

Agentic AI: Transforming Government Service Delivery

From Instruction Manual to Autonomous Partner

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Presented to Miami Dade County Government



AI Evolution: From Advisor to Autonomous Agent

Traditional AI tells you what to do; Agentic AI does it for you

Core Benefits:

- **Speed:** Process tasks in minutes vs. weeks
- **Consistency:** Uniform application of rules and procedures
- **Scale:** Handle multiple workflows simultaneously

Bottom Line:

Transform citizen service delivery through autonomous AI agents that bridge the execution gap

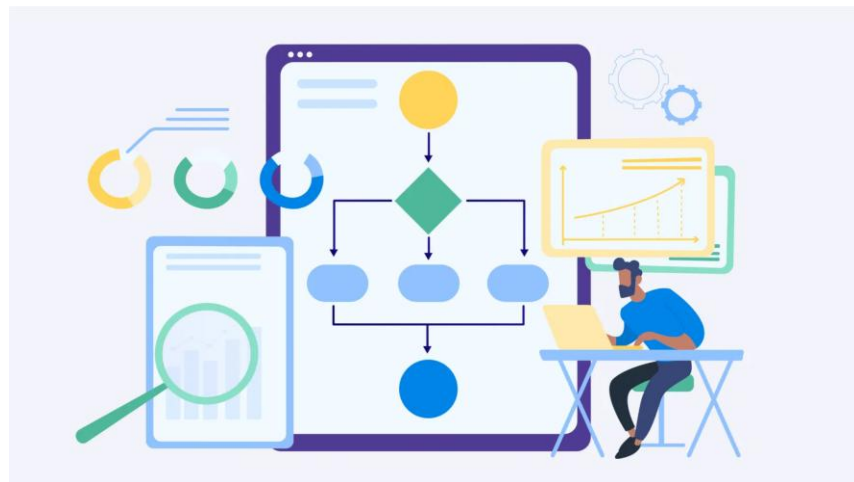


Government Efficiency Limited by Human Bandwidth

AI provides knowledge, but humans still execute all actions

Current State Challenges:

- **Manual Coordination:** Staff must navigate multiple systems
- **Execution Gap:** Knowledge without action capability
- **Resource Constraints:** Limited by available staff hours
- **Inconsistent Service:** Varies by office and staff member



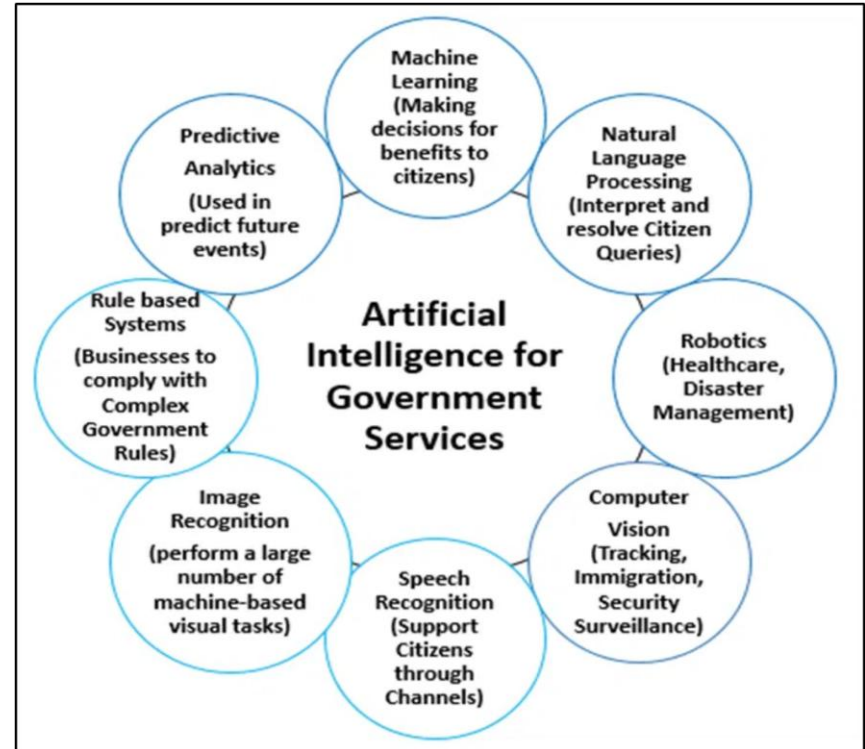
Agentic AI: Your Digital Government Employee

AI that takes actions, not just provides advice

Key Capabilities:

- **Decision-Making:** Within defined parameters
- **Multi-System Integration:** Works across platforms
- **Autonomous Execution:** Completes full workflows

