

REWIRING THE AGENTIC STATE

TRANSFORMING GOVERNMENT FOR THE ERA OF AGENTIC AI

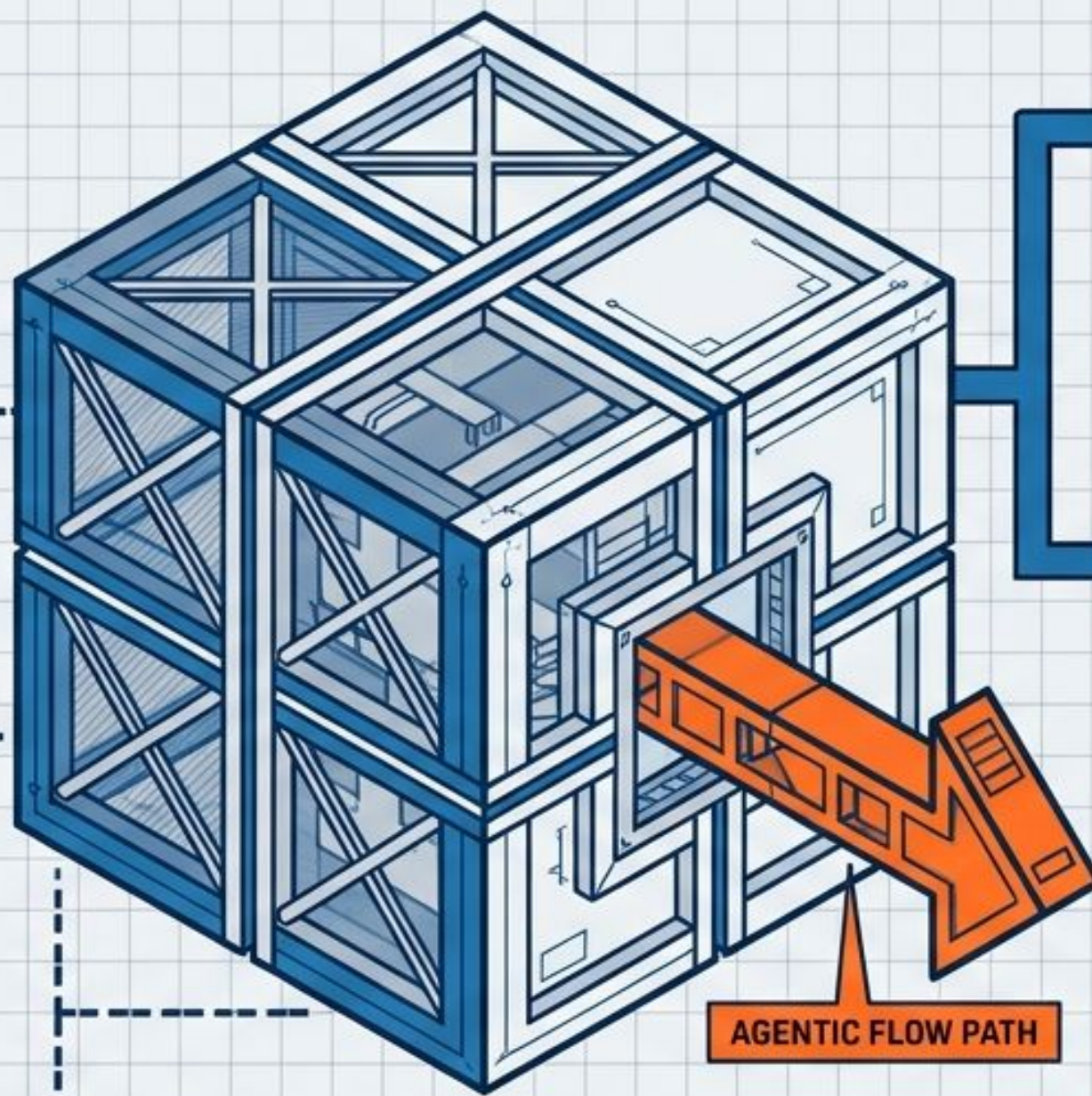


[DigitalGov.network](https://www.digitalgov.network)



Rethinking Government for the Era of Agentic AI

The Agentic State: A comprehensive transformation of public administration where autonomous systems handle complexity and scale.



