

# INNOVATION THROUGH BUSINESS CHANGE PIPELINE IN PEGA: A CATALYST FOR DIGITAL TRANSFORMATION

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## ABSTRACT

*In the rapidly evolving digital landscape, innovation is not just a competitive advantage but a necessity for survival. The business change pipeline in Pega offers a structured yet flexible approach to fostering innovation within organizations. This paper explores how leveraging the business change pipeline in Pega can act as a catalyst for digital transformation, driving efficiency, agility, and continuous improvement. By integrating change management processes with strategic business objectives, organizations can navigate the complexities of digital transformation, ensuring they remain competitive in a digitally-driven market.*

**Keywords:** Business Change Pipeline, Digital Transformation, Innovation, Pega Systems.

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## I. INTRODUCTION

The advent of digital technology has ushered in an era of unprecedented change in the business world. Organizations are compelled to innovate continuously to meet the evolving demands of customers and stay ahead of competition. Pega's business change pipeline emerges as a pivotal tool in this context, facilitating streamlined change management and innovation. This paper delves into the mechanisms of the business change pipeline in Pega, illustrating its role in enabling digital transformation and fostering a culture of continuous innovation.

## II. THE BUSINESS CHANGE PIPELINE IN PEGA: AN OVERVIEW

Pega's platform, known for its capabilities in customer engagement and operational excellence, introduces the concept of a business change pipeline—a comprehensive framework for managing and implementing changes across business processes, applications, and systems. This section outlines the core components and functionalities of the business change pipeline, setting the foundation for understanding its impact on innovation and digital transformation.

### III. LEVERAGING THE BUSINESS CHANGE PIPELINE FOR INNOVATION

#### ***A. Accelerating Deployment and Adaptation:***

The agility afforded by the business change pipeline enables organizations to quickly respond to market changes or new opportunities. This section discusses how faster deployment cycles and agile adaptation contribute to an environment conducive to innovation.

#### ***B. Enhancing Efficiency and Cost-Effectiveness:***

Automating the change management process not only reduces operational costs but also reallocates resources towards innovative projects. This part explores the efficiency gains and cost benefits of utilizing the business change pipeline.

#### ***C. Fostering Collaboration and Strategic Alignment***

Innovation thrives in collaborative environments. This section looks at how the business change pipeline promotes cross-functional collaboration and ensures that innovative efforts are aligned with strategic business objectives.

#### ***D. Driving Continuous Improvement and Customer-Centric Innovation***

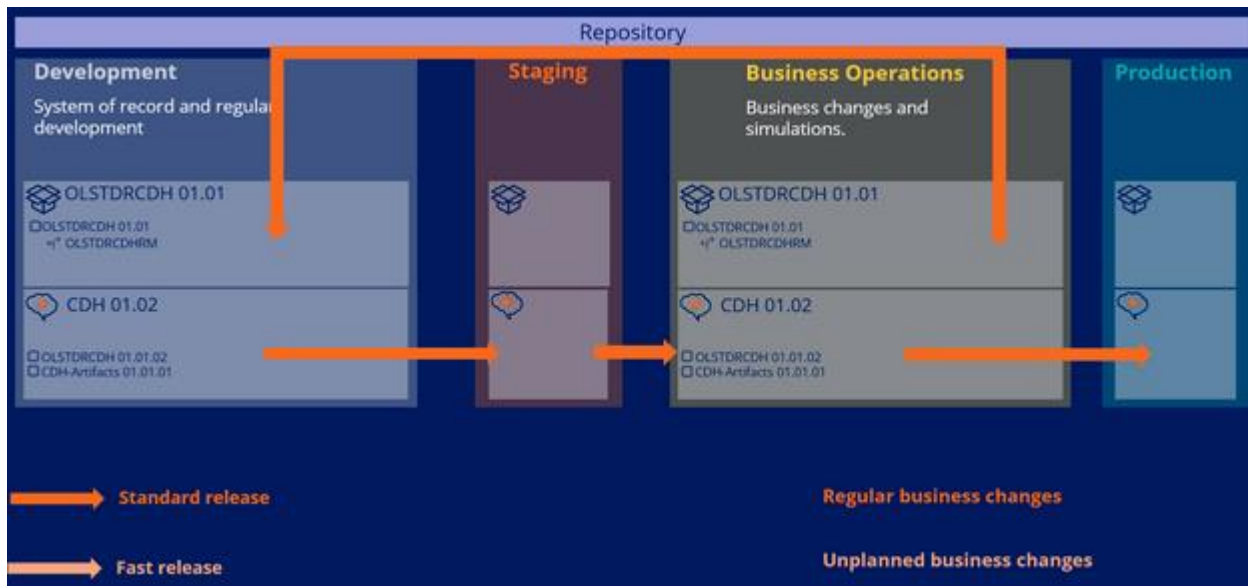
Continuous improvement is at the heart of innovation. By systematically incorporating feedback and learning, organizations can refine their processes and offerings. This part of the paper focuses on how the business change pipeline enables a cycle of continuous improvement and customer-centric innovation.

