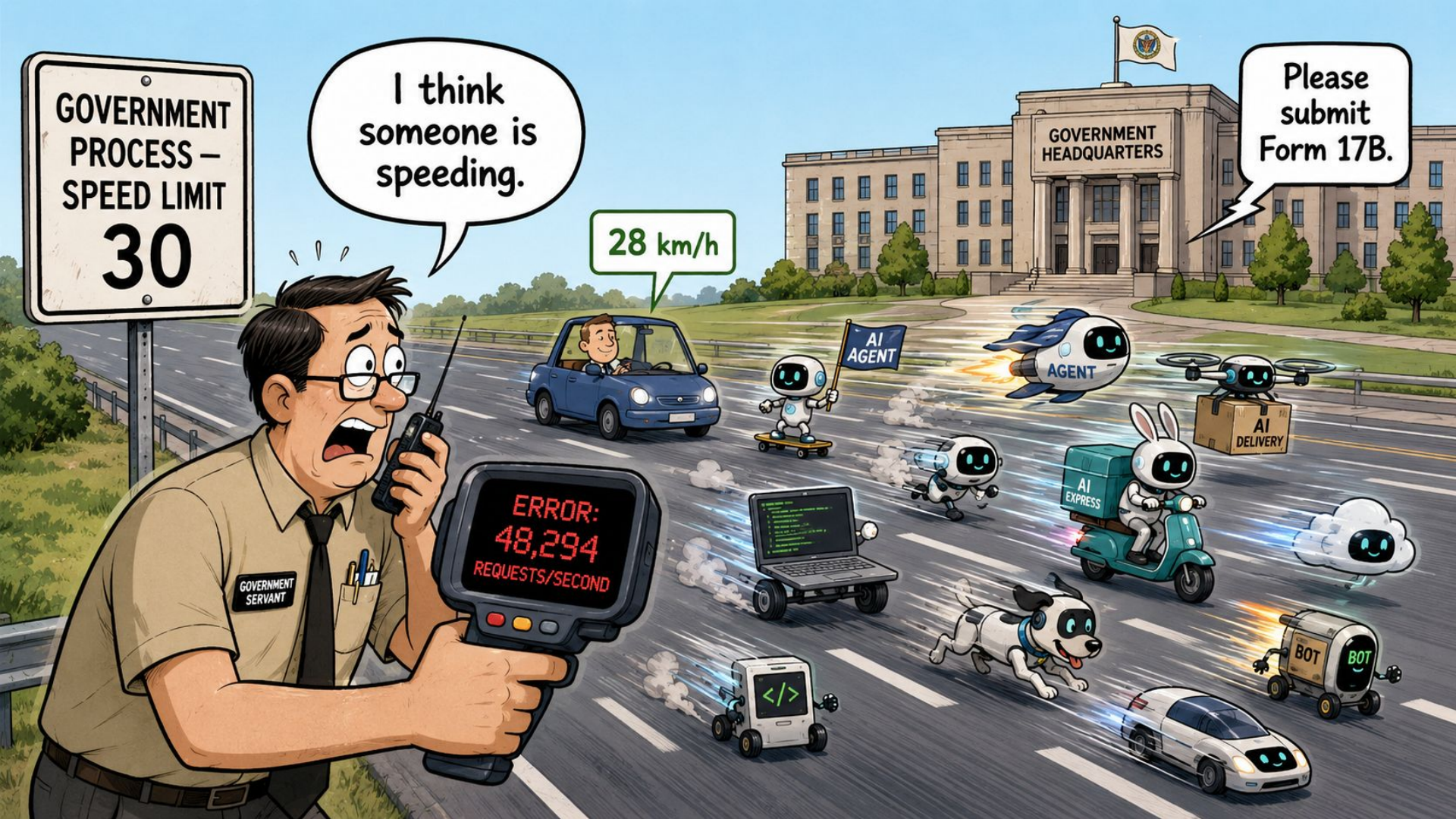
