



Think big, start small

Unleashing the transformative
power of Gen AI and agentic AI
across government

Capgemini 





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From future vision to daily reality



AI is everywhere right now; you probably cannot get through your morning coffee without hearing about it. When it comes to government services, though, AI is not just hype. It has the potential to transform how millions of people access vital public services every day – and we are just at the start of the journey.

Around the world, there are examples of governments using automation, personalized healthcare and intelligent chatbots to serve their citizens. As these technologies advance, and adoption increases, public services as we know them may change completely. Rather than being discrete offerings from individual departments, they may merge into integrated, intuitive experiences that respond proactively to citizens' needs.

Examples could include renewing driving citizens' licenses automatically, flagging support they are eligible for or guiding them through complex applications. And who knows – in a few years' time, a single government web page with a prompt box could be the access point for all citizen-facing services.

We have generative and agentic AI to thank for these current and potential ways of delivering public services. Generative AI responds to a user's prompts to create new content (text, audio or visual). Agentic AI is a broad term, but in essence, it means AI that can make decisions and complete tasks independently, without the need for human input.¹

Agentic AI clearly marks a big leap in the evolution of these technologies. But it also begs the question: are governments ready to put their faith in the machine? And if so, how can they do so effectively and at scale – in a way that protects citizens from harm?

The answer lies in thinking big but starting small.

In this point of view, we will explore how generative and agentic AI can help governments deliver better services while maintaining their commitment to human-centered design and digital service standards.

We will cover how digital teams globally are experimenting with these transformative technologies, including our service design teams at Capgemini Invent. (Go to page 13 to see our results.)

We will explore what could be holding governments back before suggesting how they can start to unlock the value of AI. And, for those who have already started on the journey, we will suggest ways to scale AI iteratively – including by embedding it into existing transformation programs. All while being transparent and ethical about where they deploy AI and how they use citizens' data.

¹<https://cohere.com/blog/what-is-agentic-ai>

How does agentic AI differ from Gen AI?

Gen AI, as we know it today, excels at creation. But it operates within defined boundaries, rather than taking pre-emptive action. Agentic AI, on the other hand, focuses on doing, and as such, represents a more sophisticated, proactive approach.

Think of it this way: Gen AI is like your creative teammate who comes up with content, code and imagery. Agentic AI is more like your get-things-done accomplice who turns plans into action without you needing to ask.

Consider your email inbox for a moment. Instead of drowning in emails, a Gen AI copilot helps you draft responses and summarize long threads.

An agentic AI assistant could take this support a step further by auto-scheduling meetings and flagging conflicting priorities. It could even nudge you to reply to an important email while proposing what it should say – so you stay on top of what truly matters.

Another aspect that distinguishes agentic AI is its collaborative architectural configuration. This means it can deploy multiple AI agents – for example, one focused on analyzing data, another on optimizing processes, and another on assessing risk – to achieve a common goal. Each agent can access different data, connect to different tools and follow different instructions, creating distinct experts within the same workflow.

When these specialized agents combine their expertise, they can make more nuanced decisions, and address complex challenges more effectively, than a single system attempting to manage everything. It marks a shift from the “single expert” model to an orchestrated team of AI specialists, each focusing on what they do best.^{2 3}



2. <https://www.cambridgemc.com/accelerating-local-government-with-agentic-ai>
3. <https://www.simpson-associates.co.uk/agentic-ai-making-ai-work-for-you/>

The current use of AI in citizen digital services

With public finances more constrained than ever, governments globally are under growing pressure to transform and become more efficient. At the same time, their stakeholders – including citizens, businesses and international partners – expect them to provide modern, intuitive and transparent services. Ones that make it easy for people to access the support they need, in the right way and at the right time.

Ultimately, that will include governments providing a “one-stop-shop” – a unified online experience organized around important events in citizens’ lives, rather than around disparate government departments.

AI technologies have huge potential to support these ambitions and create a smarter, more connected public sector that benefits everyone. Not only can they help governments to create next-generation digital citizen services, but they can also make the process of designing and delivering those services more automated and efficient.