TRADITIONAL BUREAUCRACY

- MANUAL PROCESSES
- SILOED DATA
- HUMAN DEPENDENT

DIGITAL TRANSFORMATION

- AUTOMATION
- INTEGRATED PLATFORMS
- DATA-DRIVEN

TARGET OPERATING MODEL

AGENTIC STATE

- AUTONOMOUS SYSTEMS
- SELF-OPTIMIZING
- PROACTIVE SERVICE DELIVERY

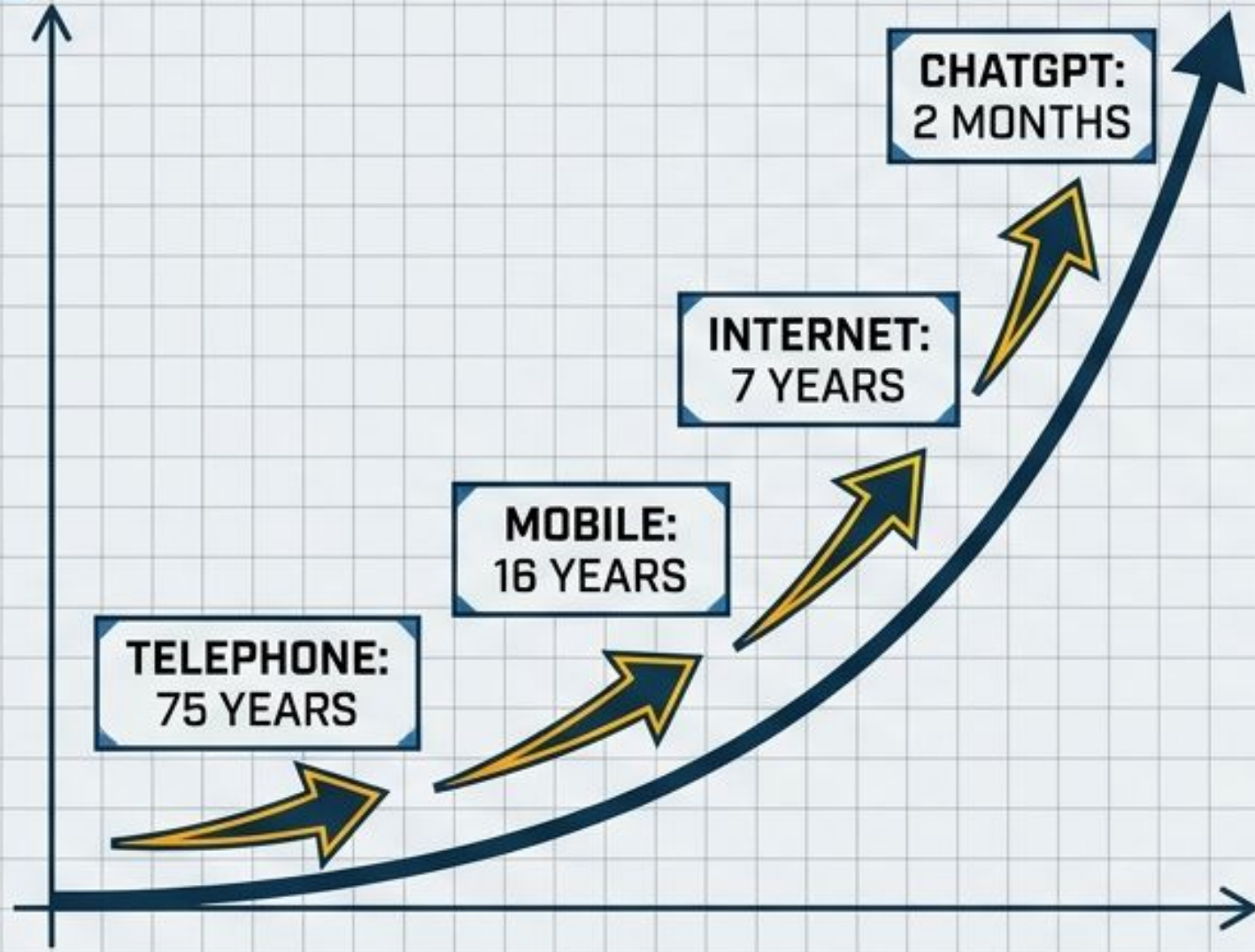
CORE CAPABILITIES



Operated by Kubernesis OÜ | Tallinn Digital Summit | Global Government Technology Centre Berlin & The World Bank.



