



# Deployment Manager for 1:1 Customer Engagement

STUDENT GUIDE

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# Deployment Manager application pipelines

## Description

Familiarize yourself with the various application pipelines used in Pega Customer Decision Hub™ implementations to leverage the full power of change management and simulations.

## Learning objectives

- Define application pipelines
- Describe the different types of application pipelines

# Deployment Manager application pipelines

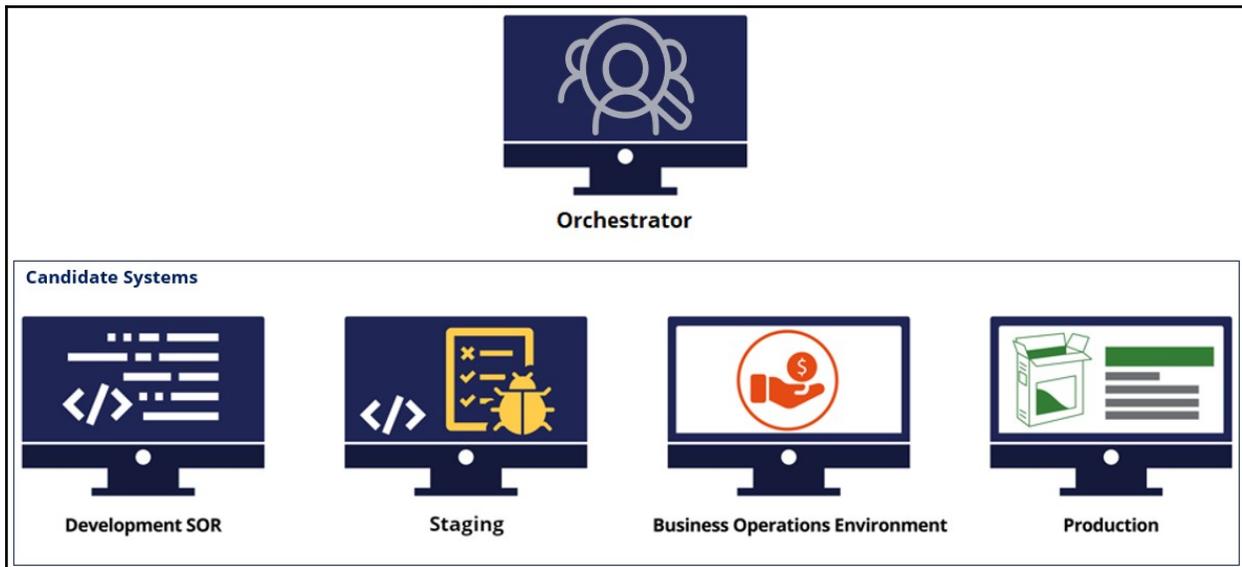
Pega Deployment Manager is the standard way to test and deploy Pega applications through application pipelines.

Deployment Manager exposes all Pega Platform™ capabilities that are necessary to automate your DevOps workflows, including branch merging, application packaging, applying quality gates, and promoting an application to different environments.

## Transcript

In this video, you will learn about the Deployment Manager environments. You will also understand the significance of different application pipelines in Deployment Manager that are relevant to Customer Decision Hub implementations.

A typical decision management project has five environments involved. An orchestrator to manage and automate the deployment process of artifacts to the candidate environments. A development (System of Record) environment to develop enterprise capabilities. A staging environment to test the changes and analyze their technical impact. A Business Operations Environment (BOE) to make business changes. A production system to serve real customers with the latest and greatest artifacts.



## Deployment Manager environments

The orchestrator has the Deployment Manager installed in it and it orchestrates all the tasks as defined in the different application pipeline models. Orchestrator exposes the pipeline modeling experience for users to design their deployment pipelines. It resides on a dedicated Pega server which is configured to interact with each of the candidate system.

Each Pega environment managed by Deployment Manager is known as a candidate system. Candidate systems execute most deployment tasks at the direction of the orchestrator. The candidate environments use a default operator and authentication profiles to establish communication with the orchestrator system.

Among the candidate environments, the development environment has special responsibilities, as merges are performed on this environment. Application packages are generated in this environment during deployments.

The development environment is referred to as the system of record (SoR) to highlight these responsibilities.

Deployment Manager stores application artifacts that are created throughout the lifecycle of a deployment within a repository. To use Deployment Manager, you need a supported artifact repository.

Candidate systems use repositories to move application artifacts when they are promoted between environments. The deployment process automatically versions application artifacts.

In a typical decision management project, a development team, and a business operations team work on various application artifacts.

Because various teams work on several artifacts in different environments, you need a consistent methodology and a process to ensure that the artifacts that are created are synchronized and consistent across all four candidate environments. To keep these artifacts up to date across all the environments, you use application pipelines.

You will learn about three application pipelines that leverage DevOps best practices for Customer Decision Hub implementation to deploy revisions and test how changes made to decision strategies might reflect in real-life scenarios.

## Enterprise change pipeline

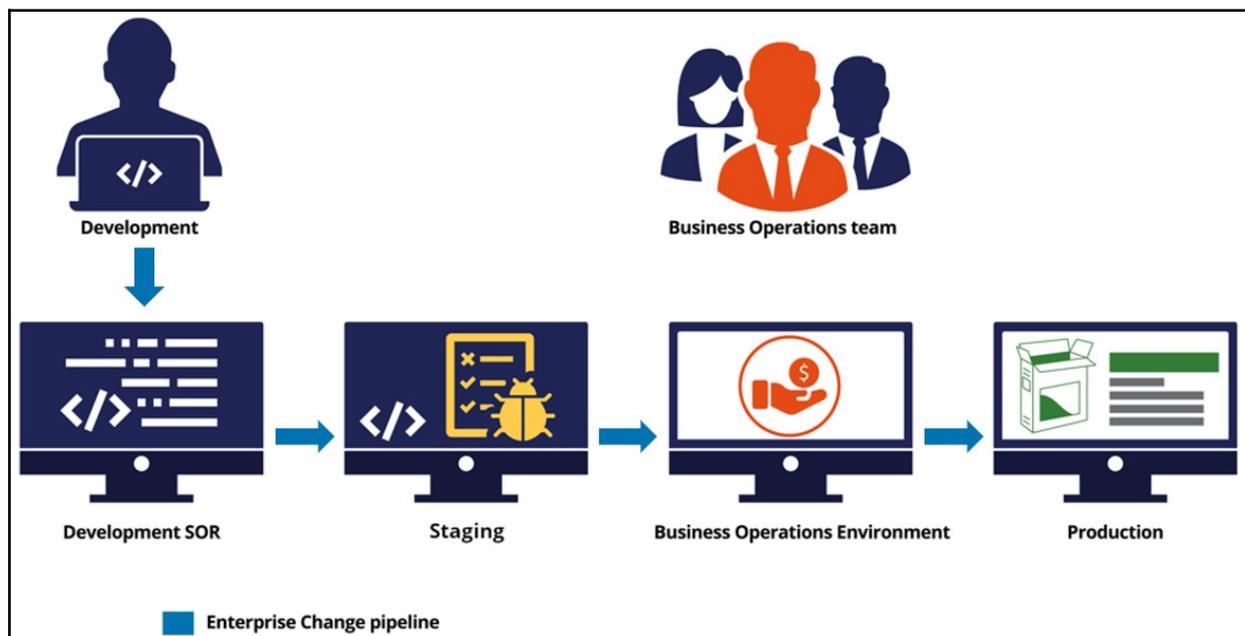
The development team works on core application changes as part of enterprise release cycles to improve the capability of the application and to meet more business requirements. The changes that are made as part of the enterprise release cycles are tested

and deployed through an enterprise change pipeline. Examples of a typical core application change include creating a new customer property, integrating an additional channel, and creating a new service to gather additional customer data, and so on.

The enterprise change pipeline is used to migrate core application changes released by the development team.

All these changes are packaged and pushed from the development environment to staging, BOE, and then to production system by using the enterprise change pipeline.

Updates to application functionality are handled through typical developer practices such as branching and ruleset lock-and-roll. For the Customer Decision Hub Implementation application, updates are typically maintained in the Rules ruleset, and any other client-specific rulesets. Nothing in the Artifacts ruleset should flow through this pipeline.



## Business change pipeline

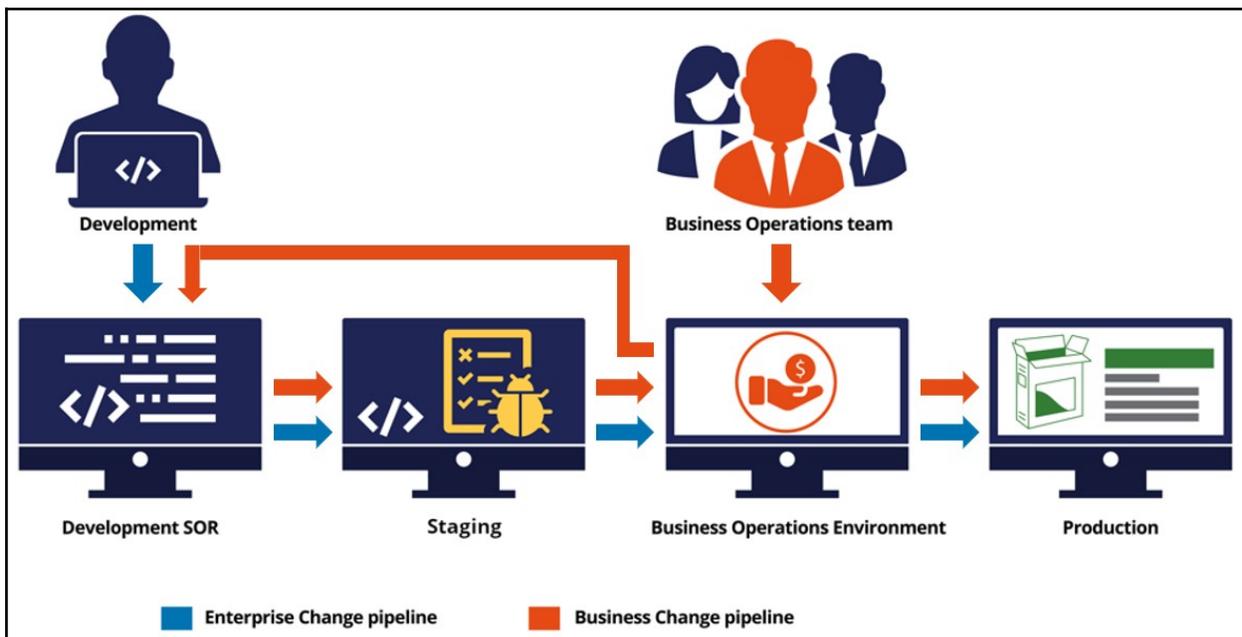
Business change pipelines support business changes to your Pega Customer Decision Hub application. This pipeline offers Customer Decision Hub business users the means to deploy changes that are implemented to their applications outside the enterprise release cycles.

The business content team and enterprise capabilities team make business changes in the BOE.

You can make two types of business changes to your Customer Decision Hub application from the BOE. The first type is a change request that is initiated in the 1:1 Operations Manager application. For example, the change might be creating an action, creating a web

treatment, or updating an action-level eligibility condition. These requests are usually high-volume business changes that the business content team manages. The other type includes changes that are not managed by 1:1 Operations Manager but completed using revision management capabilities in the Customer Decision Hub portal on the BOE. For example, the change might be modifying updating a decision strategy that implements eligibility conditions, using a new decision table, or a scorecard to implement specific business requirements, and so on. These changes are low volume capability changes that the enterprise capabilities team manages. You can deploy both these changes as part of a single revision.

When a business change is completed, you can deploy the change from the BOE to all other environments. After the deployment from the BOE is initiated, the artifacts that are related to the new revision are merged into the branch in the development environment. After the branch is merged to the enterprise application, a new version of the enterprise application is created. This application is then packaged and moved to higher environments - staging, BOE, and production.



