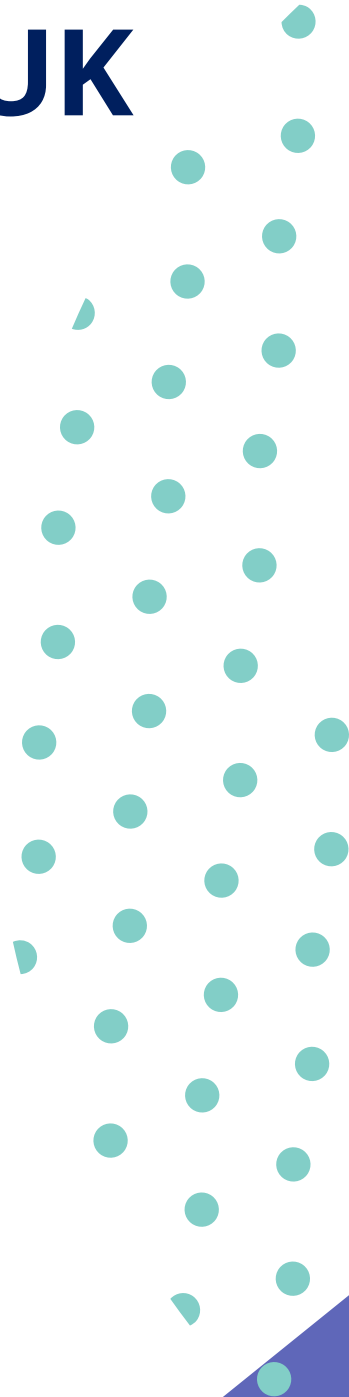




PEGA®

Aligning Pega with UK Government Digital and Technology Standards



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1 Section 1: Introduction



The UK Government is committed to a profound digital transformation of its public services, guided by two foundational documents: the Government Service Standard and the Technology Code of Practice.

These frameworks ensure that services are user-centric, efficient, secure, and built on sustainable technology.

For government departments seeking to modernise, selecting the right technology partner is critical to meeting these standards.

This white paper explores how the Pegasystems (Pega) platform for AI-powered decisioning and workflow automation aligns with these core UK Government principles.

It will demonstrate how Pega's low-code environment, dynamic case management, integration capabilities, and robust security posture provide a comprehensive toolkit for building and operating public services that meet the high expectations of both the government and its citizens.

Section 2:

Pega's Alignment with the UK Government Service Standard

The Government Service Standard is a 14-point framework designed to help teams create and run effective, user-focused public services. It guides the entire service lifecycle, from initial user research to long-term operation and improvement.



The 14 points are:

1. Understand users and their needs
2. Solve a whole problem for users
3. Provide a joined-up experience across all channels
4. Make the service simple to use
5. Make sure everyone can use the service
6. Have a multidisciplinary team
7. Use agile ways of working
8. Iterate and improve frequently
9. Create a secure service which protects users' privacy
10. Define what success looks like and publish performance data
11. Choose the right tools and technology
12. Make new source code open
13. Use and contribute to open standards, common components and patterns
14. Operate a reliable service

This section details how the capabilities of the Pega platform map directly to each of the 14 points of the Government Service Standard.





2.1 Understand users and their needs

Develop a deep understanding of users and the problem you're trying to solve for them.

The Pega platform provides tools to develop a deep, data-driven understanding of citizen needs.

- **Journey-Centric Design:** Pega is designed to be “journey-centric,” allowing departments to map, visualise, and manage the end-to-end citizen experience across all touchpoints. This helps teams understand the “whole problem” from the user’s perspective.
- **Dynamic Case Management:** Pega’s case management provides a 360-degree view of a user’s entire process, such as a benefit application or license request. This allows departments to model and understand complex, unpredictable user journeys.
- **AI-Powered Insights:** The platform uses AI and machine learning to analyse user interactions in real-time, helping teams identify pain points and make data-driven decisions to improve services.
- **Rapid Prototyping:** Pega’s low-code platform enables the rapid creation of prototypes that can be tested with real users to validate hypotheses about their needs. The Pega GenAI Blueprint™ can further accelerate this by generating application designs based on best practices.

2.2 Solve a whole problem for users

Work towards creating a service that solves a whole problem for users, working with other teams and organisations where necessary.

