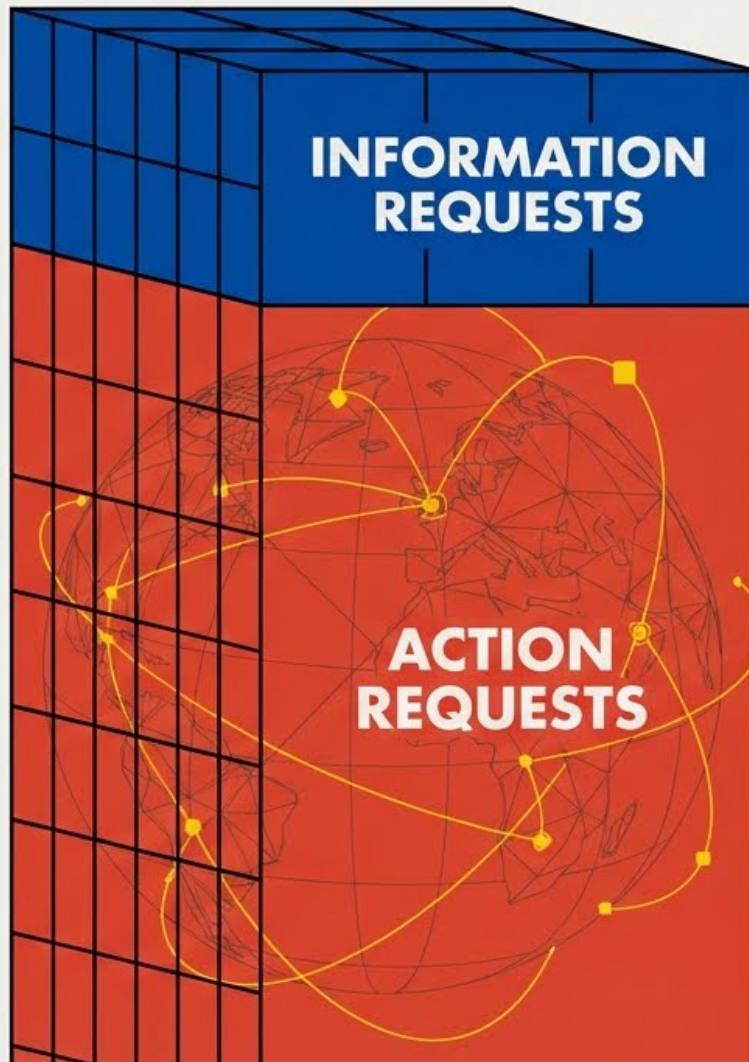




# **SMART MINISTRY: THE ERA OF LARGE ACTION MODELS**

From Retrieval (RAG) to  
Autonomous Execution (LAM).

**FORM FOLLOWS FUNCTION.**



# THE EFFICIENCY GAP

- **The Challenge:** 70-80% of citizen inquiries require action, not just answers.
- **The Current State:** RAG systems can quote the law but cannot book appointments.
- **The Goal:** Shift load to autonomous agents for execution.