From ambition to execution

Given these benefits, it is unsurprising that there is a strong appetite among governments for adopting generative and agentic AI. A [new report](#) from the Capgemini Research Institute (CRI) reveals that two thirds of public sector organizations are exploring or actively working on Gen AI initiatives.

The report, “Data foundations for government: from AI ambition to action”, also finds that external pilots and implementations tend to focus on self-service chatbots within citizen services. Internally, it is intelligent search and summarizing content for employees.

As agentic AI is at a much earlier stage, examples of governments using this fledgling technology are

currently limited. But according to the CRI report, 90% of public sector organizations plan to implement it in the next 2-3 years.

Achieving this goal will not be easy. Not knowing where to start can be a substantial barrier, as can siloed working, funding limits and a lack of skills or a common vision. Concerns about the risk of causing harm can also hold governments back (see “With big potential come big risks” on page 11).

As the CRI report points out, though, the biggest challenge is that most governments are trying to move forward before they have strong data foundations in place. These encompass everything involved in managing and sharing data – from making sure it is available, accessible and good quality to establishing the right governance.

A failure to invest enough in these and other fundamental capabilities can also cause problems further down the road. For example, organizations across sectors often struggle to move from proof of concept and pilots to scaling solutions across the enterprise.

We recommend governments take a two-pronged approach to overcome these challenges:



Think big about the widespread transformation these tools could bring.



Start small and scale iteratively, putting the basics in place and using a tried-and-tested approach from pilot through to widespread adoption

Three examples of Gen AI in action

1. United Kingdom – helping citizens to navigate government information with GOV.UK Chat

GOV.UK is the digital backbone of UK government services, reaching 1.2 million users daily and hosting over 700,000 pages of vital government information.

The platform is already using AI-powered chatbots to answer common citizen questions, freeing up employees' time to focus on trickier problems. GOV.UK Chat – developed in collaboration with OpenAI and currently under pilot – takes this up a level. Rather than navigating web pages, users have conversational interactions that are accessible across desktop and mobile web browsers. The tool demonstrates how AI can augment, rather than diminish, the human aspect of government services.



Figure 1: The GOV.UK app is coming soon.

The next evolution will be the GOV.UK app. By integrating access to all GOV.UK pages, this will create a unified platform for government services, with a single log-in. In doing so, it will put Gen AI into the hands of citizens who have given their consent, with full transparency about where the app uses AI.⁴

2. Singapore – Virtual Intelligent Chat Assistant (VICA) helping human agents to support citizens

VICA (Virtual Intelligent Chat Assistant) is the conversational AI platform used by over 60 Singapore government agencies. It manages more than 100 chatbots and handles over 800,000 queries per month.

VICA combines Natural Language Processing (NLP) and Gen AI to make sure responses are accurate and automated. The latest version, VICA 2, allows agencies to customize chatbot outputs using public information, system instructions and FAQs. Features like autocomplete, suggested questions and a knowledge base help users find information quickly. By streamlining citizen enquiries and automating tasks, VICA improves the user experience and makes government more efficient.

3. UNESCO Education – Gen AI system making data-based insights on education accessible to everyone

Capgemini collaborated with Amazon Web Services (AWS) to create Gen AI-based solutions that could process and interpret data from 400,000 students across 57 countries. Through this work, we helped to make sophisticated educational insights accessible to policymakers, educators, and researchers – ultimately supporting UNESCO's mission to ensure inclusive and equitable quality education for all.⁵

4. <https://www.gov.uk/government/news/digital-driving-licence-coming-this-year>

5. <https://www.capgemini.com/news/client-stories/enabling-evidence-based-education-decision-making-with-agentic-ai/>

Think big to transform how government works

Before worrying about the “how”, it is important to understand the “why”: the transformative potential benefits of generative and agentic AI in government.

Here are some big-ticket examples of what these technologies could allow governments to do.

Use AI as a proactive digital public servant

Instead of waiting until problems arise, agentic AI could spot the warning signs early and step in to offer support – marking a shift from reactive to proactive services.