Pega’s architecture is designed to orchestrate complex, end-to-end processes that span multiple government departments and systems.

- **End-to-End Case Management:** A “case” in Pega represents a complete unit of work, orchestrating all the steps, data, and stakeholders required to resolve a citizen’s need from start to finish.
- **Breaking Down Silos:** The platform is designed to integrate with existing legacy systems and orchestrate work across different departments, preventing users from having to supply the same information multiple times. A prime example is the UK Home Office’s use of Pega to manage residency applications, which required collaboration with multiple government bodies, including HMRC and the DWP.
- **Intelligent Automation:** AI is used to score and route work, freeing up caseworkers to focus on complex cases that require human intervention, leading to a more efficient and effective service for all users.



2.3 Provide a joined-up experience across all channels

Work towards creating a service that meets users' needs across all channels, including online, phone, paper and face to face.

Pega enables a seamless and consistent service across online, phone, paper, and face-to-face interactions.

- **Omni-Channel Engagement:** Pega allows departments to design customer journeys that flow seamlessly across various channels without losing context. A citizen can start a process online and continue it over the phone, with the service agent having a complete view of all previous interactions.
- **Centralised Citizen View:** Dynamic case management creates a single, unified view of a citizen's journey that can be accessed and updated through any channel.
- **Legacy System Integration & Modernisation:** Pega's ability to integrate with existing legacy systems is vital for creating a joined-up experience, as it enables seamless data flow between new digital services and older back-end systems.

Assisted digital and non-digital access

In line with the Government Service Standard, services built on the Pega platform can be designed to support users who are unable or unwilling to complete journeys fully online. Pega's case-centric architecture enables assisted digital delivery models where trained caseworkers, contact centre staff, or authorised proxies can initiate, progress, or complete cases on behalf of users, while maintaining a single, auditable service record. This supports consistent service delivery across online, telephone, paper, and face to face channels, ensuring that users receive equivalent outcomes regardless of channel choice. Assisted digital support is configured in accordance with departmental policy, with appropriate access controls, identity checks, and audit trails to protect user data and service integrity.

2.4 Make the service simple to use

Build a service that's simple, intuitive and comprehensible. And test it with users to make sure it works for them.

Pega helps hide underlying government complexity from the end-user, creating intuitive and efficient services.

- **Automating Complexity:** Pega excels at orchestrating intricate rules and multi-departmental handoffs behind the scenes. HMRC has used Pega to automate large-scale workflows, simplifying the taxpayer experience and speeding up decision-making.
- **Rapid, Iterative Design:** The low-code platform allows for the fast creation and adaptation of services based on user feedback. The UK Home Office used Pega to build and launch its EU settlement scheme platform in a few months, successfully processing millions of applications.
- **Personalised Guidance:** AI-powered decisioning can personalise interactions and proactively guide users to the information or service they require, simplifying their journey.



2.5 Make sure everyone can use the service

Provide a service that everyone can use, including disabled people and people with other legally protected characteristics. And people who do not have access to the internet or lack the skills or confidence to use it.

The Pega platform is built with accessibility at its core, enabling departments to create inclusive services.

- **Compliance with Standards:** Pega is evaluated against Web Content Accessibility Guidelines (WCAG) 2.2 AA standards, a globally recognised benchmark for web accessibility and publishes a Voluntary Product Accessibility Template
- **WAI-ARIA Support:** The platform supports the Web Accessibility Initiative-Accessible Rich Internet Applications (WAI-ARIA) standard, which helps assistive technologies like screen readers interpret and interact with web content.
- **Built-in Accessibility Tools:** Pega provides an “Accessibility Inspector” to help developers identify and fix issues. It includes a “Disability preview” feature that simulates how an application will appear to users with different visual impairments, such as colour blindness.
- **Responsive Design:** Applications built on Pega are automatically responsive, adjusting to fit the screen size of any device, from desktops to mobile phones.

Assisted digital and non-digital access

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While the Pega platform is designed to support WCAG 2.2 AA compliance, departments remain responsible for ensuring that services built on Pega are tested, assured, and evidenced as accessible, including assisted digital support where required.”

2.6 Have a multi-disciplinary team

Put in place a multidisciplinary team that can create and operate the service in a sustainable way.

Pega’s low-code, collaborative environment breaks down silos between business, IT, and policy experts.