Traditional AI	Agentic AI
Provides instructions	Takes actions
Requires human execution	Autonomous execution
Knowledge-focused	Outcome-focused



From Request to Resolution: Automated Workflows

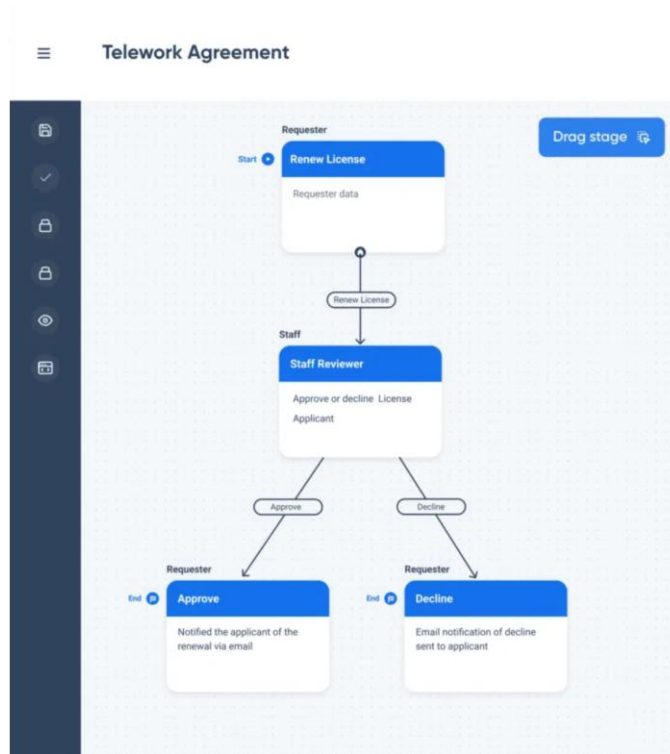
Agentic AI bridges the execution gap by taking action across systems

Process Flow:

- 1 **Citizen Request** : Application submitted
- 2 **AI Analysis** : Requirements verified
- 3 **Multi-System Execution** : Coordinated processing
- 4 **Completion** : Approval and notification

Example: Food Truck License

Process completed in minutes vs. weeks through automated zoning verification, health department scheduling, and inter-departmental notifications



Transforming County Services Through AI Agents

Miami Dade-specific applications with immediate impact

Key Use Cases:



Building Permits

Automated hurricane code verification and compliance checks



Business Licenses

Streamlined application processing and inspection scheduling



Citizen Complaints

End-to-end resolution tracking and department coordination



Emergency Response

Cross-agency coordination during hurricanes and emergencies

The image shows a collage of government application forms from Miami-Dade County. The most prominent form is 'Form P1 Application for permission to develop land', which includes instructions to read the page first and lists types of applications for which the form should not be used: Householder Application (Form PHD), Listed Building Consent (Form LB1), Conservation Area Consent (Form PCAC1), and Advertisement Consent (Form A1). It also mentions that before completing the form, the applicant should read the completion of Form P1 and the Application for Planning Matter. Other forms visible in the background include 'About your Development Proposal' with questions about the type of application (Outline or Full permission) and previous applications, and a form with questions about surface water disposal and septic tanks.

Measurable Impact on Government Operations

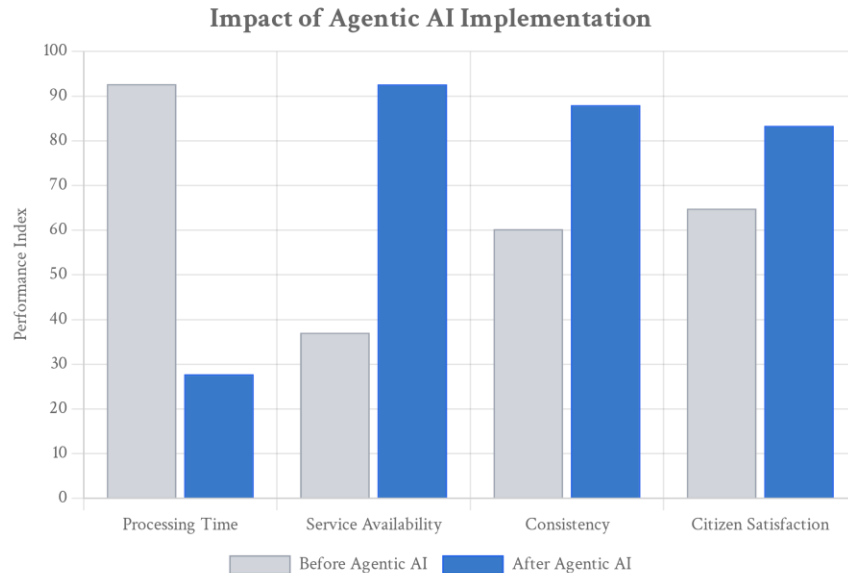
Quantifiable improvements in efficiency, consistency, and service