## Data migration pipeline

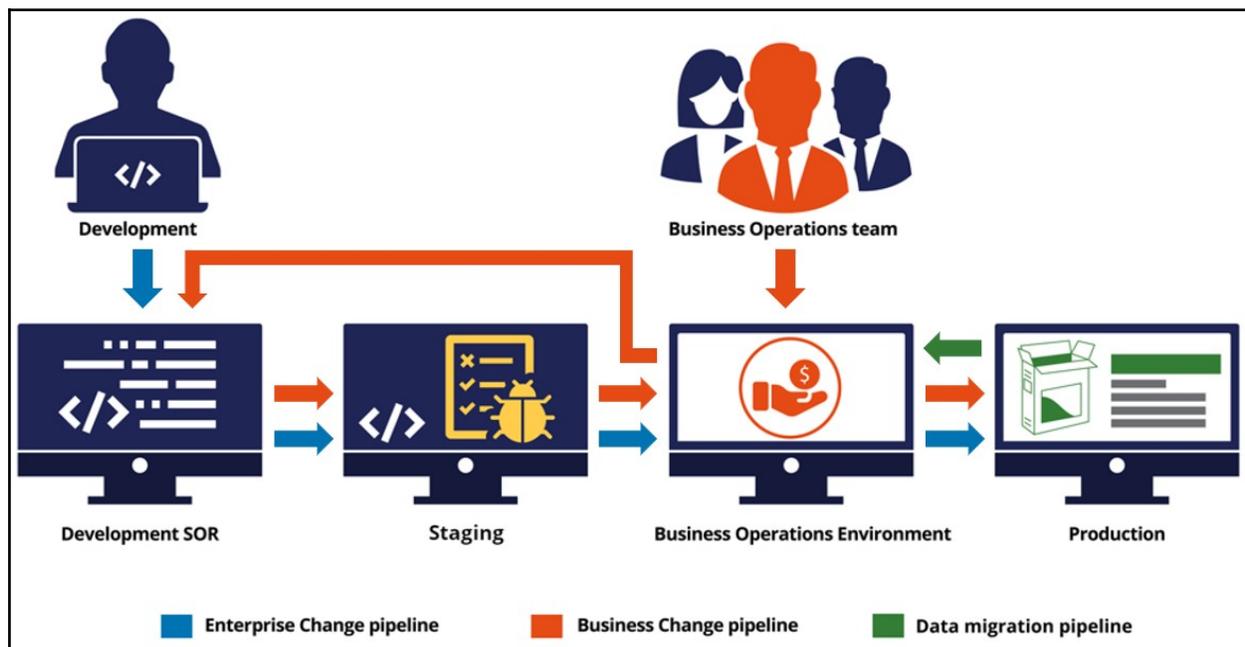
Typically, after implementing the business changes, you need to simulate the result of the changes to understand if the business outcomes are as expected. Simulation tests provide you with significant insight into how your changes to decision logic affect the results that your strategies produce. However, if tests are based on sample data, the results do not always reflect the effect that your changes have in real-life scenarios. To ensure that simulations are reliable enough to help you make important business decisions, you can migrate a sample of your production data to BOE.

The data migration pipeline provides you with the means to test how the changes that you make to decision strategies affect their results, without running these strategies in a live production environment.

By using a data migration pipeline, you can export a sampled dataset, which includes inbound and outbound interaction history and adaptive models, from the production environment, and then import that data into the BOE. As a result, the simulations are based on the migrated production data and enables you assess how your changes are reflected in real-life scenarios.

For example, you can sample a selection of 20% of real customer interactions, and then migrate the data to the BOE to test how the changes to existing strategies may affect the business outcomes.

You can also schedule a data migration pipeline to run during a specified period by creating and running a job scheduler.



To summarize, successfully setting up Deployment Manager to conduct proper change management and provide sampled production data for simulations enables business to seamlessly deploy revisions and test how decision strategy changes affect real-life scenarios.

# Migrating development changes with an enterprise change pipeline

## Description

Learn how an enterprise change pipeline facilitates the initial deployment and additional structural and technical ongoing enhancements that the developers made in the implementation application outside the business release cycle.

## Learning objectives

- Explain how an enterprise change pipeline facilitates migration of development changes.
- Create an enterprise change pipeline for initial deployment.
- Deploy development changes with an enterprise change pipeline.

# Enterprise change pipeline

Enterprise change pipelines support migrating development changes from one Pega environment to another. Developers can use these pipelines to migrate development changes through branch merging and validation, application packaging, artifact repository management, deployments, test execution, guardrail compliance, and test coverage enforcement.

## Transcript

This this video will explain how an enterprise change pipeline facilitates initial deployment and additional structural and technical changes made by the developers in the implementation application outside the business release cycle.

A typical decision management project includes five environments. A Development environment to develop enterprise features (System of record), the UAT/Staging environment to test the changes and analyze technical impact, a Business Operations Environment (BOE) to make business changes, a production system to serve customers with the most recent artifacts, and an orchestrator to manage and automate deploying artifacts from one environment to another.



The enterprise change pipeline is used to migrate core application changes that the development team releases.



The development team and the enterprise capabilities team work on core application changes as part of enterprise release cycles to improve the application and to meet project requirements.

After they complete the initial development phase and unit-test the changes in the development environment, the system verifies whether the rules are following development standards in policy, validates test rule sets, branches, and missing rule references as per the application compliance.

Similarly to deployment processes, a predefined product rule exports and migrates the rules from one environment to another. After validation, the new application package is created and sent by the system to the repository.

As the next step, the application package is deployed from the repository to the higher environments.

The enterprise change pipeline is used to promote initial deployment of the applications and enterprise change deployment of the ongoing enhancements



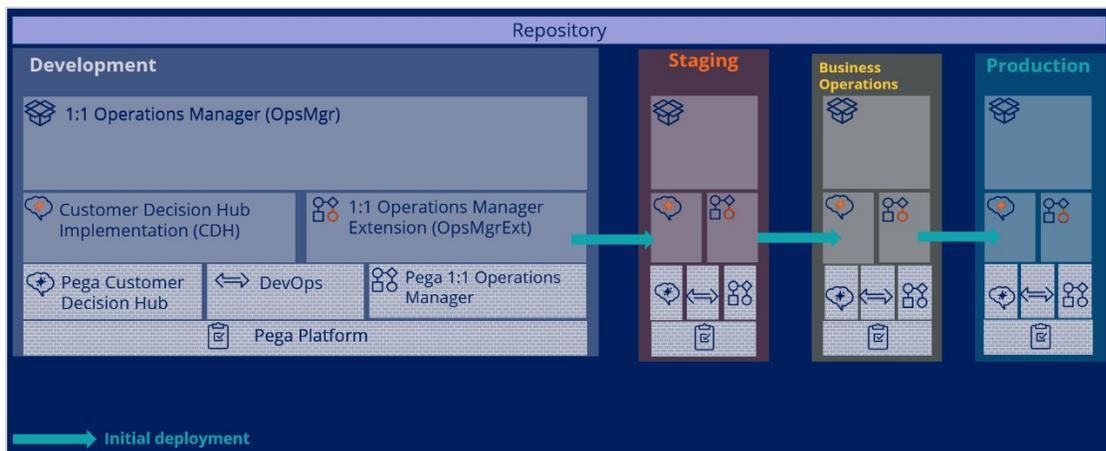
The initial deployment is triggered after the enterprise capabilities and the core structure of Pega Customer Decision Hub™ is set up.

In the development environment, Pega Customer Decision Hub is installed, and Pega Customer Decision Hub setup wizard is run. The wizard generates two additional applications: 1:1 Operations Manager the overlay application, built on Customer Decision Hub. 1:1 Operations Manager extension with predefined configuration to set the stage for change management. The Operations Manager extension is built on Pega 1:1 Operations Manager. Build both Customer Decision Hub and the 1:1 Operations Manager extension applications on Pega DevOps to use the Deployment Manager features during migration.

The staging, BOE, and the production environments must have Pega Platform™, DevOps, and Customer Decision Hub installed. They also must have access to the repository.

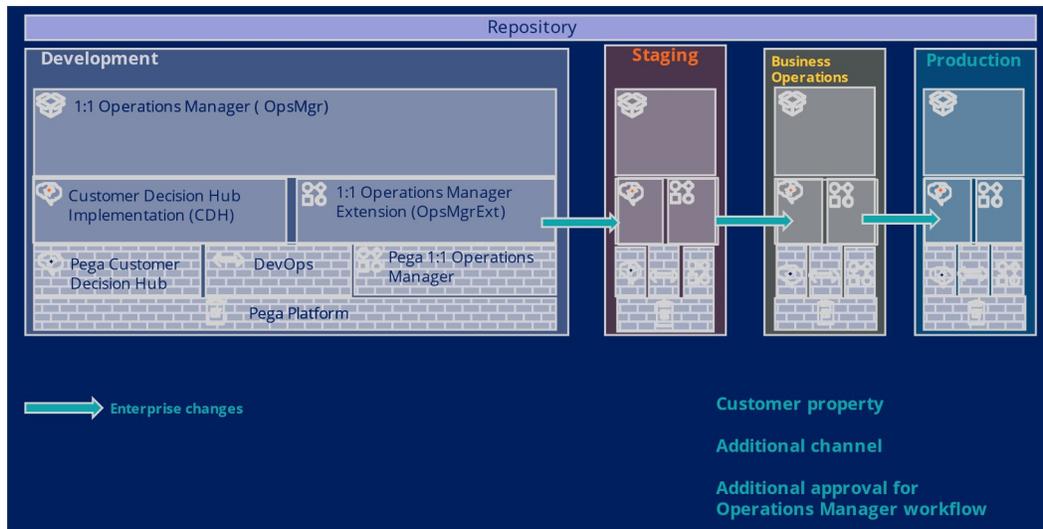
When the project reaches a mature state and is ready for change management, the initial deployment is triggered. The developed enterprise capabilities and the core structure of Customer Decision Hub is pushed from the development environment to the other environments using the enterprise change pipeline.

Post deployment, your system is under change management. The business teams can perform business changes through the change request process from the business operations environment.

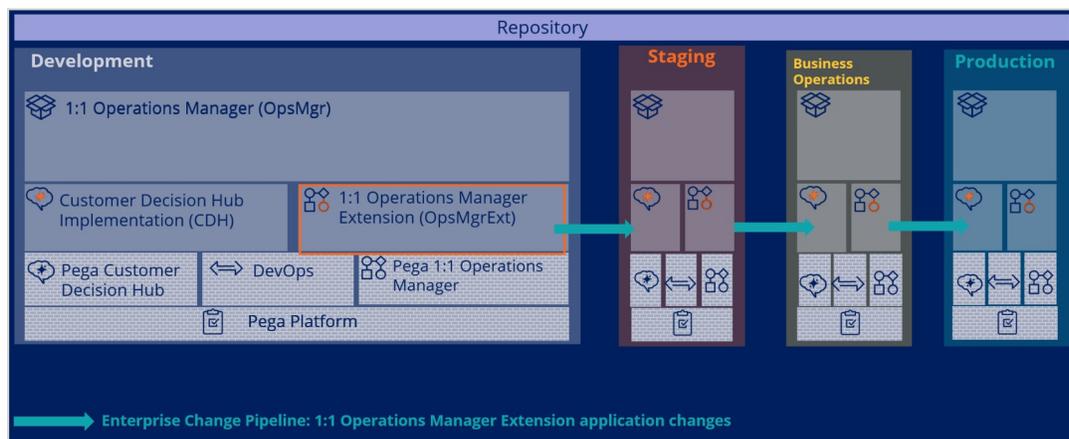
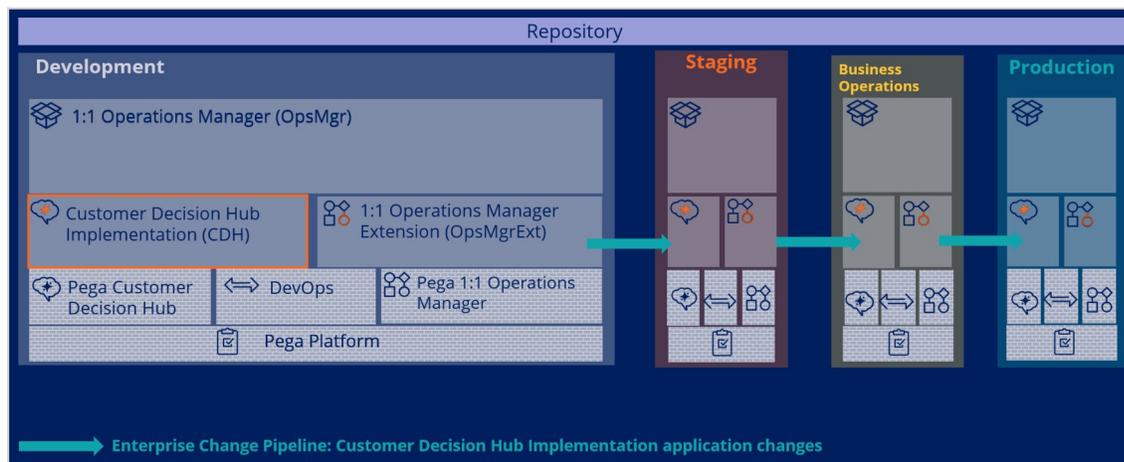


After the initial deployment, to meet more business requirements, you enhance Customer Decision Hub on an ongoing basis in the development environment. For example, create a new customer property, integrate an additional channel, add an additional approval for the Operations Manager workflow.

When the enterprise changes are deployed, only the rulesets of the implementation application and the data instances are moved.