- **Bridging Business and IT:** The platform’s visual, model-driven approach allows non-technical team members (such as policy experts and service designers) to be active participants in the application development process, ensuring the final service accurately reflects user needs.
- **Collaborative Tooling:** Features like Pega Pulse (an integrated messaging system) and Pega GenAI Blueprint™ (an AI-powered design tool) facilitate seamless collaboration and shared understanding across a multidisciplinary team from the very start of a project.

2.7 Use agile ways of working

Put in place a multidisciplinary team that can create and operate the service in a sustainable way.

The Pega platform is fundamentally designed to facilitate an agile approach to building and improving services..

- **Accelerated, Iterative Development:** Pega's low-code nature enables the rapid development and deployment of applications in short, iterative cycles. This allows departments to take a "bite-size" approach, delivering value to citizens quickly and continuously improving based on feedback.
- **Enhanced Collaboration:** The visual design environment fosters close collaboration between business users and technical teams, a cornerstone of agile methodologies.
- **Adaptability to Change:** Pega's "Build for Change®" technology creates applications that are flexible and can be easily adapted to evolving policies and citizen needs, avoiding the rigidity of traditional development.

2.8 Iterate and improve frequently

Make sure you have the capacity, resources and technical flexibility to iterate and improve the service frequently.

Pega provides the technical flexibility required to make ongoing, substantial improvements throughout a service's lifetime.

- **Rapid Iteration:** The low-code environment allows changes to processes, rules, and user interfaces to be made and deployed quickly in response to user feedback or policy adjustments.
- **Agile Methodology Support:** Pega's own "Pega Express" methodology guides teams to design and deploy Minimum Lovable Products (MLPs) in weeks, then evolve them over time, aligning perfectly with the standard's principles.
- **Data-Driven Improvement:** The platform includes tools for monitoring Key Performance Indicators (KPIs) and Service Level Agreements (SLAs), providing the data needed for informed, continuous improvement.





2.9 Create a secure service which protects users' privacy

Establish the security risks, threats and legal responsibilities associated with the service.

Pega offers a robust security and compliance framework designed to meet the rigorous demands of the public sector.

- **Security by Design:** The Pega Cloud for Government is built with multiple layers of protection, including 256-bit AES encryption for data at rest, TLS for data in transit, stringent role-based access controls (RBAC), and DDoS protection.
- **Privacy Protection:** Pega Infinity™ offers a Client-Based Access Control (CBAC) framework that helps organisations comply with data privacy regulations like GDPR. It provides tools to manage data subject rights requests, such as viewing, changing, or deleting personally identifiable information (PII).
- **Compliance and Certifications:**
Pega's Trust Center provides evidence of adherence to numerous global standards, including ISO/IEC 27001, SOC 2 Type 2, Cyber Essentials Plus, and a FedRAMP High Authority to Operate (ATO) for its government cloud offering.

AI Assisted Decision Support and Human Oversight

Where artificial intelligence capabilities are used within services built on Pega, they are applied as decision support tools rather than as autonomous decision makers. AI models are used to assist users and caseworkers by prioritising work, identifying risks, or recommending next best actions, while final accountability for decisions remains with appropriately authorised humans.

This human in the loop approach supports transparency, explainability, and trust, and aligns with government expectations for responsible and ethical use of AI in public services. AI behaviour can be governed through configurable business rules, thresholds, and audit controls, enabling departments to tailor automation levels in line with policy, risk appetite, and assurance requirements.

2.10 Define what success looks like and publish performance data

Work out what success looks like for your service and identify metrics which will tell you what's working and what can be improved, combined with user research.

The platform provides comprehensive tools to define, measure, and openly report on service performance and in addition a component, Process Mining provides additional insight into performance:

Pega Platform

- **Defining KPIs:** Pega allows for the definition and tracking of specific, measurable KPIs, such as cost per transaction, user satisfaction, and completion rates.
- **Real-Time Monitoring:** Real-time dashboards and a custom "Report Creator" allow teams to monitor KPIs and SLAs, providing a consolidated view of performance across different channels.



- **Public-Facing Dashboards:** Pega dashboards can be configured to be public, allowing government departments to share performance data openly with citizens, directly addressing the standard's transparency requirement.