DELAYING AGENTIC AI ADOPTION GUARANTEES AN INSURMOUNTABLE GAP IN PUBLIC SERVICE DELIVERY



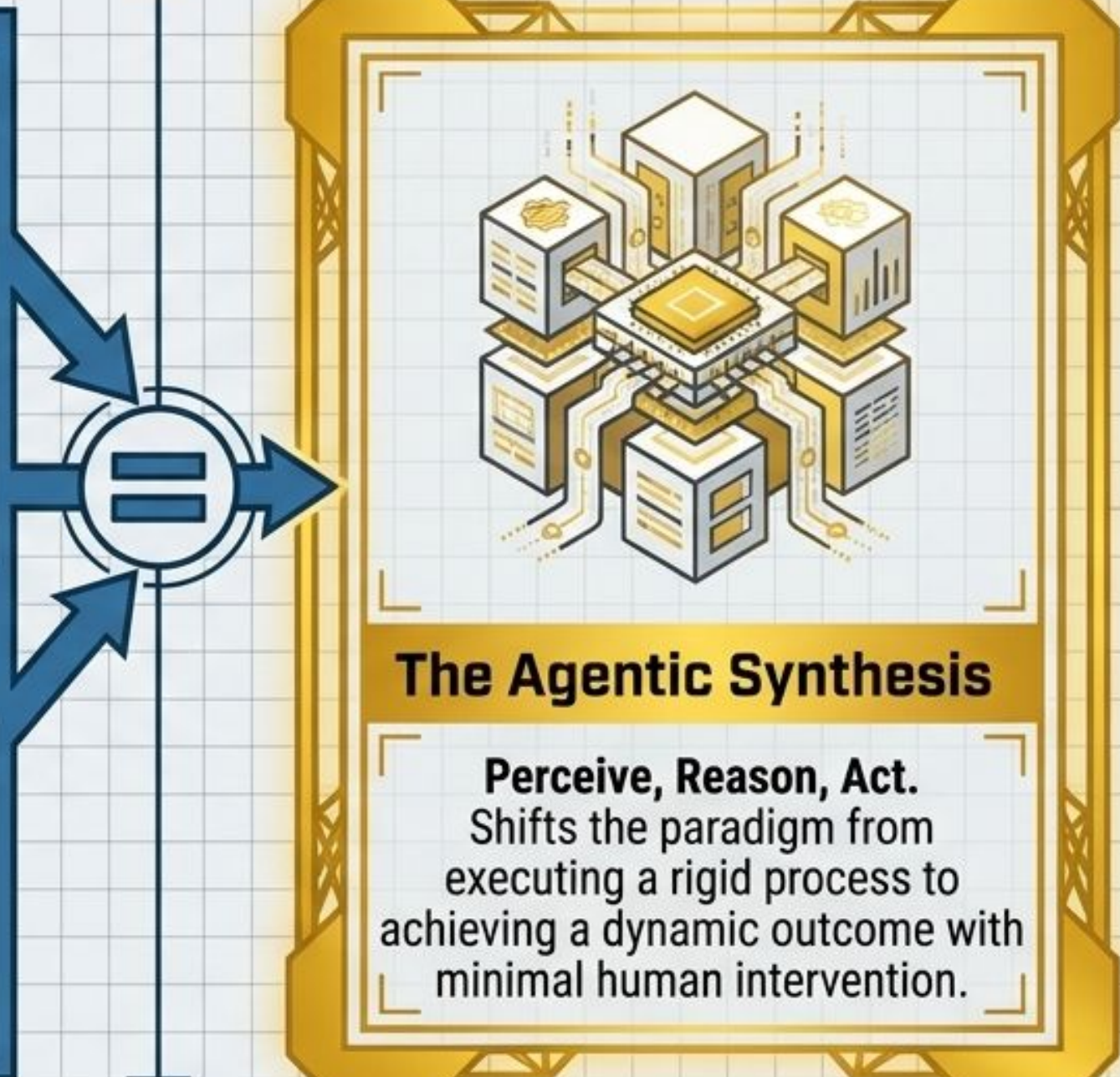
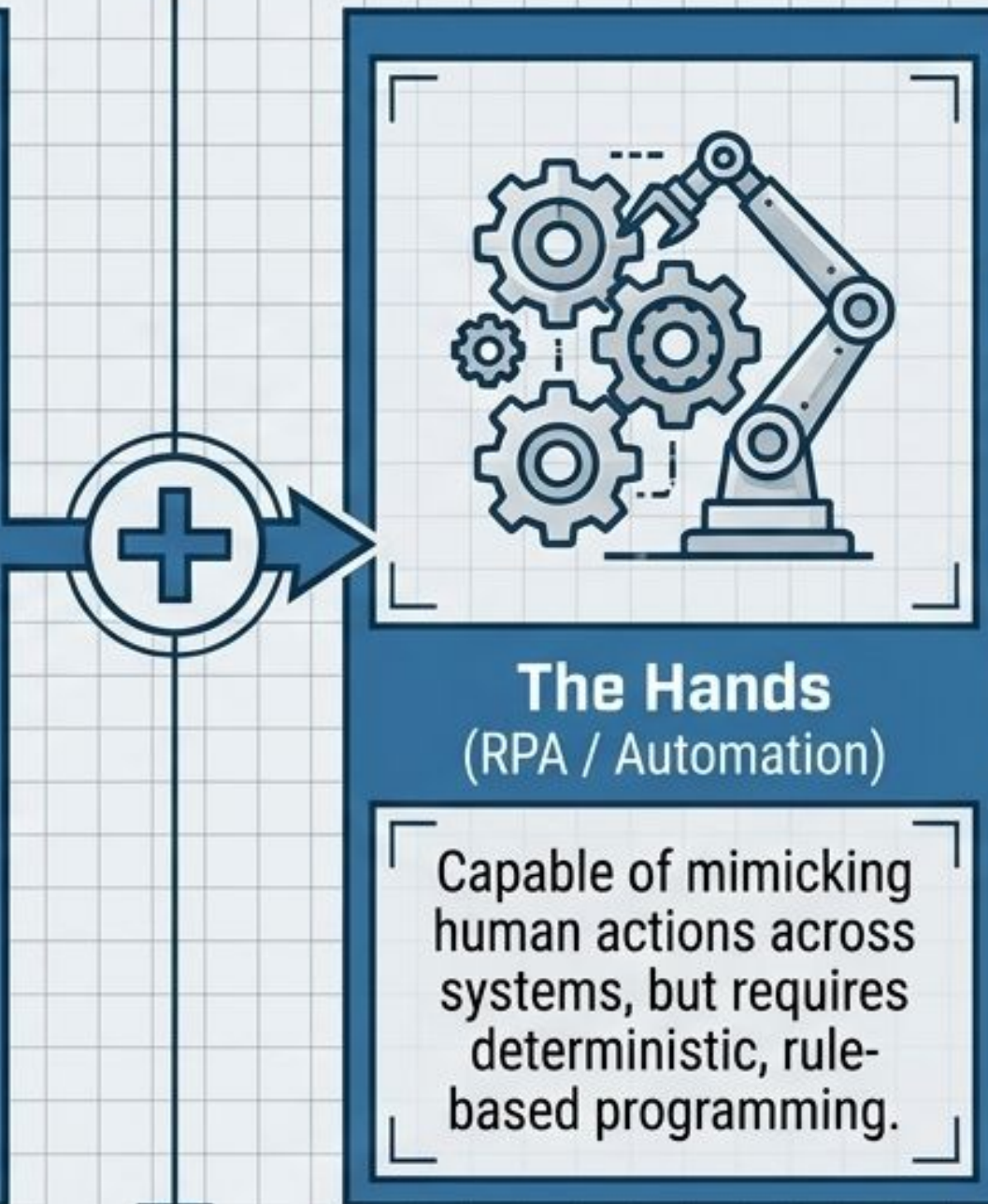
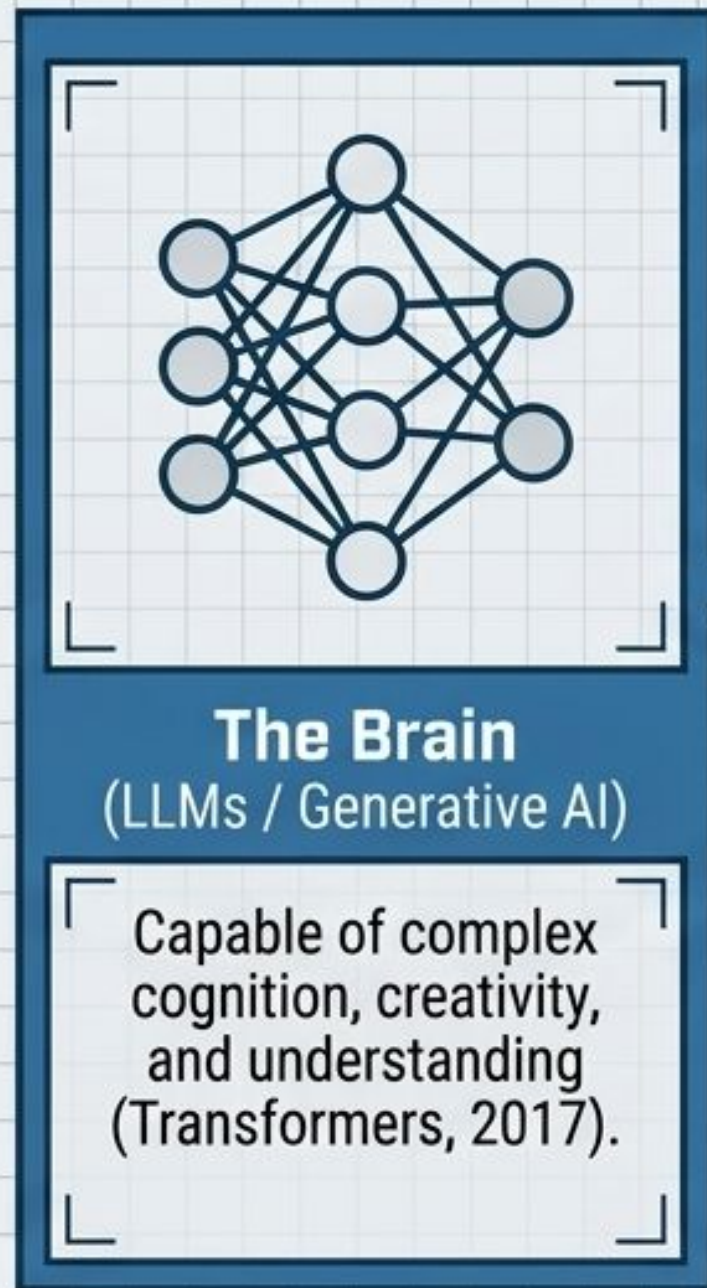
ERODING TRUST. CITIZENS EXPERIENCE GOVERNMENT AS SLOWER THAN EVERY OTHER DIGITAL SERVICE.

