

Agentic AI: Overview of Tools

Driving Impact, Building Trust



What Is Agentic AI?

Agentic AI refers to AI systems (agents) that can autonomously plan, reason, and execute multi-step tasks to achieve goals, adapting and learning over time. Unlike traditional automation (RPA) or standard GenAI, agentic AI can coordinate across systems, make decisions, and operate with minimal human intervention.

Why now? Canada is a global leader in AI adoption, with public sector organizations facing mounting pressures—workforce shortages, cybersecurity threats, and rising citizen expectations.

The Value Proposition for Public Sector

Agentic AI can help public sector organizations:

- **Automate routine tasks** so staff can focus on strategic, high-value activities.
- **Ensure accuracy and compliance** by standardizing processes and reducing human error.
- **Turn data into actionable insights** for evidence-based policy and service delivery.
- **Enable rapid response** to change and disruption, supporting operational agility and resilience.

Agentic AI Survey Insights:



Productivity & Competitiveness

88% of Canadian organizations believe Agentic AI is critical for competitiveness and productivity.



Efficiency Gains

92% expect cost savings and efficiency gains from Agentic AI adoption.



Upskilling Imperative

89% said they would have to invest in education, upskilling and training before full adoption

Sources: KPMG in Canada, "Canadian organizations turning to AI agents: KPMG poll," April 2025.

High-Value Use Cases



Digital Assistant for Citizen Services:

AI-powered digital assistant reduced approval times by 33%, enabled 24/7 resident support, and improved transparency and collaboration across city departments.



Agentic AI for Government Payments Backlog:

Agentic AI cleared a five-month, 25,000-claim government payments backlog in four weeks, validating 95% of claims and restoring timely payments.



Self-Service Digital Agent for Customer Support:

A digital agent enabled instant customer support and real-time package tracking, streamlining operations and boosting satisfaction for staff and citizens.

Agentic AI: Governance, Security & Compliance

Principles for Safe Deployment:

- **Regulatory Alignment:** Stay ahead of evolving standards (EU AI Act, NIST RMF, ISO 42001).
- **Continuous Oversight:** Embed human-in-the-loop controls, auditability, and “kill switches.”
- **Security:** Enforce strong data protection, agent identity, and real-time monitoring.

Best Practices:

- Assess agent risk and define oversight requirements.
- Set clear boundaries for agent actions and data access; implement fail-safes.
- Ensure transparency and accountability with clear audit trails.
- Monitor, review, and improve agent performance continuously.

Getting Started: Accelerate Your Agentic AI Journey

- 1 Articulate the Vision:** Define your strategy and identify high-impact opportunities.
- 2 Pilot Projects:** Start with targeted pilots in “hot spots” or cross-functional areas.
- 3 Scale Up:** Expand successful agents across workflows and departments.
- 4 Evolve Governance:** Update policies and processes to manage agent risks.
- 5 Trusted AI Evaluations:** Adopt standards to evaluate and manage agent risk and compliance.
- 6 Measure Impact:** Set clear metrics and gather feedback for continuous improvement.

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