#### ***E. Managing Risk in Innovation:***

Innovation inherently involves risk. The business change pipeline provides a structured approach to managing these risks, ensuring consistency, compliance, and high-quality outcomes. This segment examines strategies for balancing innovation with risk management.



**Figure 1** Business change is initiated from the BOE and then promoted to the other environments.



**Figure 2** Business changes can be one of two types: standard release and fast release revisions.

## CASE STUDIES

The following is an example of a Business Operations Environment (BOE) used to implement business changes: The deployment manager and DevOps are installed in the orchestrator system, and DevOps is present in all their candidate systems. To deploy the routine business changes made in the BOE, a Business Changes Pipeline is required.

The screenshot shows the 'New: Business change pipeline' form in Pega. The form is divided into three steps: 1. Application Details, 2. Environment Details, and 3. Model Pipeline. The 'Application Details' section is currently active and contains the following information:

- Select the source environment for application packaging:**
  - Application packaging environment: <https://pega.3a64b59c118.pegaaenablement.com/prweb>
  - Authentication profile: DMAPAdmin
- 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: OLSTDRCDH
  - Version: 01.01.01
  - Access group: OLSTDRCDH:RevisionManager
  - Product rule: BusinessPipelineCDH
  - Version: 01.01.01
  - Pipeline name: Business changes

**Figure 3** Application details for deployment have been filled in.

← New: Business change pipeline

1 Application Details   2 Environment Details   3 Model Pipeline

### 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 [guide](#) on how to configure environments.

Stage Name	Environment Template	Environment URL	Authentication Profile
Development	BusinessChange_Development	https://pega.3a64b59c118.pegaenablement.con	DMAAppAdmin
Staging	BusinessChange_Sandbox	https://pega.3a64b59c118.pegaenablement.con	DMAAppAdmin
Business Operations	BusinessOperations	https://pega.3a64b59c118.pegaenablement.con	DMAAppAdmin
Production	BusinessChange_Production	https://pega.3a64b59c118.pegaenablement.con	DMAAppAdmin

### 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 ★

**Figure 4:** Deployment environment details are provided.

← New: Business change pipeline

1 Application Details   2 Environment Details   3 Model Pipeline

1. Development
2. Staging
3. Business Operati...
4. Production

Deploy branch

Merge

Create application v...

Update overlay appli...

Generate artifact

Publish to productio...

Deploy application

Update overlay appli...

Update overlay appli...

Update overlay appli...

Generate artifact

Publish to productio...

Deploy application

Update overlay appli...

Update overlay appli...

Update overlay appli...

Generate artifact

Publish to productio...

Deploy application

Update overlay appli...

Update overlay appli...

Update overlay appli...

Generate artifact

Publish to productio...