Examples could include:

- Automatically registering a newborn baby with a GP and applying for child benefits.
- Identifying someone who has recently lost their job or registered in a job center and supporting them with retraining and job searches before they start to struggle.
- Pre-enrolling citizens nearing retirement age in pension plans or sending proactive reminders to schedule health screenings.

Agentic AI would not only improve services for citizens, though. At a department level, it could help teams work smarter by handling everyday tasks for them, like processing applications. At an inter-department level, it could use data to predict demand across services, so citizens can access what they need, when and where they need it. And at a national level, it could operate across government organizations, international partners and the private sector to proactively serve citizens and grow economies.

This kind of behind-the-scenes activity would remove duplication of effort and budget while also leading to faster responses and better decisions. In short, it would help to create a smooth-running public sector that creates value for everyone.



Offer hyper-personalized and accessible citizen experiences

Many digital citizen services already ask users to fill out questions about themselves, such as their age and location, in order to provide more relevant information. Some governments have also unified the services a citizen may need into a consolidated user experience – often a multi-purpose app or super-app – based on their life events and circumstances. (For more about super-apps, [read our report.](#))

Agentic AI could take this personalization even further. For example, imagine you are too unwell to work and need to claim welfare benefits. In many countries, this requires you to take multiple steps, from visiting your doctor to submitting the necessary documents. This can be frustrating and repetitive, particularly if you have an ongoing health condition.

With your consent, an agentic AI system could act as your personal health assistant, automating those steps for you. By reducing repetition, admin and stress, it could make claiming welfare benefits faster, smoother, and more accessible for those who need it most.⁶

As we mentioned in the previous section, it could also draw upon information like age, location and life events to proactively suggest benefits or services. This kind of smart, timely help could make interacting with government services feel easier, more personalized and, ultimately, more human. Instead of feeling like services were designed for the masses, they would feel as if they were designed just for you.

Agentic AI could even gather and automatically conduct sentiment analysis on feedback from citizens, then propose improvements based on its findings, so that services can be continuously improved more easily. This feedback could include free-format user comments, which are otherwise time-consuming to analyze and act upon.

True personalization means making services accessible to everyone

AI technologies are already acting as assistive tools for people with disabilities. For example, AI-powered assistants like Copilot can improve productivity and

reduce cognitive load for neurodivergent people by helping them with their day-to-day tasks.

Gen AI can also make media such as videos more accessible, along with live streams. Features like vision-to-text-to-speech, real-time audio transcription and context-aware guidance make sure that blind or visually impaired users receive the same information as sighted users. Yet according to Capgemini's latest eGovernment Benchmark report, 65% of government websites in the EU are still not fully accessible.⁷

Harnessing Gen AI will help governments to bridge this gap by embedding assistive tools that help people with accessibility needs to navigate online services. Agentic AI agents could go beyond this, acting as personal assistants that perform tailored tasks independently and efficiently on behalf of citizens. In future, this would require AI-powered agents to be integrated seamlessly into government digital services – so they could complete their tasks smoothly while providing a good user experience.

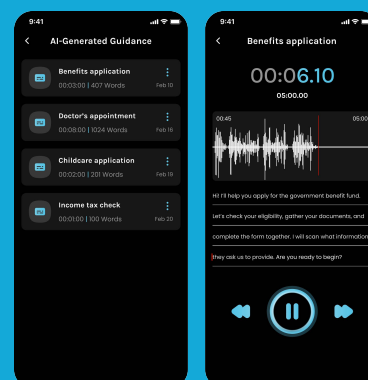


Figure 2: A concept that focuses on live audio transcription and context-aware guidance, providing a personalized and intuitive navigation system to assist visually impaired users with government services and applications.

6. <https://www.nngroup.com/articles/service-design-evolve-ai-agents/>

7. <https://www.capgemini.com/news/press-releases/21st-egovernment-benchmark-report-user-centricity-remains-key-across-eu-public-services/>

Make better policy decisions with AI



The concept of data-driven government is not new, but AI is finally bringing it to life. For example, policymakers rely on vast amounts of written and numerical content to draft regulations, analyze research, and assess policy impact. Both generative and agentic AI can streamline this process, so decision-making is faster, more informed and more inclusive.

