



Enablement & Effectiveness Course Catalogue

Instructor-Led Training (ILT): an overview

- **Options for every learner** – beginners through advanced
- A variety of **enablement options** meet learners wherever they are on their enablement journey and match their style preference and budget:
 - ✓ **Pega Flex**
 - ✓ Self-Study
 - ✓ Topic-specific
 - ✓ Mentored
 - ✓ Public
 - ✓ Private
- Available virtual and in-person - **engaging and interactive** lessons with hands-on exercises.
- Content review and summary to help **ensure maximum retention**.
- All the tools necessary to **pass the certification exam** AND be Day One ready.
- Volume **discounts available** for Clients and Partners.

Enablement options

- **Pega Flex:** Learn via a variety of modern options, including Instructor-led training (ILT), self-paced study, group activities, interactive simulations, and more. Experience engaging and interactive lessons, active hands-on exercises, real-life use cases, immediate feedback, and developer networking, under the guidance of a qualified Pega instructor. (\$\$\$)
- **Public classes:** Delivered at one of our global training centers or virtual, our live instructor-led courses are designed, developed, and taught by Pega certified experts to get you going – fast. (\$\$\$)
- **Private and custom classes:** Let us build a fully custom training plan and learning path specifically tailored to meet a client's/partner's business needs. (\$\$\$)
- **Mentored Training:** Our online mentoring sessions include all the benefits of our self-study training with the added guidance of a certified Pega Academy instructor – it's the best of both worlds. (\$)
- **Hands on Training (HoT):** Keep pace with technology advances including Process AI, Pega Process Fabric, and UX for all. Each live 2.5-hour remote learning session offers hands-on time, plus a one-month sandbox environment so you can continue to practice. (\$)
- **Pega Academy:** Our free online training makes it easy to find learning essentials based on your current skill-set. Explore curated missions to enhance your knowledge in a particular area of expertise. (No cost.)

Pega Flex

Modernizing the learning experience through flexible learning



Face-to-face

Traditional
Instructor-Led
Training



Mentored

6-8 week SSA
and LSA
Programs



Instructor-led
session



Group
discussion



Video



Group
project



Demo
(live or
recorded)



Interactive
simulation



Self-study



Group
activity



Break-out
session



Self-study
challenge



Independent
exercise



**Self
directed**

Pega Academy

Build on Pega Academy (choice) to expand learning experience options for all types of learners: academy.pega.com/choice

Current Instructor-Led Training Classes

Class	Days	Participant Roles
Business Architect Essentials	5	Thought leaders who educate stakeholders on Pega Platform capabilities & advise on workflow improvements, aiming for short & long-term business development.
Cloud Engineering & Administration	5	Manage on-premises or Pega Cloud installation of Pega Platform. Use Predictive Diagnostic Cloud to navigate & identify performance tuning opportunities.
Decisioning Consultant	5	Transform business requirements into decisioning artifacts. Creates actions, treatments, decision strategies, engagement, and contact policies in Next-Best-Action designer.
Robotics System Architect Essentials	5	Analyze business processes & identify unnecessary complexity. Design a better workflow, to complete tasks faster with fewer errors.
System Architect Essentials	8 or 10 *	Create robust, rule-based Pega Platform apps that advance digital transformation. Starting point of your career as a Pega developer.
Senior System Architect	10	Advanced System Architects, learn more about application development, case management and data integration.
Lead System Architect	10	Master Pega Platform skills and learn to build solutions that provide optimal user experience, perform well, and quickly deliver business value.

Current Instructor-Led Training Classes (continued)

Class	Days	Participant Roles
Mentored Senior System Architect	6 weeks	Allows developers to remain on billable projects while developing skills in a timely manner. Self-study over a six-week period with two guided sessions per week. Cost includes exam preparation sessions and an exam certification voucher.
Mentored Lead System Architect	8 weeks	Allows developers to remain on billable projects while developing skills in a timely manner. Self-study over a six-week period with two guided sessions per week. Cost includes exam preparation sessions and an exam certification voucher.
CLM/KYC	3	This course helps the participant of financial institutions who encounter challenges around onboarding, maintaining, reviewing, and offboarding Clients, as well as how they can implement regulatory compliance.
Cosmos & Constellation	1	Understand the design system in the context of new and existing applications. Upon completion, participants should be able to describe the different configuration approaches associated with Constellation and Cosmos.
What's New in 8.7 & 8.8	2	Learn how to leverage all the enhancements in Pega Platform version 8.7 and 8.8.

