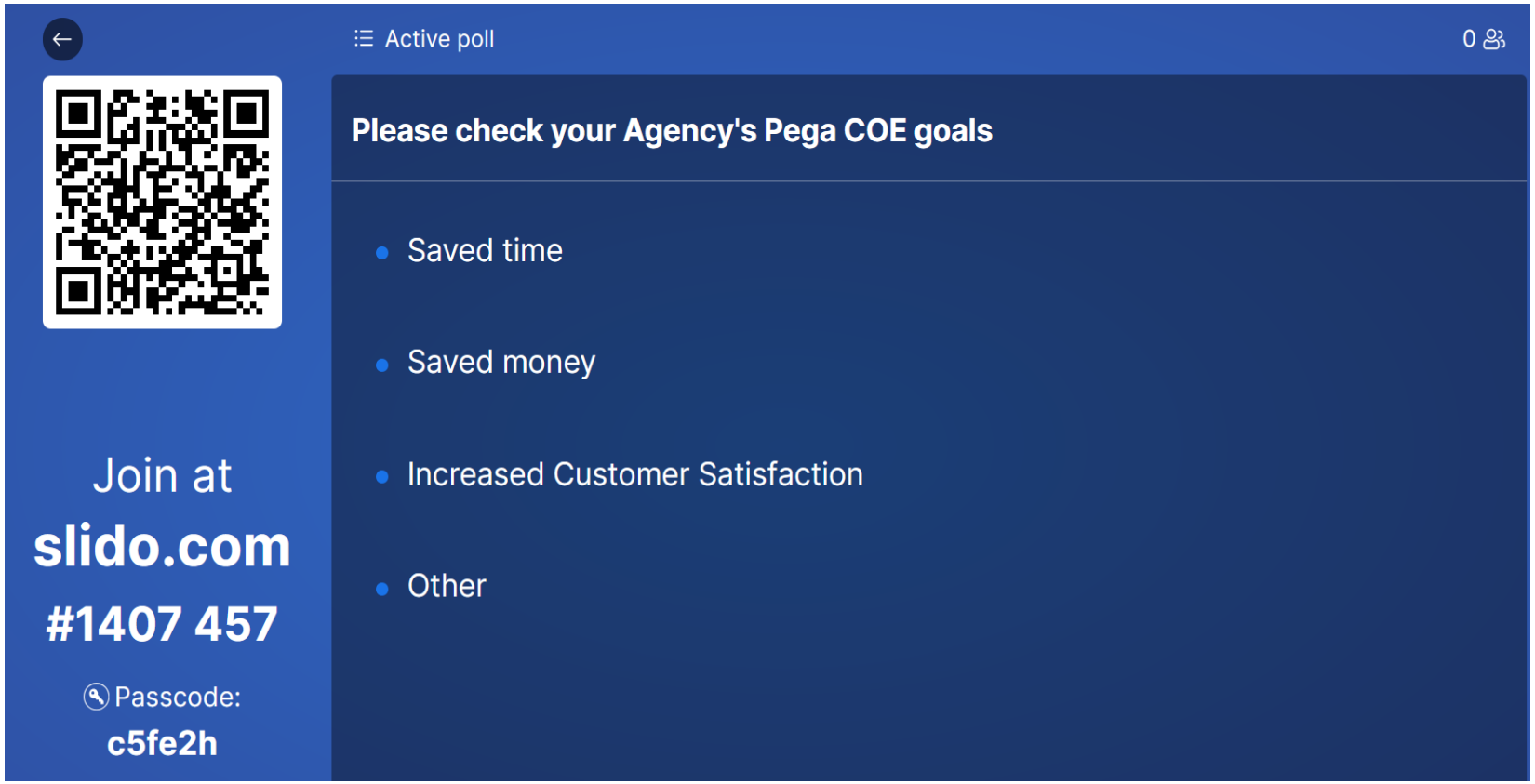
Survey Q 1 – COE Goals

Please Check your Agency’s Pega COE goals



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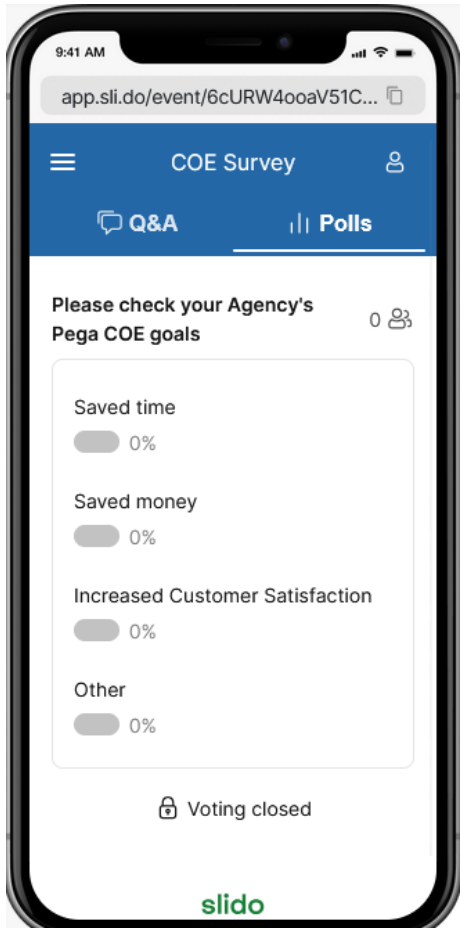