PRIVATE ARBITRAGE. ENTERPRISES FILL SERVICE GAPS, LEADING TO INCREASED COSTS AND INEQUITY FOR CITIZENS.

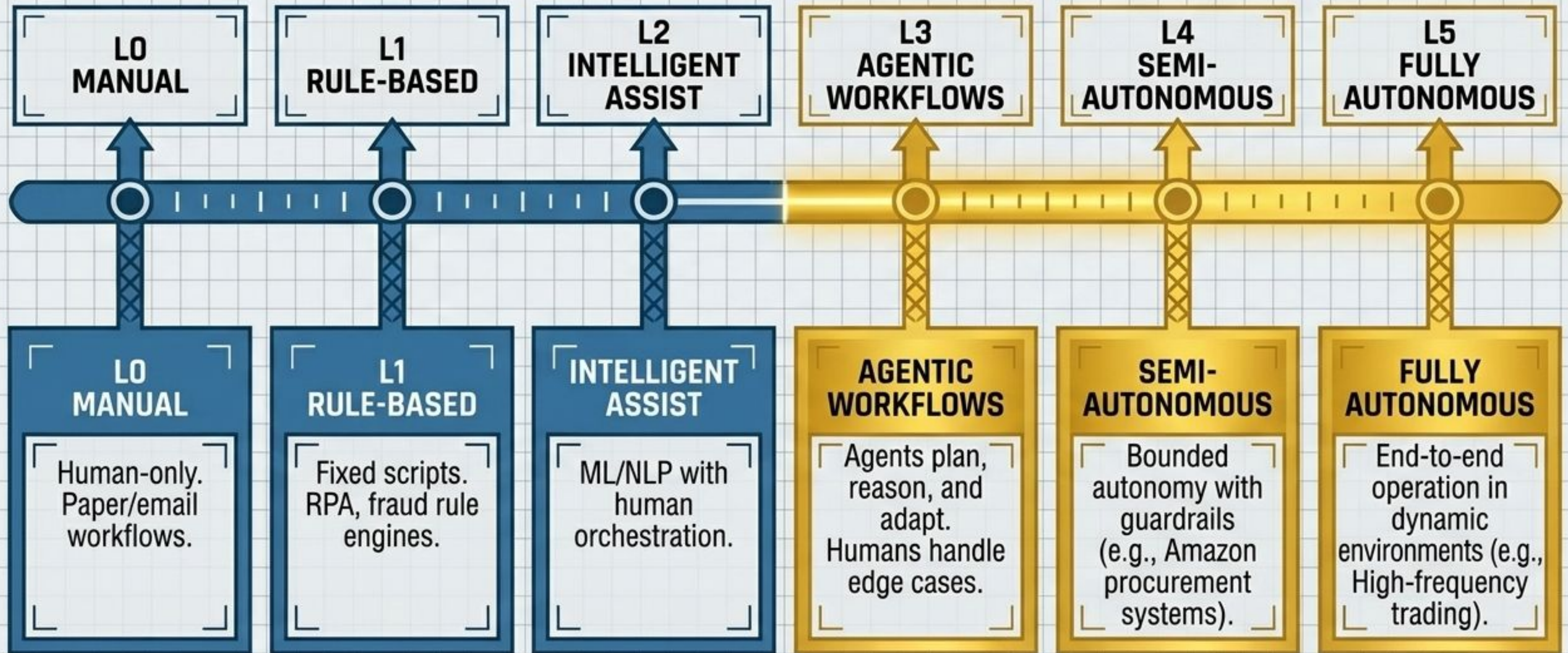
LOSS OF RELEVANCE. LAGGARD GOVERNMENTS WILL BE FORCED TO IMPLEMENT SYSTEMS DESIGNED BY OTHERS ACCORDING TO COMMERCIAL PRIORITIES

**THE UPSIDE: 1-MINUTE END-USER SERVICES.
90% REDUCTION IN CORRESPONDENCE EFFORT.
95% OF REQUESTS RESOLVED WITHOUT HUMAN INTERVENTION**

