

# PEGA DELIVERY EXCELLENCE WORKSHOP

Increase your project delivery success with agile tools and techniques

A PEGA DATASHEET

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## Determine the Right Delivery Model for Your Project

With today's rapidly changing business environment, selecting the right methodology to create and deliver your software solutions matters. Organizations need a proven, yet adaptable approach to ensure the highest rate of success and reduce project risks as much as possible. At the same time, software development is undergoing a transformation from a rigid, sequential, process-driven approach to a more adaptive, business value-driven approach called Agile development.

The Delivery Excellence Workshop (DEW) enables your organization to realize the benefits of moving to a more iterative/agile methodology and understand what that journey would look like for you. The DEW minimizes many of the key challenges associated with selecting a delivery methodology by examining your existing implementation practices, evaluating options, and educating the participants on how to transition to a more optimal, agile implementation approach.

### Workshop Outcomes:

By the end of this hands-on, interactive workshop, you will:

- Learn benefits and risks of different methodologies and approaches
- Determine the best methodology approach for your Pega project that is aligned to your organization's needs
- Establish an enablement plan for adapting to the new delivery model
- Have a closer, collaborative and transparent relationship between IT and Business

### Topics Covered:

- An overview of Scrum and Iterative Waterfall approaches
- Support tools, such as an Effort Sizing Tool, Project Plan and Status Report Template
- Governance Models
- Pega delivery best practices, including Pega® Directly Capture Objectives tools and techniques
- Organizational change concepts

### CHALLENGE

Choosing the right delivery methodology is a critical project success factor. There is a spectrum of methodologies to adopt. Organizations struggle to decide which best fits their company and project and how they should transition from one to another. What does the journey look like? What elements play a role in a successful transition?

### SOLUTION

Pega's Delivery Excellence Workshop (DEW) takes a deep dive look into your current implementation lifecycle, resource pool and organizational structure to determine which delivery approach is best for you. During this collaborative workshop, we explore your current state model, examine options for delivery and establish a roadmap for the best fit approach to drive project success.

## Who are recommended participants?

### Pega Resources:

- Delivery Excellence Workshop Leader/Facilitator
- Account team as required

### From your Organization:

- Executive Sponsors
- Program/Project Manager
- Business Team Representatives
- Technical Team Representatives
- Testing Team Representatives
- Empowered Decision Makers

### From Pega Delivery Partners, as required:

- Program/Project Manager
- Business Team Representatives
- Technical Team Representatives
- Testing Team Representative

## How long is the workshop?

The workshop itself is three days. There is an additional day required to prepare artifacts and deliverables.

## What is the format of the workshop?

Due to the highly interactive nature of this workshop, all attendees are expected to be physically in the same room. It is not recommended for this to be a “virtual” workshop with remote attendees.

## Want to learn more?

Contact your Pegasystems Practice Leader or email [PegaDeliveryWorkshops@pega.com](mailto:PegaDeliveryWorkshops@pega.com) today to discuss your methodology needs. We will work with you to schedule a workshop that meets your goals.

## About Pegasystems

Pegasystems revolutionizes how leading organizations optimize customer experience and automate operations. Our strategic applications seamlessly connect customers’ marketing, sales and customer service to their back office operations, and they are uniquely built to rapidly adapt and scale to meet changing customer demands. We’ve reinvented CRM to meet customers’ needs for a personalized, real-time experience via any channel. Visit us at [www.pega.com](http://www.pega.com).



NURTURE



COLLABORATE



PLAN

The Delivery Excellence Workshop starts with education that fosters a nurturing, collaborative environment designed to engage your organization, ultimately yielding a go-forward plan for adopting your selected optimal delivery methodology