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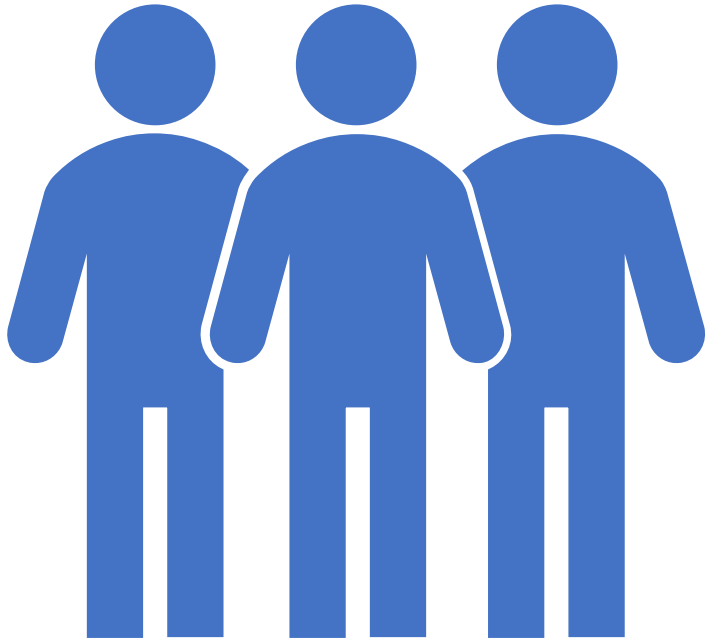
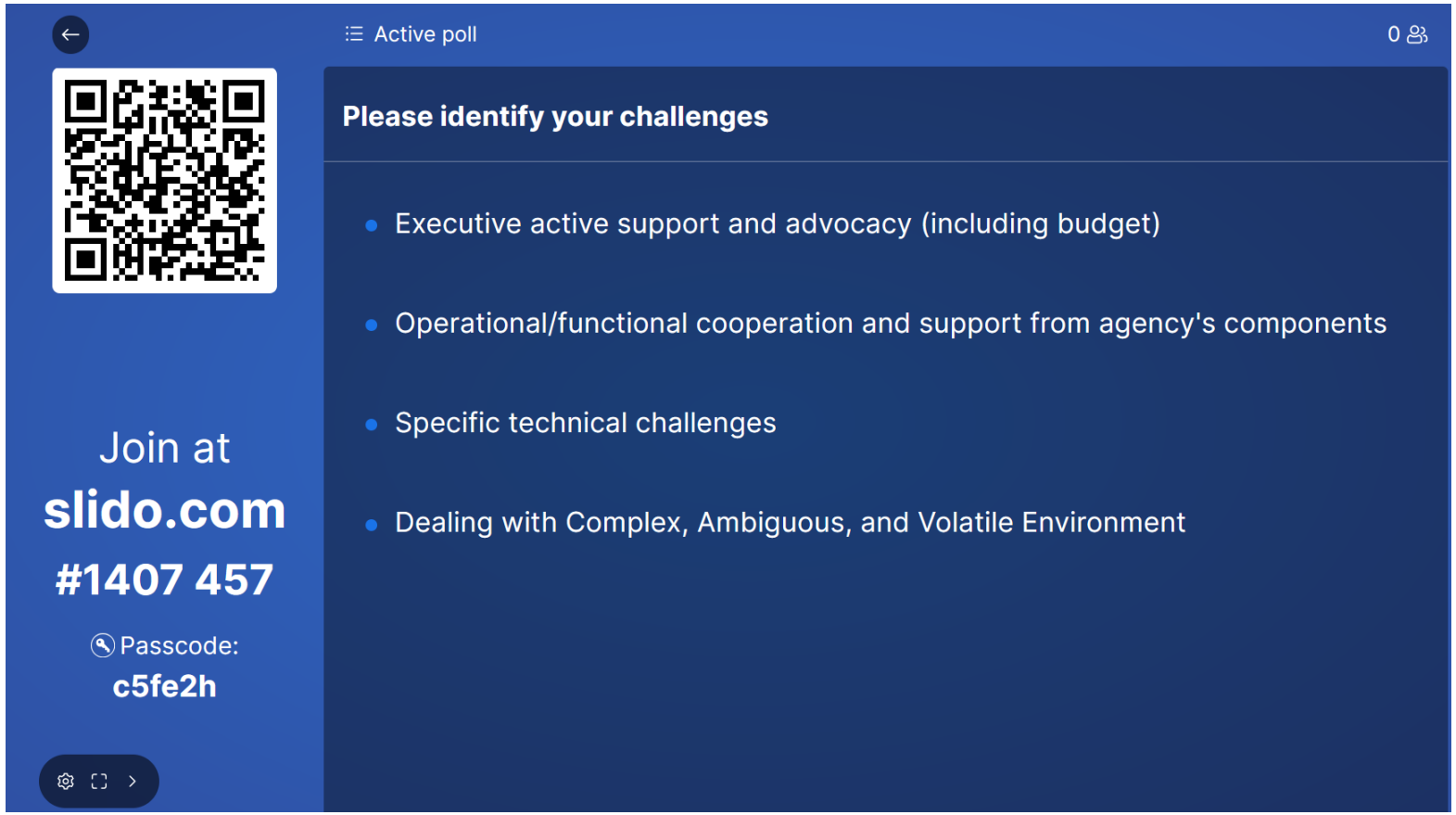


Pega COEs Main Challenges Across the Government

- Lack of Consistent Stakeholders' Support
  - Executive active support and advocacy (including budget)
  - Operational/functional cooperation and support from agency's components
    - Infrastructure Groups (DB Admin, Cloud Groups, Linux, etc.)
    - Application Product Teams
    - Office of Information Security
    - Acquisition Components
    - Enterprise Architecture
    - IT Investment Planning Groups
    - Other
- Specific Technical Challenges (Implementation, Integration, Deployment)
- Complex, Ambiguous, and Volatile Environment