Pega Process Mining

Pega Process Mining adds a powerful layer of insight by analyzing actual process execution data to uncover inefficiencies, deviations, and opportunities for improvement. It complements traditional KPI tracking by:

- **Discovering Real Process Flows:** Automatically mapping how services are truly delivered, identifying variations and hidden steps.
- **Root Cause Analysis:** Pinpointing why certain processes underperform or fail to meet SLAs.
- **Continuous Improvement:** Enabling data-driven decisions to refine workflows, reduce delays, and improve user outcomes.

By combining Pega Process Mining with user research and performance dashboards, teams can define success more accurately, monitor it more effectively, and share it more transparently.

2.11 Choose the right tools and technology

Choose tools and technology that let you create a high quality service in a cost effective way. Minimise the cost of changing direction in future

Pega's platform aligns with the TCoP's emphasis on cost-effective, sustainable, and flexible technology choices.

- **Cost-Effectiveness:** The low-code platform accelerates application delivery, enabling a faster time to value and a lower total cost of ownership. Automation of complex processes reduces backlogs and frees up civil servants for higher-value work.
- **Sustainability and Flexibility:** Pega's "Build for Change" technology creates adaptable applications, while its ability to "wrap and renew" legacy systems avoids risky "big bang" replacements.
- **Reusability:** The platform is built on a principle of reusability, with a Pega Government Platform that offers pre-built components for common governmental tasks. This is demonstrated by its use across numerous UK departments, including the Home Office, DWP, and HMRC.

2.12 Make new source code open

Make all new source code open and reusable, and publish it under appropriate licences. Or if this is not possible, provide a convincing explanation of why this cannot be done for specific subsets of the source code.

While Pega is a proprietary, low-code platform, departments can take steps to align with the spirit of the open-source principle.

- **Understanding the Challenge:** Pega applications are built as "rules" stored in a database, not as traditional, human-readable source code. The exported business logic is in a binary, proprietary format, which cannot be made open source in the conventional sense.



- **Mitigation Strategies:** To promote transparency and reusability, departments can:
 - **Publish Comprehensive Documentation:** Create and open-source detailed documentation, including business process models (using BPMN), decision logic, and data dictionaries.
 - **Publish Application Artefacts:** Place the exported application package, including the binary rules.jar and the human-readable XML schema.jar, in a public repository to provide a version-controlled record.
 - **Ensure IP Ownership:** Contracts must explicitly state that the intellectual property of the custom-developed logic belongs to the Crown, enabling sharing and reuse across other government departments using Pega.

2.13 Use and contribute to open standards, common components and patterns

Build on open standards and common components and patterns from inside and outside government.

Pega's architecture promotes interoperability and the use of reusable components.

- **Open Standards for Integration:** The platform supports a range of open standards for integration, including REST and SOAP web services, allowing it to communicate effectively with other government systems.
- **Common Components and Patterns:** The Pega Government Platform provides a suite of extensible and reusable components for common tasks like document intake and evaluation. This, combined with the use of established design patterns, accelerates development and avoids "reinventing the wheel".
- **Internal Contribution:** While not open source, the platform fosters a culture of internal reuse. Components and processes developed by one department can be shared and adapted by others within the government's Pega ecosystem.

2.14 Operate a reliable service

Minimise service downtime and have a plan to deal with it when it does happen.

Pega's cloud services and development methodology are designed to build and maintain highly dependable applications.

- **High Availability:** The Pega Cloud for Government offers a 99.95% availability SLA, supported by built-in resilience, comprehensive disaster recovery, and self-healing systems.
- **Reliable Deployments:** The platform's low-code nature and built-in CI/CD tools allow for changes to be deployed regularly with minimal disruption.
- **Proven Reliability:** Pega has been used for over 18 years by HMRC for critical functions like fraud investigation and customs. Its successful use by the Home Office for the EU Settlement Scheme further demonstrates its ability to deliver reliable, large-scale services under pressure.

3

Section 3: Pega's Alignment with the Technology Code of Practice

The Technology Code of Practice (TCoP) provides 13 directives for how government departments should design, build, and procure technology. Its key principles focus on ensuring value for money, flexibility, and security.

The 13 directives are:

1. Define user needs
2. Make things accessible and inclusive
3. Be open and use open source
4. Make use of open standards
5. Use cloud first
6. Make things secure
7. Make privacy integral
8. Share, reuse and collaborate
9. Integrate and adapt technology
10. Make better use of data
11. Define your purchasing strategy
12. Make your technology sustainable
13. Meet the Service Standard

This section provides a point-by-point analysis of how Pega enables government departments to adhere to this critical framework.