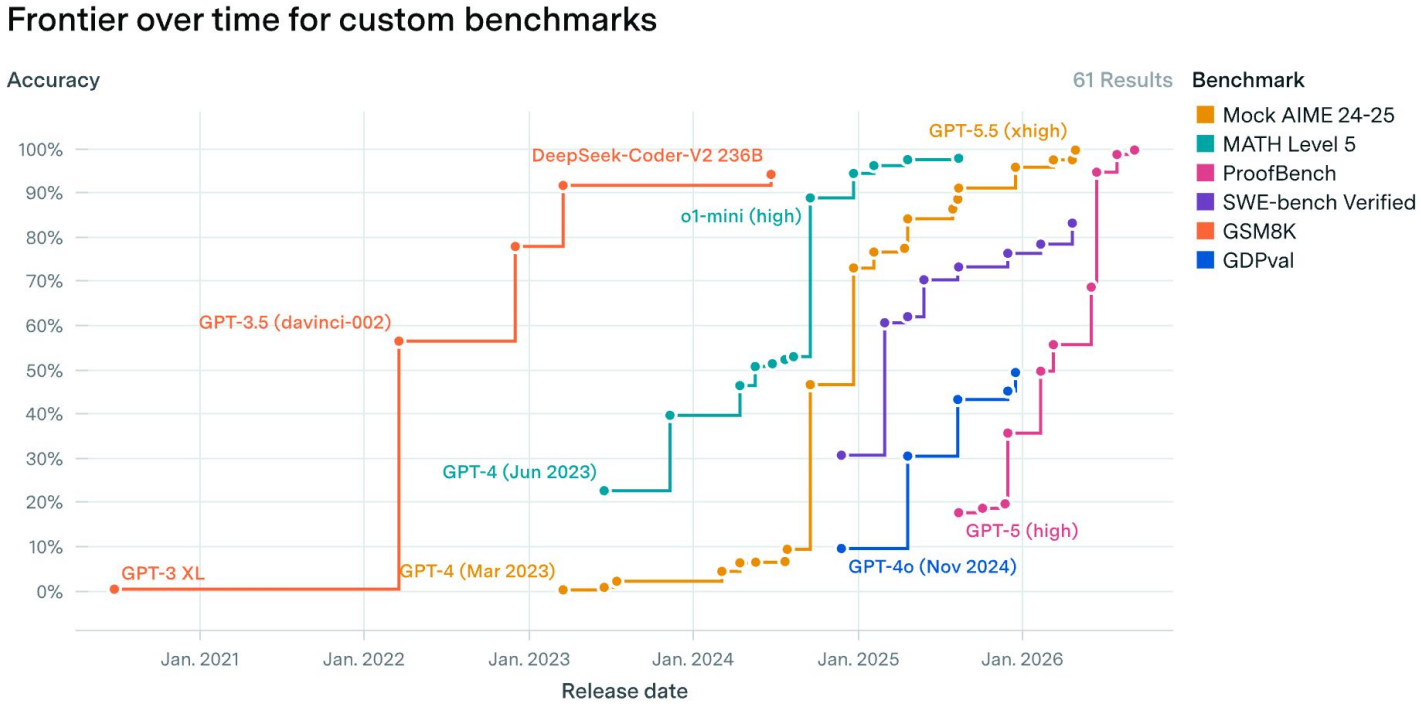
Breaking the Speed Limit