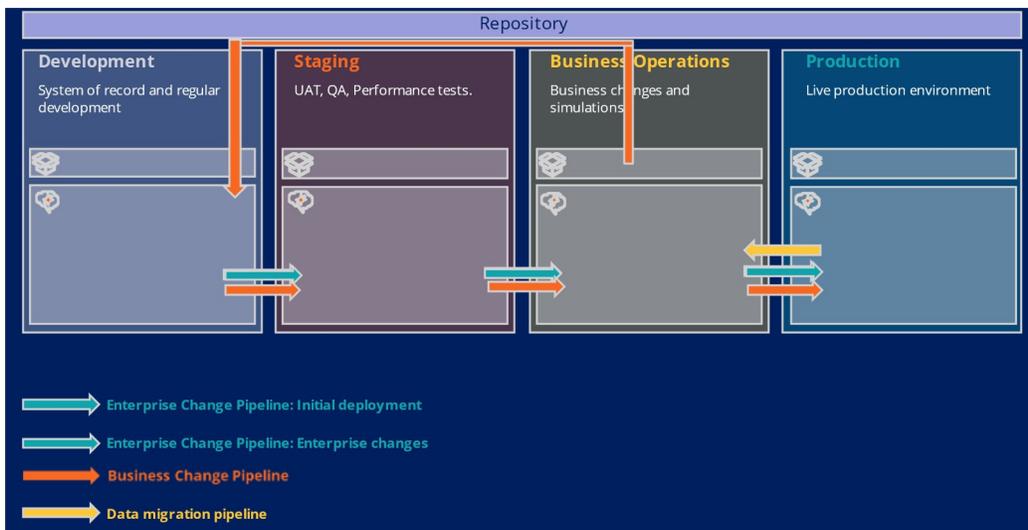
A project might have multiple enterprise change pipelines to merge ongoing regular developments. For example, one that deploys developer changes made to Customer Decision Hub implementation application and another to deploy developer changes made to the 1:1 Operations Manager extension application.



As a best practice, create a new ruleset version to make enhancements to the applications. Updates to application are handled through typical developer practices such as branching and ruleset lock-and-roll.

In summary, you start with development in the development environment after running the Customer Decision Hub setup wizard. After the development process has matured and is ready for change management, use the enterprise change pipeline to deploy all development changes as part of the initial deployment. From this point, you can use the enterprise change pipeline to deploy ongoing application enhancements to higher environments to meet business objectives, such as adding a new customer property and integrating an additional channel.

Next, use the business change pipeline to deploy business changes, such as adding new actions and treatments to all other environments. Also, migrate production data from the production environment to the business operations environment through the data migration pipeline to simulate the results of the business changes to understand if the business outcomes are as expected.



# Creating an enterprise change pipeline for initial deployment

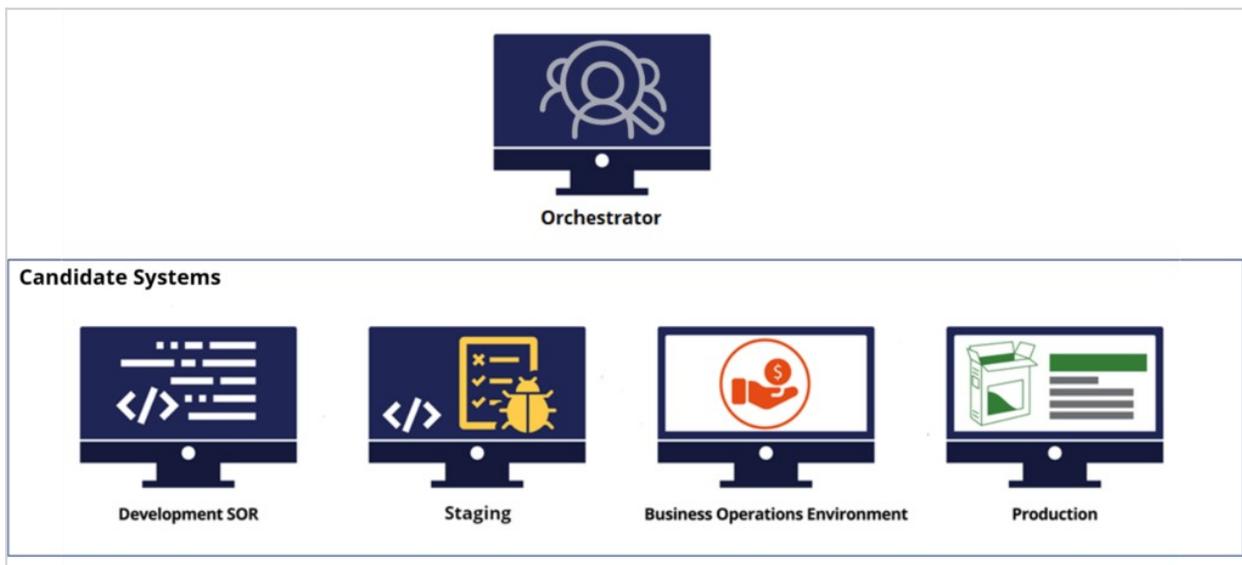
Enterprise change pipelines support initial deployment and ongoing enhancements to your Pega Customer Decision Hub™ application. This pipeline offers Pega Customer Decision Hub developers the means to deploy changes implemented to their applications as part of the enterprise release cycles.

## Transcript

This demo shows you how to create an enterprise change pipeline to deploy the application, which the project team developed in the Development environment, for the first time.

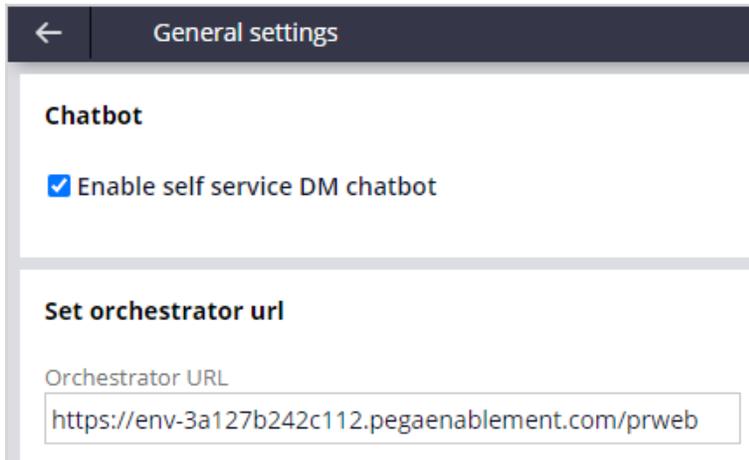
U+ Bank, a retail bank, has recently installed the Pega Deployment Manager application and wants to configure the deployment manager to create an enterprise change pipeline that facilitates initial development changes that the developers made in the implementation application.

A typical decision management project includes five environments. A **Development** environment to develop enterprise features, the system of record, a **UAT/Staging** environment to test the changes and analyze technical impact, a **Business Operations Environment** (BOE) to make business changes and run simulations, a **production** environment to serve customers with the most recent artifacts, and an **orchestrator** to manage and automate deploying artifacts from one environment to another.



In this case, you begin by setting up the orchestrator environment, and then configuring the candidate systems--Development, Staging, BOE, and Production--to communicate with the orchestrator. Finally, in the orchestrator, you define an enterprise change pipeline to facilitate the initial deployment.

This is the orchestrator. The orchestrator has the Deployment Manager and PegaDevOpsFoundation application installed. To configure an environment as the orchestrator, you set the Orchestrator URL to the URL of that environment.



The screenshot shows a mobile application interface with a dark header bar containing a back arrow and the text "General settings". Below the header, there are two main sections. The first section is titled "Chatbot" and contains a single toggle switch labeled "Enable self service DM chatbot" which is currently turned on. The second section is titled "Set orchestrator url" and contains a text input field labeled "Orchestrator URL" with the value "https://env-3a127b242c112.pegaenablement.com/prweb" entered.

In a typical scenario, you update the PegaDevOpsShared dynamic system setting in the candidate systems to point to the orchestrator system URL. On the candidate systems, only the PegaDevOpsFoundation application is installed along with Pega Customer Decision Hub.

Now, the candidate systems are linked to the orchestrator system.

Deploying initial development changes involves preparing the deployment and the actual deployment through an enterprise change pipeline.

As a first step, you need to have a product rule to use for packaging the artifacts in the development environment and a system architect typically creates this rule.

This product rule includes a list of applications and components. In this example, the system architect has included applications and components built on top of Pega Customer Decision Hub, rulesets that were added or modified as part of the core application changes, other rules such as relevant records and indexes for the containers, and the individual instances to include rules, such as the access groups and work groups.

Next, you must create an enterprise change pipeline in the Deployment Manager portal in the orchestrator. With the enterprise change pipeline, you deploy the core application changes, establish communication between environments, and then define the sequence of tasks to perform in each environment.

Deployment Manager comes with pipeline templates that help you structure pipelines based on their purpose.

For this requirement, use the Deployment Pipeline template. Start by defining the **Application packaging environment**, which is typically your development environment that acts as the system of record (SOR) and contains the product rule that defines how the application is packaged. In this case, enter the development environment URL.

Then, select an **Authentication profile** to communicate with the candidate environments, and connect to the application packaging environment (development) to build the deployment package. An authentication profile is created when you install Deployment Manager. The orchestrator uses this authentication profile to communicate with candidate systems to run tasks in the pipeline. You must have this authentication profile in all the candidate systems with the same operator ID.

As your next step, select the name and version of the overlay application, which is the application where the business changes will reside.

Then, select the access group for which you want to run the pipeline tasks. Ensure that this access group is in all environments.

Now, enter the name and version of the product rule to use for packaging the artifacts to deploy to the other candidate systems.

Enter a unique name for the pipeline, in this case, Initial Deployment.

### Application details

Specify the application details that will be deployed through this pipeline. Refer to the [guide](#) on how to properly package your application.

Application *	Version *
<input type="text" value="OpsMgr"/>	<input type="text" value="01.01.01"/>
Access group *	<input type="text" value="OpsMgr:RevisionManager"/>
Product rule *	Version *
<input type="text" value="InflectionPoint"/>	<input type="text" value="01-01-01"/>
Pipeline name *	<input type="text" value="InitialDeployment"/>

Next, configure the candidate environment details.

Notice that the development environment system URL is already populated based on the information that you provided earlier.

A generic enterprise change pipeline has Development, Quality Assurance, Staging, and Production as the candidate environments. As a typical decision management project includes Development, Staging, Business Operations, and production, rename the candidate systems to reflect the required environments.

Enter the URLs of the other candidate systems, and then select the authentication profile for each system.

Environments			
Configure the candidate environments that will be used in the pipeline where the application will be deployed. Pega cloud environments will be autodetected. Refer to the <a href="#">guide</a> on how to configure environments.			
Stage Name	Environment Template	Environment URL	Authentication Profile
Development	Development	https://env-35a158b89c51.pegaenablement.com	DMAAppAdmin
Staging	Quality Assurance	https://env-18a196b3c55.pegaenablement.com	DMAAppAdmin
Business Operations	Staging	https://env-54a93b86c119.pegaenablement.com	DMAAppAdmin
Production	Production	https://env-18a197b197c78.pegaenablement.com	DMAAppAdmin

Now, specify the development and production repositories where you want to store the packaged rules. The pipeline uses the development repository to generate artifacts and version for an application. The pipeline uses the production repository to store the production-ready artifacts.

### Artifact management

Application artifacts will be stored in the repositories specified below. The environments in the pipeline will import the artifacts directly from the repositories. Pega Cloud clients will be automatically configured with the appropriate cloud ready repository.  
Refer to the following guide on configuring repositories [setup repositories](#)

Development repository \*

Production repository \*

The environments in the pipeline import the application package directly from these repositories. In this case, use the same repository.

A pipeline model is created. The pipeline model is a case type that defines various predefined tasks that are necessary to accomplish a successful initial deployment.



From here, you can adjust your stages and tasks to replicate the quality standard of the release process that your organization defines.

In the **Check application compliance** step of the Development environment, clear the options in input parameters to include test rulesets and branches as some out-of-the-box test rulesets are in the application, and the overlay application branch should also be migrated.

The screenshot displays a workflow in the Staging environment. The task details for 'Check application compliance' are as follows:

- Label:** Check application compliance
- Task name:** CheckApplicationCompliance
- Description:** This task validates test rulesets, branches and missing rule references as per the configuration.
- Input parameters:**
  - Validate if test rulesets exist
  - Validate application branches
  - Validate missing rule references

In the **Check guardrail compliance** step of the Staging environment, enter a guardrail threshold score that is less than your application score. For high performance, Pega recommends a high guardrail score for applications. In this case, as the application guardrail score is 84, a lower score of 80 is set as the threshold.

The screenshot displays the 'Check guardrail compliance' task in the Staging environment. The task details are as follows:

- Label:** Check guardrail compliance
- Task name:** CheckGuardrailCompliance
- Description:** This task will return an error if guardrail compliance for this application is less than the compliance score. As a best practice, Pega recommends a compliance score of 97 for highly performing applications.
- Input parameters:**
  - Threshold guardrail score

In the **Validate test coverage** step, enter the percentage of test coverage for the application, data types, and case types. This case has no test coverage. Consequently, the value is set to zero.

