



# The 90-Day Agentic AI Roadmap for Government

A practical implementation guide showing CIOs how to move from pilot to production — fast

Transform your agency's AI vision into production-ready systems in 90 days. Kyndryl provides the path for state and local governments to deliver intelligent automation that citizens expect — while working with your existing systems — and making your projects part of the 5% of AI initiatives that show returns.<sup>1</sup>

## Why Agentic AI, why now?

Government agencies face unprecedented pressure to modernize citizen services while managing legacy systems and tight budgets.

### Agentic AI changes the game:

- **Autonomous decision-making:** AI agents that handle complex, multi-step processes without constant human oversight
- **Legacy integration:** Works with existing systems through API-based federation — no rip-and-replace required
- **Rapid time-to-value:** Deployment in 90 days

## AI leadership for government CIOs

- **Set the vision:** Shift from fragmented pilots to a shared enterprise AI capability
- **Anchor AI to mission outcomes:** Focus on backlog reduction, processing speed, equity, and citizen experience
- **Establish governance frameworks early:** Audit trails, human-in-the-loop models, and bias reviews
- **Build workforce confidence:** Train frontline staff early, emphasizing augmentation and support
- **Design for interoperability:** Connect permitting, HHS, HR, public safety, and finance systems
- **Secure executive alignment:** Use ROI narratives and transparency
- **Adopt continuous improvement cycles:** Shadow deploys, quarterly roadmap refreshes, and telemetry-based feedback

## Top government Agentic AI example use cases

Category	Use Case
Citizen Services	Benefits automation, multilingual 311 triage, digital permitting checks
Health and Human Services	Case summaries, social-service risk insights, fraud, waste and abuse detection
Public Safety	Emergency triage, dispatch support, situational decision agents
Mobility and transport	Traffic flow optimization, real-time transit insights
Climate and environment	Sensor analytics, emissions monitoring, environmental analysis
Judicial and legal	Case summarization, docket prioritization
Education	Financial aid eligibility automation, transcript interpretation
Housing	Waitlist automation, inspection scheduling
IT and administration	Service desk reasoning, form generation, reconciliation workflows, legacy modernization

# Your 90-Day implementation roadmap

## Phase 1: Foundation

(Days 1-30)

- Choose key use cases to reduce backlog and increase citizen engagement
- Identify data sources, systems, and decision points.
- Set up governance, transparency, and compliance measures
- Implement enterprise Agentic AI architecture
- Create an executive readout and communication plan

**Deliverable:** A comprehensive Agentic AI implementation framework for enhanced government efficiency, stakeholder engagement, and robust governance.

## Phase 2: Build and integrate

(Days 31-60)

- Build operational agents (triage, routing, summarization, workflow)
- Integrate systems: permitting, case management, HRIS, HHS, finance, identity
- Deploy auditability and traceability layers
- Define KPIs: processing speed, backlog reduction, equity, responsiveness
- Begin workforce adoption and training cycles

**Deliverables:** Operational agents, integrated systems, audit layers, defined KPIs, and a trained workforce.

## Phase 3: Operationalize and Scale

(Days 61-90)

- Autonomous, scalable workflows and Agentic AI for growth
- Reduced backlog, less repetitive work, and improved staff training
- Faster, reliable citizen services with expanded use cases
- Transparent AI, governance framework, and audit capabilities
- Real-time departmental insights and optimized performance metrics

**Deliverables:** Full production system with measured ROI and metrics based improvements.

## What sets Kyndryl apart

### Fit for purpose

Not one size fits all. Decades of managing government systems — we speak AI, COBOL and Hybrid Cloud Native

### Production-ready

Enterprise-grade observability, security, and governance built-in from day one

### Incremental approach

Start small, prove value, scale fast — no multi-year transformations

## Ready to move beyond pilots?

Join leading state and local agencies already transforming citizen services with Kyndryl's Agentic AI Framework. Our experts will:

- Assess your current AI maturity and identify quick wins
- Create a customized 90-day roadmap for your agency
- Demonstrate ROI potential with your actual use cases

[Contact us](#) to schedule your AI Readiness assessment with Dr. Nadeem Malik, AI Services, CTO Group.

# kyndryl

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### Source:

1. [The GenAI Divide STATE OF AI IN BUSINESS 2025.](#)