By processing large datasets, AI tools can spot trends, predict outcomes, and recommend actions to help governments allocate funding effectively and identify struggling services. Simulating the potential effects of policy changes could also highlight how a policy may affect different segments of the population, such as marginalized communities or specific age groups. Insights like these would give public sector leaders a clearer view when making big decisions. But they should always be treated as hypotheses and tested with real users to make sure they reflect lived experiences.

On top of that, Gen AI tools such as Parlex[®] can help summarize reports and existing legislation, draft policy documents, and refine language, freeing policymakers to focus on strategic thinking. Agentic AI could also analyze the high volume and wide variety of data gathered during the public consultation process. It could then summarize key insights and suggest how to embed responses in the next policy design phase.

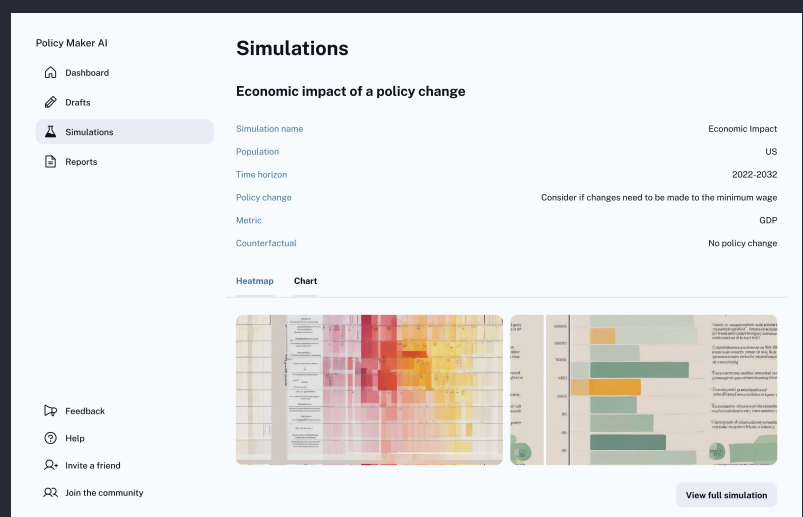


Figure 3: Policymakers may be able to see the estimated economic impact of a policy change with AI.

8. https://www.instituteforgovernment.org.uk/publication/policy-making-era-artificial-intelligence#footnoteref39_21kxaw1

With big potential come big risks

AI clearly has enormous potential in government. But without human oversight, accountability, and ethical frameworks, it can also cause enormous harm.

For example, it is well documented that Gen AI tools can make things up (“hallucinate”) and seem convincing even when they are wrong. Agentic AI may also generate false but convincing information, as well as apply unclear decision-making processes and scale errors quickly.

We have also seen how, without the proper safeguards, AI systems can make existing problems much worse, especially for vulnerable people and minority groups. In the Netherlands⁹ and Australia¹⁰, for example, government AI systems wrongly accused thousands of families of welfare fraud, with serious consequences.

These cases reinforce that AI should support critical human decision-making, not replace it. The cost of getting it wrong is just too high. They also highlight that governments are accountable for the algorithms and chatbots they use and must make sure these are accurate and unbiased.

To make sure AI serves the public responsibly, governments need to:

- Be clear and transparent about which services use AI¹¹ and what happens to the data.
- Rigorously test and validate AI systems before using them in high-stakes services.
- Triage their decision-making, so simple, low-stakes decisions can be automated – removing unnecessary burdens on users or the government.
- Set clear accountability structures so government bodies remain responsible for AI decisions, not the AI itself.
- Adopt a human-in-the-loop approach to prevent AI from acting without oversight.
- Establish redress mechanisms for people wrongly affected by AI-driven decisions.
- Work with AI providers to improve AI explainability, so it is clear to public servants why their systems have taken a particular decision or action.



