

AI, Automation, and Government Efficiency

Convening IT leaders for a federal government reinvention program designed to advance insights and inspire action.

Event Summary

We were delighted to host IT leaders from across the Federal government for an insightful and candid discussion of how AI and automation will drive government efficiency. The experience provided a forum to connect and share best practices and lessons learned from each stage of agency transformation journeys. Our panelists offered perspectives on navigating uncertainty, engaging industry, modernizing processes, and collaborating with their colleagues across the organization. AFS' technology partners from Google, Anthropic, and AWS shared compelling demonstrations of how relevant use cases for AI can enable the government in novel and innovative ways.

What's Next

AFS is thrilled to continue to connect subject matter experts and practitioners to support AI initiatives across the Federal government.

We are leading additional events on relevant topics including *Intelligent Service Centers* and *Combating Fraud, Waste, and Abuse* in the coming months. For additional details or questions about this and future events, please contact Christine Campbell at christine.campbell@afs.com.



For more insights, please read AFS' report: *A Federal leader's guide to reinvention - delivering value faster for America*

Program Highlights

Accenture's Perspective on Reinventing Government

We are witnessing the convergence of two historic transformations: The most significant technological revolution in human history and an ambitious modernization agenda for government. Opening remarks by Accenture Federal Services (AFS) CEO, **Ron Ash**, outlined our vision for government reinvention and modernization with AI and automation. Our AFS Chief AI Officer **Denise Zheng** then discussed Accenture's recent research into AI readiness across both the commercial and Federal enterprises. Denise outlined how generative AI – alongside agentic AI – can improve both process and knowledge productivity while also outlining the perceived gap between agencies' current AI readiness and desired level of future maturity.

Panel: Approaching an AI Inflection Point

Customs and Border Protection Assistant Commission and CIO **Sonny Bhagowalia** joined **Jimmy Priestas**, Accenture LLP AI lead for the Americas, and **Rob Leahy**, former CIO at NASA Goddard & HQ, to share insights for how agencies can think about using AI to meet their mission needs and enable their workforce. Panelists also discussed ways to use agentic AI to transform business processes, advice for 100-day planning, and ways to collaborate with leaders to deploy high-impact Gen AI use cases and track the value realized.




Technology Partner Deep Dives and Demos

Leaders from Google, Anthropic, and AWS outlined their perspectives and demonstrated their advanced AI capabilities with relevant use cases impacting Federal agencies.

Agentic AI Google – Demonstrated how agentic AI can be used to handle routine tasks, improve service delivery, or manage complex processes like processing disability benefit applications.

Scaling AI Responsibly ANTHROPIC – Shared how choosing the right use cases conducting routine model evaluations enable better scaling of Gen AI use cases, and demonstrated the newest agentic capabilities in Claude.

AI Transforming IT Modernization  – Demonstrated how an AI can accelerate legacy system modernization and transform how the IT function operates.

What Leaders Can Do Now

- ✓ Prioritize AI & automation opportunities as part of 100-day transition planning.
- ✓ Collaboratively identify opportunities to use AI and automation to drive efficiency across the enterprise.