Current Pega Flex training classes

Class	*Days	Participant Roles
System Architect	20	Create robust, rule-based Pega Platform apps that advance digital transformation. Starting point of your career as a Pega developer.
Cloud Engineering & Administration	10	Manage on-premises or Pega Cloud installation of Pega Platform. Use Predictive Diagnostic Cloud to navigate & identify performance tuning opportunities.
Lead System Architect	9	Master Pega Platform skills and learn to build solutions that provide optimal user experience, perform well, and quickly deliver business value.
Pega Process Mining	2.5	Learn the process analysis with Pega technology by learning the capabilities of Pega Process Mining. Explore how to analyze process data to aid with digital transformations and learn common process analysis tasks in Pega Process Mining through hands-on exercises.

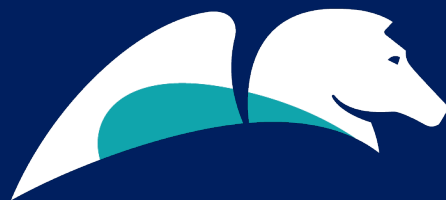
*Days – inclusive of Pega Academy hours + Pega Flex hours + Instructor Led Training (ILT) hours.

Benefits by method

Feature	Self-Study	Mentored	Pega Flex	Traditional ILT
Self-Paced Learning	✓		✓	
No Cost	✓			
Quiz and Mission tests throughout the Journey	✓	✓	✓	✓
Immediate Feedback			✓	✓
Individual Attention			✓	✓
Certification Prep Course	✓	✓	✓	✓
Discounted Exam Vouchers		✓	✓	✓
Customized Use-Cases		✓		✓
Peer Developer Networking		✓	✓	✓

✓ Included

✓ Optional



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Appendix

Business Architect Essentials

5 Days



Prepare for the Certified Pega Business Architect Exam by learning about the features of App Studio.

After completing this instructor-led course, you should be able to:

- Describe key concepts of the Pega Express delivery approach.
- Implement data and integration points directly into your case life cycle.
- Manage user roles, assignments, and service-level agreements.
- Customize UI elements and dynamic UI without coding.
- Manage feature-based application development.
- Implement user stories and document feedback items and bugs.
- Create different types of business and process reports.
- Configure mobile app channels.
- Use Pega Mobile preview.

Course Outline

- Introduction
- Case management
- Data management
- DevOps
- Pega Express
- Platform
- Reporting
- Security
- User experience
- Deployments

Cloud Engineering & Administration

5 Days

Prepare for day-to-day engineering operations by learning how to perform system activities in the environments of your Pega Platform applications.

After completing this instructor-led course, you should be able to:

- Describe the Pega Platform version 8.x architecture.
- Explain the various deployment nodes that are on the cloud.
- Explain the administration responsibilities for cloud operations.
- Describe and manage security authentication and authorization in Pega Platform version 8.x.
- Manage Database Persistence as well as Database Performance tuning for Pega Platform version 8.x.
- Use system monitoring tools for observability and telemetry with Predictive Diagnostic Cloud.
- Recognize the expectation of the Cloud Engineer to perform DevOps in Pega Platform.

Course Outline

- Introduction
- Platform
- Predictive Diagnostic Cloud
- DevOps
- Architecture
- Cloud deployment
- Security

Decisioning Consultant

5 Days

Gain a greater understanding of the key features, capabilities, and benefits of Pega Customer Decision Hub (CDH).

Learn how Pega CDH uses Next-Best-Action Designer, predictive analytics and adaptive analytics in one-to-one customer engagement across inbound and outbound channels.

After completing this instructor-led course, you should be able to:

- Explain next-best-action decisions.
- Describe the next-best-action strategy framework.
- Use Next-Best-Action Designer.



Course Outline

- One-to-One customer engagement
- Next-Best-Action in an omnichannel environment
- Next-Best-Action on digital
- Defining and managing customer actions
- Presenting a single offer on the web
- Defining customer engagement policies
- Avoiding overexposure of actions
- Arbitrating between actions
- Creating and understanding decision strategies
- Creating engagement strategies using customer credit score
- Creating eligibility rules using customer risk segments
- Leveraging predictive models
- Creating parameterized predictors using a sub strategy
- Essentials of always-on outbound customer engagement
- Sending offer emails

Robotics System Architect

5 Days



Prepare for the Pega Certified Robotics System Architect exam by learning the basic functionality, process flow, terminology, and core building blocks of Pega Robot Studio.

After completing this instructor-led course, you should be able to:

- Learn the features of Pega Robotic Process Automation™.
- Explain the structure of a Robotics solution.
- Implement attended and unattended robots.
- Use out-of-the-box configurations.
- Automate package deployment using Robot Studio.

