Enabling Citizen Development at MOD

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The Ask

MOD has standardised on Office 365 and has an option for MS Dynamics with a defined price under the current MS ELA.

ISS ASDT is proposing the Microsoft Power Platform for the purposes of citizen developed apps and would like to understand the following:

1. What is Pega's competitive position vs this stack.
2. How does Pega fit into the use of this technology.

Product Positioning

Purposes of Pega, Microsoft Power Platform and Dynamics

Pega Platform

- A unified low-code platform to support the collaborative building of enterprise grade and scale applications to address the complex case management challenges of todays organisations.

Microsoft Power Platform

- An integrated suite of authoring tools to support the creation of Office 365 based applications and data flow automations.

Microsoft Dynamics

- A suite of ERP and CRM applications not aimed at the citizen developer.

Observation

- Not an either or question, todays business needs both the ability to create office automations and enterprise grade applications easily. Either tools provide extensive citizen development support.

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Strengths of Power Platform in Office 365 Automation

- Power Platform is designed with Office 365 at its core. Expected integrations are easy and largely pre-configured.

- Power Apps allow citizen developers to quickly produce apps to automate the types of activities that might previously have been carried out in Excel or Access based BDAPS.

- Power BI provides a simple method for creating rich data visualisation and interactive reports.

- Microsoft has announced a preview of RPA for Power Automate, bringing robotic and AI capabilities to Power Apps.

- Power Platform allows a large amount on configuration to be performed visually with Excel style formulas supporting conditional functionality.

- Limitation to the ability of citizen developers to contribute occur when use case is outside of normal Office 365 type applications. In these cases more extensive VB like coding is required.
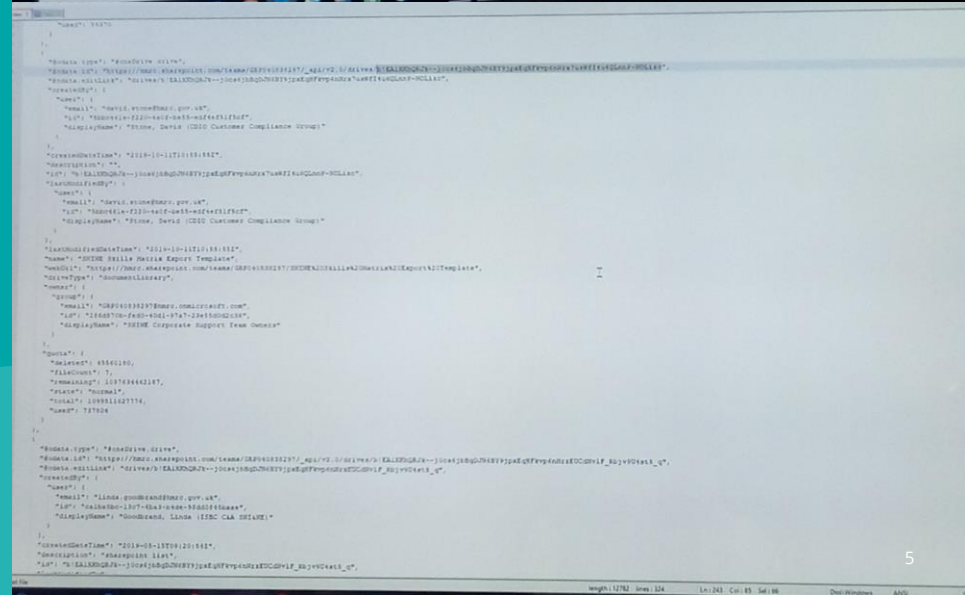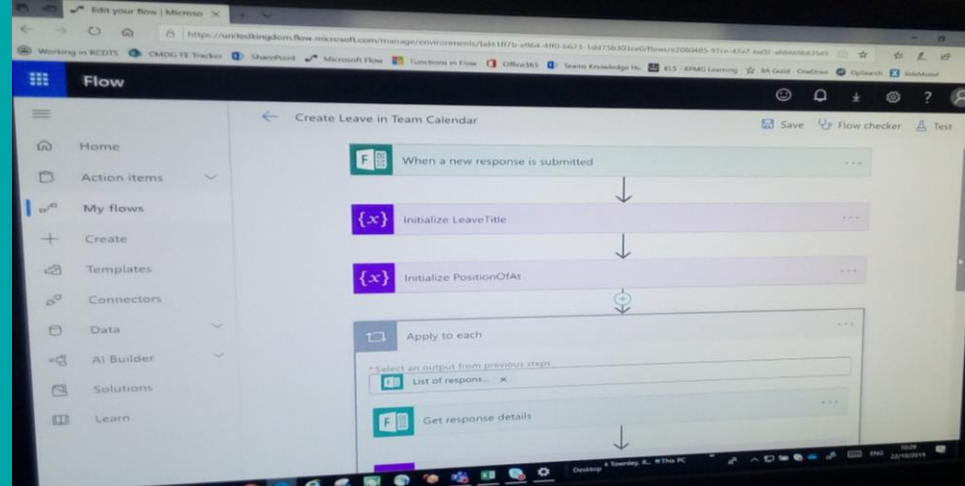
Limitations of Power Platform for Enterprise Applications

- PowerApps only 'free' with current ELA, Dynamics at a cost.

