Course Name: Pega Client Lifecycle Management & Know Your Customer - Implementation Masterclass

Duration: 24 Hours / 3 Days

Audience: Pega System Architects, Pega Business Architects, Pega Implementation Teams

Pre-requisites: Pega Certified System Architect

Level: Beginner

Delivery: Corporate Training

Lab environment: Pega CLM KYC environment for lab to be provided by Corporates. CLM KYC lab environment will not be provided by Koenig.

Table of Contents

🔹 **Module 1: Introduction to Pega CLM & KYC (2 Hours)**

1.1 Overview of Pega CLM & KYC

- Business challenges in Financial Services
- Onboarding transformation
- Regulatory drivers (KYC, AML, FATCA, CRS)

1.2 Product Architecture Overview

- Standard components
- Retail Banking vs CIB journeys
- Case hierarchy
- Primary data entities

1.3 Deployment & Environment

- Deployment options
- Systems and environments
- Application stack

🔹 **Module 2: Customer Journeys & Case Management (3 Hours)**

2.1 Customer Journey Stages

- Capture stage

- Enrich stage
- Due Diligence stage
- Fulfillment stage
- Abandon journey

2.2 Standard Case Types

- Onboarding – Individual
- Onboarding – Organization
- KYC Due Diligence Cases

2.3 Case Designer Deep Dive

- Main onboarding case
- Subcases
- Case hierarchy structure

🔹 Module 3: Operating Structure & Roles (2 Hours)

3.1 Operational Structure

- Taxonomy configuration
- Work queues
- Access groups

3.2 Roles & Portals

- CLM roles
- Dashboards
- Case search
- Customer search
- Customer summary

🔹 Module 4: Implementation Strategy & Application Setup (3 Hours)

4.1 Preparing for Implementation

- Implementation strategy

- Base business segment selection

4.2 Building a New Application

- Creating new application
- Class structure
- Dynamic class referencing

4.3 Managing Access

- Creating operators
- Configuring access groups
- Registering journeys & sub-journeys

🔹 Module 5: KYC Engine Configuration (3 Hours)

5.1 KYC Types & Items

- KYC hierarchy
- Item groups
- Applicability matrix

5.2 Applicability & Conditions

- Standard applicability conditions
- Custom applicability matrix
- On-change actions

5.3 Due Diligence Profiles

- AML CDD profiles
- CRS & FATCA
- Due diligence orchestration modes

🔹 Module 6: Customer Risk Assessment & Scorecards (2 Hours)

6.1 Risk Assessment Principles

- Risk factors
  - Business code

    - Country risk
    - Product risk
    - Related party risk

6.2 Business Scorecards

- Configuring scorecards
- Extending risk properties
- External risk integration

🔹 Module 7: Related Party Management (2 Hours)

7.1 Related Party Data Model

- Managing related parties
- Incomplete related party

7.2 Configuration

- Relationship codes
- Validations
- Completion logic
- Visualizer customization

7.3 Integration

- Third-party related party providers
- Significant & controlling logic

🔹 Module 8: Requirements & Document Management (2 Hours)

8.1 Requirements Engine

- Requirements case
- Synchronization engine

8.2 Documentary Requirements

- Metadata structure
- Supporting evidence

8.3 Integration with DMS

- Document storage
- Bulk metadata migration

🔹 Module 9: Extended Components & Self-Service Hub (2 Hours)

9.1 CLM Self-Service Hub (CLMSSH)

- Architecture
- Individual onboarding workflow
- Organization onboarding workflow

9.2 Client Outreach

- Web self-service portal
- API integration

🔹 Module 10: Asynchronous Processing & System Performance (1.5 Hours)

10.1 Queue Processors

- AsyncProcessing
- AsyncProcessingDelayed

10.2 Configuration Parameters

- Threads
- Retry mechanism
- Delay factor

10.3 Performance Tuning

🔹 Module 11: Event Driven Architecture & Perpetual KYC (2.5 Hours)

11.1 Event Driven Architecture (EDA)

- Event registry
- Entry channels
- REST/JSON channel

- Custom process manager

11.2 Perpetual KYC (PKYC)

- Screening management
- Targeted due diligence
- Data driven restart

11.3 Data Change Control

Capstone

- Build a new CLM application
- Configure a journey
- Add KYC types
- Add risk factor
- Run onboarding case end-to-end