



UIPATH

AI's shift from spectator to valued teammate

Agentic Orchestration turns modern mandates into operational reality by pragmatically applying Agentic AI to legacy systems for end-to-end transformation

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An efficiency paradox is gripping the federal government. On the one hand, executive orders require agencies to cut costs and freeze hiring. On the other hand, agencies have to adjudicate the same number of claims, process the same volume of grants and manage the same complex logistics.

Over the past few years, the government has tried to bridge this gap with what I call passive AI. Generative AI has been used to summarize documents, draft email messages and search knowledge bases. That was helpful but didn't necessarily make the agency move faster because employees still had to perform the physical actions of their jobs.

Agentic AI shifts technology from being a spectator to being an actor. Through Agentic Orchestration, the system moves beyond simple task automation to intelligently coordinate the right tool for the right task at the right time. While a chatbot might offer advice, an orchestrated agentic workflow can navigate multiple technologies—logging into procurement systems, verifying vendor data across databases, and generating modification requests—to drive seamless end-to-end execution.

Agentic AI is one of the first technologies that allows us to decouple efficient service delivery from headcount. This isn't just about speed, it's also

about resilience. In a defense context, for example, an agentic system can autonomously and immediately reroute supply chains when a disruption happens without waiting for a human analyst to arrive at the office and read a report.

Non-negotiable considerations for agentic AI

When adopting agentic AI, agencies must keep in mind three non-negotiable considerations. First, the government cannot afford to let AI agents make decisions in the dark. The platform should record every single step the AI agent took to create a pixel-perfect audit trail that shows exactly how the data was read, what logic was applied and why a decision was made.

Second, regardless of which AI technology agencies choose, they must have zero training agreements in place so government data, whether it's veterans' health records or sensitive tax information, never leaves the agency's secure boundary to train a public model.

Third, rather than aim for 100% autonomy, agencies should use Agentic Orchestration to manage the hand-offs between AI and human personnel. By applying orchestration to these end-to-end processes, agencies can set strict confidence thresholds for AI actions. If an agent is 99% confident in a determination, it proceeds; however, if





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confidence dips to 85%, the system automatically engages a human reviewer. This ensures efficiency without sacrificing the necessary human oversight for complex legacy processes.

Moving from pilot to production in weeks

As AI technology floods the market, agencies are realizing that a brain without a body is useless. Most AI companies sell a brain—a large language model that can summarize text or help draft responses, for instance. But that brain cannot log into a 30-year-old mainframe or click “submit” in an air-gapped enterprise resource planning system.

UiPath provides a body to that brain. We spent the past decade building software robots that know how to interact with government legacy systems. Through Agentic Orchestration, we merge robotic process automation with agentic AI to bridge the gap between thinking about a task and completing it. It is the orchestration of these multiple technologies that allows agencies to move from simple automation to complex, autonomous execution. In addition, our UiPath AI Trust Layer acts as a defense-grade gateway that can enforce governance policies in real time, scan every prompt for personally identifiable information and mask sensitive data before it leaves the agency firewall.

This FedRAMP-authorized offering has enabled agencies to move from pilot to production in weeks, and it is already embedded at a wide range of agencies, including the Department of War, the IRS and the Agriculture Department. At UiPath, we like to think of ourselves as the safe pair of hands that allows government to embrace agentic AI without the risk. ■

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Agentic AI bridges the gap between legacy systems and modern mandates so agencies can be more effective and efficient

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