Course Outline

- Introduction to Pega Robotic Automation
- Project management
- System integration
- Interrogation
- Debugging and Diagnostics
- Automations
- Interaction framework
- Deployment

System Architect Essentials

10 Days (India)



Prepare for the Certified Pega System Architect Exam by learning how to design and deliver applications that advance digital transformation.

After completing this instructor-led course, you should be able to:

- Create robust, rule-based Pega Platform applications through rapid development and configuration to Build For Change®.
- Configure rule records to implement Situational Layer Cake™ behaviors that support business Microjourneys®.
- Collaborate with and guide citizen developers and stakeholders on best practices and techniques.
- Define and implement business requirements using the Pega Express™ delivery approach.

Course Outline

- Introduction
- Case management
- Data management
- DevOps
- Integration
- Pega Express delivery
- Platform
- Reporting
- Security
- Deployments
- Application development

System Architect Essentials

8 Days (Global)



Prepare for the Certified Pega System Architect Exam by learning how to design and deliver applications that advance digital transformation.

After completing this instructor-led course, you should be able to:

- Create robust, rule-based Pega Platform applications through rapid development and configuration to Build For Change®.
- Configure rule records to implement Situational Layer Cake™ behaviors that support business Microjourneys®.
- Collaborate with and guide citizen developers and stakeholders on best practices and techniques.
- Define and implement business requirements using the Pega Express™ delivery approach.

Course Outline

- Introduction
- Case management
- Data management
- DevOps
- Integration
- Pega Express delivery
- Platform
- Reporting
- Security
- Deployments
- Application development

Senior System Architect

10 Days



Prepare for the Certified Pega Senior System Architect Exam by learning how to improve Pega Platform implementation skills.

After completing this instructor-led course, you should be able to:

- Describe key application development concepts such as rule resolution, enterprise-class structure design, application versioning, ruleset design, and branch development.
- Implement a wide array of functionality, including solving complex case management requirements.
- Implement data and integration requirements, including connecting to external applications and error handling.
- Implement challenging reporting requirements.
- Implement essential security requirements.
- Measure and debug performance-related issues by seeing how performance tools in Pega Platform ensure a performant application.
- Enhance the user experience by learning how to create a Pega Web Mashup.

Course Outline

- Case management
- Data management
- DevOps
- Integration
- Platform
- Reporting
- Security
- User experience
- Deployments
- Application development

Lead System Architect

10 Days



Prepare for the Certified Pega Lead System Architect Exam by learning how to design end-to-end Pega Platform solutions.

After completing this instructor-led course, you should be able to:

- Identify design options in Pega Platform for particular situations and evaluate these options to form recommendations.
- Employ an analytical approach toward designing a long-lasting Pega Platform solution.
- Design a Pega Platform solution that is built for change.

Course Outline

- PCLSA Mindset
- Pega Platform design
- Application design
- Data Modeling
- Work Delegation design
- Asynchronous Processing design
- Security design
- Reporting design
- User Experience (UX) design
- Deployment and Testing design

CLM/KYC: Foundation

1 Day

Client Life Cycle Management Foundation is an introductory training for anyone who wants to learn about Pega Client Lifecycle Management and Know Your Customer™ for Financial Services and the associated concepts. Participants become familiar with the architecture, standard portals, and tools that support customer onboarding, offboarding, and other customer journeys.

By the end of this course, you will be able to successfully:

- Describe the features and functions of Pega Client Lifecycle Management (CLM) and Pega Know Your Customer (KYC).
- Describe support for due diligence and regulations.
- Explain and use different types of Customer Journeys.
- Describe the features of Client Outreach.
- Work with KYC Type rules configurator to develop custom regulatory rules.

Course Outline

- CLM and KYC overview
- Pega CLM Architecture overview design
- Pega KYC Architecture overview
- The Customer Journey
- Pega CLM implementation
- Reporting
- Other features
- Pega KYC implementation

Implementing CLM

2 Days

Implementing Client Lifecycle Management is an introductory training for system architects and anyone that needs to implement or extend technical aspects of Pega Client Lifecycle Management™ for Financial Services. Participants learn how to use the out-of-the-box tools to configure the CLM application to best fit business needs, such as including data and risk models, customizing the user interface, and adding new documentary requirements and regulatory rules.

By the end of this course, you will be able to successfully:

- Extend the out-of-the-box customer journey types and subtypes.
- Use and change the CLM Portal UX.
- Use the Target Operating Model to extend new user groups.
- Extend the data model to implement new features.
- View and modify risk rating rules.
- Define and implement new documentary requirements.
- Use the event-driven architecture.
- Work with KYC Type rules.