Survey Q 2 - Challenges

Please identify your challenges



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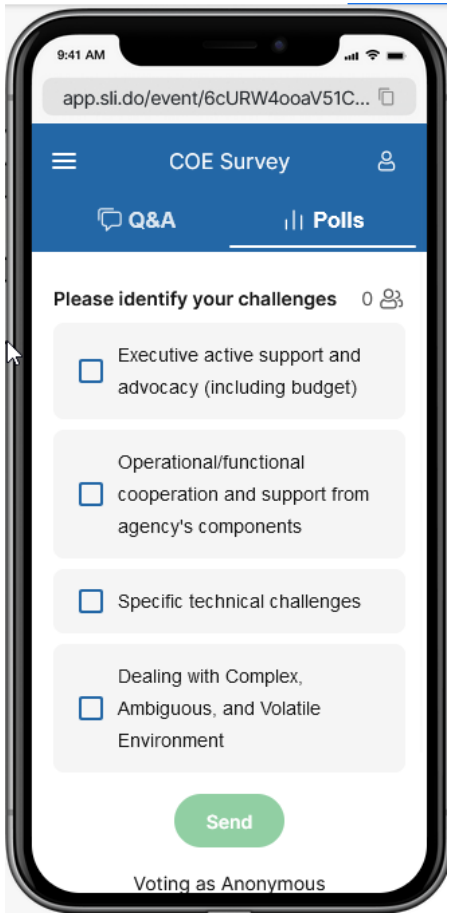

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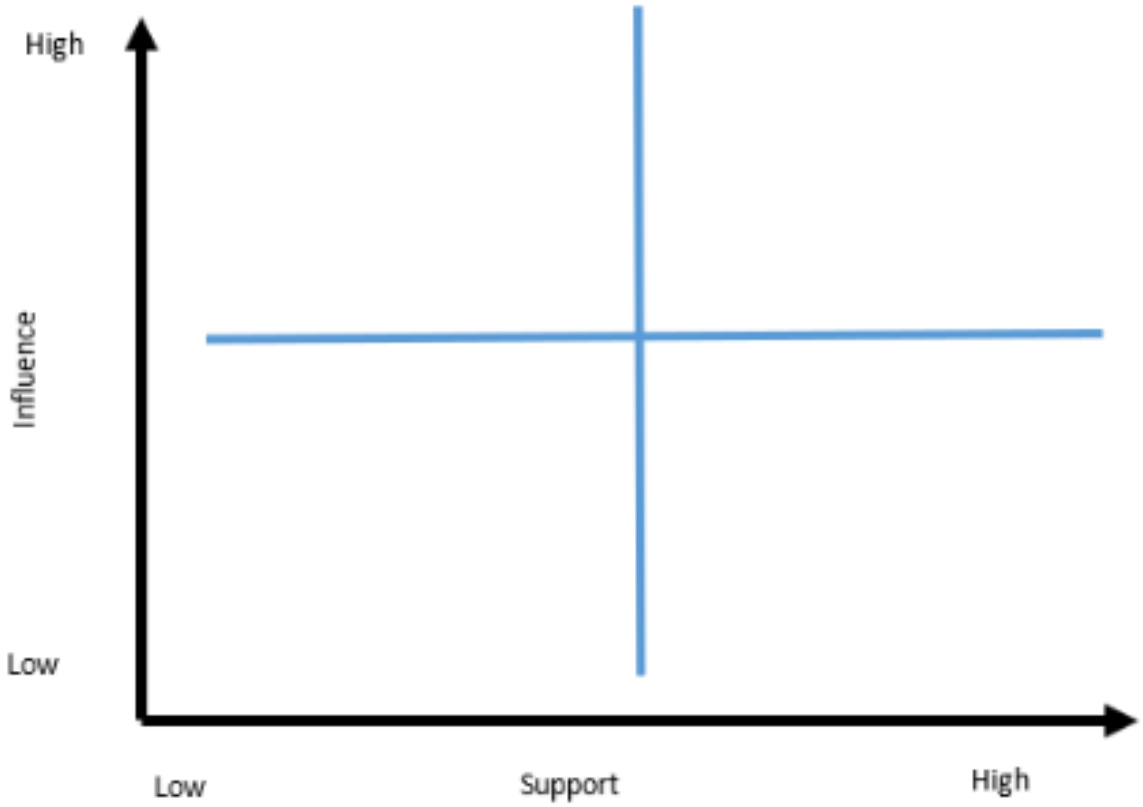
Solutions to the Challenges