Can Governments Operate at Agent Speed?


GOVERNMENT PROCESS – SPEED LIMIT 30
I think someone is speeding.
28 km/h
GOVERNMENT HEADQUARTERS
Please submit Form 17B.
GOVERNMENT SERVANT
ERROR: 48,294 REQUESTS/SECOND
AI AGENT
AGENT
AI DELIVERY
AI EXPRESS
BOT
BOT
</>

Agents are Becoming Useful



EPOCH AI | CC-BY

Agents are becoming the default interface to services ... including government

Bots > Humans

June 2026, automated traffic overtook human traffic on the web.

→ *Cloudflare, 2026*

+414% service requests

AI-mediated citizen requests about public services vs. pre-ChatGPT. GOV.UK traffic from ChatGPT, Claude and Gemini growing fast.

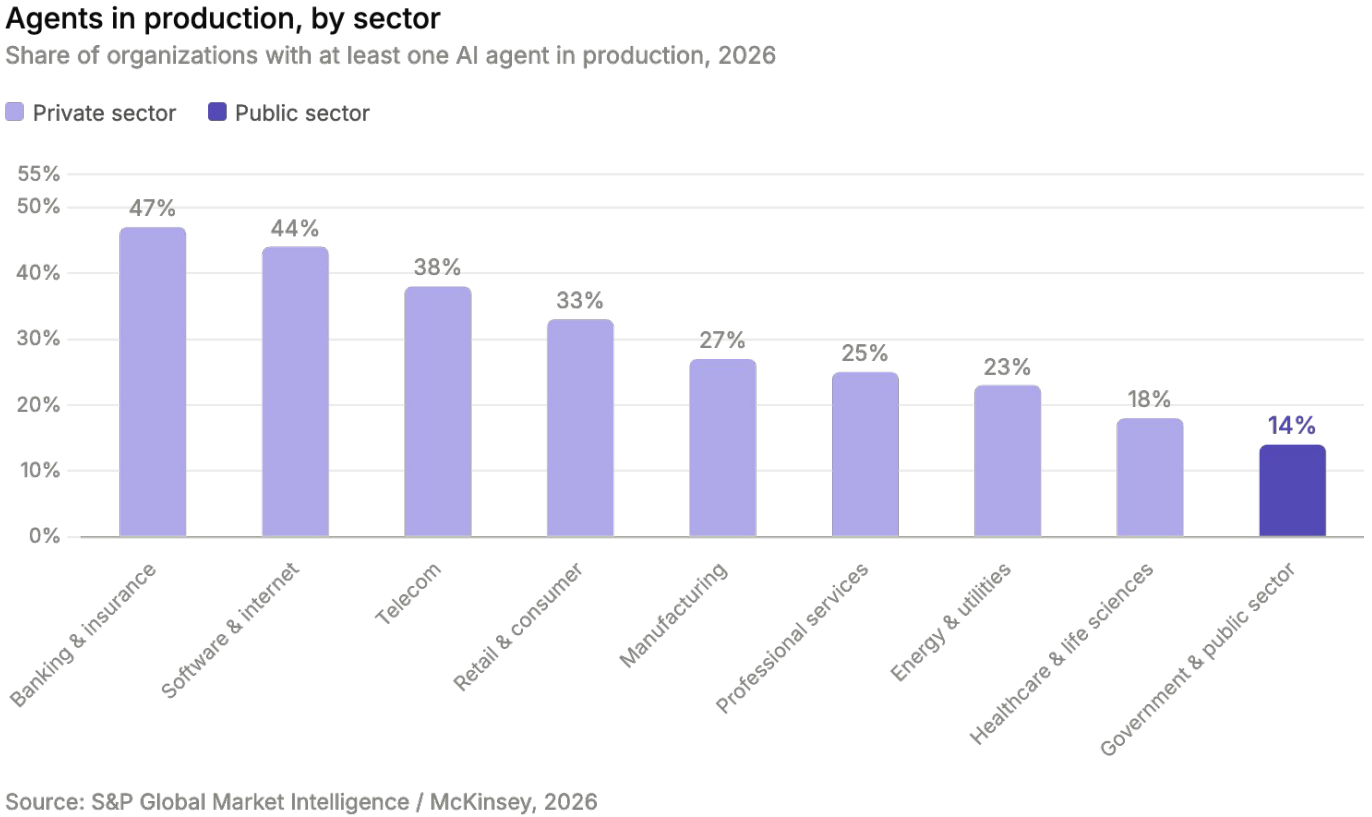
→ *Schmitz, 2026*

20x more asked

In 15 million conversations on Gemini, government tasks are what people about most: 20× more than time dedicated in daily life.

→ *Google AI & Economy ATLAS, 2026*

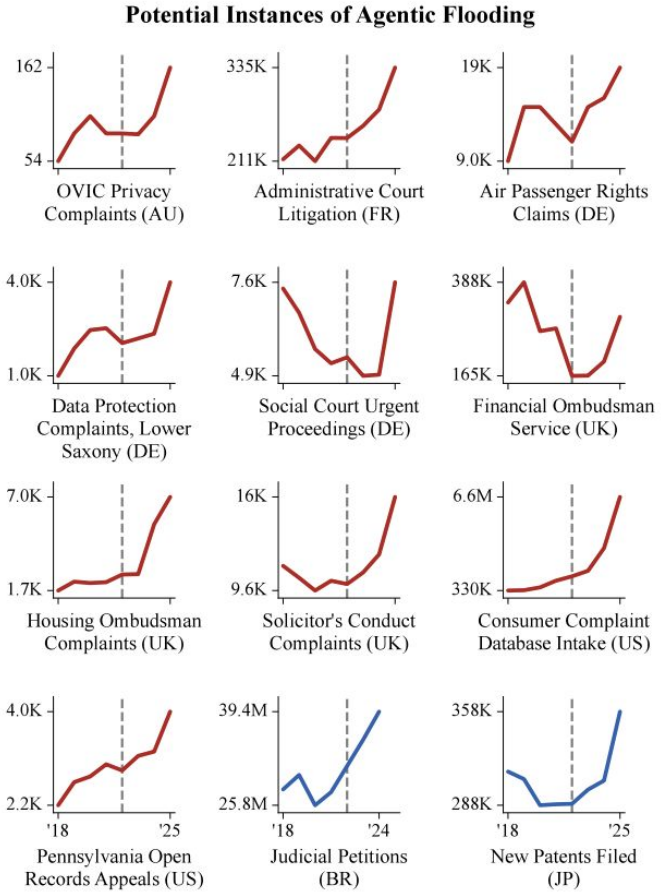
But the public sector lags in actual deployment



Source: S&P Global Market Intelligence / McKinsey, 2026

One consequence is "Agentic Flooding"

Whereby individuals and commercial actors enabled by agents overwhelm existing public service channels, especially those using friction to constrain volume or availability.