# THE EVOLUTIONARY LEAP



## RAG (KNOWING)

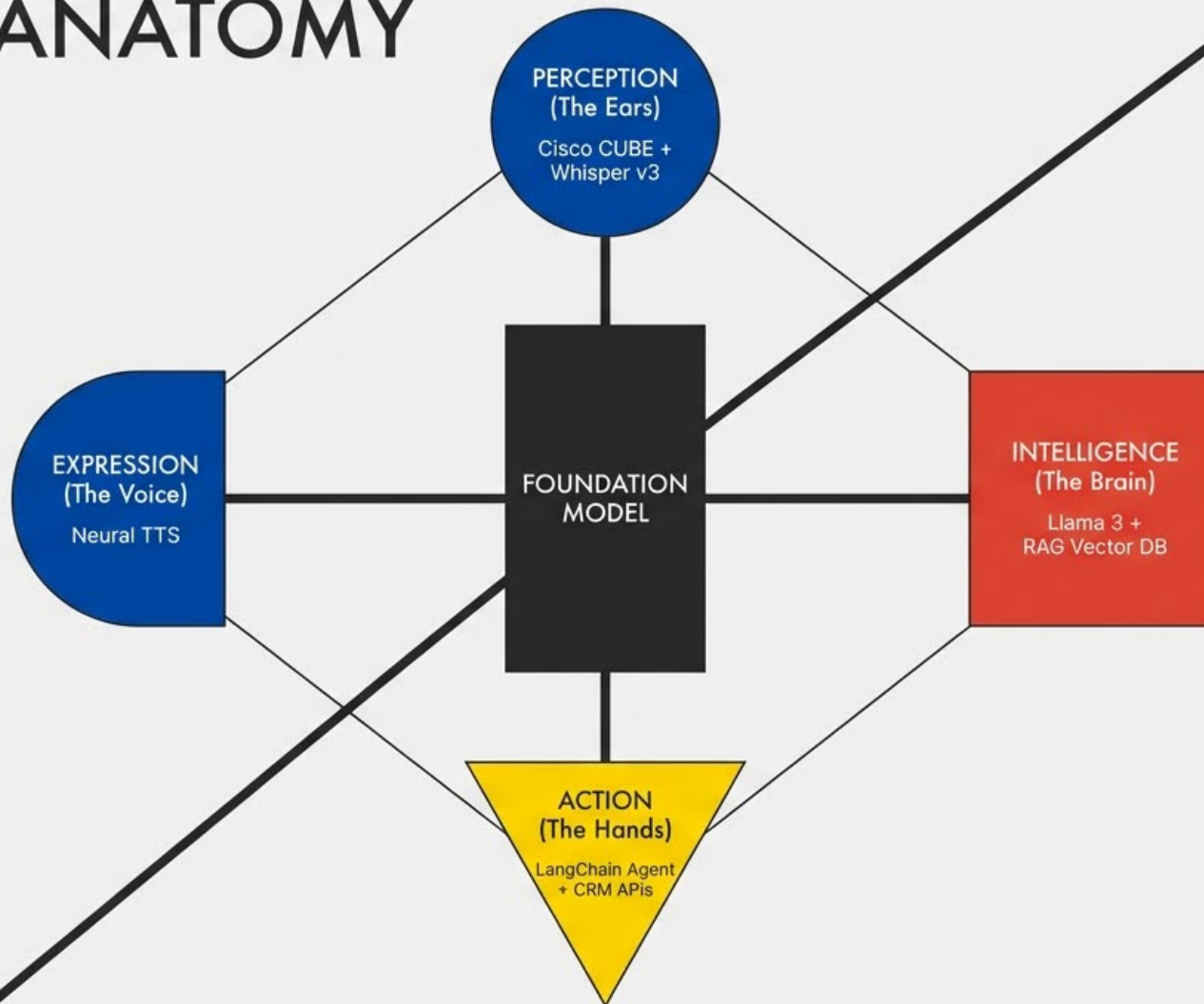
Query → Retrieve → Answer

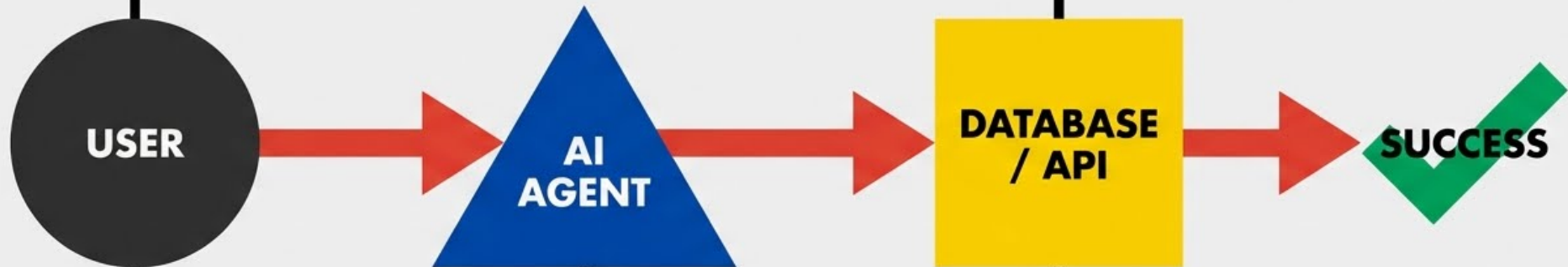


## LAM (DOING)

Check Status → Schedule → Validate