The screenshot shows a pipeline configuration with four stages: 1. Development, 2. Staging, 3. Business Operations, and 4. Production. The 'Validate test coverage' task is highlighted in the Production stage. The 'Task details' panel on the right shows the task name 'ValidateTestCoverage' and its description. The 'Input parameters' section is highlighted with a red box, showing the following values:

Parameter	Value
Application test coverage %	72
Data type test coverage %	72
Case type test coverage %	72

In the **Check guardrail compliance** step of the Business Operations environment, set the guardrail score as you did in the Staging stage.

The screenshot shows the same pipeline configuration, but with the 'Check guardrail compliance' task highlighted in the Business Operations stage. The 'Task details' panel on the right shows the task name 'CheckGuardrailCompliance' and its description. The 'Input parameters' section is highlighted with a red box, showing the following value:

Parameter	Value
Threshold guardrail score	80

These adjustments to the stages and steps ensure that the default settings do not affect the application package creation and deployment.

Run diagnostics to check whether the orchestrator can communicate with all candidate systems and whether the pipeline details are defined correctly. If the check is successful, you can use the pipeline for the initial deployment.

The Release manager initiates the deployment process by using the enterprise change pipeline that is created in the Deployment Manager in the orchestrator environment.

The screenshot shows the 'Current status' page for the application 'OpsMgr' (Version: 01.01.01, PipelineID: Pipeline-SGIYQ). The page displays four stages: Development, Staging, Business Operations, and Production. Each stage has a 'No active deployment' status. A 'Start deployment' button is highlighted with a red box on the left side of the page.

Deployment Manager orchestrates the process, and then the candidate environments run the tasks in the pipeline model. The application is packaged and sent to the repository to make them available to other environments that are defined in the pipeline.

You can see the progress of the deployment and each completed task. Monitoring the process in Deployment Manager helps in debugging.

Notice that the process indicates an action that the user needs to complete.

When the deployment is successful, you can view the report in the **Deployment history** section to check the process details and logs.

You have reached the end of this demo. What did it show you?

- How to create an enterprise change pipeline and establish communication between environments using the pipeline.
- How to facilitate an initial deployment using an enterprise change pipeline.
- How the core application changes are deployed from the development environment to the higher environments.

# Business change pipeline

## Description

Learn how a business change pipeline facilitates change management in Pega Customer Decision Hub™ applications by promoting business changes from the business operations environment (BOE) to other environments without the constraints of enterprise release cycles.

## Learning objectives

- Define a business change pipeline
- Configure a business change pipeline

# Business change pipeline

Business change pipelines support business changes to your Pega Customer Decision Hub™ application. This pipeline offers business users of the Customer Decision Hub the means to test and deploy changes that they implement to their applications outside the enterprise release cycles.

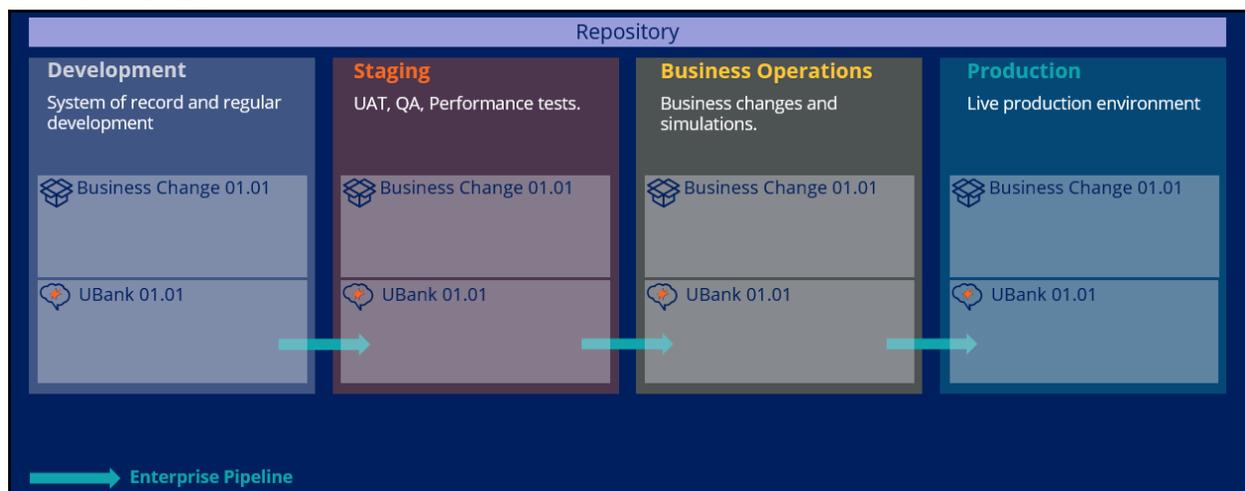
## Transcript

In this video, you will understand how a business change pipeline facilitates change management in Customer Decision Hub applications by promoting business changes from the business operations environment (BOE) to other environments in the project.

A typical decision management project includes five environments. An orchestrator manages and automates the deployment process of artifacts to the candidate environments. A development (System of Record) environment develops enterprise capabilities. A staging environment tests the changes and analyzes their technical impact. A business operations environment (BOE) makes business changes. A production system provides real customers with the latest and greatest artifacts.

All application pipelines use a repository to move generated artifacts from one environment to another.

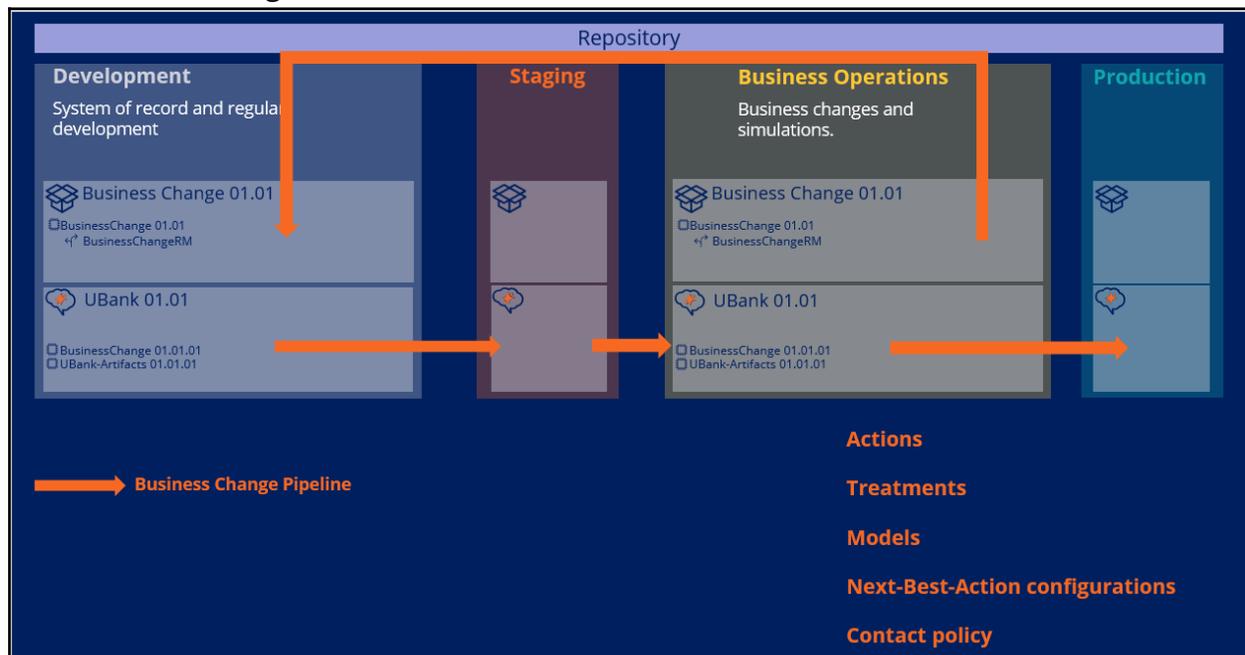
In a new project, you set up enterprise capabilities and core structure of the Customer Decision Hub application in the development environment. When the core development comes to a mature state and it is tested, you then deploy the application to all other environments.



When the initial deployment is complete, all environments are in sync and have the same application ruleset stack and versions. After this point, business users can start making

changes to the next-best-action artifacts in the BOE and deploy these changes to other environments through the business change pipeline.

Ensure that you make ongoing changes to next-best-action artifacts, such as changes to actions, treatments, models, next-best-action designer configurations, contact policy, and similar artifacts in the business domain, in the BOE. The changes are managed through revisions and are packaged automatically for you when you use 1:1 Operations Manager and Revision Management.



Here is an example of how a business change is initiated from the BOE and then promoted to the other environments.

Consider UBank, a retail bank, that has five environments, including one orchestrator and four candidate systems, to deploy changes through the business change pipeline.

In the development environment, note that **Business Change** is the overlay application. The application is built on **UBank 01.01** (the enterprise application) with the BusinessChange ruleset and the UBank-Artifacts ruleset. The current version is **01-01-01**. **BusinessChangeRM** is a branch of the **BusinessChange** ruleset. This is branch to which you merge business changes. At this point, the staging, BOE, and production environments are all in sync.

After the initial deployment is complete, the change management starts, and business users have completed their initial sprint. All the development is stored in the **BusinessChangeRM** branch in the BOE. When the Revision Manager deploys the change

through the business change pipeline, the rules in the branch are packaged and moved to the repository to which all the environments have access.

For example, when the business content team on the UBank creates a new action in the 1:1 Operations Manager application in the BOE, the rules that are associated with the action are added to the branch. When the Revision Manager deploys the change, the rules from the branch are packaged and moved to the repository.

Then, the artifacts that are related to the new revision are imported and merged into the development system. Then, a new version of the enterprise application is created with the merged rules. A new application package is created for the enterprise application and sent back to the repository. This package is created from a predefined product rule, which is configured as part of the business change pipeline.

As the next step, the application package is deployed from the repository to the staging environment, and the enterprise and the overlay application versions are updated.

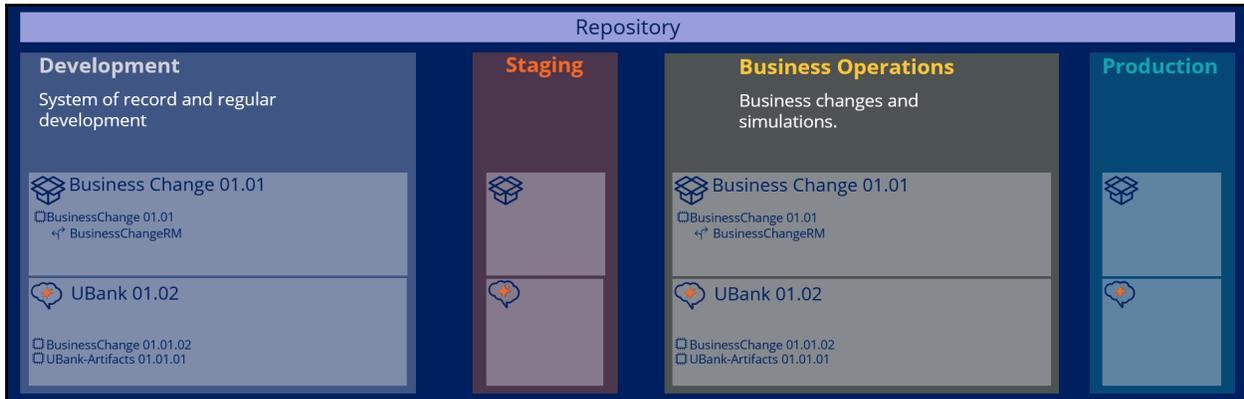
Next, the application package is deployed from the repository to the BOE, and the enterprise and the overlay application versions are updated.

Finally, the application package is deployed from the repository to the production environment, and the enterprise and the overlay ruleset versions are updated.

In the production environment, the change is activated in two stages. In the first stage, the production environment application ruleset stack version is updated, but a user action is required before the change can be deployed. The revision manager logs in to the BOE to enable a set of users who can view business changes. If the test users confirm that the changes are fine, you can make the actual change available to all other users. You achieve this two-stage deployment by using a second set of access group that is prefixed with rollback. During consecutive deployments, the original access group and the rollback access group are rotated.

Once the deployment through the business change pipeline is successful, the new version of the enterprise application with the new version of the overlay application ruleset is

available in all the environments.



# Configuring a business change pipeline

Business change pipelines support business changes to your Pega Customer Decision Hub™ application. This pipeline type offers Pega Customer Decision Hub business users the means to deploy changes implemented to their applications outside of the enterprise release cycles.