3.1 Define User Needs

Understand your users and their needs. Develop knowledge of your users and what that means for your technology project or programme.

TCoP begins with the foundational principle of focusing on users, which is also central to the UK Government Service Standard. The Pega platform is inherently designed to be journey-centric, offering tools such as Dynamic Case Management, Customer Journey Mapping, AI-powered analytics, and the Pega GenAI Blueprint™ to understand and model the complete citizen experience. These capabilities enable departments to move beyond isolated transactions and instead visualise, build, and manage end-to-end user journeys, ensuring that technology addresses the “whole problem” identified through user research. The platform’s low-code environment supports rapid prototyping, allowing teams to test hypotheses directly with citizens and build services grounded in evidence, thereby aligning closely with user-centred design principles.

3.2 Make Things Accessible and Inclusive

Make sure your technology, infrastructure and systems are accessible and inclusive for all users.

Pega is committed to accessibility and aligns its platform with internationally recognized standards such as **WCAG 2.2 AA**, **Section 508 (US)**, **EN 301 549 (EU)**, and **BITV (Germany)**. This ensures that services built on Pega are inclusive and usable by people with diverse abilities. The platform’s accessibility strategy is designed to support government and enterprise compliance requirements while promoting equitable digital experiences.

To validate accessibility, Pega conducts **third-party audits** and uses both **automated and manual testing methods**. These assessments include compatibility checks with assistive technologies like **JAWS**, **ZoomText**, and **Dragon NaturallySpeaking**, ensuring that users relying on screen readers, magnifiers, or voice input can effectively interact with Pega applications.

Pega also provides **Accessibility Conformance Reports (VPATs)** to document its current compliance status. Most out-of-the-box components are designed to meet accessibility standards, and the platform includes **UI design guides**, **configuration options**, and **developer guardrails** to support accessible application development. Additionally, the **Accessibility Inspector** tool helps developers identify and resolve accessibility issues during the build process, ensuring that applications meet compliance requirements before deployment. While the platform is currently **partially conformant**, Pega has a clear remediation roadmap and encourages feedback via accessibility@pega.com to continuously improve.

While the Pega platform is designed to support WCAG 2.2 AA compliance, departments remain responsible for ensuring that **services built on Pega are tested, assured, and evidenced as accessible**, including assisted digital support where required.”

3.3 Be Open and Use Open Source

Publish your code and use open source to improve transparency, flexibility and accountability.



While Pega is a proprietary platform, it embraces openness and transparency by supporting the use of open-source technologies such as Apache Cassandra and Kafka within Pega Cloud, and offering SDKs for integration with front-end frameworks like Angular and React. Departments using Pega can align with open principles by open-sourcing related documentation, business process models (in BPMN), decision logic, and data dictionaries. By ensuring that the Crown retains intellectual property rights to the configured application, this approach enables transparency and reusability across government Pega estates, even if the core platform remains proprietary.

3.4 Make Use of Open Standards

Use open standards to build technology that is easier to expand and upgrade, and make sure it communicates with other technology.

Pega is designed for interoperability, adhering to a broad range of open standards such as REST and SOAP APIs, SQL for database interactions, and messaging protocols like JMS. This standards-based approach enables seamless integration with the wider government IT ecosystem, allowing departments to integrate and modernise legacy systems by orchestrating data and processes across diverse technologies.

As a result, Pega avoids the constraints of a closed, monolithic architecture and supports flexible, future-proof digital transformation.

3.5 Use Cloud First

Use the cloud first policy by evaluating cloud computing before other options.

Pega's strategy aligns with the government's "Cloud First" mandate through its "Cloud Choice Guarantee," which ensures that departments are not locked into Pega's own cloud infrastructure. Instead, they have the flexibility to deploy and migrate applications across preferred cloud providers including AWS, Microsoft Azure, and Google Cloud without incurring penalties. This supports a multi-cloud strategy, maximises existing cloud investments, and offers a clear exit path, directly addressing concerns around vendor lock-in raised within the TCoP.