+ TASK

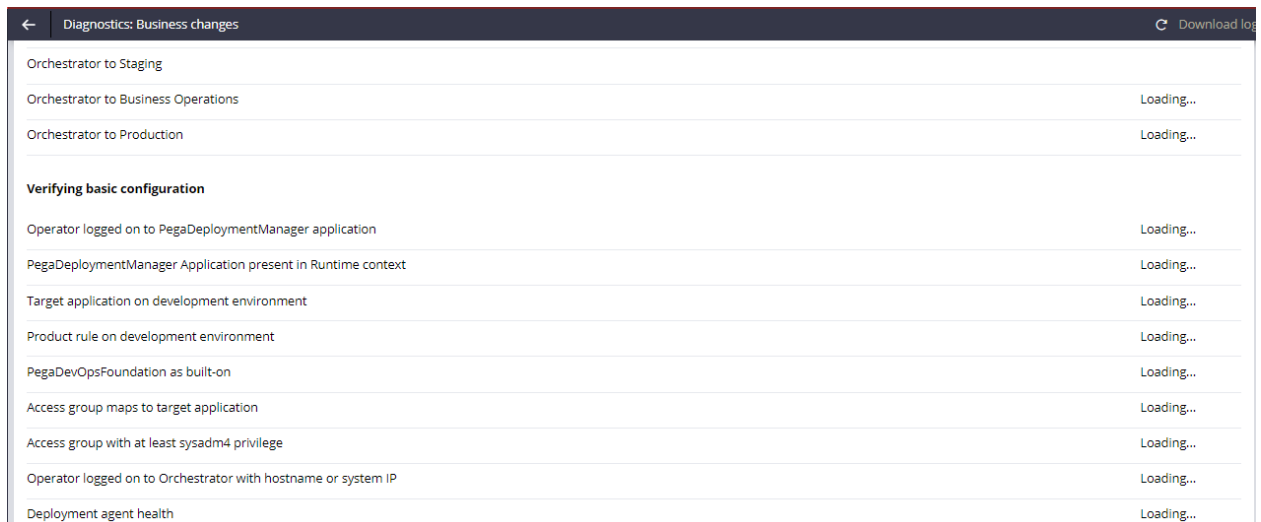
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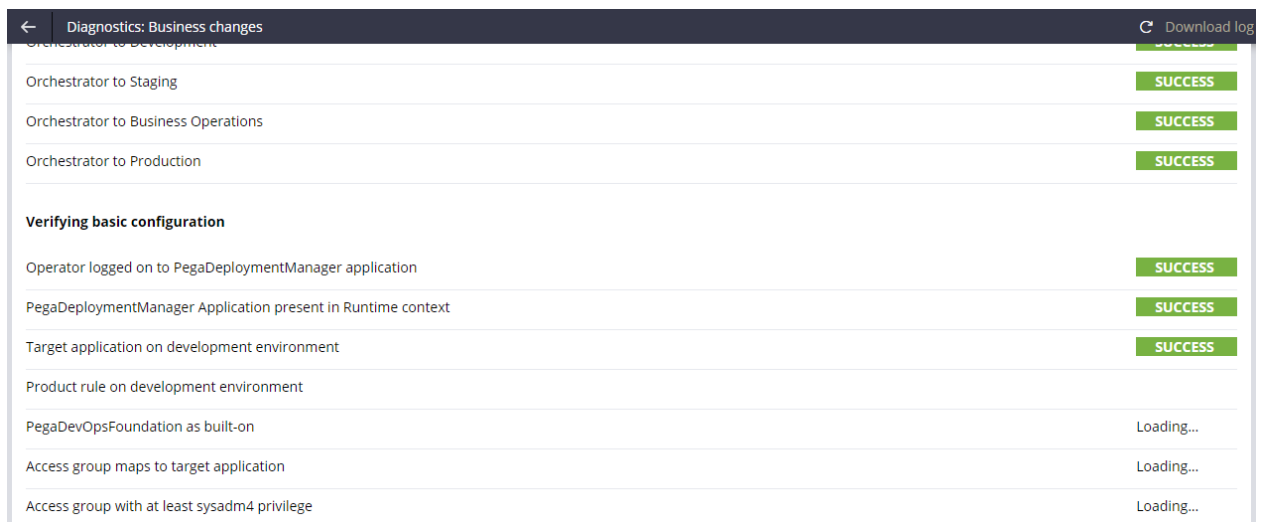
+ STAGE

**Figure 5:** Stages and steps of the model pipeline.



Diagnostics: Business changes		Download log
Orchestrator to Staging		
Orchestrator to Business Operations		Loading...
Orchestrator to Production		Loading...
<b>Verifying basic configuration</b>		
Operator logged on to PegaDeploymentManager application		Loading...
PegaDeploymentManager Application present in Runtime context		Loading...
Target application on development environment		Loading...
Product rule on development environment		Loading...
PegaDevOpsFoundation as built-on		Loading...
Access group maps to target application		Loading...
Access group with at least sysadm4 privilege		Loading...
Operator logged on to Orchestrator with hostname or system IP		Loading...
Deployment agent health		Loading...

**Figure 6:** Going through the diagnosis.



Diagnostics: Business changes		Download log
Orchestrator to Development		SUCCESS
Orchestrator to Staging		SUCCESS
Orchestrator to Business Operations		SUCCESS
Orchestrator to Production		SUCCESS
<b>Verifying basic configuration</b>		
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		
PegaDevOpsFoundation as built-on		Loading...
Access group maps to target application		Loading...
Access group with at least sysadm4 privilege		Loading...

**Figure 7:** Diagnosis successfully completed for some checkpoints.

## V. CONCLUSION

In conclusion, the integration of the business change pipeline within Pega Systems offers a formidable approach to managing digital transformation and fostering innovation. This strategic framework not only accelerates the deployment of changes but also enhances operational efficiency, agility, and collaboration across the organization. It mitigates risks associated with innovation, ensuring consistent and compliant advancements towards organizational goals. By emphasizing continuous improvement and customer-centric innovation, Pega's business change pipeline equips businesses with the necessary tools to navigate the complexities of the digital age, ultimately driving growth and competitive advantage.

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