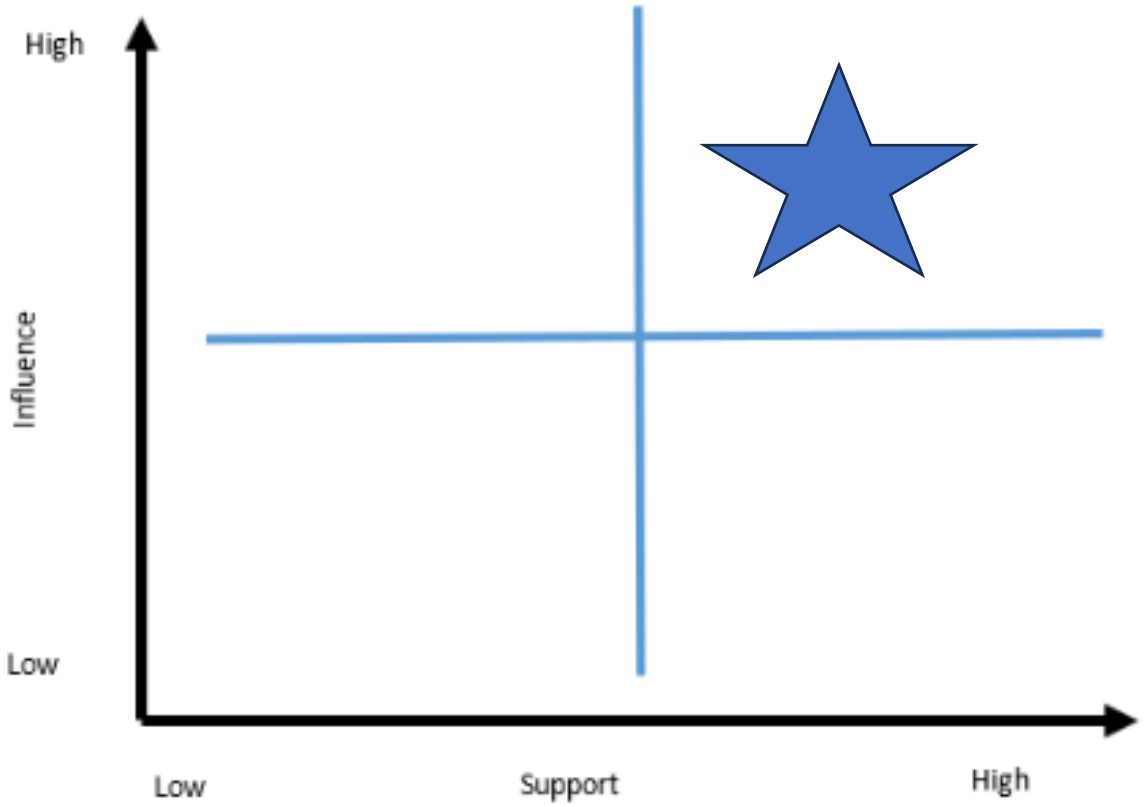
Proper identification, classification, influencing, and management of stakeholders

Changing the Pega Platform Leadership Approach

Proper identification, classification, influencing, and management of stakeholders



We need to focus on the “High Influence- High Support” quadrant.



Proper identification and classification of stakeholders will help to prepare for critical conversations.

Stakeholder Name	Position	Key Facts (e.g., years in position, work relationship to me, responsibilities, work history)	My Interferences about Their Personality/Motivation that May Impact Change

Changing the Pega Platform Leadership Approach

- To be successful, the Pega COE Leadership in the modern complex, volatile, and ambiguous environment should expand the traditional leadership framework (including transformational and transactional leadership).
- The Pega COE Leadership must do more than set strategic platform direction, govern, consult, inspire others, and drive execution.
- They also need to take on a third role of building and enabling employee networks outside the Pega COE, thereby helping employees maximize their enterprise contribution.