Key Benefits:

- **Processing Speed:** 70% faster application processing
- **Availability:** 24/7 service without staffing constraints
- **Consistency:** 95% uniform application of regulations
- **Staff Focus:** Redirection to complex cases requiring judgment

Citizen Experience:

Faster responses, reduced wait times, and consistent service quality regardless of office location



*Based on early adopter government agencies implementing Agentic AI

Ensuring Accountability in AI-Driven Government

Responsible AI implementation requires robust governance

Security Protocols

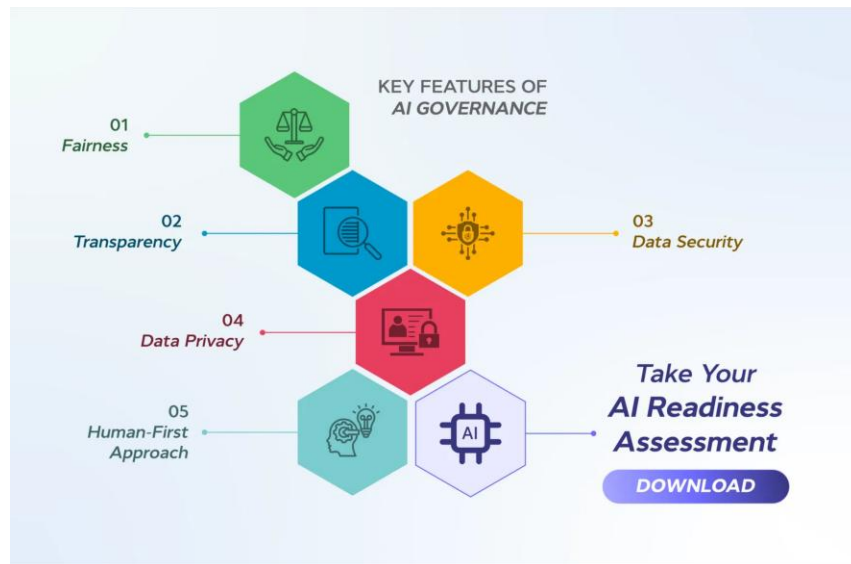
- Access controls with least-privilege principles
- Comprehensive audit trails for all actions
- Encrypted data transmission and storage

Human Oversight

- Clear decision boundaries for AI agents
- Exception handling with human escalation
- Regular review of automated decisions

Compliance

- Alignment with regulatory requirements
- Transparency in automated processes
- Regular third-party audits



Strategic Approach to Agentic AI Deployment

Phased implementation ensures controlled adoption

1 Pilot Programs

Building permit processing automation
Limited scope with high oversight

2 Expansion

Citizen-facing services integration
Additional department onboarding

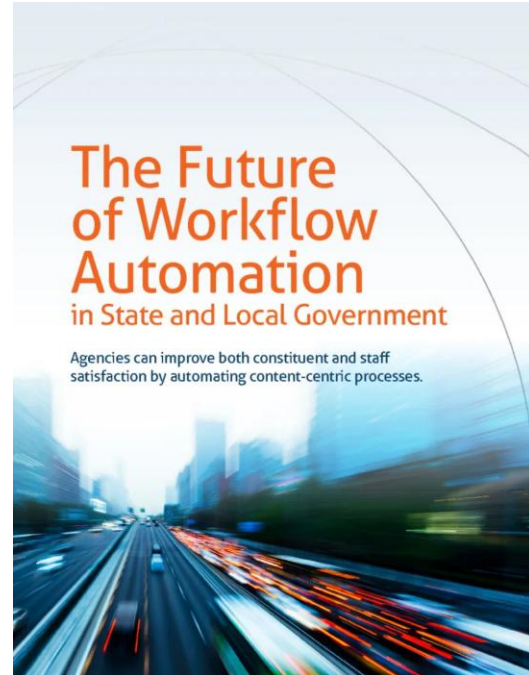
3 Integration

Cross-department workflows
Advanced use cases deployment

Months 1-6

Months 7-12

Months 13-18



Building the Future of Public Service

Agentic AI transforms government from reactive to proactive

Our Vision:

- **More Responsive:** Immediate service delivery
- **More Efficient:** Optimized resource allocation
- **More Accessible:** 24/7 service availability

Next Steps:

- ✓ Pilot program approval
- 👥 Stakeholder alignment workshop
- 📅 Implementation timeline development

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