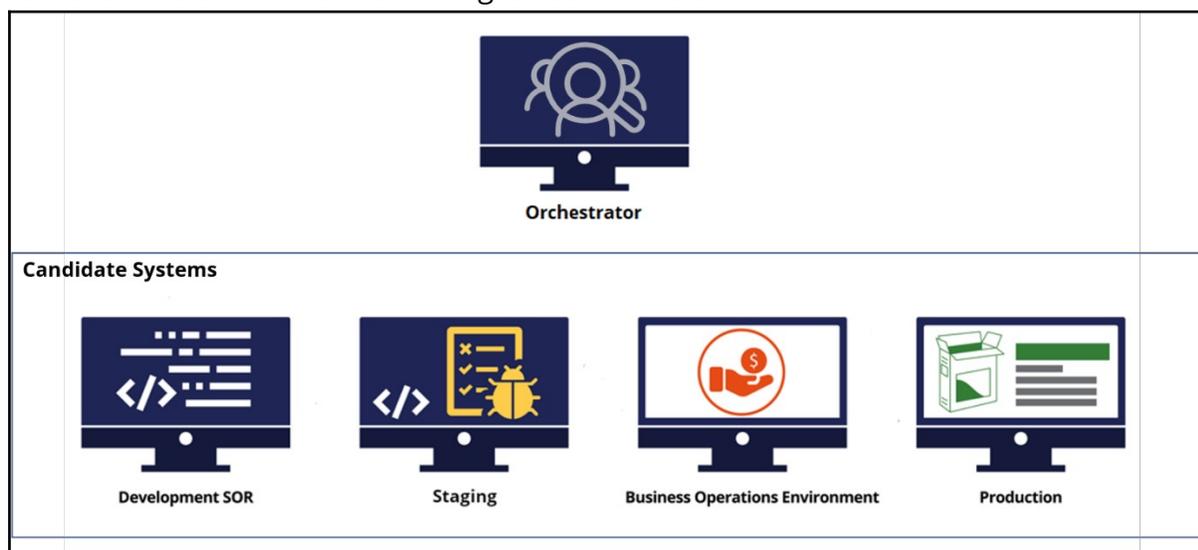
Additionally, users can use the pipeline to respond to changing business requirements by modifying and deploying application rules in a controlled manner. Responses can include any business changes in the overlay application.

## Transcript

This demo shows you how to configure a business change pipeline to deploy changes that are implemented by the business content team and enterprise capabilities team in the Business Operations environment.

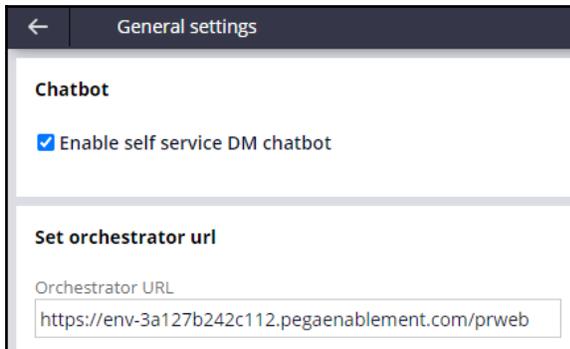
U+ Bank, a retail bank, has recently installed the Pega Deployment Manager application and want to configure Deployment Manager to set up a business change pipeline so that the business team can efficiently implement business changes outside of the enterprise release cycle for faster market response.

A typical decision management project has five environments involved. An orchestrator to manage and automate the deployment process of artifacts to the candidate environments. A development (System of Record) environment to develop enterprise capabilities. A staging environment to test the changes and analyze their technical impact. A Business Operations Environment (BOE) to make business changes. A production system to serve real customers with the latest and greatest artifacts.



In this case, you first set up the orchestrator environment, then configure the candidate systems (Development, Staging, BOE, and Production) to communicate with the orchestrator. Finally, in the orchestrator, you define a business change pipeline to define the deployment process of a business change.

This is the orchestrator. The orchestrator has the Deployment manager and PegaDevOpsFoundation application installed. To configure an environment as the orchestrator, you set the *OrchestratorURL* to the URL of that environment.



In a typical scenario, you update the PegaDevOpsShared dynamic system setting in all the candidate systems to point to the orchestrator system URL. On the candidate systems, only the PegaDevOpsFoundation application is installed along Pega Customer Decision Hub and 1:1 Operations Manager.

Now, all the candidate systems are linked to the orchestrator system.

Next, you need to configure a business change pipeline in the Deployment Manager portal in the orchestrator. With the business change pipeline, you can deploy the implemented changes by establishing communication between environments and defining the sequence of tasks to perform in each environment.

Deployment Manager comes with pipeline templates that help you structure pipelines based on their purpose.

For this requirement, use the Business Change Pipeline template. Start by defining the **Application packaging environment**. This is typically your development environment that acts as the system of record (SOR) and contains the product rule that defines how the application is packaged. In this case, enter the development environment URL.

Then, select an **Authentication profile** to communicate with the candidate environments and connect to the application packaging environment (development) to build the deployment package. An authentication profile is automatically created when you install Deployment Manager. The orchestrator uses this authentication profile to communicate with candidate systems to run tasks in the pipeline. You must have this

authentication profile in all the candidate systems with the same operator ID.

Select the source environment for application packaging.

Application packaging environment *	Authentication profile *
<input type="text" value="https://env-35a157b131c139.pegaenablement.com"/>	<input type="text" value="DMAppAdmin"/>

As your next step, select the name and version of the overlay application, which is the application where business changes reside.

Then, select the access group for which you want to run the pipeline tasks. Ensure that this access group is present in all environments.

Now, enter the name and version of the product rule to use for packaging the artifacts to deploy to the other candidate systems.

Enter a unique name for the pipeline, in this case, *Business Change*.

**Application details**

Specify the application details that will be deployed through this pipeline. Refer to the [guide](#) on how to properly package your application

Application *	Version *
<input type="text" value="BusinessChange"/>	<input type="text" value="01.01.01"/>
Access group *	<input type="text" value="BusinessChange:Releasemanager"/>
Product rule *	Version *
<input type="text" value="BusinessChange"/>	<input type="text" value="01-01-01"/>
Pipeline name *	<input type="text" value="Business Change"/>

Then, select the **New ruleset version** option and provide a password. This action creates and locks a new ruleset version that contains business changes after a successful merge.

**Merge policy**

Choose the target ruleset \*

Highest existing ruleset version

New ruleset version

Password \*

Next, configure the candidate environment details.

Notice that the development environment system URL is already populated based on the information that you provided earlier. Enter the URLs of all the other candidate systems,

and then select the authentication profile for each system.

Environments			
Stage Name	Environment Template	Environment URL	Authentication Profile
Development	BusinessChange_Development	https://env-35a157b131c139.pegaenablement.c	DMAppAdmin
Staging	BusinessChange_Sandbox	https://env-56a164b131c121.pegaenablement.c	DMAppAdmin
Business Operations	BusinessOperations	https://env-12a165b131c119.pegaenablement.c	DMAppAdmin
Production	BusinessChange_Production	https://env-46a122b154c153.pegaenablement.c	DMAppAdmin

Now, specify the development and production repositories where in which you want to store the packaged rules. Define at least one repository that each candidate system can access.

The pipeline uses the development repository to generate artifacts and version for an application. The pipeline uses the production repository to store the production-ready artifacts. Having a separate production repository is optional.

The environments in the pipeline directly import the application package from these repositories. In this case, use the same repository.

**Artifact management**

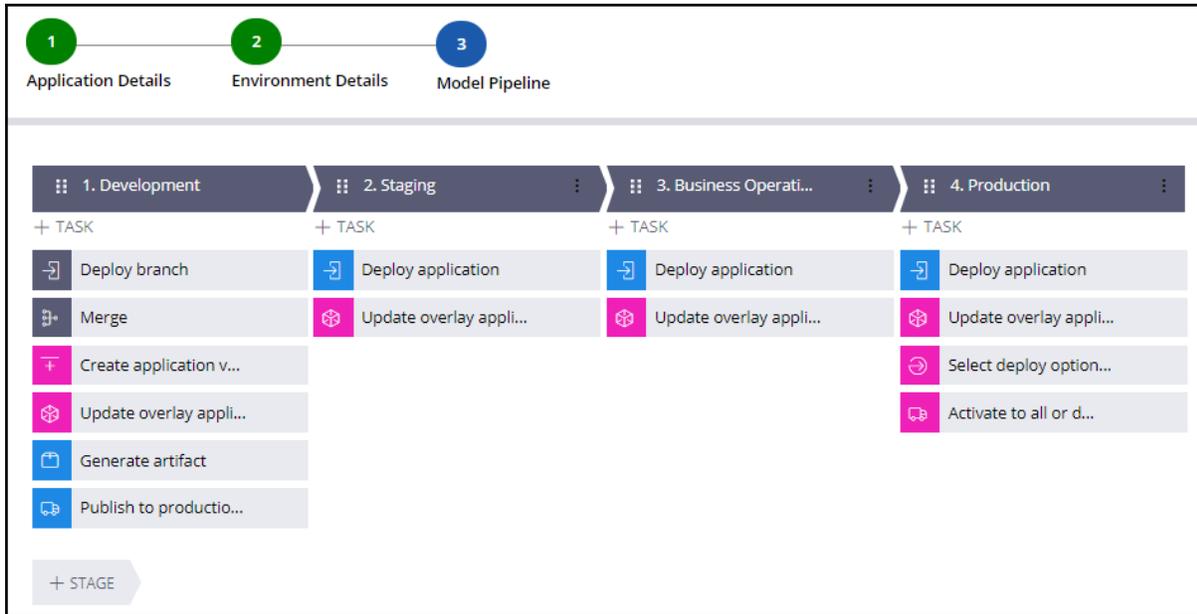
Application artifacts will be stored in the repositories specified below. The the appropriate cloud ready repository.  
Refer to the following guide on configuring repositories [setup repositories](#)

Development repository\*

Production repository\*

A pipeline model is created. The pipeline model is a case type that defines various predefined tasks that are necessary to accomplish a successful business change

deployment.



From here, you can adjust your stages and tasks to replicate the quality standard of the release process that is defined by your organization.

In the **Create application version** task, enter the enterprise application name for the input parameter. After a business change branch is merged, a new version of the enterprise application is created which is then deployed to other environments. Create the pipeline.

The screenshot shows the 'Task details' panel for the 'Create application version' task. The panel is divided into sections: 'Label' with the value 'Create application version', 'Task type' with the value 'NewApplication', and 'Description' with the value 'Create a new application version'. Below these is the 'Input parameters' section, which contains a field for 'Application name' with a question mark icon and a red asterisk, and the value 'PegaCRM\_Marketing' entered in the text box.

Run diagnostics to check whether the orchestrator can communicate with all the candidate systems and whether the pipeline details are defined correctly. If the check is successful,

you can use the pipeline for deployment of overlay application changes from the BOE.

Verifying intersystem connections	
Orchestrator to Development	SUCCESS
Orchestrator to Staging	SUCCESS
Orchestrator to Business Operations	SUCCESS
Orchestrator to Production	SUCCESS
Verifying basic configuration	
Operator logged on to PegaDeploymentManager application	SUCCESS
PegaDeploymentManager Application present in Runtime context	SUCCESS
Target application on development environment	SUCCESS
Product rule on development environment	SUCCESS
PegaDevOpsFoundation as built-on	SUCCESS
Access group maps to target application	SUCCESS
Access group with at least sysadm4 privilege	SUCCESS
Operator logged on to Orchestrator with hostname or system IP	SUCCESS
DM agent health	SUCCESS

In the development environment, navigate to the overlay application to view the current state of the application stack and versions.

Business Change is the overlay application, which is built on PegaCRM\_Marketing 08.01 (the enterprise application) and Ops Manager. Note that the patch version should not be provided in the application ruleset version and should only include the minor version 01-01.

The **BusinessChangeRM** is a branch of the **BusinessChange** ruleset. The current version is **01-01-01**. This branch is where you create business changes.

Built on applications	Development branches						
<p>+ Add application</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Version</th> </tr> </thead> <tbody> <tr> <td>1 PegaCRM_Marketing</td> <td>08.01</td> </tr> <tr> <td>2 OpsManager</td> <td>01.01.01</td> </tr> </tbody> </table>	Name	Version	1 PegaCRM_Marketing	08.01	2 OpsManager	01.01.01	<p>+ Add branch</p> <p>BusinessChangeRM</p>
Name	Version						
1 PegaCRM_Marketing	08.01						
2 OpsManager	01.01.01						
Enabled components	Application rulesets						
+ Add component	<p>+ Add ruleset</p> <p>1 BusinessChange:01-01</p>						

When you deploy a revision, a new version of the enterprise application is created with an incremented application version. This new enterprise application version points to the merged overlay application version and a new ruleset version is available in the overlay application with the new set of rules added. Currently, there are five rules in the

## BusinessChange ruleset.

Secure Version	Description	Approval required	Checked out	All rules
01-01-01	BusinessChange	<input type="checkbox"/>	0	5

IN APPLICATION VALIDATION MODE 'REQUIRED RULESETS' ARE DISABLED

Now, in the BOE, open the overlay application ruleset to view the rules within the branch. Currently, no rules need to be deployed because a new revision is not created yet.