The Pega platform supports the Technology Code of Practice requirement to minimise vendor lock in by enabling data portability, open integration, and clear exit strategies. Departments retain ownership of their data and can extract it in standard formats (such as CSV or via open APIs) at any point during the service lifecycle. Pega's architecture separates business rules, process logic, and data from underlying infrastructure, allowing services to be migrated between cloud environments or transitioned to alternative solutions if required. Commercial arrangements can further reinforce this by explicitly assigning Crown ownership of configured application logic and artefacts, supporting reuse across government and ensuring long term flexibility and value for money.



3.6 Make Things Secure

Keep systems and data safe with the appropriate level of security.

Security is a foundational element of the Pega platform, purpose-built to meet the stringent requirements of government. It offers robust capabilities including the Pega Trust Center, Pega Cloud for Government, 256-bit AES encryption, role-based access control (RBAC), and a wide range of certifications. Pega provides a secure-by-design environment, with adherence to standards such as ISO 27001, SOC 2, FedRAMP High, and Cyber Essentials Plus, delivering independent, third-party assurance of its security posture. This enables departments to confidently procure a platform that meets the government's high security benchmarks.

3.7 Make Privacy Integral

Make sure citizens' rights are protected by integrating privacy as an essential part of your system.

Pega provides robust features to ensure data privacy is properly managed, including the Pega Infinity™ Client-Based Access Control (CBAC) framework and tools for handling data subject rights. These capabilities help departments comply with privacy regulations such as GDPR by offering auditable mechanisms that allow citizens to view, modify, or request deletion of their personally identifiable information (PII). This embeds privacy management directly into the operation of services, reinforcing trust and regulatory compliance.

3.8 Share, Reuse, and Collaborate

Avoid duplicating effort and unnecessary costs by collaborating across government and sharing and reusing technology, data, and services.

Pega's low-code, component-based architecture is designed to foster collaboration and reuse, particularly through the Pega Government Platform, which offers a library of pre-built, reusable components tailored to common government tasks. Its visual, model-driven design enables multidisciplinary teams to work together effectively on service design. By leveraging these components, departments can avoid duplicating effort, accelerate delivery, and promote a culture of internal reuse allowing processes and components developed for one service to be adapted for others. This enhances efficiency and consistency across the government's Pega ecosystem.

3.9 Integrate and Adapt Technology

Your technology should adapt to future demands and work with existing technologies, processes and infrastructure in your organisation.

Pega's core philosophy, "Build for Change®," emphasises creating technology that is both integrated and adaptable. The platform offers extensive integration capabilities through open standards and features a patented architecture that separates business logic from underlying code. This allows departments to seamlessly integrate with and orchestrate legacy systems, extending



their value and lifespan. Pega's flexibility enables rapid updates to business processes and rules in response to policy changes, without requiring a complete application rewrite ensuring the technology evolves in step with departmental needs.

3.10 Make Better Use of Data

Use data more effectively by improving your technology, infrastructure and processes.

Pega transforms data into actionable intelligence to enhance service delivery and decision-making through its integrated AI and decisioning engine, real-time analytics, and comprehensive reporting dashboards. These capabilities enable departments to analyse user interaction data in real time, optimise workflows, personalise experiences with "next best actions," and identify process bottlenecks. This data-driven approach empowers departments to shift from reactive to proactive service delivery, improving outcomes and operational efficiency.

The TCoP mandates that departments must own and be able to move their data. Pega supports this by allowing clients to extract their data and export it in standard formats like CSV, Excel, and PDF, or via web services.

AI Assisted Decision Support and Human Oversight

Where artificial intelligence capabilities are used within services built on Pega, they are applied as decision support tools rather than as autonomous decision makers. AI models are used to assist users and caseworkers by prioritising work, identifying risks, or recommending next best actions, while final accountability for decisions remains with appropriately authorised humans.

This human in the loop approach supports transparency, explainability, and trust, and aligns with government expectations for responsible and ethical use of AI in public services. AI behaviour can be governed through configurable business rules, thresholds, and audit controls, enabling departments to tailor automation levels in line with policy, risk appetite, and assurance requirements.

3.11 Define Your Purchasing Strategy

Your purchasing strategy must show you've considered commercial and technology aspects, and contractual limitations.

