Data Governance for Pega

Reaps the Combined Value of Pega and Knowledge Graphs

Data Governance through Knowledge Graphs

Low-code, model-driven and process-centred: Pega Dynamic Case Management delivers better process support applications in much less time. But that's not enough to achieve data governance objectives. Being compliant in the face of highly complex policies, combining different governance viewpoints to track down and assess risks, visualizing lineage relations to underpin quality statements: all of these require transparent linkage of multiple knowledge assets. This means bridging policy items, legislation, data items, process and information models, system interfaces, metadata, business rules, business glossaries and more.

TopQuadrant's TopBraid EDG (short for Enterprise Data Governance) leverages state-of-the-art and standards-based knowledge graph technology to create a unified information space in which all these elements of knowledge are available and interconnected. For example, a field in a database can be directly linked to a version of a GDPR-policy. This approach offers an unprecedented level of insight into, and, hence, of control over the data governance landscape. Pervasive use of the open standards of the web ensures technical and semantic interoperability across the vastly different areas in this wide-ranging landscape.

Taxonic is a specialist in Dynamic Case Management and knowledge graph technology. Therefore, we are uniquely positioned to help realise the value of combining these.

- ❖ We connect elements of the Pega application to information in the knowledge graph, effectively making the one part of the other.
- ❖ Relevant knowledge is now directly available to users. For instance, definitions of terms shown in the UI, related articles of legislation, relevant business rules and policies.
- ❖ Dependencies across the knowledge graph are now fully traceable. If a policy changes, it is immediately clear where in the systems landscape impact is incurred.

SIMULATION: *Forensic Care*

In the Netherlands, Forensic Care Institutes are responsible for supplying care and security for patients with a criminal history. The processes underlying this are highly complex, involving a multitude of organisations, policies, IT-systems, communication protocols and more. Errors can have dramatic, even catastrophic consequences.

Taxonic has created a simulation featuring a Pega application that processes placement of patients in a Forensic Care Institute. In addition, we have created a knowledge graph that incorporates the business glossary and the legislation on wetten.overheid.nl — the official source for law in the Netherlands. Definitions in the glossary and items of legislation are interconnected. Also, we connect elements of the Pega application.

The simulation starts with a person who must be placed in a Forensic Care Institute. A multitude of directives and criteria defined in the law. When a change occurs in one of these, it must be implemented in every IT-system, in every organisation involved in the process.

- ➢ An explicit link is established between the case dossier, business concepts and legislation
- ➢ When a change occurs, a signal is generated supplying actionable information. Impact can be assessed at the application level as well as at the case level.

Data Governance Benefits

The knowledge graph is thus a vital instrument to empower knowledge workers and facilitate change management and governance processes. Connecting a Pega Dynamic Case Management application to the enterprise knowledge graph generates value:

For the user:

- Reference information and metadata are reliable and up-to-date
- Relevant background information is available with a mouse click

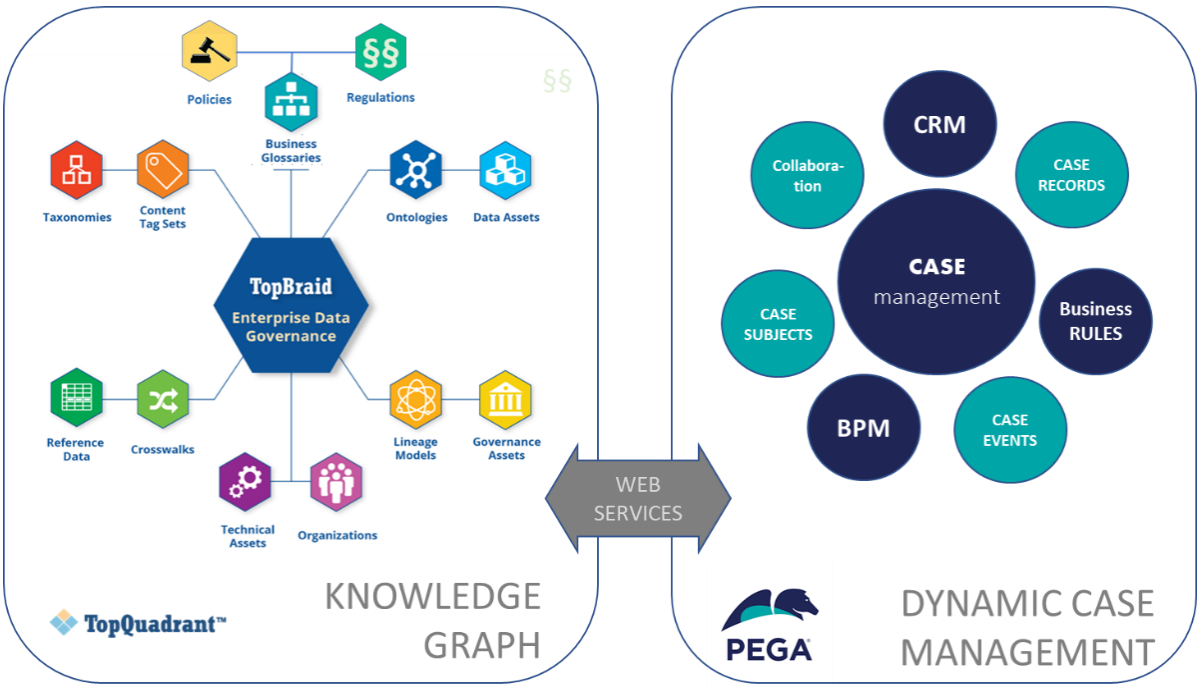
For the administrator:

- Analyse impact of changes faster and better
- Documenting becomes simpler

For the process owner:

- Rich toolset for data governance
- Compliance dashboarding

The technical aspects of the integration are relatively simple and based on standards. The real challenge is creating the knowledge graph itself — which constitutes a high-value enterprise asset in and of itself.



Interested? Contact us for a demo: info@taxonic.com