Course Outline

- User interface
- Operational structure
- Documentary
- Requirements
- Integration features
- Event-driven architecture
- Pega KYC integration

Pega Flex - System Architect

Version 8.8

Learn YOUR way with Pega Flex System Architect training. This course will combine Pega Academy's self-paced content and traditional instructor-led training (ILT) with faster time-to-value options.

Course highlights:

- How to design and deliver applications that advance the digital transformation of organizations.
- Discover the capabilities of Pega Platform™ as an application developer or technical team member.
- Explore how to configure and build a Pega Platform solution through a variety of modern options including ILT, self-paced study, group activities, interactive simulations, and more.
- Set your own pace to acquire the expertise you need to be Day One ready.

Total hours: 105.33

- Pega Academy: 44.92 hours
- Pega Flex content: 18.92 hours
- Pega Flex activities: 12.00 hours
- ILT: 30 hours

Pega Flex - Cloud Engineering & Administration

Version: 8.8

Learn YOUR way with Pega Flex Cloud Engineering and Administration (CEA). This course will combine Pega Academy's self-paced content and traditional instructor-led training (ILT) with faster time-to-value options.

Course highlights:

- Learn skills for managing your Pega 8 system with hands-on exercises for DevOps using Pega Deployment Manager.
- Use Predictive Diagnostic Cloud to navigate and identify performance tuning opportunities.
- Review Pega's features around security and understand Pega's logging capabilities.
- Learn how to onboard Pega environment to the cloud for client-managed environments.

Total hours: 34.25

- Pega Academy: 9:35 hours
- Pega Flex content: 15:40 hours
- ILT: 9:00 hours

Pega Flex – Process Mining

Version: 8.8

Begin your journey into process analysis by learning the capabilities of Pega Process Mining. Explore how to analyse process data to aid with digital transformations. Learn common process analysis tasks in Pega Process Mining through hands-on exercises

Course highlights:

- Analyzing processes
- Identifying issues or inefficiencies with a process
- Making recommendations to improve a process.
- Apply the principles and best practices to discover information about your processes and areas that can be enhanced.

Total hours: 19:05

- Pega Academy: 6:45 hours
- Pega Flex content: 8:20 hours
- ILT: 4:00 hours

Pega Flex – Lead System Architect

Version: 8.8

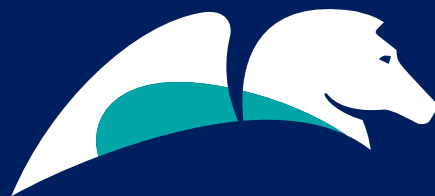
The Lead System Architect mission is an advanced mission for Pega certified senior system architects (PCSSA) who are ready to take on the Pega certified lead system architect (PCLSA) role. The mission covers a broad range of missions, modules and topics required to design a Pega Platform™ solution that provides an optimal user experience, performs well, delivers value to the business quickly, and is built for change.

The design of this comprehensive program provides you with the design thinking skills and knowledge necessary to become a certified Pega Lead System Architect.

LSA Pega Flex Course Highlights

- Acquire skill to design and architect the Pega platform applications.
- Learn to Implement design patterns for case interactions.
- Know the importance of modular reuse architecture.
- Analyze and compare the best possible solution to solve business problems.
- Discover best practices in every aspect of Pega implementation.

Mission Name	Delivery Mode	Duration in Hrs.
LSA 8.8 01	Self Study	3.17
(Pega platform Design)	Video Learning	1.17
(Deployment & Testing Design)	GD & ILT	12.00
LSA 8.8 02	Self Study	1.75
(Application Design)	Video Learning	6.50
(Asynchronous Design)	GD & ILT	12.00
LSA 8.8 03	Self Study	3.83
(Data Model Design)	Video Learning	1.17
(Reporting Design)	GD & ILT	12.00
(Security Design)		



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Appendix – Pega Flex courses execution model

Pega Flex System Architect

Self-paced content and traditional instructor-led training (ILT) plus faster time-to-value options.

What you'll learn

- ✓ Design and deliver applications that advance the digital transformations of enterprises.
- ✓ Discover the capabilities of Pega Platform™ as an application developer or technical team member.
- ✓ Explore how to configure and build a Pega Platform solution through a variety of modern options.
- ✓ Be prepared to earn your certification and begin projects as an active contributor.



Learn YOUR way: Includes ILT, self-paced study, group activities, interactive simulations, and more. Set your own pace to acquire the expertise you need to be Day One ready.



Experience engaging and interactive lessons, active hands-on exercises, real-life use cases, immediate feedback, and developer networking, under the guidance of a qualified Pega Instructor.