- Beware of 'hidden' cost, only visible at ELA renewal point.

- Focused on Microsoft (Dynamics, Office, SharePoint, etc.), lacks integration capability with other ecosystems.

- Azure hosting only.

- Quickly hit the limitations of configuration driving excessive coding, increasing operations risk.

- No case concept for work management (case, audit, SLA's).

- No Guardrail assessment of quality.

- No object orientated support, copy and paste apps.

- No proven ability to scale.

- No real mobile support.

- Not natively adaptive and responsive.

- No industrial decisioning capability.

- "Oops I've deleted my application again"

Complementary not Competitive

- Microsoft's Power Platform and its constituent parts are addressing a different set of business challenges to that which the Pega low-code platform is focussed.

- Therefore the question is not about the relative benefits of tool over another rather where, and whether or not Pega and Power Platform should be configured to work with each other.

- This question is a business decision not a technical one. The following slides will show that from the technical point of view, integration at various levels is entirely possible and achievable with relatively little effort from MOD's point of view.

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Integration and Collaboration

Further Integration Assets

How to connect to MS Power Platform:

Pega Data Connector

How to connect to SharePoint:

Pega Market Place Asset

How to connect to a Outlook:

Through email and integration of calendars

How to use Pega Robotics with Office 365:

Integration with Office 365

How to use word merge:

Word Merge

And more…

Pega Platform and Enablement

"The enterprise Low-Code Factory encompasses three decades of learning from model-driven application development so businesses can immediately roll out low code organization-wide. Whether you're a businessperson, developer, or designer, you now have the potential to become a maker within your own organization to create applications that innovate. At the same time, IT managers can rest easy knowing they can balance control and collaboration through repeatable governance processes."

Don Schuerman, CTO and vice president, product marketing, Pegasystems.

https://community.pega.com/low-code-factory

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Pega's view of the citizen developer

- Innovate Continuously

In the world of enterprise applications citizen developers should not be hacking together uncontrolled automation rather they should be full contributors within an agile delivery approach.

- Scale Without Limits

Their content will be just as robust and scalable as that delivered by Pega specialists, ready for any platform, desktop or mobile and ready for any cloud due to Pega Cloud Choice.

- Build collaboratively

Through Pega's focused studios, within an app factory setting and the context of Design Thinking citizen developers will be full contributors.

- Deliver Consistent Experiences and enterprise-level control

As part of an enterprise delivery capability and benefiting from Pega's layered architecture, citizen developers deliver consistent reusable content in line with enterprise governance standards using the app factory.

Guardrail controls

- **Accessibility controls**: Guardrails must be integral to the developer workbench experience. In this regard, Enterprise Low-Code Factory's dashboard gives users quick access to the apps they use most, the apps they are building and the ecosystem of approved apps built by others to enable better software reuse, as well as links to education resources.

- **Governance controls:** Guardrails require consistent, repeatable enterprise governance workflows and decisioning responsibilities. The new solution gives stakeholders the ability to define approvals over which apps get greenlighted for development, what features they should include, which apps get released under what circumstances, who gets to use the apps and who can revise them over time.

- **Reuse controls**: The fast path to compliance is always ensuring that developers reuse the latest, greatest, company-approved development templates. In this regard, the new solution presents developers of all experience levels with pre-defined, easily modifiable and always up-to-date app templates for quick deployment.

- **Team controls**: Engagement in a broader DevOps environment is key to developer compliance, and this is integral to the Enterprise Low-Code Factory. The new solution supports collaboration and a continuous feedback loop among developers, information technology personnel and other enterprise stakeholders.