# SYSTEM ANATOMY





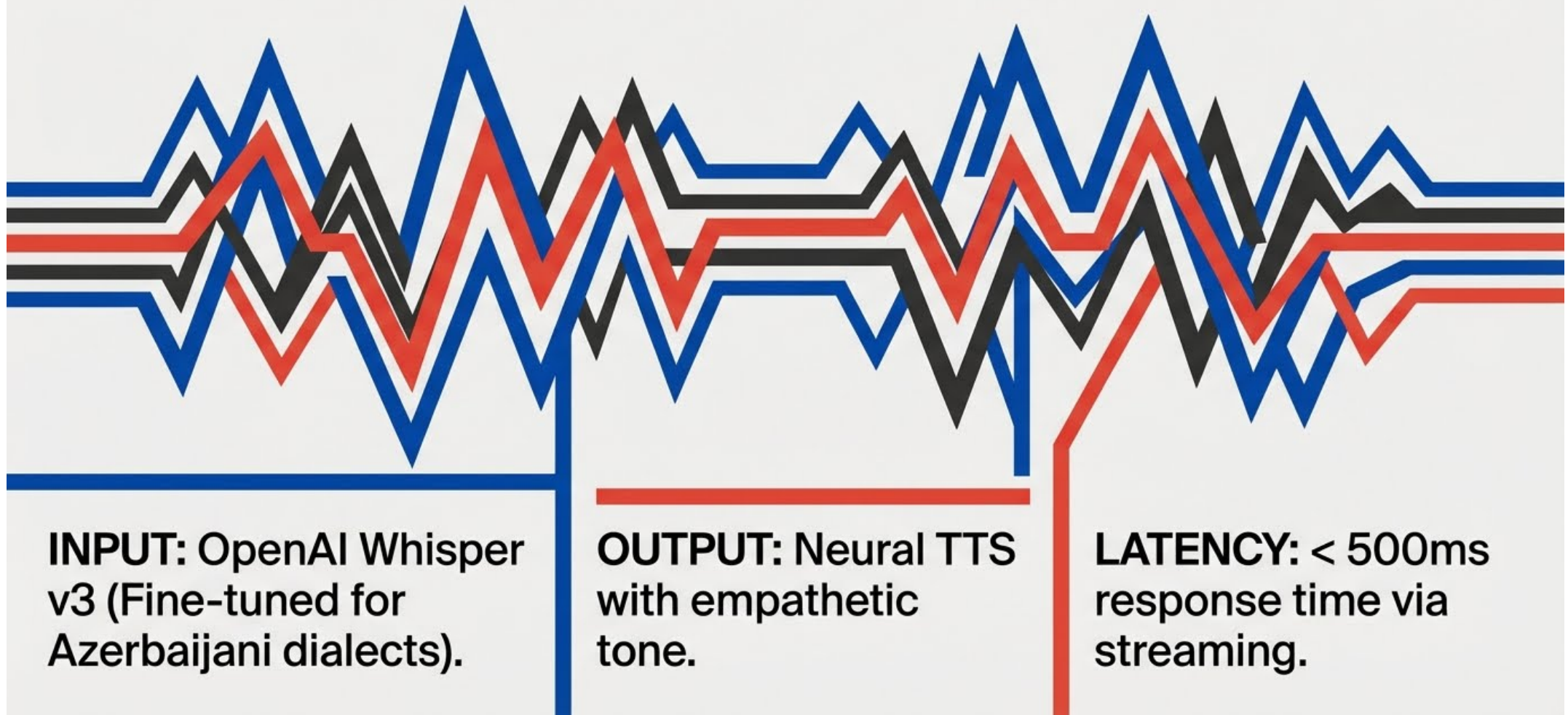
### CORE CAPABILITIES

1. **Status Checks:** Real-time CRM lookup.
2. **Appointment Setting:** Calendar API integration.
3. **Verification:** SMS/Voice Biometrics.