Please note: Each day includes a block of time that may be used for the instructor-led portions of your training. The instructor will provide a more detailed agenda so that you can plan to join any instructor-led training. Please keep in mind that there may be days when time is blocked off but there no need to meet with the instructor and/or the instructor may only use a portion of the time.

System Architect Essentials (1/4)

Course Sample Structure

Day 0	Day 1	Day 2	Day 3	Day 4	Day 5																							
<div>LCAB 1/3</div> <div><div>Pega Academy 6h05</div><div><div>➤ Self-study x28 4h55</div><div>➤ Challenge x4 1h10</div></div></div> <div><div>Pega Flex</div><div><div>➤ Video x10 1h40</div><div>➤ Challenge x1 0h15</div></div></div>	<div>Live workshop 01 2h</div>	<div>LCAB 2/3</div> <div><div>Pega Academy 2h35</div><div><div>➤ Self-study x12 1h35</div><div>➤ Challenge x5 1h</div></div></div> <div><div>Pega Flex</div><div><div>➤ Video x1 0h10</div><div>➤ Challenge x3 2h</div></div></div>	<div>Live workshop 02 2h</div> <div>LCAB 3/3 + LCABE 1/5</div> <div><div>Pega Academy 3h55</div><div><div>➤ LCAB E&T 2h40</div><div>➤ Self-study x4 0h45</div><div>➤ Challenge x1 0h30</div></div></div>	<div>LCABE 2/5</div> <div><div>Pega Academy 2h40</div><div><div>➤ Self-study x13 1h40</div><div>➤ Challenge x6 1h</div></div></div> <div><div>Pega Flex</div><div><div>➤ Video x4 0h25</div><div>➤ Challenge x3 2h40</div></div></div>	<div>Live workshop 03 2h</div> <div>LCABE 3/5</div> <div><div>Pega Academy 2h20</div><div><div>➤ Self-study x11 1h20</div><div>➤ Challenge x5 1h</div></div></div> <div><div>Pega Flex 1h25</div><div><div>➤ Challenge x2 1h25</div></div></div>																							
<table><tr><th>Free</th><th>Value-added</th></tr><tr><td>PA: 6h05</td><td>Flex: 1h55</td></tr></table>	Free	Value-added	PA: 6h05	Flex: 1h55	<table><tr><th>Value-added</th></tr><tr><td>ILT: 2h</td></tr></table>	Value-added	ILT: 2h	<table><tr><th>Free</th><th>Value-added</th></tr><tr><td>PA: 2h35</td><td>Flex: 2h10</td></tr></table>	Free	Value-added	PA: 2h35	Flex: 2h10	<table><tr><th>Free</th><th>Value-added</th></tr><tr><td>PA: 3h55</td><td>ILT: 2h</td></tr></table>	Free	Value-added	PA: 3h55	ILT: 2h	<table><tr><th>Free</th><th>Value-added</th></tr><tr><td>PA: 2h40</td><td>Flex: 3h05</td></tr></table>	Free	Value-added	PA: 2h40	Flex: 3h05	<table><tr><th>Free</th><th>Value-added</th></tr><tr><td>PA: 2h20</td><td>Flex: 1h25</td><td>ILT: 2h</td></tr></table>	Free	Value-added	PA: 2h20	Flex: 1h25	ILT: 2h
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Course Sample Structure