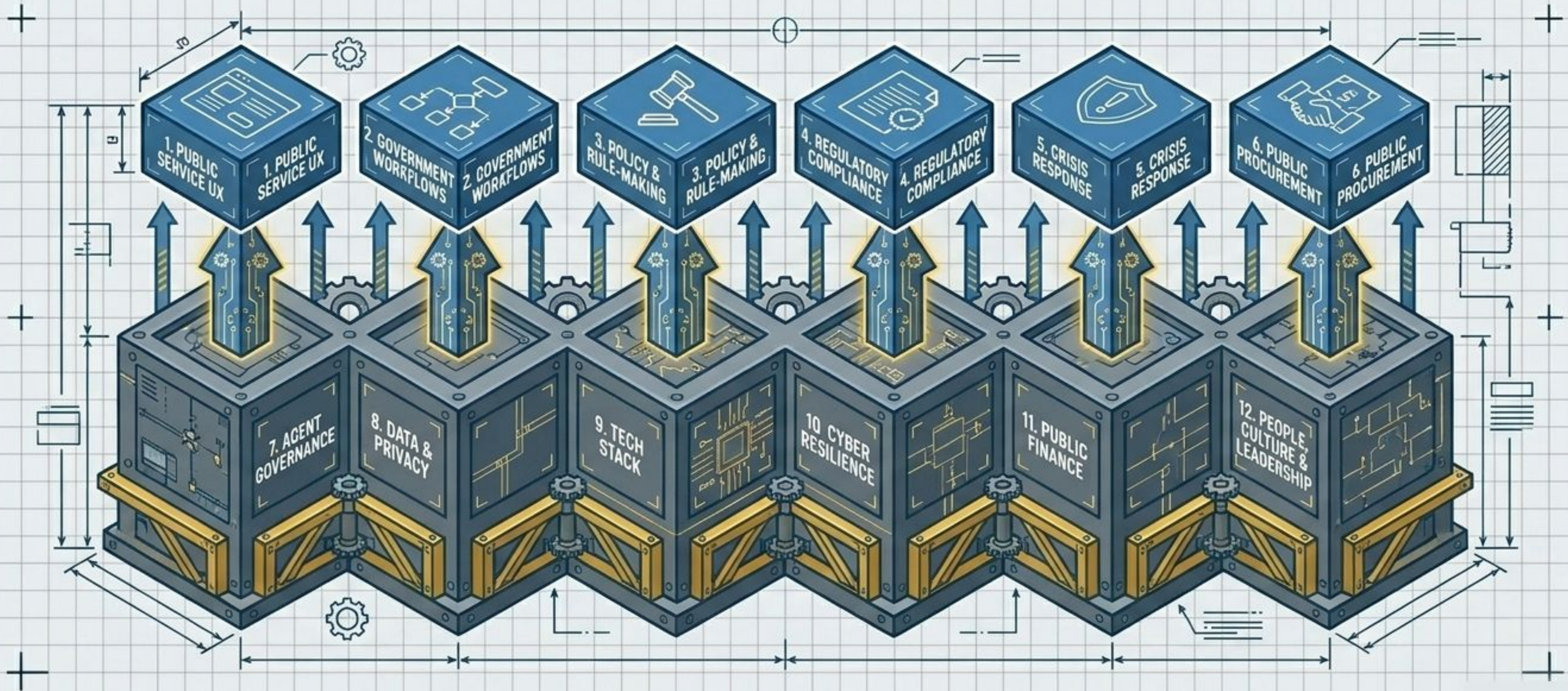
Agentic systems combine reasoning capabilities with autonomous execution to achieve targeted outcomes.



AGENCY EXISTS ON A MEASURABLE SPECTRUM FROM MANUAL PROCESSING TO FULLY AUTONOMOUS OPERATION.



THE AGENTIC STATE REQUIRES A SYNCHRONIZED ARCHITECTURE OF IMPLEMENTATION AND ENABLEMENT LAYERS.



HYPER-PERSONALIZED, MULTI-MODAL INTERFACES WEAVE PUBLIC SERVICES INVISIBLY INTO DAILY CITIZEN LIFE.

CURRENT STATE



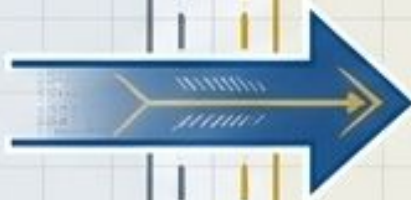
SILOED: Citizens navigate distinct departments (Housing, Taxes, Health).



REACTIVE: Services wait for formal applications.



RIGID UX: Forced through identical web portals.



AGENTIC STATE



SELF-COMPOSING: Complete solutions assemble dynamically. Stating "help after house damage" triggers insurance, permits, and utilities invisibly.

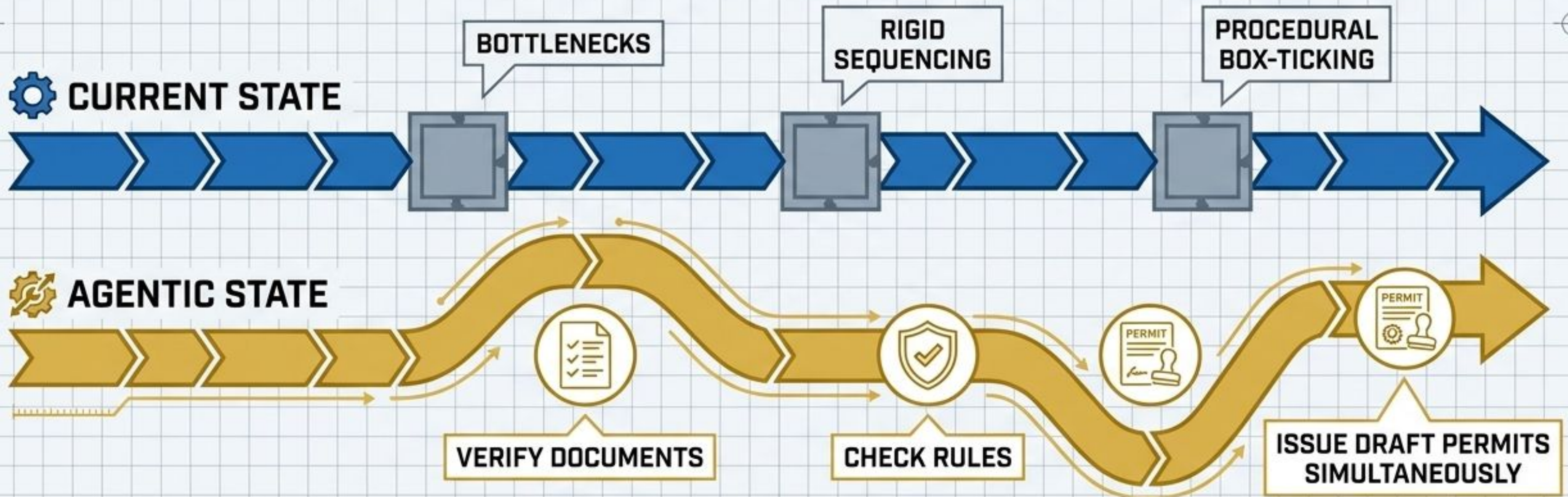


ANTICIPATORY: Detects needs (e.g., income drops) and pre-fills applications.