**SAFETY: CRITICAL ACTIONS REQUIRE HUMAN-IN-THE-LOOP CONFIRMATION.**

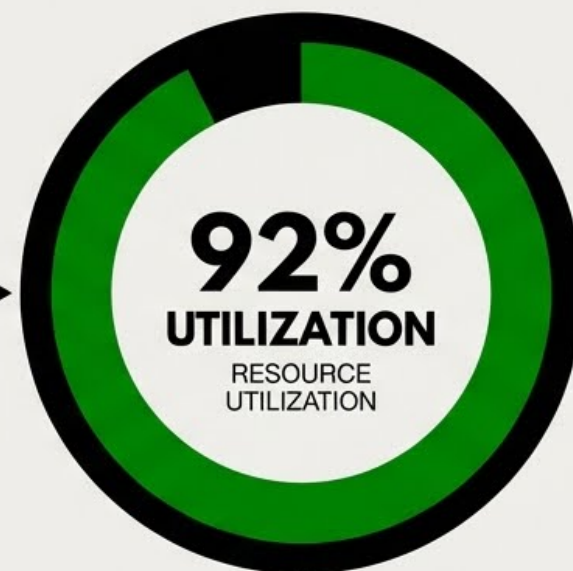
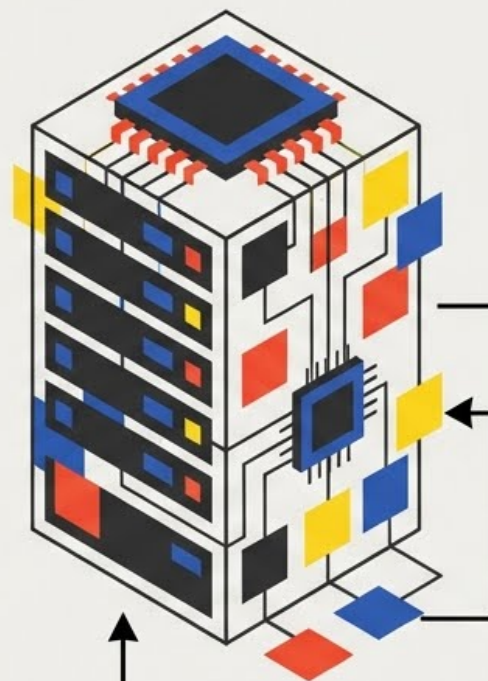


# THE EARS & VOICE: LOCALIZED PRECISION



# THE ENGINE: ENTERPRISE INFRASTRUCTURE

**COMPUTE:** NVIDIA DGX H100 Clusters.  
**ORCHESTRATION:** Kubernetes auto-scaling pods.  
**STORAGE:** Multi-Petabyte Vector Datasets.