Let us consider a regular business change use case where business requested the addition of a new action: Festive offer. This is a typical business change, and the business content team starts working on this request in the BOE system. A business user first creates a change request in Pega 1:1 Operations Manager to initiate adding a new action. Then, a team leader prioritizes the change request and assigns the request to an NBA Specialist for build. Next, the NBA Specialist completes the action build tasks. The Team leader then confirms the changes and sets the change request ready for deployment. The business change is finally complete.

Review the current state of the overlay application in the BOE system before proceeding with the deployment. Open the overlay application ruleset to view the rules within the branch. All changes that were made to the rules are stored in the branch ruleset. Note that a new action with the name **Festiveoffer** was added.

Branch: BusinessChangeRM					
Content					
Branch quality					
Content					
Name	Type	Class	Ruleset	Updated by	
Festiveoffer	Action	PegaMKT-Work...	BusinessChange	NBASpecialist	
ContactPolicyjoins	Decision Data	Data-Decision-R...	BusinessChange	NBASpecialist	
CreditCards	Decision Data	CRM-SR-Sales-C...	BusinessChange	RevisionManag	
OfferTreatmentsjoin	Decision Data	Data-Decision-R...	BusinessChange	NBASpecialist	
WebTreatments	Decision Data	Data-Decision-R...	BusinessChange	NBASpecialist	
OfferData	Property	PegaMKT-Work...	BusinessChange	NBASpecialist	
NBA_Sales_CreditCards_A_Customer	Proposition Filter	Data-Decision-R...	BusinessChange	RevisionManag	
NBA_Sales_CreditCards_E_Customer	Proposition Filter	Data-Decision-R...	BusinessChange	RevisionManag	
NBA_Sales_CreditCards_S_Customer	Proposition Filter	Data-Decision-R...	BusinessChange	RevisionManag	
pyEditElement (.pyDPCircumstanceV...	Section	CRM-SR	BusinessChange	NBASpecialist	
pyEditElement (.pyDPCircumstanceV...	Section	CRM-SR-Sales-C...	BusinessChange	NBASpecialist	

The Revision manager now initiates the deployment process by using the business change

pipeline that is configured in the Deployment Manager in the orchestrator environment.

**Deploy Revision: Update business rules (R-1)**

Select a business change pipeline which is to be used to deploy this revision to other environments.

Business change pipeline  
Business Change

Comment: \*  
Deploy revision

**Rules created within this revision**  
Select rules that have been created outside of change requests for inclusion in this revision.

<input type="checkbox"/>	Name	Type
No rules created		

**Deploy** **Cancel**

The rules in the branch are packaged and sent to the repository to make them available to other environments that are defined in the pipeline.

Deployment Manager starts orchestrating the process and the candidate environments run the tasks that are defined in the pipeline model. You can see the progress of the deployment and each completed task. The default way to monitor the process is in the Revision Management portal. However, monitoring the process in Deployment Manager also helps in debugging.

Notice that the process indicates an action the user needs to complete.

**Current status** Application: BusinessChange Version: 01.01.01

Development	Staging	Business Operations	Production
#1 Jul 7, 2021 5:13:45 AM	#1 Jul 7, 2021 5:13:45 AM	#1 Jul 7, 2021 5:13:45 AM	#1 Jul 7, 2021 5:14:13 AM <b>ACTION REQUIRED</b> getting test users Current Task Select deploy options a... 3 / 4

After the new application version is migrated to all environments, within the BOE environment, select a subset of users to test the modifications in the production environment and roll out the changes to all users when the test results are acceptable.

In this case, select all the users.

**Test or activate revision**

Select operators to test the revision before activating it for all operators. If testing is not required, activate the revision directly for all operators.

Test by selected operators

Activate for all operators

<input type="checkbox"/>	Operator ID	Name	Access group
<input type="checkbox"/>	CRMMarketingAdministrator	Sample CRM Marketing Administrator	PegaCRM:MarketAdmins
<input type="checkbox"/>	CDHAnalyst_WARMUP	CDH Analyst	PegaCRM:DecisionAnalysts
<input type="checkbox"/>	CDHAnalyst	CDH Analyst	PegaCRM:DecisionAnalysts
<input type="checkbox"/>	CRMDecisioningAnalyst	CRM Decisioning Analyst	PegaCRM:DecisionAnalysts
<input type="checkbox"/>	CRMDecisioningAnalyst_WARMUP	CRM Decisioning Analyst	PegaCRM:DecisionAnalysts

When the deployment is successful, you can view the report in the **Deployment history** section to check the process details and logs.

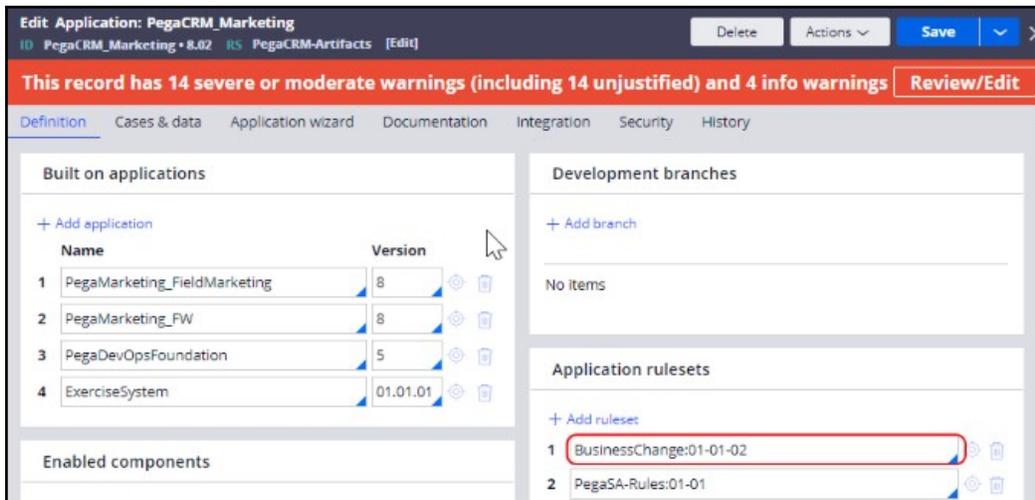
Timeline Changes Notifications

07 Jul 2021, 05:16:41 AM		<b>Activate to all or discard from testing completed</b> by Deployment manager agent Production
07 Jul 2021, 05:16:03 AM		<b>Activate to all or discard from testing started</b> by System Production
07 Jul 2021, 05:15:59 AM		<b>Select deploy options and test users completed with 'selected test users'</b> by Deployment manager agent Production
07 Jul 2021, 05:15:45 AM		<b>Select deploy options and test users processed with 'selected test users'</b> by Deployment manager agent Production
07 Jul 2021, 05:14:12 AM		<b>Select deploy options and test users needs user action</b> by Deployment manager agent Production
07 Jul 2021, 05:13:44 AM		<b>Select deploy options and test users started</b> by System Production

After activating the change for all users and completing the revision, the change is available to all users.

At this point, in the development environment, navigate to the overlay application to view the current state of the application stack and versions. Note that a new enterprise application was created with version 8.02 and the Business Change application now inherits from this application. This new enterprise application has the merged ruleset version

(BusinessChange:01-01-02).



Open the ruleset to view the new ruleset version and the rules available. According to the initial pipeline configuration, the branch was merged as a new ruleset and is locked. Open the latest ruleset to view the new action that was added. Notice that this ruleset also contains all the rules that were added in the BOE system branching ruleset and is now part of the development system and the other candidate systems after deployment.

Rule type	Rule name	Applies to	Available	Updated by	Last updated	Circumstances
Action	Festiveoffer	PegaMKT-Work-Offer-Sales-...	Yes	NBA Specialist	13 minutes ago	
Decision Data	ContactPolicyJoins	Data-Decision-Request-Cust...	Yes	NBA Specialist	14 minutes ago	
Decision Data	CreditCards	CRM-SR-Sales-CreditCards	Yes	Revision Manager	14 minutes ago	
Decision Data	OfferTreatmentsJoin	Data-Decision-Request-Cust...	Yes	NBA Specialist	14 minutes ago	
Decision Data	WebTreatments	Data-Decision-Request-Cust...	Yes	NBA Specialist	14 minutes ago	
Property	OfferData	PegaMKT-Work-Offer	Yes	NBA Specialist	13 minutes ago	

You have reached the end of this demo. What did it show you?

- How to configure a business change pipeline and establish communication between environments using the pipeline.
- How to create and deploy a revision through a business change pipeline.
- How a new version of an enterprise and an overlay application is created for every revision.

# Data migration pipeline

## Description

Learn how a data migration pipeline enhances the process of automatically moving sampled production data into the business operations environment (BOE) and provides the means to simulate what-if scenarios on actual customer interactions and data.

## Learning objectives

- Define a data migration pipeline
- Prepare environments for data migration
- Migrate sample production data to the BOE

# Data migration pipeline

The data migration pipeline enhances the process of automatically moving sample production data into the Business Operations Environment (BOE). The pipeline provides you with the means to simulate what-if scenarios on sample production data without affecting the production environment.

Simulation tests provide you with significant insights into how your business changes affect the results that your strategies produce. However, if tests are based on test data, the results do not always reflect the effect that your changes have in real-life scenarios. To ensure that simulations are reliable enough to help you make important business decisions, you can deploy a sample of your production data to a dedicated BOE for testing.

Through sampling, you can focus on a representative subset of a large population; therefore, you do not have to analyze large groups of subjects. You can also use sampling to reduce the amount of time that is needed to run a simulation that delivers accurate projections by extrapolating across the entire population.

Pega Customer Decision Hub™ provides separate inbound and outbound samples of your production customer data that you can use as the audience input for a simulation.

By using a data migration pipeline, you can export an inbound and outbound sample dataset, which includes **associated** interaction history and adaptive models, from the production environment, and then import that data into the BOE.

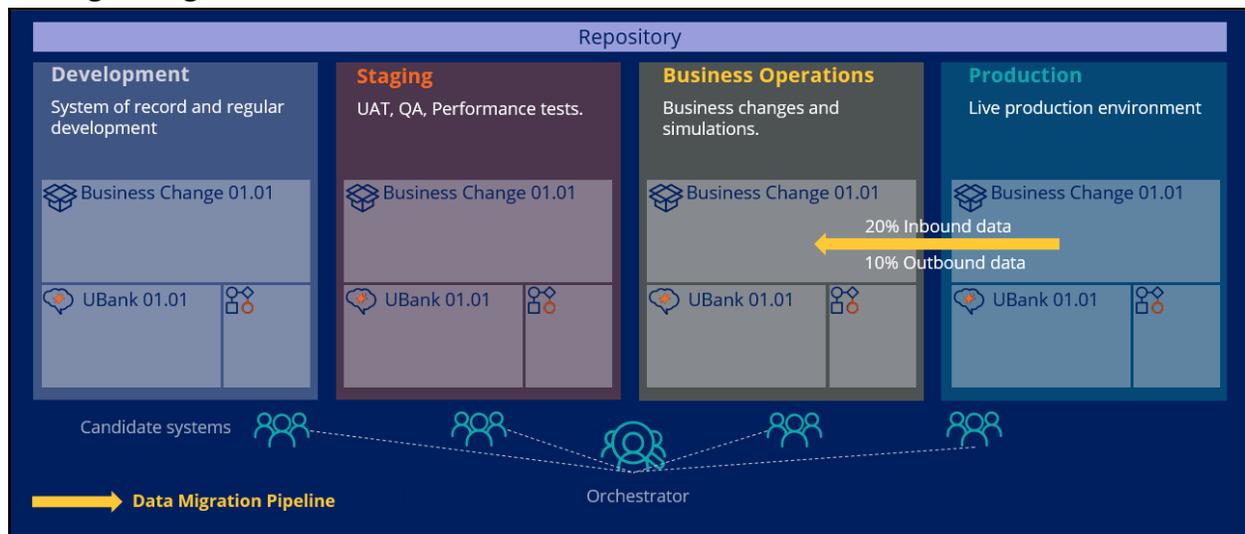
You can schedule refreshes of the sample datasets in the BOE at specific intervals.

As a result, the simulations are based on the migrated production data, that is, customer details, adaptive model data, and interaction history, which helps you assess how your changes are reflected in real-life scenarios.

The Pega Customer Decision Hub, inbound and outbound sampling algorithm randomly samples up to 20% of your associated decision requests. By default, the inbound sample size is 5% and the outbound sample size is 10%. You can consider limiting the sample size as required depending on the amount of available interactions.

For example, you can sample a selection of 20% inbound and 10% outbound real customer interactions, and then migrate the data to the BOE to test how the changes to existing

strategies might affect the business outcomes.