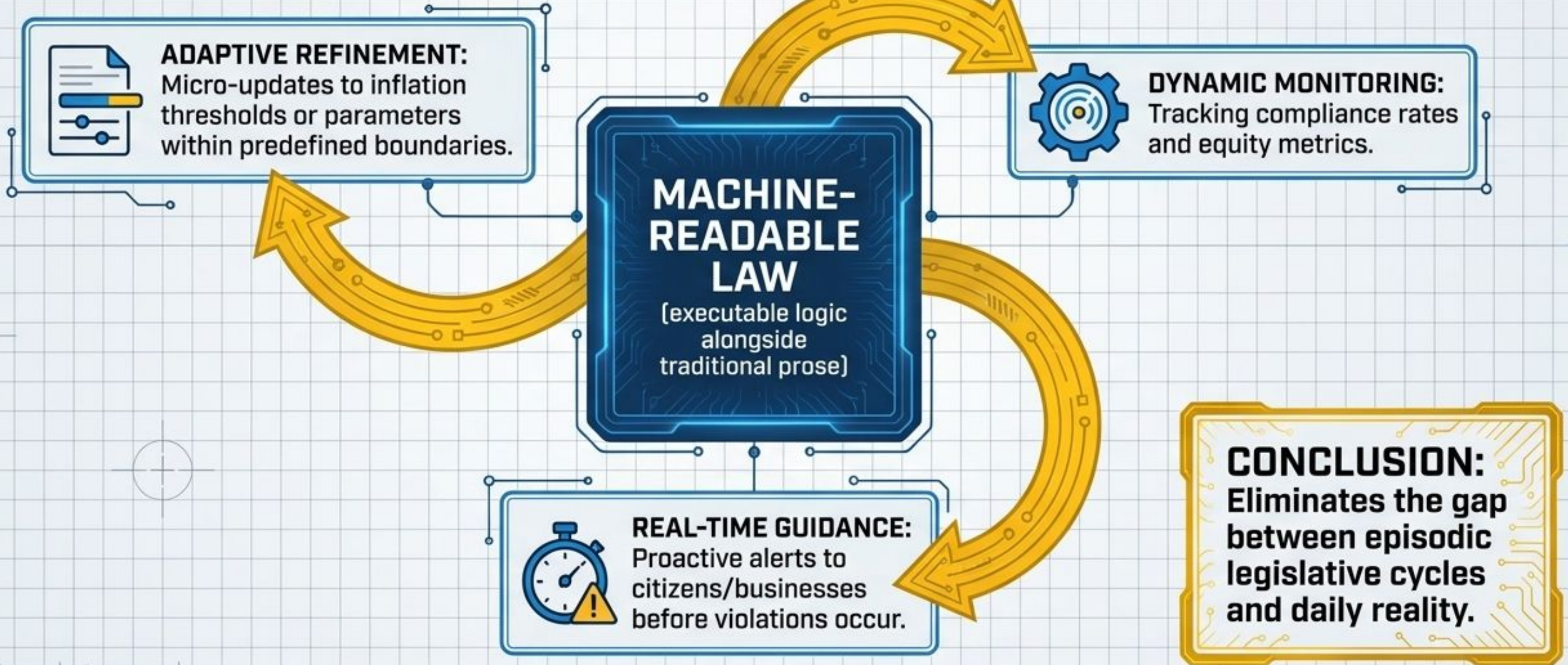
OMNICHANNEL: Seamless handoffs between voice, text, and AR interfaces.

AGENTIC WORKFLOWS OPTIMIZE FOR ACHIEVING POLICY OUTCOMES RATHER THAN MERE PROCEDURAL COMPLIANCE

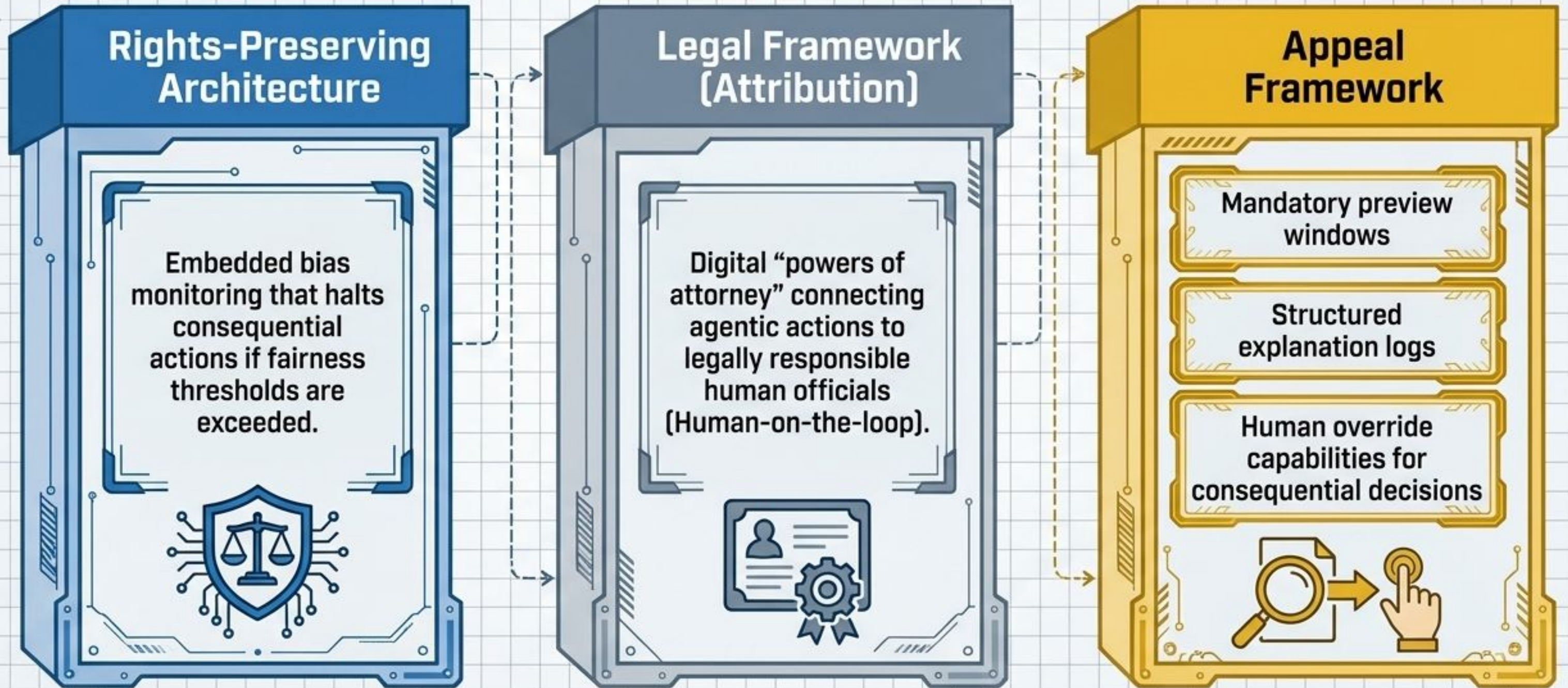


AGENTS DYNAMICALLY SEQUENCE TASKS TO ACHIEVE TARGETS (E.G., APPROVING 90% OF APPLICATIONS IN 10 DAYS) WHILE RIGOROUSLY ENFORCING ZONING AND CLIMATE CONSTRAINTS.