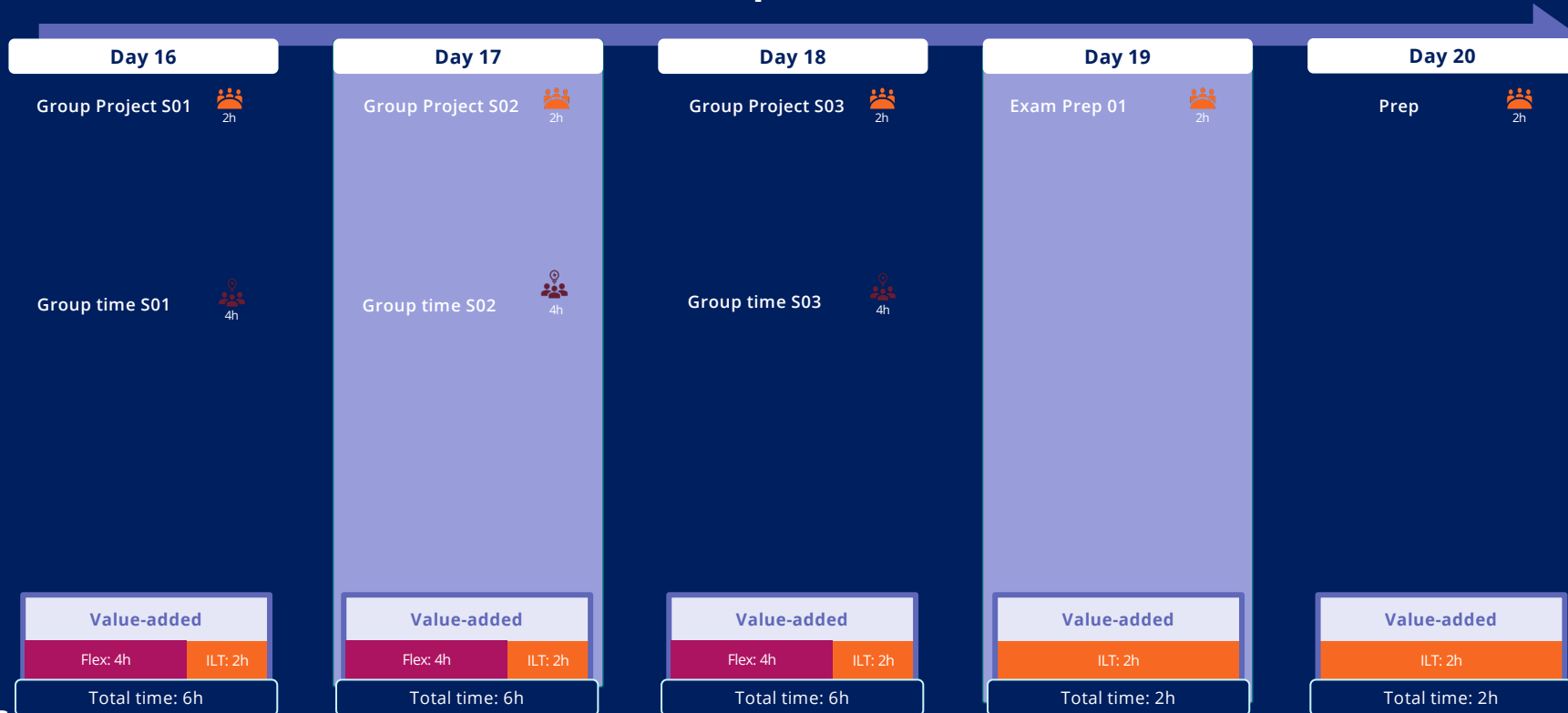
System Architect Essentials (3/4)

Course Sample Structure



System Architect Essentials (4/4)

Course Sample Structure



Pega Flex Cloud Engineering and Administration

Self-paced content and traditional instructor-led training (ILT) plus faster time-to-value options.

What you'll learn

- ✓ Skills for managing your Pega 8 system with hands-on exercises for DevOps using Pega Deployment Manager
- ✓ Use Predictive Diagnostic Cloud to navigate and identify performance tuning opportunities
- ✓ Review Pega's features around security and understand Pega's logging capabilities
- ✓ How to onboard a Pega environment to the cloud for client-managed environments.
- ✓ Be prepared to be your company's Pega Cloud

Format



Learn YOUR way: Includes ILT, self-paced study, group activities, interactive simulations, and more. Set your own pace to acquire the expertise you need to be Day One ready.