Pega COE Transformational Leadership Role

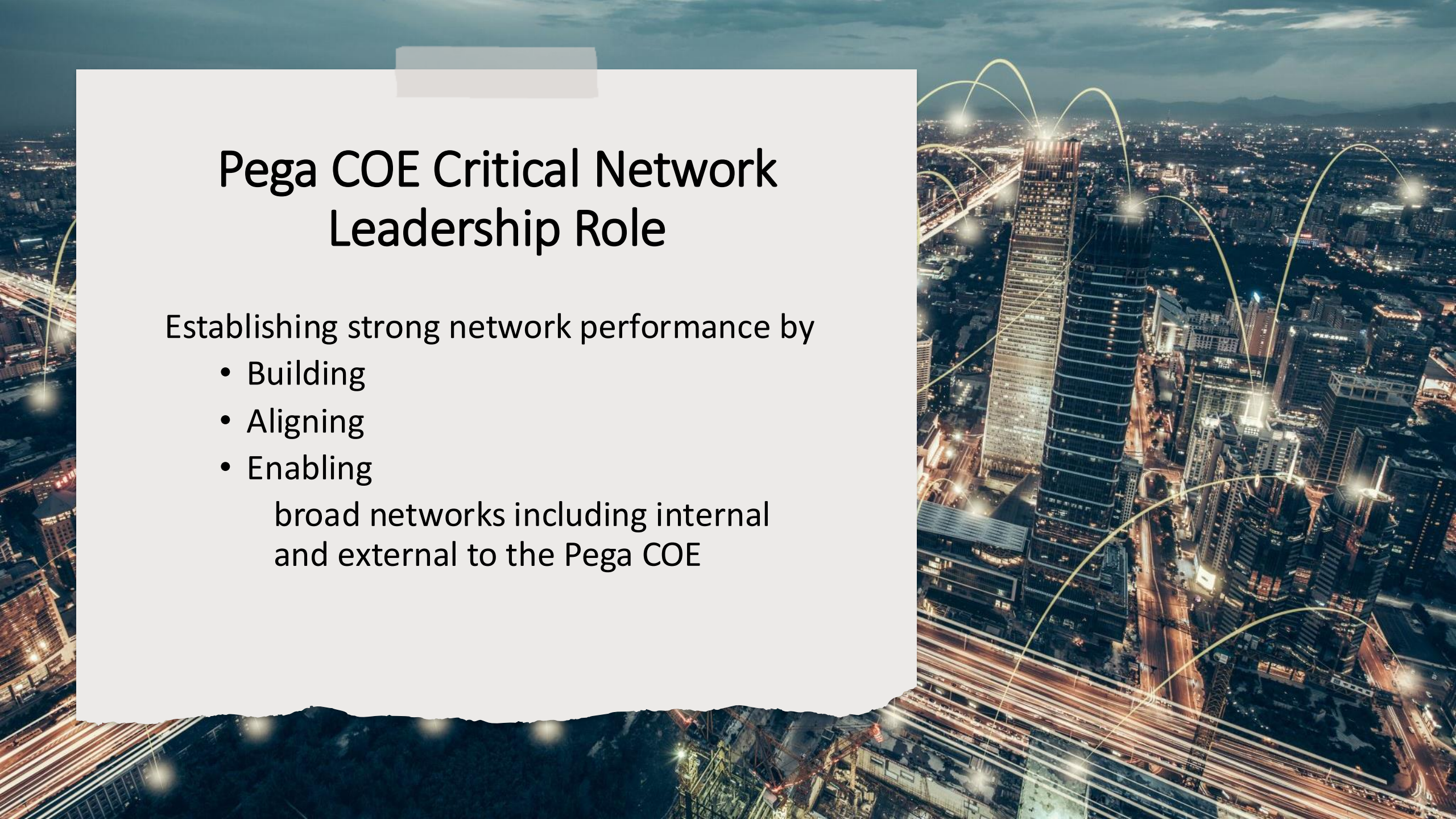
Align Platform Adoption to Agency Strategic Goals

Inspire others to foster change and focus on shaping the Platform's mission, aligning to the agency's strategy, and best practices. We should motivate others to perform beyond expectations.

