

DTC Pega License Management

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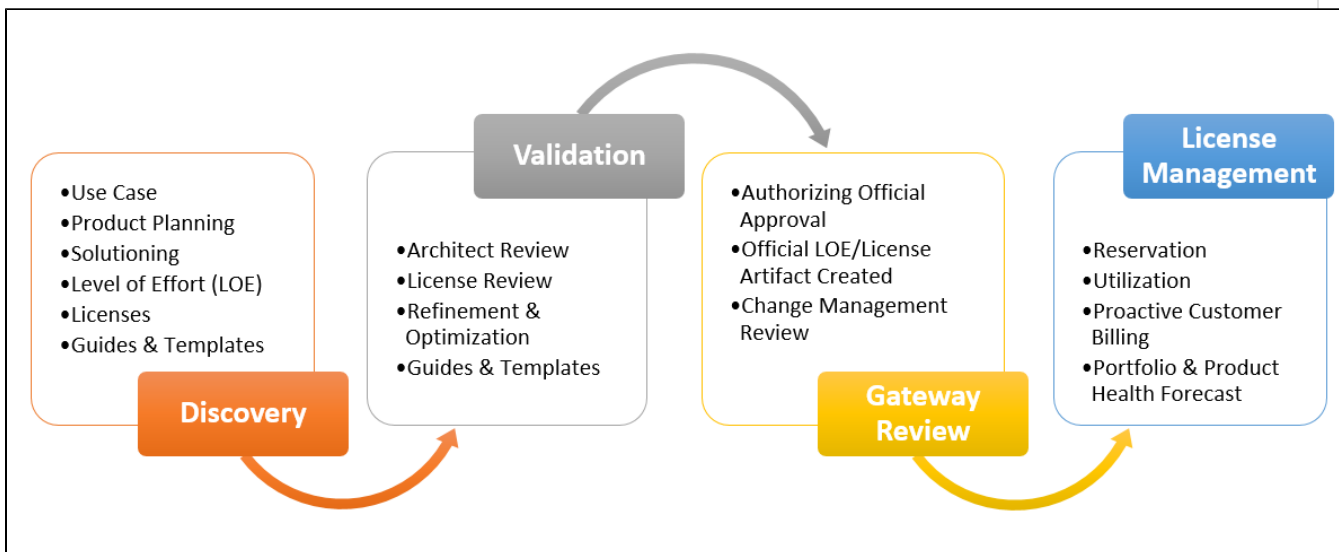
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Overview

DTC License Management team engages with DTC Intake team upon selection of Pega for Product Requests. A variety of steps occur with Gateway Review/Approval therefore kicking off various actions. The goal throughout is to ensure that the VA has the appropriate licenses necessary for projected products. Below is a list of a few of the artifacts reviewed to help meet that need:



- Use Case
- Data Security Categorization
- Solutions Document
- Ad-hoc SI syncs
- Licensing Office Hours

Post-Gateway

- Technical Design Document (TDD)
- Ad-hoc SI syncs
- Licensing Office Hours

Requirements can change at multiple stages of the process so it's important to be in sync as those changes are made. This is especially true if the Product Request has already passed Gateway Review as that's when license reservations and procurement actions start to take place.

Pega Licensing Structure

Pega licensing is thoughtfully structured around the Full-Time Equivalent (FTE) model. This approach ensures that the licensing is flexible, scalable, and directly correlates with the number of full-time resources engaged in your projects. The FTE model quantifies the workload of an employed person in a way that makes workloads comparable across various contexts.

- **"Full Time Equivalent ('FTE') Model"**

- Users may be allocated within the total licensed User count between Regular, Occasional and Sporadic Users on a monthly basis using the following conversion between the User types.
 - Regular User = 1 FTE
 - Occasional User = 0.5 FTE
 - Sporadic User = 0.1 FTE
- A “**User**” is a person who uses the Software in a particular month.
 - A “**Sporadic User**” is a person that uses the Software during less than 10 hourly periods in a calendar month.
 - An “**Occasional User**” is a person that uses the Software during between 10 and 50 hourly periods in a calendar month.
 - Any person other than a Sporadic User or Occasional User that uses the Software in a calendar month, or that has the privilege to modify rules or processes, is a “**Regular User**”.

DTC Licensing Options

- 50 FTE Pega Software Case Management Bundle (Includes Pega Government Platform and Pega Foundation for Healthcare).
- 100 FTE Pega Software Case Management Bundle (Includes Pega Government Platform and Pega Foundation for Healthcare).
- Standard Sandbox (Capacity for up to 15 concurrent developers/testers; 50GB of storage).

Contracts

-Our licensing agreements are structured on an annual cycle, running from September 1st through August 31st each year. This 12-month period of performance is designed to align with organizational planning and budgeting cycles, ensuring a seamless integration of the Pega licensing into your operations.

-We understand that business needs evolve, and flexibility is key to accommodating growth and change. Therefore, we offer the ability to modify contracts throughout the licensing year to meet your organization's changing needs. Should you require additional licensing, these modifications can be made at any point during the annual cycle. Modifications to contracts are pro-rated for the remainder of the current licensing cycle. For example, if you opt to enhance your licensing on February 15th, the new terms will extend from the date of modification (February 15th) through the end of the current PoP cycle (August 31st).

FAQ

Question: How are API/interface users counted?

Answer: *API/interface users are not counted against the FTE licensing model. Only work being driven by a Pega user in the Pega application is counted.*

Question: Are Pega License floating or fixed?

Answer: *Pega Licenses are floating, on a monthly basis. Floating licensing, as opposed to fixed or named licensing, is a flexible approach to software license management. A floating license functions as a shared pool of access permissions, allowing users to sequentially engage with the system. When a user finishes their session, the license is released back into the pool for use by another, ensuring flexibility without being tied to specific individuals.*

Question: How does Pega account for login sessions under one hour in terms of billing or usage metrics?

Answer: *If a user is logged in for less than one hour, that particular login period will round up to a one hour login period.*

Question: How many Developers can access a sandbox at a given time?

Answer: *A standard sandbox can have 15 concurrent developers, while a Large sandbox can have 45 concurrent developers.*

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The License Management Team hosts a Monthly Office Hour Session. View and download this, or any other DTC meeting [here](#).

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