Delivering value for money and lowering Total Cost of Ownership (TCO) is a central theme of the TCoP, and Pega aligns strongly with this principle through its strategic "buy, don't build" approach. While Pega may represent a higher upfront investment compared to custom code, its configurable, low-code platform is designed to reduce long-term costs by accelerating development delivering applications up to 12 times faster than traditional methods and increasing operational efficiency through intelligent automation that reduces manual work and frees up civil servants for higher-value tasks. The platform also promotes reusability, allowing components and processes built for one service to be reused across others, which reduces future development costs and fosters consistency across government. Additionally, Pega empowers a broader pool of "citizen developers," mitigating "skills lock-in" and reducing reliance on specialist vendor-specific coders, ultimately delivering faster value and a lower TCO over the service's lifetime.



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3.12 Make Your Technology Sustainable

Increase sustainability throughout the lifecycle of your technology.

Pega supports sustainability through the lifecycle of the technology through a combination of corporate commitments, platform capabilities and cloud infrastructure strategies:

3.12.1 Corporate Commitment to Net Zero

Pegasystems has committed to achieving net zero emissions across Scopes 1, 2, and 3 by 2040, a target approved by the Science Based Targets initiative (SBTi). This includes:

- Offsetting Scope 1 and 3 emissions.
- Purchasing renewable energy certificates (RECs) for Scope 2 emissions.
- Implementing energy-efficient practices such as LED lighting, daylight harvesting, and retrofitting equipment.
- Operating offices with high sustainability standards, including LEED Gold-certified buildings

3.12.2 Sustainable Cloud Operations

Pega Cloud® is designed to reduce both Pega's and its clients' carbon footprints by:

- Auto-hibernating idle services, which avoided an estimated 118.49 metric tons of CO₂ emissions in 2022
- Leveraging public cloud infrastructure from AWS and Google Cloud, both of which are committed to 100% renewable energy (AWS by 2025, Google by 2030).
- Ensuring that two-thirds of Pega Cloud regions are powered by green energy sources
- Optimising resource usage to avoid over-provisioning and waste.

3.12.3 Platform-Level Sustainability

Pega's architecture supports sustainability goals by:

- Enabling digital transformation that reduces paper-based and manual processes.
- Supporting intelligent automation to streamline operations and reduce resource consumption.
- Facilitating remote service delivery, which can reduce travel and physical infrastructure needs.



3.12.4 Client Enablement

Beyond its own operations, Pega helps government departments track and meet their own emissions reduction goals through platform features and reporting tools. This includes helping departments align with broader sustainability frameworks and improve operational efficiency in line with net zero targets

3.13 Meet the Service Standard

Adherence to the UK Government's 14-point Service Standard is a core requirement of the TCoP, and the Pega platform provides a comprehensive suite of capabilities to support this. As detailed throughout this white paper, Pega offers tangible features and methodologies from understanding user needs to operating a reliable service that directly align with each of the 14 points. This ensures that departments using Pega can confidently meet the Service Standard while delivering high-quality, user centred digital services.





4

Section 4: Executive Summary

The Pega platform provides a powerful and comprehensive solution for UK government departments seeking to build and operate digital services in line with the Government Service Standard and Technology Code of Practice.

Through its integrated capabilities, including low-code development, AI-powered decisioning, dynamic case management, and omni-channel engagement, Pega directly supports the core principles of user-centricity, agility, and efficiency. The platform enables departments to understand user needs, solve whole problems, and deliver simple, accessible, and joined-up services across all channels.

Pega's "Build for Change" architecture, combined with its support for agile methodologies, empowers multidisciplinary teams to iterate and improve services frequently, ensuring they remain responsive to evolving citizen needs and government policy. Furthermore, the Pega Cloud for Government offers a secure, reliable, and highly available foundation for critical public services, backed by extensive compliance certifications that provide necessary assurance.

Crucially, Pega demonstrates strong alignment with the Technology Code of Practice. It directly addresses the "Cloud First" mandate through its Cloud Choice Guarantee and the "Buy, Don't Build" principle via its configurable low-code platform. It delivers Value for Money through a lower Total Cost of Ownership and helps departments Avoid Vendor Lock-in through open integration standards and data portability features. While the platform's proprietary nature presents challenges to the "make new source code open" principle, strategies such as publishing comprehensive documentation and application artifacts allow departments to align with the spirit of transparency and reusability.

In conclusion, by providing the tools to automate complexity, empower collaboration, and build for change, the Pega platform equips UK government departments to accelerate their digital transformation journeys and deliver the modern, effective, and trusted services that citizens expect.