9. <https://www.politico.eu/article/dutch-scandal-serves-as-a-warning-for-europe-over-risks-of-using-algorithms/>

10. <https://pursuit.unimelb.edu.au/articles/the-flawed-algorithm-at-the-heart-of-robodebt>

11. <https://dataingovernment.blog.gov.uk/2025/05/08/making-the-algorithmic-transparency-recording-standard-atrs-mandatory-across-government/>

How to implement Gen AI and Agentic AI safely and at scale

1. Build a strong foundation for AI with the right infrastructure and data

To unleash the transformative power of generative and agentic AI, governments need more than just good models. They need a mature AI infrastructure from the start – even for small-scale pilots.

For example, agentic AI systems rely on a core set of enabling services, including secure data layers, escalation routes, monitoring, model evaluation, and LLM Ops, to make decisions and take actions. These services must all be in place from day one if governments are to experiment with AI agents in a safe and ethical way.

This does not mean starting big, though. It means putting the right foundations in place, so that even early trials are supported by the tools and safeguards governments need to learn and scale responsibly. These efforts will pay off further down the line by helping to make the transition from proofs of concept to widespread implementation faster and smoother.

Data-readiness is central to this. Data must be high quality and accessible, with strong governance over how it is used and shared. The cloud infrastructure used should also support secure, fast access to internal data, so models can be tailored to public sector needs while keeping information confidential.

By combining strong infrastructure with a “think big, start small” mindset, governments can trial AI with confidence and lay the foundations for long-term impact.

2. Adopt AI tools internally first

Before integrating AI into public-facing services, governments must first test and refine it within their own workflows to understand its strengths, limitations, and risks. By using AI tools (like Copilot Studio, ChatGPT or Gemini) and prompting for agentic behaviour, teams can simulate a more autonomous AI experience. They can then assess the effectiveness of these tools in real-world policy and service delivery.

To make this a process of continuous learning, governments must set clear success metrics for their internal AI pilots. They must also track performance, refine models, and embed human oversight before behaviour, teams can simulate a more autonomous AI

experience. They can then assess the effectiveness of these tools in real-world policy and service delivery.

3. Start small – test, learn and build trust

Running structured pilots as part of a culture of data-rich experimentation reduces risk, speeds up learning, and makes sure solutions continue to reflect evolving citizen needs. This will in turn make sure AI adoption in the public sector remains ethical, transparent, and human-centered.

Once government agencies have tested AI internally, and are ready to deploy it to citizens, we suggest starting with small-scale pilot programs in low-risk areas. This approach allows them to collect performance data, learn from outcomes, and iteratively develop effective solutions before rolling them out more widely – including within existing transformation programs. It also minimizes risks and allows teams to adjust an AI tool based on its real-world performance.

As with any digital product or service, applying human-centered design will make sure the tools are fit for user needs and is easy and intuitive to use. This way, people will want to use them and the investment in the technology will pay off.

Examples of this start-small, human-centered approach include:

- **Running targeted prototypes.** Use sandbox environments to trial AI solutions in areas like tax filings or visa applications.
- **Developing iteratively** – gather performance data, learn from outcomes, and refine solutions in real-world contexts.
- **Co-creating with citizens** – establish continuous user feedback mechanisms through participatory design, focus groups, and citizen advisory boards to refine AI solutions and make sure they are truly citizen-centric.

Start small: The power of structured experiments for service design teams

One way to start small is to carry out structured experiments to understand how AI can improve the process of researching and designing digital tools or services.

At Capgemini Invent, we used two kinds of controlled experiment to explore this:

- Comparative experiments to measure how AI tools affected efficiency, quality, and usability.
- Gamified “designathons” to rapidly prototype and test AI tools in real-world workflows.

Experiment 1: AI for user research analysis

We tested two Gen AI-powered research tools, Mural AI and FigJam, against traditional manual methods. This revealed that:

- Using the AI tools to cluster and summarize our research findings cut the analysis time from 120 to 60 minutes.
- The researchers taking part all saw the value of Gen AI, but they scored its outputs slightly lower for quality and satisfaction than those of traditional methods (7/10 versus 8/10).
- Researchers learned to use AI tools in just 30 minutes.