CONTINUOUS, MACHINE-READABLE RULE-MAKING ADAPTS TO REAL-WORLD OUTCOMES AT MACHINE SPEED.



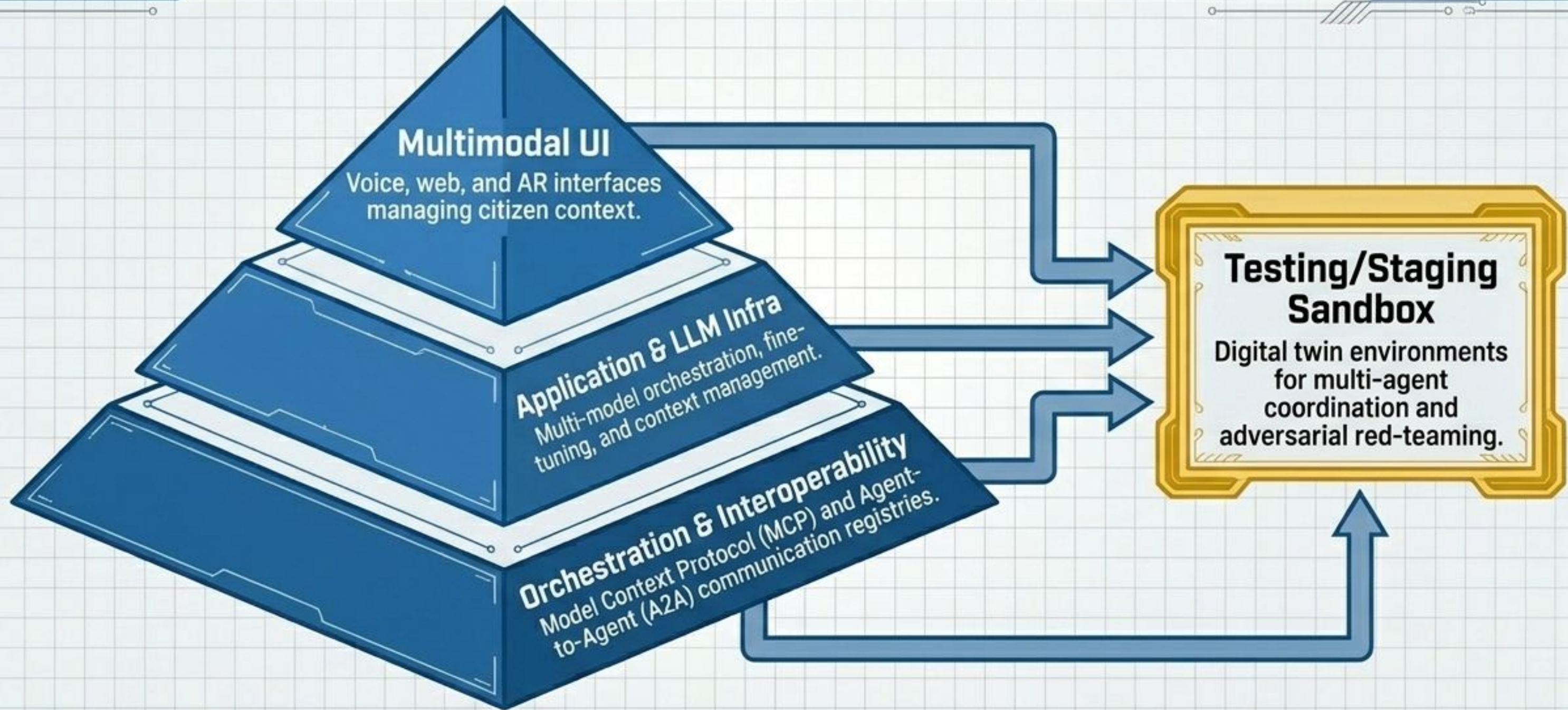
Unprecedented autonomy demands embedded procedural fairness and transparent legal attribution.



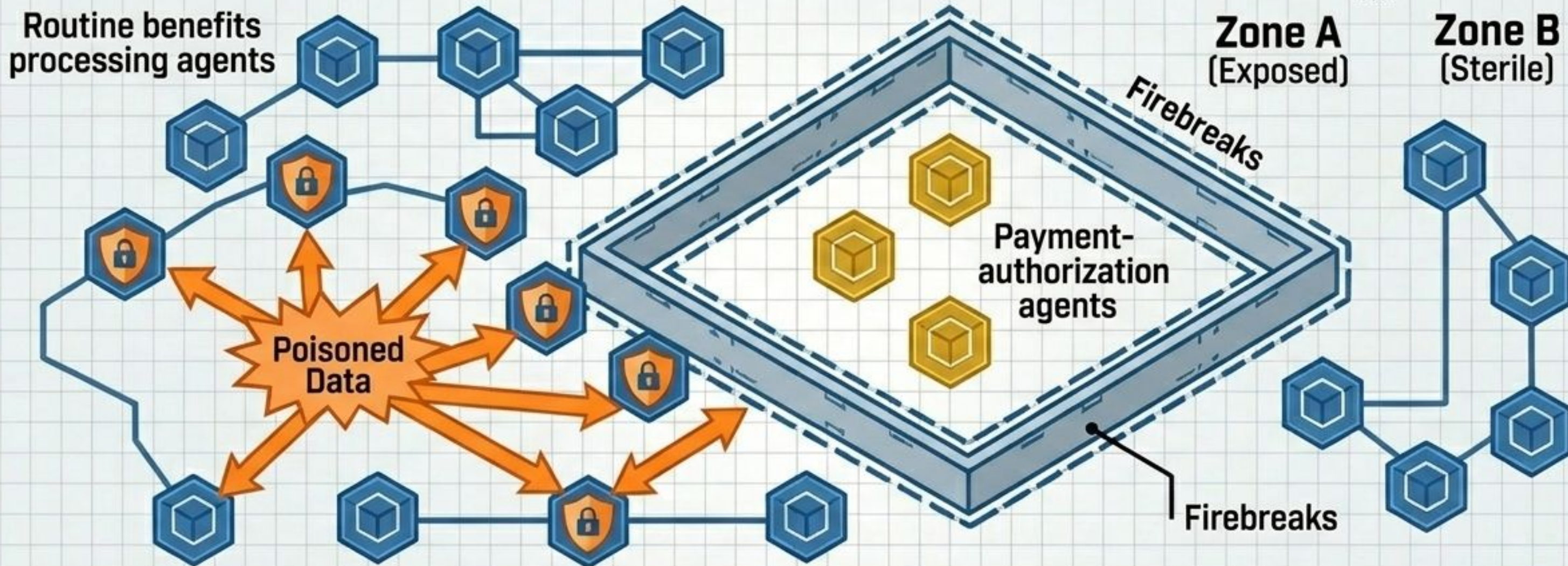
Autonomous agents require dynamic data ecosystems, not static, compliance-driven silos