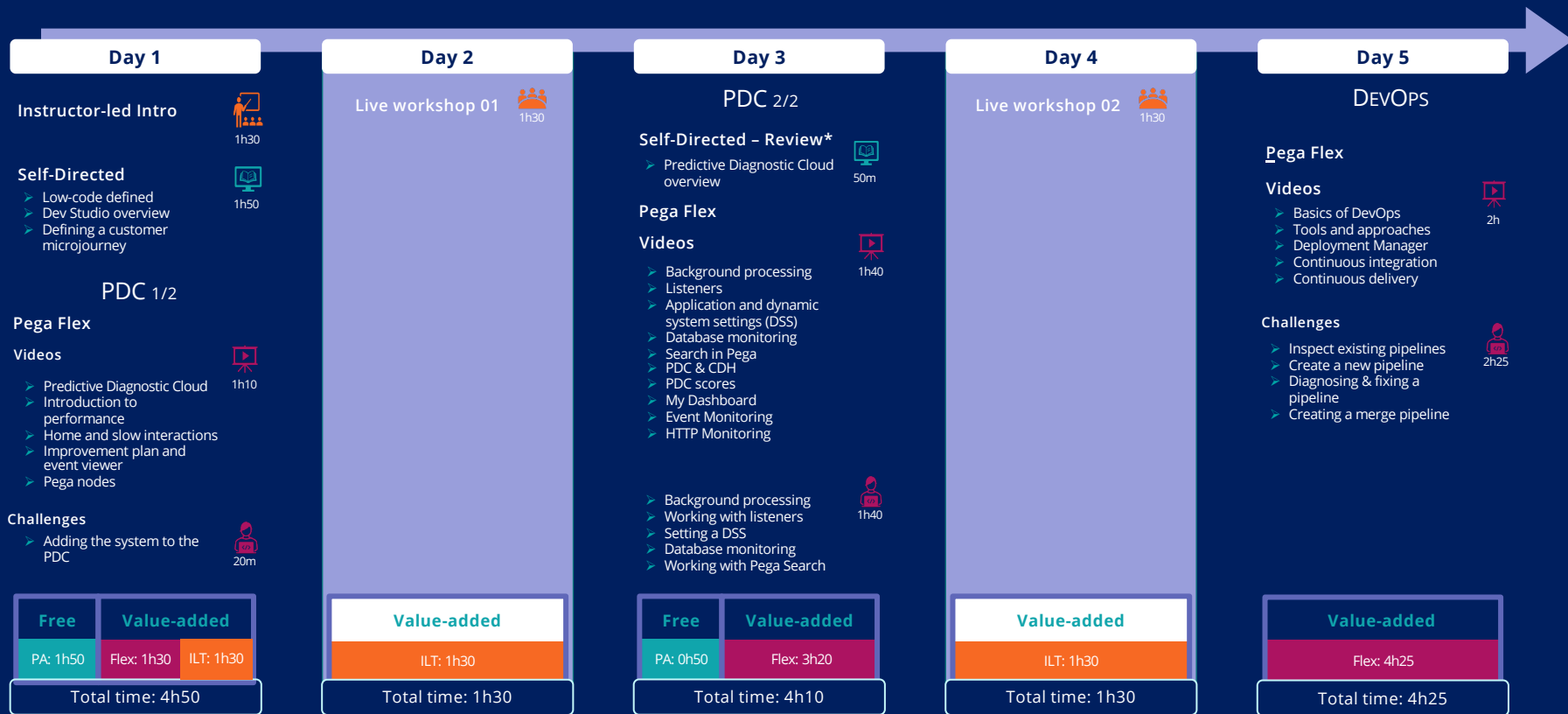


Experience engaging and interactive lessons, active hands-on exercises, real-life use cases, immediate feedback, and developer networking, under the guidance of a qualified Pega Instructor.

Please note: Each day includes a block of time that may be used for the instructor-led portions of your training. The instructor will provide a more detailed agenda so that you can plan to join any instructor-led training. Please keep in mind that there may be days when time is blocked off but there no need to meet with the instructor and/or the instructor may only use a portion of the time.

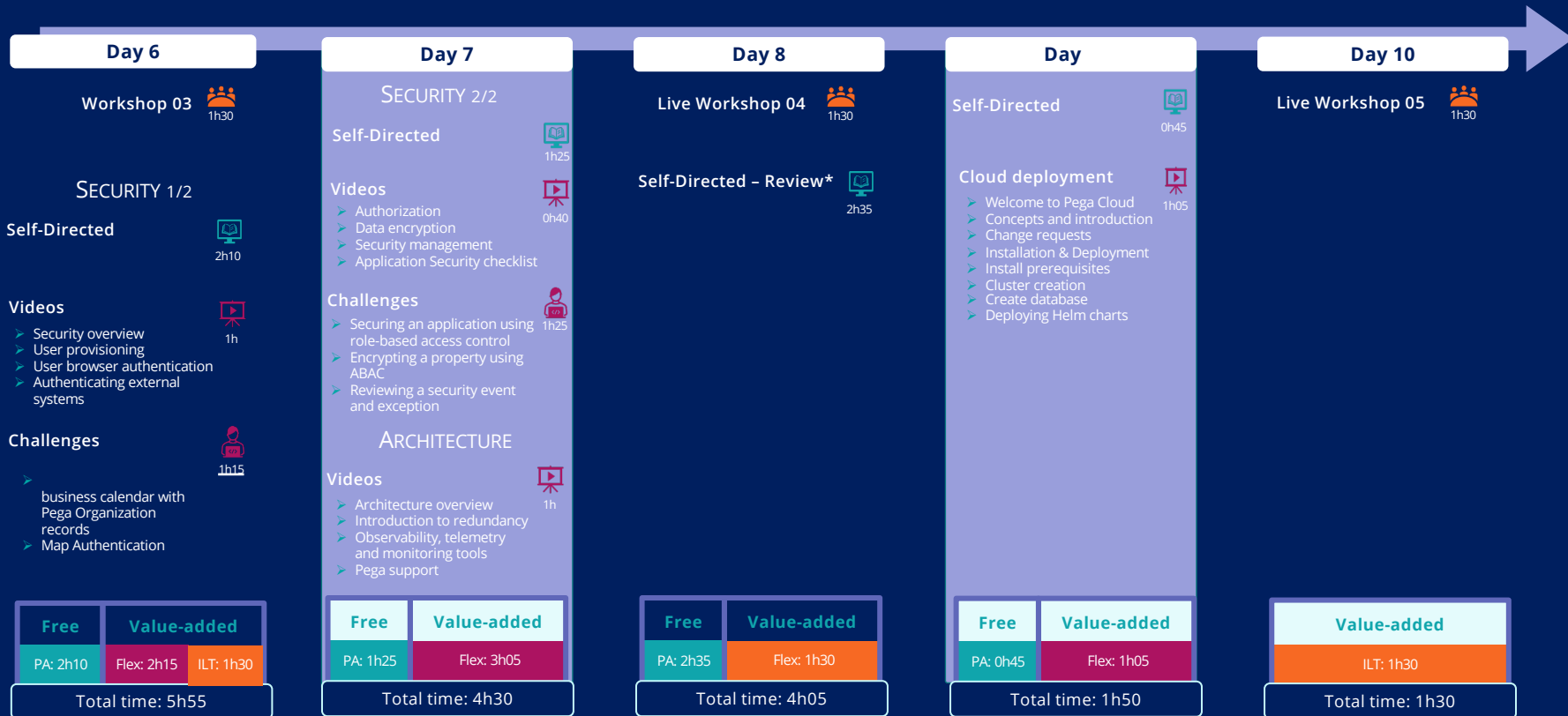
Cloud Engineering and Administration (1/2)