# THE IRON DOME

**DATA  
SOVEREIGNTY:**  
100% On-Premise.  
No data leaves the  
country.

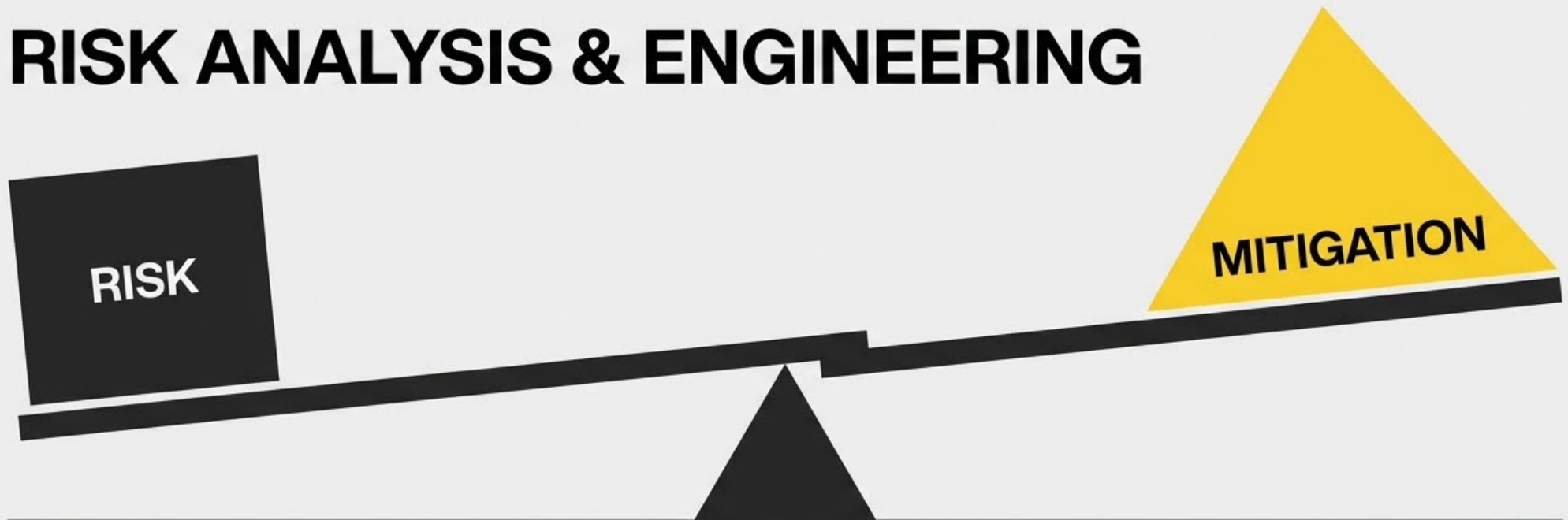


**DEFENSE:**  
NeMo Guardrails against  
Prompt Injection.

**PRIVACY:** PII  
Masking & Voice  
Biometrics.

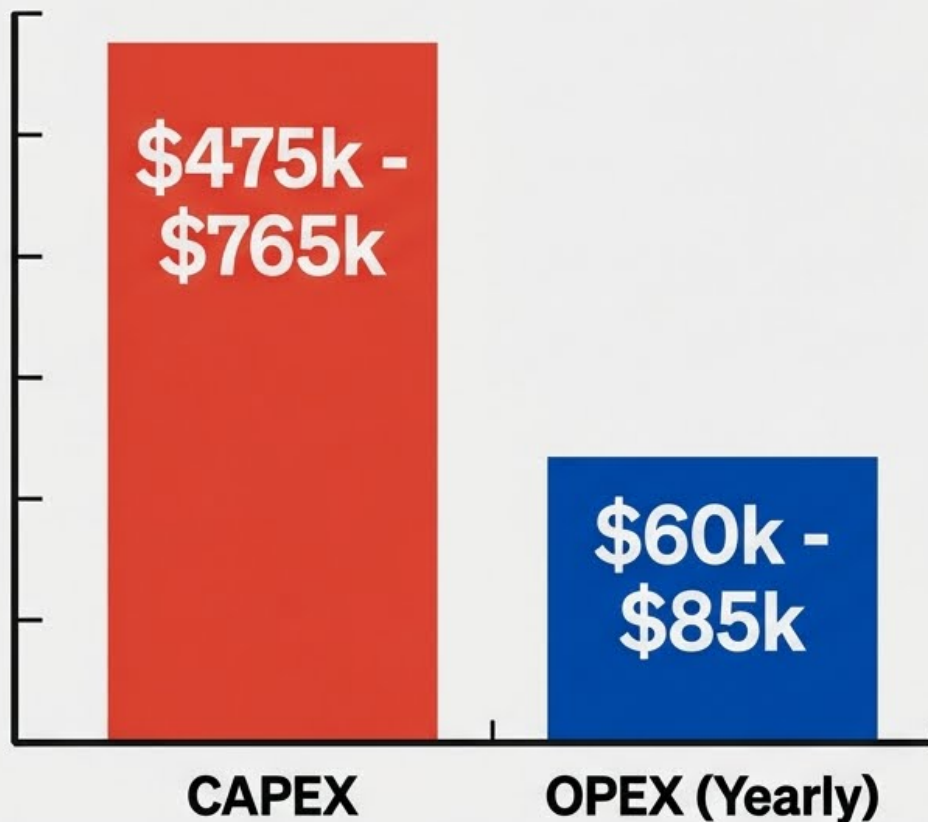


# RISK ANALYSIS & ENGINEERING



<b>Risk: Hallucinations</b>	<b>Mitigation: RAG Strictness (Temp=0)</b>
<b>Risk: System Outage</b>	<b>Mitigation: High Availability Voice Gateways</b>
<b>Risk: Security Breach</b>	<b>Mitigation: Liveness Detection</b>