Pega COE Transactional Leadership Role

Organize and direct Pega COE members to ensure efficient strategy execution.

- Setting objective and goals
- Monitor performance
- Managing employee work
- Distributing rewards



Pega COE Critical Network Leadership Role

Establishing strong network performance by

- Building
- Aligning
- Enabling

broad networks including internal and external to the Pega COE

Leverage & Multiply Each Participating COE's Competency and Knowledge

Governance Best Practices

Internal Consultancy Best Practices

Communication Best Practices

Reusable Components (e.g. Blueprint Libraries)

Security Best Practices

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Survey Q 3 – Topics You Would Like to Present

Please Let Us know What Topic You Would Like to Present

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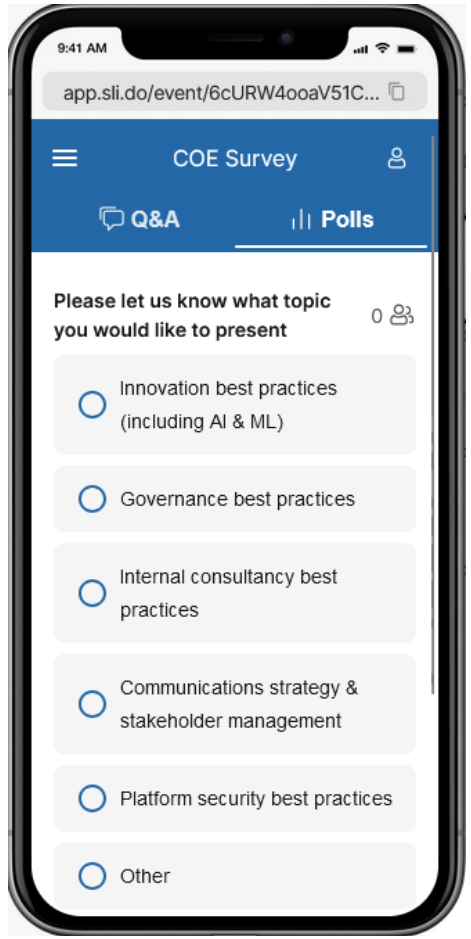