To migrate the sample production data, you need to complete a one-time configuration in the development environment to generate the data migration artifacts and move them to production environment and BOE. You can set up that activity by migrating the artifacts with an enterprise pipeline or manually importing rules.

Data migration artifacts contain sampling data sets, data flows, and file repository data sets that are required to sample and migrate the production data and the dynamic system settings.

After the data migration artifacts are generated in the development environment and moved to the Production and BOE systems, and when the data migration pipeline is configured, you can migrate the simulation data.

You can also schedule a data migration pipeline to run during a specified period by creating and running a job scheduler.

# Preparing the artifacts for data migration

To prepare your environment for data migration, complete a one-time configuration to generate all the required artifacts.

## Transcript

This demo shows you how to generate the artifacts and configure the settings that are required to assemble the data migration pipeline.

U+ Bank, a retail bank, would like to prepare their systems to be able to generate the artifacts and configure the settings that are required to migrate sampled data from the production environment to the Business Operations Environment (BOE).

Typically, a system architect completes the initial configuration in the development environment, and then you promote the generated artifacts and settings to higher environments.

In the development environment, as a best practice, start by creating a new ruleset to host all system-generated artifacts such as data sets and data flows. Storing these artifacts in a dedicated ruleset is not mandatory; however, this action is useful later when you package the artifacts in cases where an enterprise pipeline is not available. If an enterprise pipeline exists, you can use the pipeline for migrating the rules to the production and BOE environments.

Create a new rule set, and then add that ruleset to your application. This ruleset holds all the system-generated artifacts.

The screenshot shows a 'Create RuleSet Version' dialog box. The title bar includes 'Home' and 'New' tabs. The main title is 'Create RuleSet Version' with a help icon and 'Cancel' and 'Create and open' buttons. The form contains: 'RuleSet Name' (DataMigration), 'Version' (01-01-01), 'Description' (DataMigration:01-01-01), and a checkbox for 'Branch RuleSet'. At the bottom, there is a checkbox for 'Update my current Application to include the new version (Quick Create Only)'.

As your next step, navigate to the **Data Migration** landing page. By default, the **Data-Decision-Request-Customer** class is selected in the **Data to transfer** field. Leave this

default setting, and then select the inbound and outbound sample size. The sample size must be less than 20% for inbound and outbound sampling. Select a repository that both the BOE and the Production environment can access. If necessary, you can rename the data sets that ultimately hold the sample customer data. Now, choose the ruleset in which you want to store the new artifacts. In this case, select your new ruleset.

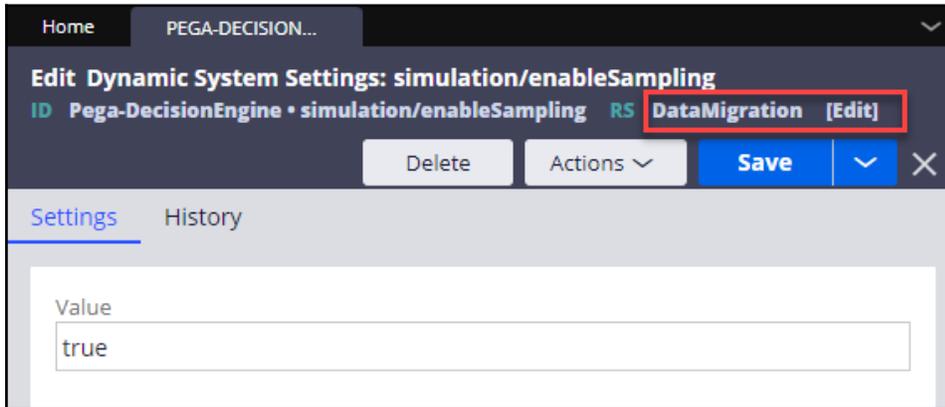
The screenshot displays the 'Data Migration' configuration page. At the top, there are navigation tabs for 'Home' and 'Data Migration', and a header bar with 'Data Migration', 'Actions', 'Save', and a close button. The main content is divided into three sections: 'General', 'Storage', and 'Supporting artifacts'.  
1. **General**: Describes the migration process. A dropdown menu for 'Data to transfer' is set to 'Data-Decision-Request-Customer'. Below it, two sliders control 'Inbound sample size to transfer (Max 20%)' at 5% and 'Outbound sample size to transfer (Max 20%)' at 10%.  
2. **Storage**: A dropdown menu for 'Repository' is set to 'DMRepo'.  
3. **Supporting artifacts**: Shows 'No artifacts generated yet'. It includes fields for 'Data set base name' (SampledCustomers), 'Inbound data set name' (SampledCustomers\_Inbound), and 'Outbound data set name' (SampledCustomers\_Outbound). At the bottom, there are dropdowns for 'Ruleset' (DataMigration) and 'Version' (01-01-01).

After saving the configuration, you can browse the generated artifacts by clicking the **Show artifacts** link. The data migration artifacts contain sampling data sets, data flows, and file repository data sets.

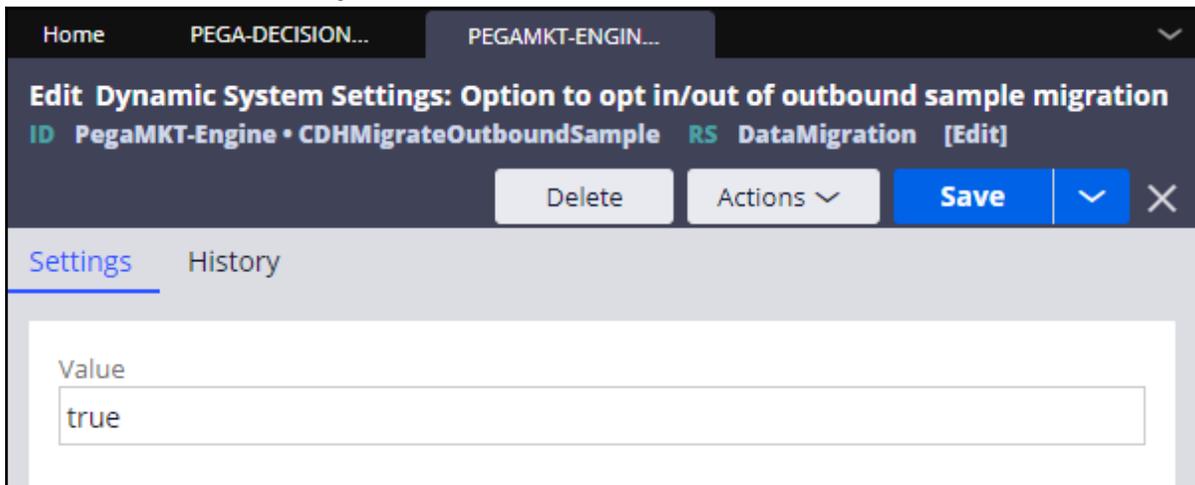
Name	ID	Type	Class
<a href="#">IH file repository dataset</a>	SIMDS_9ffa43ccbd764ee781b4527e8e64b977	Data Set	Data-pxStrategyResult
<a href="#">IH data import dataflow</a>	SIMDF_9363638f5ebf4ef6bb3f0b7fa2fb89be	Data Flow	Data-pxStrategyResult
<a href="#">IH data export dataflow</a>	SIMDF_db2bbdbc160f473d8697f36af6025c0e	Data Flow	Data-pxStrategyResult
<a href="#">Outbound customer data file repository dataset</a>	OSDS_ac5f567976504c18928132d256bee4d5	Data Set	Data-Decision-Request-Customer
<a href="#">Outbound customer import dataflow</a>	OSDF_b38bb34e263b41a7a080c75161276691	Data Flow	Data-Decision-Request-Customer
<a href="#">Outbound sample export to file</a>	OSDF_4f88857c29d04ec5ae4db9b7089eaae0	Data Flow	Data-Decision-Request-Customer
<a href="#">Histogram dataset</a>	SIMDS_7a22e15e95e444a989db4cb66b071...	Data Set	Data-DM-Histogram
<a href="#">Histogram data import dataflow</a>	SIMDF_598504affc9d43f4bd97bca0c8b10562	Data Flow	Data-DM-Histogram
<a href="#">Histogram data export dataflow</a>	SIMDF_6668e384398d4555934e48028c73c9...	Data Flow	Data-DM-Histogram
<a href="#">Unique inbound samples for IH export</a>	SIMDS_58011cce12934f34a2aa4ae3bc74404d	Data Set	Data-pxStrategyResult
<a href="#">Inbound sample preparation data flow for IH</a>	SIMDF_ae2c93cf5a1a4a21816240cb98879ee2	Data Flow	Data-Decision-Request-Customer
<a href="#">Contingency table dataset</a>	SIMDS_e8d5a621de4940bea9902279d2978...	Data Set	Data-DM-ContingencyTable
<a href="#">Contingency Table data import dataflow</a>	SIMDF_e5595c888f42478c8c2c10ea7c2daf88	Data Flow	Data-DM-ContingencyTable
<a href="#">Contingency Table data export dataflow</a>	SIMDF_0f6076232001408facaad8279e39d825	Data Flow	Data-DM-ContingencyTable

Depending on the requirement, you can choose to only sample inbound interactions (inbound calls to Pega Customer Decision Hub™), create a sample from the entire customer base for running outbound simulations, or both. You control this functionality through dynamic system settings. To enable inbound sampling, save the **simulation/enableSampling** dynamic system setting to the same ruleset that you

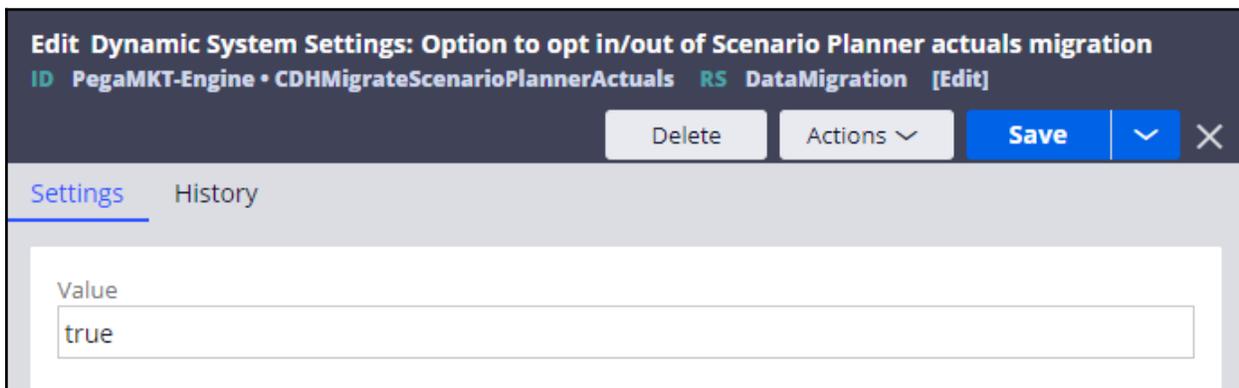
created earlier, and then set it to *true*.



To enable outbound sampling, save the **CDHMigrateOutboundSample** dynamic setting to the same ruleset that you created earlier, and then set it to *true*.



Besides migrating sampled customer data, the data migration pipeline can be used to migrate actual production data from production environment to the BOE. The actual data is used in scenario planner to determine how close the results are to meeting expected targets. To migrate the actuals data set, save the **CDHMigrateScenarioPlannerActuals** dynamic setting to the same ruleset that you created earlier, and then set it to *true*.



Now, create a product rule to package the generated artifacts. Give the rule a name and a product version.

**Create Product** Create and open Cancel ?

**Product Record Configuration**

Label\*  Identifier DataMigrationArtifacts Edit  
A short description or title for this record

Product Version

---

**Context**

- Production Rulesets
- PegaCRM\_Marketing
- Pega Field Marketing
- Pega Field Marketing Core
- Customer Decision Hub
- PegaCDH\_Core
- PegaCDH Framework PreRequisites
- Pega Promoter Survey FrameWork, on PRPC
- PDCCClient
- Pega DevOps Foundation
- PegaDM
- Exercise system
- UI Kit
- Pega Platform

Add to ruleset\*

In the **RuleSets to Include** section, choose the ruleset in which the data migration artifacts are stored, and then check the **Include associated data** check box. This setting ensures that the **Data Migration** landing page where the settings were configured is also migrated.

	Name	Minimum version	Maximum version	Exclude non-versioned rules	Include associated data	App context
1	DataMigration	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	PegaCRM_Marketing 08.0

+

As a best practice, to keep the application stack in sync, add the application instance to the Product rule by querying the **Rule-Application** class, and then selecting the application.

In this case, select **PEGACRM\_MARKETING 08.01**.

Individual instances to include

Select a class and press 'Query'

Rule-Application 

	Label	Key	
1	PegaCRM_Marketing	RULE-APPLICATION PEGACRM_MARKETING 08.01	



Save the product rule and preview the rules that are included. Then, lock the ruleset and generate the product rule.

