Agentic AI Outcomes Planning Framework

Data-driven approach for secure, responsible, and effective implementation

BUSINESS NEED

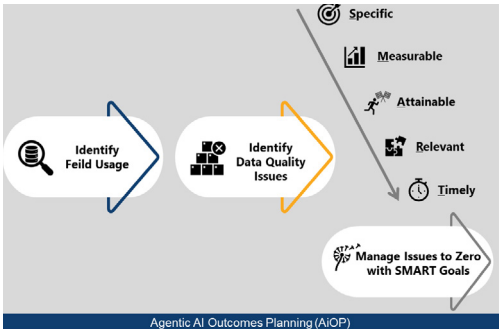
Federal agencies are preparing to adopt agentic AI capabilities due to a need to increase efficiency, reduce manual labor tied to backlogs, and enhance mission resilience. As agency platforms evolved over the years common problems grew, highlighting data silos, data dictionary gaps, technical debt, and limited data classification and governance controls. Without addressing these foundational elements, AI agents cannot reliably access, reason over, or act on enterprise data.

OUR APPROACH: DATA-DRIVEN, SMART ALIGNED, AI READINESS FRAMEWORK

InDev employs a data-driven discipline that evaluates and improves platform readiness through data governance, technical hygiene, and architecture alignment. Our framework begins with identifying field usage (to identify empty, default, or active fields), a critical step to optimize system performance. Then we analyze the data to identify data quality issues, which can be a key source of hallucinations in AI models. Finally, leveraging Specific, Measurable, Attainable, Relevant, and Timely (SMART) goals, we have detailed execution plans to manage the issues to zero. In parallel to managing the issues to zero, project identification and prioritization can begin – focusing on use cases centered around the highest quality data, reducing risk of bias, hallucinations, and failed AI initiatives.

Our framework also establishes foundational governance and discovery processes to focus on key questions: How many data silos exist across the ecosystem? Which systems of record operate within those silos? And who are the system owners and data stewards responsible for them? This governance model ensures the platform evolves into a well-governed, AI-ready system of engagement.

AGENTIC AI OUTCOMES PLANNING (AIOP) APPROACH



AIOP USE CASES

Many agencies inherit platforms with significant legacy configuration. In one case, over 50% of custom fields were unused technical debt when the environment was initially assessed. Through systematic governance and modernization efforts, our team significantly reduced data silos and was recognized with a Service to the Citizen award for improving cross-program data accessibility. Some use cases where we can apply our framework include:

- **Intelligent Case Assistance:** Prepare for AI agents to summarize case histories, recommend next actions, and retrieve relevant policy or program guidance.
- **Cross-System Data Intelligence:** Prepare to introduce agentic workflows to surface insights from multiple program systems.
- **Automated Data Stewardship:** Prepare for AI agents to flag unused fields or obsolete objects, identify data quality anomalies, and recommend schema improvements.
- **Knowledge and Policy Navigation:** Prepare for AI agents to provide contextual answers by synthesizing policy documentation, program procedures, and historical case data.

- Reduce AI Bias & Hallucinations
- Improve Data Security
- Improve Data Quality & Foundation

Want to learn how InDev can support your Mission Data Needs? Reach out to ilab@indev.com to begin your journey.