The findings suggested that there is a low barrier to entry for these tools, but that their outputs need refining by a human.

Experiment 2: AI in design – the designathon approach

We gave teams a design problem to solve and used this as an opportunity to experiment with using AI in the design process. We compared “human-only” control groups using traditional design workflows, against “treatment groups” using AI tools such as Figma AI, ChatGPT, Copilot and Gemini.

- The AI-assisted teams generated 4.5 times as many ideas as the human-only teams. But this rapid idea generation led to “option paralysis”, overwhelming some designers and delaying the move to prototyping. Using AI to generate ideas also reduced the need for designers to be creative and solve problems, because the tools effectively assumed responsibility for those tasks.
- AI lowered the skill barrier, enabling non-designers to contribute meaningfully.
- All the teams were able to complete the challenge within the two-hour timeframe, producing a prototype that addressed the problem.

From experiments to action: Applying insights to public sector AI

These experiments pointed to three practical steps public sector organizations can take when adopting AI in human-centered design.



Reduce overwhelm. AI should streamline workflows, not complicate them. Introducing prompt engineering and prompt refinement sessions could help teams to generate useful outputs efficiently.



Identify and mitigate key risks. These include the Dunning-Kruger effect, where people may be overconfident about doing tasks that they are not fully qualified or prepared for, just because they have AI at their disposal.



Balance automation with human oversight. AI-generated insights should be treated as hypotheses, not conclusions. Human quality assurance and strategic thinking are still critical to make sure outputs are accurate and inclusive.



4. Discover the best human-AI collaboration model for your team

The role of generative and agentic AI in government services is to augment human expertise while making government work more efficiently. That means government employees need to understand the value these technologies bring and how to get the most from them while staying accountable for their outputs.

Equipping them to stay up to date with advances in AI will be vital. But employees must also share with each other what they learn from their experiments. Here are some ideas for finding the right model for collaborating with each other and with their AI tools.

- **Empower teams through training.** Provide both formal (certifications, workshops) and informal (team discussions, hands-on projects, peer-to-peer learning) learning opportunities to build confidence in using AI tools.
- **Encourage co-creative workflows.** Allow employees to exercise judgment alongside AI systems¹² by integrating them into their daily workflows. For example, policymakers could use agentic AI for policy simulations while retaining oversight.
- **Promote knowledge-sharing.** Encourage employees to collaborate across teams and government departments by hosting “AI in Action” showcases where teams share successful AI use cases and lessons learned.
- **Create a culture** in which experts from government, universities, and businesses can work together to develop and test new ideas.
- **Measure the impact.** Source and share practical examples of where AI has cut the time needed to perform tasks and how employees have used the time saved for more engaging and strategic activities.

12. Good Judgement is a Competitive Advantage in the Age of AI, Sept 2023, Elisa Farri, Paolo Cervini, Gabriele Rosani, Harvard Business Review: https://hbr.org/2023/09/good-judgment-is-a-competitive-advantage-in-the-age-of-ai?tpcc=orgsocial_edit&utm_campaign=hbr&utm_medium=social&utm_source=linkedin

5. Equip citizens with the digital skills to benefit from AI-powered public services

For citizens to reap the rewards generative and agentic AI can bring, governments need to take them along on the journey. That means sharing a vision for what the services powered by these technologies can deliver and investing in training and support so citizens feel confident and comfortable using them.

As well as building digital skills, it is important to make sure no one is left behind. Whether they are on a low income, or do not have easy access to the broadband internet, all citizens should be able to benefit from AI-driven public services.

Make sure services are inclusive and accessible

By embedding inclusivity throughout the development process (for example, co-designing services with users who have a disability), governments can create AI-powered services that work for everyone.

Red and blue teaming

Experts also recommend using “red teaming” approaches, which involve stress-testing AI models for unintended harm to make sure services are fair, safe, and accessible.