Course Sample Structure



Cloud Engineering and Administration (2/2)

Course Sample Structure



Pega Flex Process Mining

A self-paced content and traditional instructor-led training (ILT) with faster time-to-value options.

What you'll learn

- ✓ Begin your journey into process analysis with Pega technology by learning the capabilities of Pega Process Mining
- ✓ Explore how to analyze process data to aid with digital transformations
- ✓ Learn common process analysis tasks in Pega Process Mining through hands-on exercises
- ✓ Be prepared to begin projects as an active contributor!

Format



Learn YOUR way: Includes ILT, self-paced study, group activities, interactive simulations, and more. Set your own pace to acquire the expertise you need to be Day One ready.



Experience engaging and interactive lessons, active hands-on exercises, real-life use cases, immediate feedback, and developer networking, under the guidance of a qualified Pega Instructor.

Please note we have included a block of time each day that may/may not be utilized for instructor-led portions of your training. The instructor will provide you with a more detailed agenda so that you are able to plan to join us for any instructor-led training. Please keep in mind that there may be days where there is time blocked off and there is not a need to meet with the instructor during that time and/or the instructor may only utilize a portion of the time blocked off.

Course Sample Structure



Pega Flex Lead System Architect

Self-paced content and traditional instructor-led training (ILT) plus faster time-to-value options.

What you'll learn

- ✓ Design a Pega Platform solution that provides an optimal user experience, performs well, delivers value to the business quickly, as is built for change.
- ✓ Prepare for the Certified Pega Lead System Architect (CPLSA) exam.
- ✓ Earn your certification and move from being an active contributor on project to leading.

Prerequisites

The Lead System Architect mission is an advanced mission for certified Pega senior system architects (CPSSA) who are ready to take on the Lead System Architect role within the enterprise.



Learn YOUR way: Includes ILT, self-paced study, group activities, interactive simulations, and more. Set your own pace to acquire the expertise you need to be Day One ready.



Experience engaging and interactive lessons, active hands-on exercises, real-life use cases, immediate feedback, and developer networking, under the guidance of a qualified Pega Instructor.

Please note: Each day includes a block of time that may be used for the instructor-led portions of your training. The instructor will provide a more detailed agenda so that you can plan to join any instructor-led training. Please keep in mind that there may be days when time is blocked off but there no need to meet with the instructor and/or the instructor may only use a portion of the time.

Lead System Architect

Sample Course Structure

LSA Flex Set 01

Pega platform design
Deployment & Testing design



LSA Flex Set 02

Application design
Asynchronous processing design

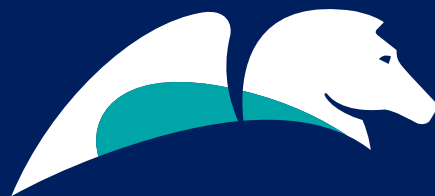


LSA Flex Set 03

Data model design
Reporting design
Security design



*Challenges in LSA course are given as reference; complete solution of all challenges is provided at the beginning of the LSA course on Pega Academy. Hence time required for completion of a challenge is not shown in the course structure.



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