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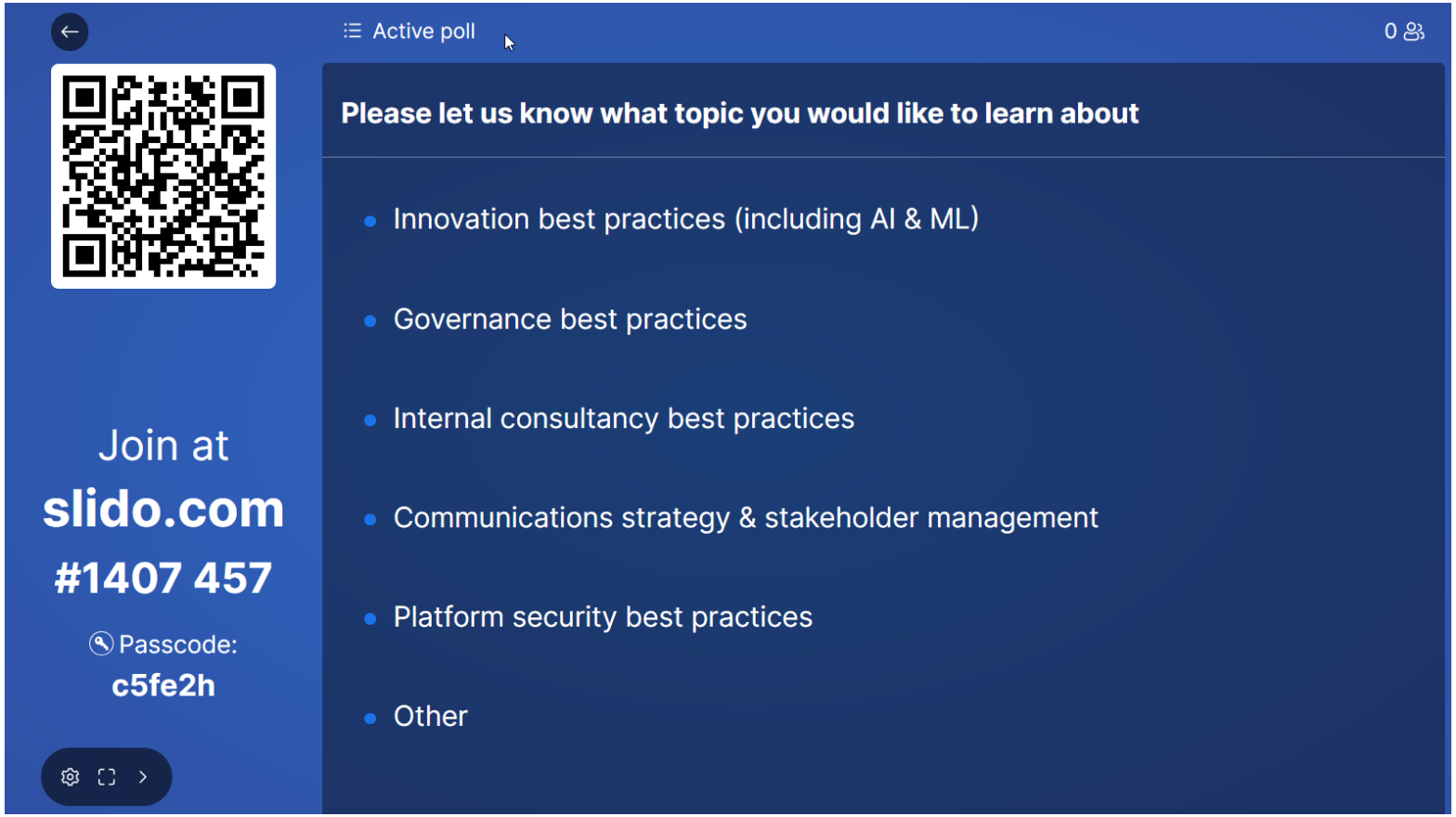
Survey Q 4 – Topics You Would Like to Learn About

Please Let Us know What Topic You Would Like to Learn About



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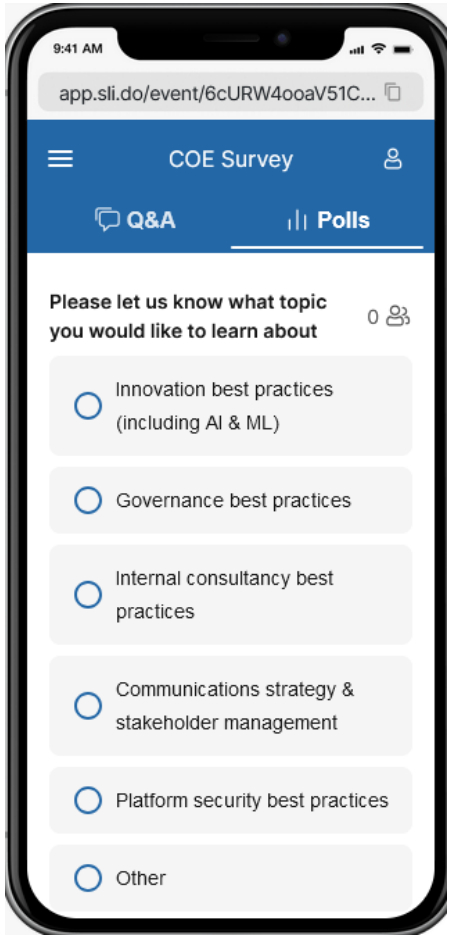

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Discussion