As the next step, ensure that the setup of **MigrateSimulationData**, **DataSyncPipeline**, **api**, and **cicd** service packages is correct, and the **Require TLS/SSL for rest service in this package** check box is unchecked in the BOE and production environments. Complete these actions manually because the security requirements in environments might vary. The pipeline diagnostics tool ensures that you select the right option in each environment.

The final step in preparing the environments for data migration is to import the product rule into all environments. Use the enterprise pipeline to migrate artifacts when possible. This action ensures that each environment is in sync and that both the BOE and Production environments have the required artifacts to migrate data.

You have reached the end of this demo. What did it show you?

- How to configure the data migration settings and generate artifacts.
- How to enable inbound and outbound sampling.
- How to enable actuals data migration for scenario planner.
- How to create a product rule with the required data migration artifacts and import that rule into the BOE and Production systems.

# Migrating sampled data with a data migration pipeline

The data migration pipeline facilitates moving sampled production data into the business operations environment (BOE) automatically. It provides you with the means to simulate what-if scenarios on the sample production data without affecting the production environment.

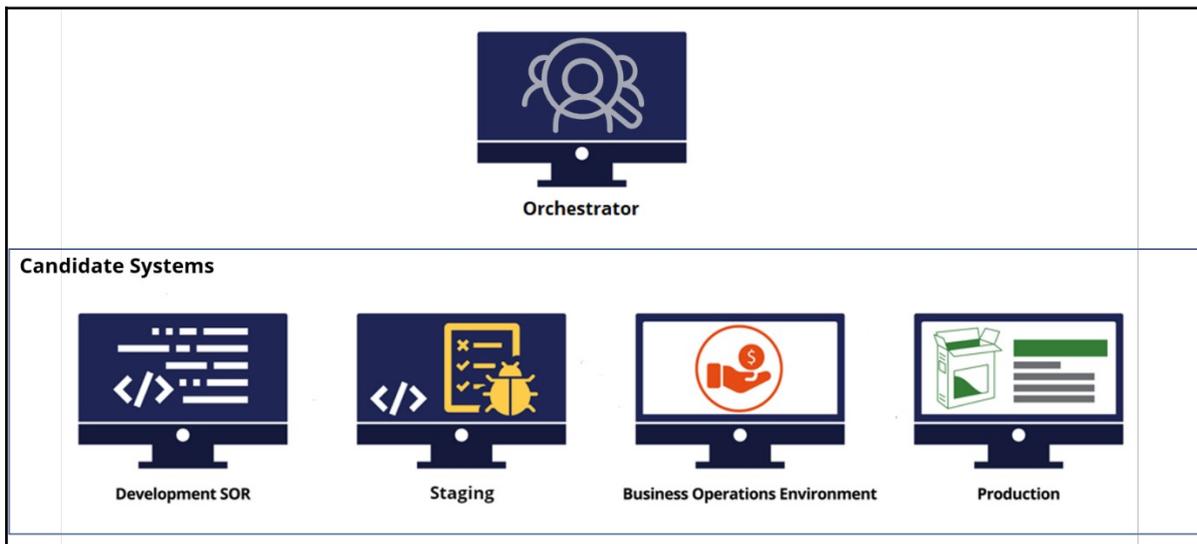
## Transcript

This video shows you how to configure a data migration pipeline to migrate sampled production data from the production environment to the business operations environment.

U+ Bank, a retail bank, plans to configure Pega Deployment Manager to set up a data migration pipeline and migrate 20% of its customer base from the production environment to the BOE for the business users to simulate what-if scenarios.

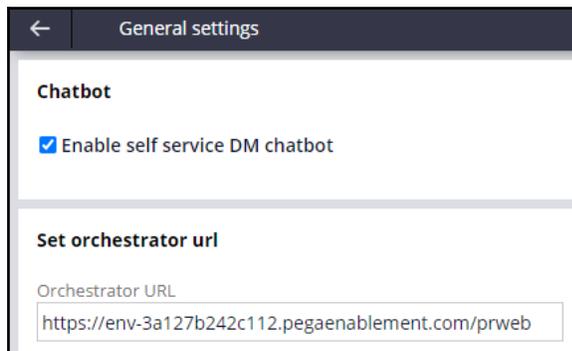
A typical decision management project involves five environments:

- An orchestrator to manage and automate the deployment process of artifacts to the candidate environments
- A development (system of record) environment to develop enterprise capabilities
- A staging environment to test the changes and analyze their technical impact
- A business operations environment (BOE) to make business changes
- A production system to serve customers with the latest artifacts



To implement this requirement, first ensure that the BOE and the production environment communicates with the orchestrator. Next, in the orchestrator, configure a data migration pipeline to define the migration process of the sampled production data. Once the Release Manager configures the pipeline, customer interactions in the production environment are sampled and migrated to BOE through a data migration pipeline.

In the BOE and the production environment, update the **PegaDevOpsShared** dynamic system setting (DSS) to point to the orchestrator system URL. Updating the DSS links the BOE and production systems to the orchestrator system.



Then, configure a data migration pipeline in the Deployment Manager portal in the orchestrator. The data migration pipeline allows you to move data from one environment to another so that you can run simulations on a preselected sample set of customers. You can make millions of decisions simultaneously and simulate the outcome of your decision management framework.

Deployment Manager comes with out-of-the-box pipeline templates that help you structure pipelines based on their purpose. For this requirement, use the **Data Migration Pipeline** template. Begin by providing the URL of the production environment.

Then, select the **Authentication profile** that communicates with the candidate environments. An authentication profile is automatically created during the installation of Deployment Manager. The orchestrator uses this authentication profile to communicate with candidate systems to run tasks in the pipeline. Use this authentication profile in all the candidate systems with the same operator ID.

Now, provide the URL of the BOE, and then select the authentication profile.

The screenshot shows a three-step process: 1. Environment Details, 2. Application Details, and 3. Model Pipeline. The 'Model Pipeline' step is active. Below the navigation bar, there is a heading 'Configure stages in your data migration workflow' and a table with the following data:

Stage Name	Environment Template	Environment URL	Authentication Profile
Production	DataMigration_Production	https://env-3a121b180c214.pegaenablement.co	DMAAdmin
Business Operations	DataMigration_Simulation	https://env-18a184b162c152.pegaenablement.c	DMAAdmin

Select the name and version of the enterprise application. Then, select the access group for which you want to run the pipeline tasks. Ensure that this access group is present in all environments.

Now, enter a unique name for the pipeline, *Data Migration* to create a model pipeline.

The screenshot shows the configuration fields for the pipeline. The 'Application' dropdown is set to 'PegaCRM\_Marketing' and the 'Version' dropdown is set to '08.01'. The 'Access group' dropdown is set to 'PegaCRM:CDHAdmins'. The 'Pipeline name' field is set to 'DataMigration'.

The pipeline model is a case type that defines various predefined tasks that are necessary to accomplish a successful data migration.

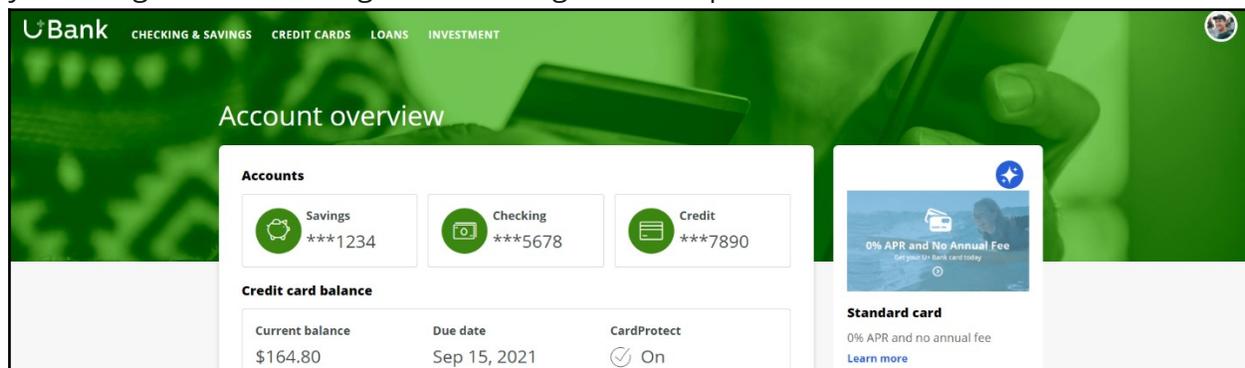
The screenshot shows the 'Model Pipeline' configuration step. The navigation bar shows three steps: 1. Environment Details, 2. Application Details, and 3. Model Pipeline. The 'Model Pipeline' step is active. Below the navigation bar, there is a heading 'Configure stages in your data migration workflow' and a visual representation of the pipeline stages and tasks. The pipeline consists of two stages: 1. Production and 2. Business Operati... Each stage has a '+ TASK' button. The tasks are: Sync key, Initiate data import, and Initiate data export. There is also a '+ STAGE' button.

Run diagnostics to check if the orchestrator can communicate with the BOE and production systems and application details on the pipeline are defined correctly. On successful check, the pipeline is ready to migrate the sampled data from the production environment to the

BOE.

Verifying intersystem connections	
Orchestrator to Production	SUCCESS
Orchestrator to Business Operations	SUCCESS
Verifying basic configuration	
Operator logged on to PegaDeploymentManager application	SUCCESS
PegaDeploymentManager Application present in Runtime context	SUCCESS
Target application on candidate environments	SUCCESS
PegaDevOpsFoundation as built-on (all systems)	SUCCESS
Access group maps to target application	SUCCESS
Operator logged on to Orchestrator with hostname or system IP	SUCCESS
Pega Platform supports the Data Migration pipeline (all systems)	SUCCESS
PegaDevOpsFoundation version is 4.6 or higher (all systems)	SUCCESS
DM agent health	SUCCESS

Access the U+ Bank website from the production environment. Log in as different customers to record varied interactions. When you prepare the system for data migration, you configure the data migrations settings that sample the customer interactions.

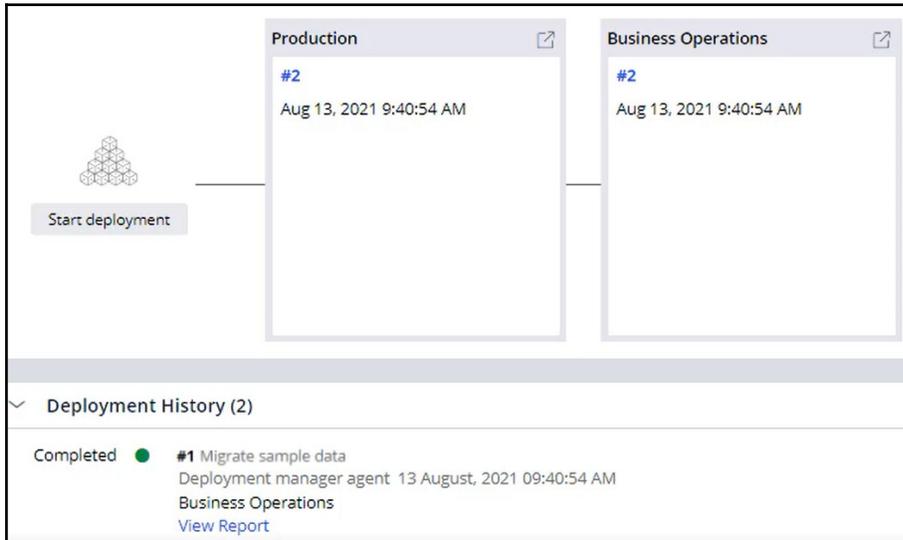


You can initiate the data migration now that you have successfully created the pipeline and recorded some interactions.

While the migration is in the first stage, access the production environment to view the case that the system creates to export production data. Monitor the case to see the various tasks that are performed. The case shows the number of processed inbound samples, adaptive model data, and reports.

Notice that all adaptive models from the production system are migrated to the BOE. This migration ensures that the simulations that run in the BOE are accurate in gauging expected outcomes. On completion of the case, navigate to the orchestrator to see that the deployment advances to the second stage.

Navigate to the BOE to view the data import case. Monitor the case to see the various tasks that the performed. On completion of the case, navigate to the orchestrator to see that the deployment is complete.



In the BOE, search for and open one of the sampled data sets to view the structure and content of the sampled data. You can also view the **Recent Interactions** in the **Interaction history**.

When the system creates new interaction records, the records accumulate in the production environment. After reinitiating the data migration pipeline, the system samples the latest production data, which overwrites the sampled data set in the BOE. In this way, the BOE contains a sample of the latest production data.

You can also schedule a data migration pipeline to run during a specified period by creating and running a job scheduler.

You have reached the end of this video. What did it show you?

- How to configure a data migration pipeline and establish communication between environments.
- How to migrate sampled production data with a data migration pipeline.