	Traditional Data Management	Agentic Data Mesh
STORAGE	Data warehouses optimized for humans	Interconnected ecosystem discoverable by authorized agents
USAGE	Deterministic batch usage	Continuous processing for learning and inference
SHARING	Ad hoc sharing	Standardized “data products” accessible via API
SECURITY	Perimeter-based security	Zero-Trust model with Privacy-Enhancing Technologies (PETs) traveling with the data.

Fragmented legacy systems must be replaced by multi-layered, interoperable orchestration platforms.



Security must shift from static perimeter defense to dynamic, immunological containment zones.



Graceful Degradation: Systems automatically transition to human-on-the-loop review to maintain essential services rather than triggering catastrophic system failure.

Traditional Weberian bureaucracy must evolve into an adaptive, outcome-focused collaborative culture.

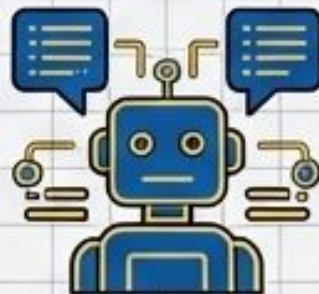
Procurement & Finance



Shift to ROI metrics based on real-time impact and value creation, rather than procedural checklists.

Example: Paying vendors per resolved case rather than per software license.

Leadership & Culture



Shifting from **process-integrity** measurement to **outcome-achievement** measurement in hybrid Human-AI teams.

Agentic AI offers a historical leapfrogging opportunity for developing digital economies.

Legacy E-Government

Structured database requirements

Multi-page portals

High digital literacy requirements

Leapfrog Path

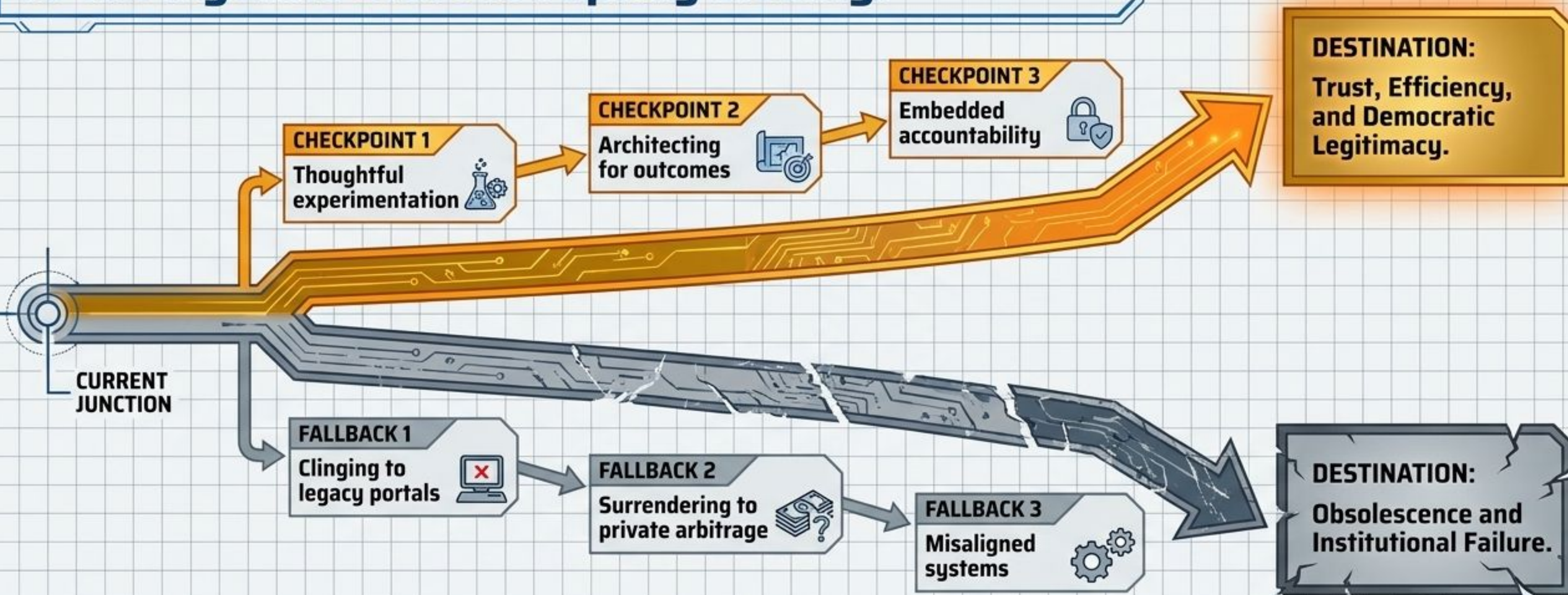
LLM Intent Recognition

Voice-First Interface
(Basic mobile phones)

Unstructured Data
(PDFs, manuals)

Evidence: India's Jugalbandi connects citizens to 170+ services via WhatsApp voice and text across 10 languages, completely bypassing portal navigation.

The window for deliberate, proactive transition to the Agentic State is rapidly closing.



The choice is clear: lead the transformation or be transformed by it.