For example, red teams act as adversaries, rigorously identifying and exploiting accessibility issues within a site or service. They simulate real-world scenarios to uncover potential barriers and weaknesses that could affect users with disabilities.

Meanwhile, blue teams focus on defending and improving the service by addressing the issues identified by the red team. They work on making the service more accessible, implementing solutions to make it more inclusive, and making sure it complies with relevant standards.



6. Be transparent, fair, ethical and accountable in your use of AI

- As AI becomes more capable of making decisions on its own, it is vital that people can trust it. If not, they will not use it.
- That means citizens need to know when AI systems are making choices that affect their lives. They also need to trust that governments are regularly checking those systems for mistakes or bias and being clear about who is responsible if something goes wrong.
- Implementing the safeguards over the page will make sure AI is used in a way that is transparent, fair, ethical and accountable, as well as aligned with the public interest.



Establish the checkpoints for human approval

- Make human approvals mandatory at key stages of an autonomous AI decision-making process, including pre-decision reviews, mid-process checks, and post-decision audits.
- Put accountability structures in place so that humans remain legally responsible, making it easier to trace and correct errors.
- Make sure AI decisions are transparent, with clear justifications and accessible appeal processes for citizens. Regular training and oversight by ethics review boards will help ensure AI is used responsibly, particularly in sensitive areas such as welfare and justice.
- Put error detection systems in place to flag anomalies and allow both employees and the public to report AI failures.
- Build in human override capabilities that make it possible to reverse decisions, especially in cases with serious consequences.
- Run independent audits to make sure AI systems comply with fairness, transparency, and ethical standards.

- Invite affected communities, ethics experts, and professionals to take part in shaping AI policies.
- Conduct thorough impact assessments before deploying AI, to identify risks to vulnerable groups and mitigate potential bias.

Navigate challenges and set standards

With data privacy and security paramount concerns for governments, robust measures are a must to protect sensitive information. Governments must also address ethical considerations, such as algorithmic bias and transparency, so AI-powered public services are delivered in a fair and equitable way.

What's more, it is their role to establish clear guidelines and regulations governing the use of AI in the public sector, while complying with those regulations themselves. As the tech environment is constantly evolving, this means taking a programmatic approach that includes mechanisms and tools to assess compliance at different development stages. In this way, governments will be able to create value while staying compliant.¹³

¹³<https://www.capgemini.com/ch-en/solutions/eu-ai-act-compliance/>

Final word

The future of government services will be personalized, proactive, and inclusive experiences that truly respond to citizens' needs across different stages of life. This will not only transform how services are delivered but also how they are envisioned, designed, and built.

The complexity of designing such interconnected and flexible services demands a scale of creativity, foresight, and operational capacity that humans alone may struggle to achieve. This is where AI will become an essential partner. It will help to synthesize large amounts of data, generate ideas, automate processes, and conduct predictive modelling – leaving humans free to focus on strategic thinking and service design. But its use will also bring challenges and ethical considerations that need addressing if AI-driven services are to operate in a fair, transparent, and accountable way.

By investing in a robust AI infrastructure, supporting digital literacy, and maintaining public trust, the government can harness the full potential of generative and agentic AI to create a more responsive, proactive, and inclusive public sector.

By thinking big, they can transform how they work and deliver services, making AI a trusted force in improving people's lives. By starting small, they can gain confidence, refine AI applications, and make sure they apply the right safeguards.

We hope this report will be a helpful guide on that journey.



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What to read next

Data foundations for government: from AI ambition to action ([Capgemini Research Institute](#))

Connecting the dots: data sharing in the public sector ([Capgemini Research Institute](#))

Autonomy in action: a leader's roadmap to implementing agentic systems ([Dr Katharina Reusch, Agentic AI Lead at Capgemini](#))

CDO Playbook: How chief data officers are transforming government ([IDC, sponsored by Capgemini](#))

House of the rising data ([Pierre-Adrien Hanania, expert in AI and digital transformation at Capgemini](#))

Citizen services for the smartphone age ([Capgemini](#))



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