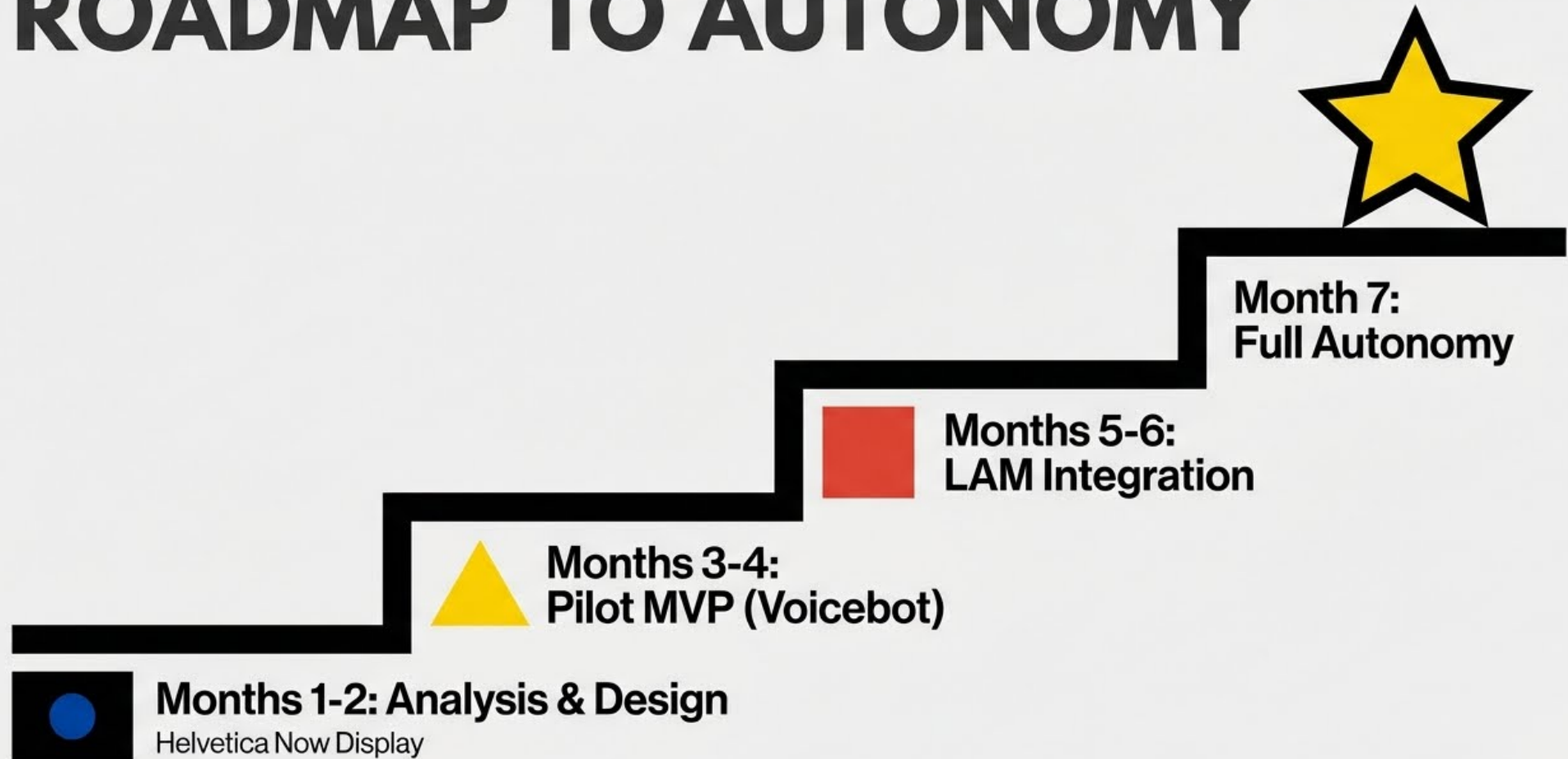
# INVESTMENT & VALUE



**RETURN ON INVESTMENT:**  
**1 AI Node = Scale of dozens of operators.**

**Break-even in 18-24 months.**

# ROADMAP TO AUTONOMY



# THE FUTURE STATE



**A MINISTRY THAT DOESN'T JUST LISTEN, BUT ACTS.**

Secure. Autonomous. Action-Oriented.