- **Skills controls**: Staying on the same page in education and training is key to enterprise compliance in all areas. Enterprise Low-Code Factory provides unified access to educational resources for building users' skills in low-code tools, and techniques., including specially-designed Pega Academy courses, video tutorials, help documents and Pega Community articles.
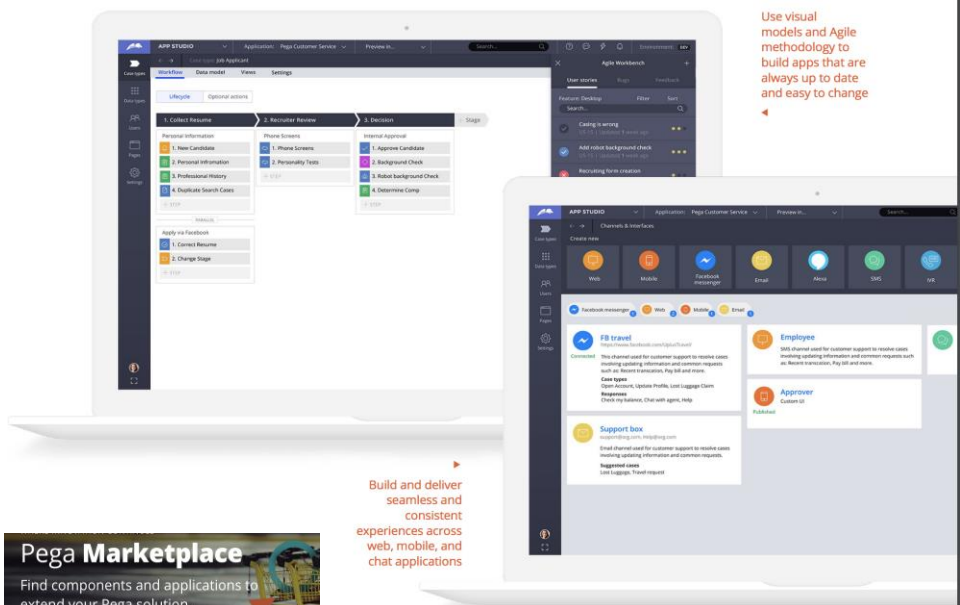
Support for Citizen Developers

- Pega Academy (https://academy.pega.com/)

- Pega Product – How-To Videos

- Pega community - https://community.pega.com/low-code-factory

- Ask the Expert

- Pega University Academic Program

- Pega Support, Support Community, Support articles Through Partner Support

- Client Success Manager – Helps clients maximise their investment of business software to drive business outcomes and benefits – dedicated to your account.
  – Design Thinking Sessions, Business operational walkthrough, business case, business outcomes support
  – Business / Technical product knowledge, delivery excellence and enablement support

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Citizen Developers Enablers

- App Studio & App Factory

- UX for Citizens -Pega COSMOS design system

- Pega Marketplace - finding reusable components and applications

- Pega Deployment Manager CI-CD Pipeline

Product Innovation

- For the 12th time, Pegasystems was cited as a Leader in the 2019 GMQ for iBPMS and is positioned furthest to the right for completeness of vision and highest for ability to execute amongst 21 vendors evaluated.

- Forrester states: "Pega has created a powerful platform for driving digital transformation across a wide array of use cases, from complex to relatively simple. Pega reference customers reported deploying more than the average number of applications. Pega also offers fully integrated RPA through Pega Robotics."
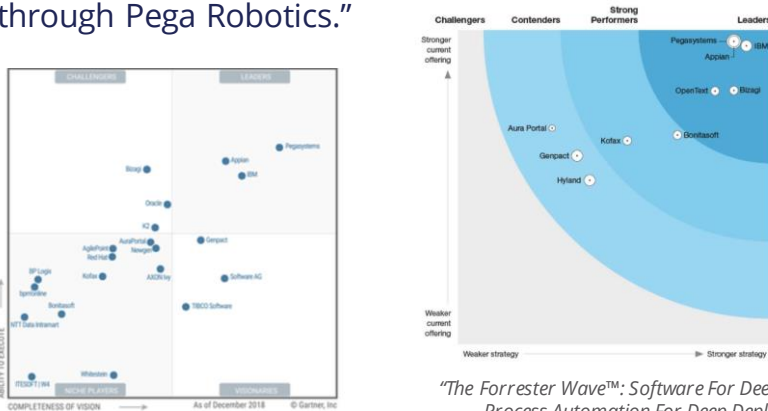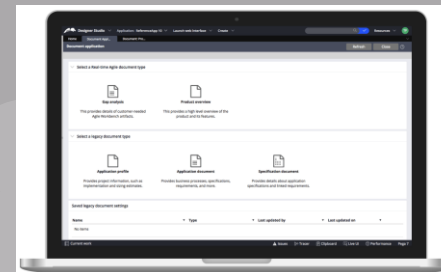

"The Forrester Wave™: Software For Deep Digital Process Automation For Deep Deployments 2019"

Think low code, high productivity - Stay ahead of the curve and enhance productivity by giving both business and IT what they need when and where they need it….. one role-based authoring environment offers no-code or low-code authoring, advanced developer tools, system administration, and AI modeling.
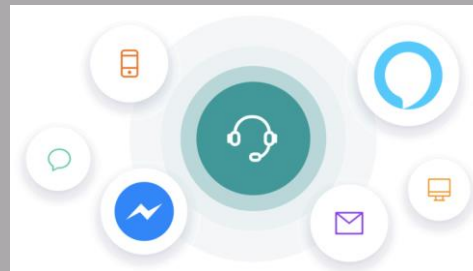
Deliver consistent experiences everywhere - Customers expect experiences that just work, regardless of the channel or device they're using. ….builds seamless and consistent web, mobile, and chat applications.

Ensure regulatory compliance for the GDPR era …orchestrate complex processes, ensuring that regulatory compliance is maintained across the enterprise. ….so compliance risk is minimized and required reporting is streamlined and automated.

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Build for Change®