↗ Schmitz, et al. "Characterizing Agentic Flooding of Public Services" (2006)

The Agentic State

A comprehensive transformation of public administration where autonomous systems handle complexity and scale while humans officials focus on caring and empathy, strategic direction, decisions requiring judgment and accountability.

Vision Paper for the Agentic State

Published in October 2025: A **collective** effort to rethink government for the era of agentic AI

Written by	Luukas Ilves, Manuel Kilian, Simone Maria Parazzoli, Tiago C. Peixoto, Ott Velsberg
With contributions from	Mark Boris Andrijanič, Dominic Chan, Chris Fechner, Mykhailo Fedorov, Francisco Gaetani, Valeriya Ionan, Sangbu Kim, David Knott, Jarkko Levasma, Mikko Mattinen, Américo Muchanga, Mario Nobile, Jennifer Pahlka, Liisa Pakosta, Christian Pfrang, Adriano da Rocha Lima, Nandita Sharma, Tamara Srzentić, H.E. Mohamed Bin Taliah, Danylo Tsvok, Florian Tursky
Initiated and supported by	Global Government Technology Centre Berlin The World Bank

21 contributors

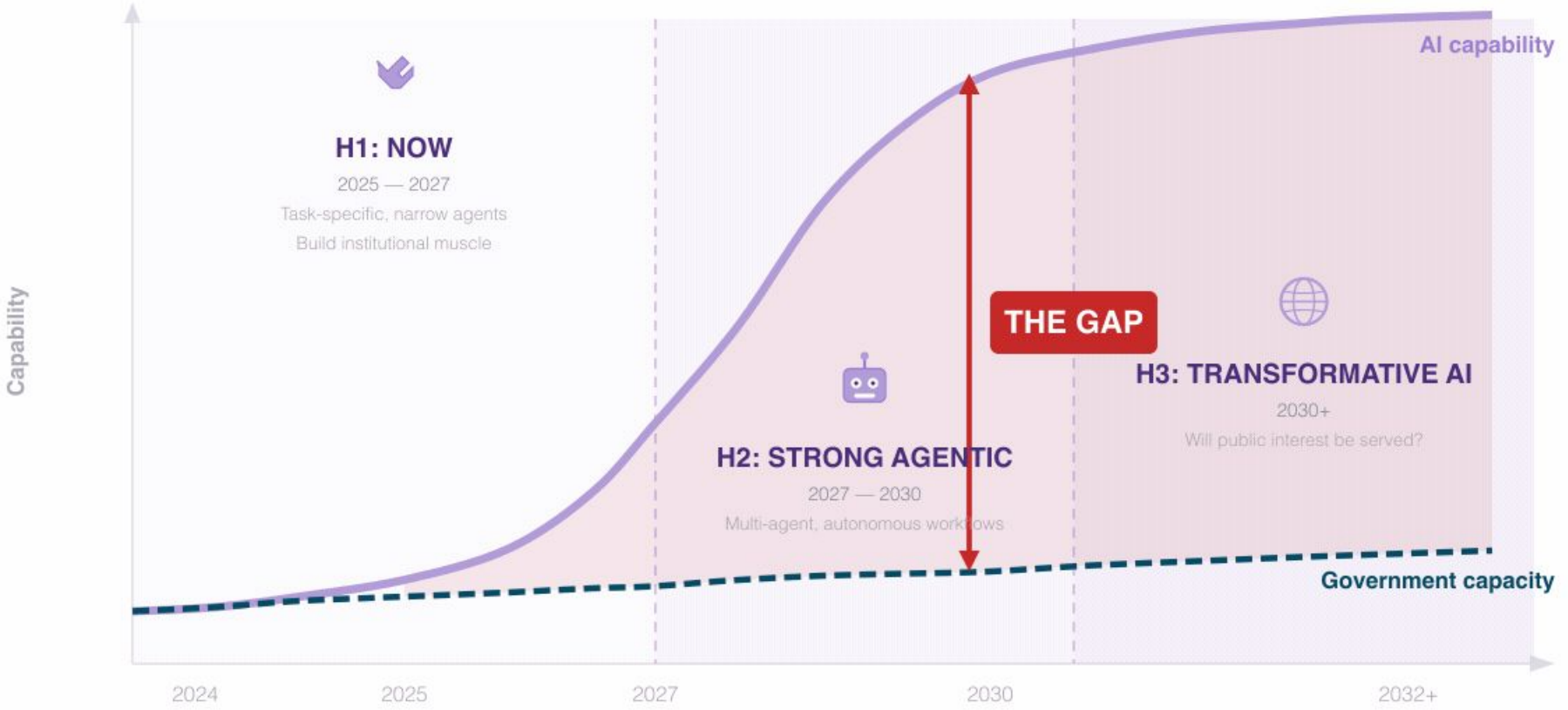
15 countries

agenticstate.org

The KPIs of the Agentic State

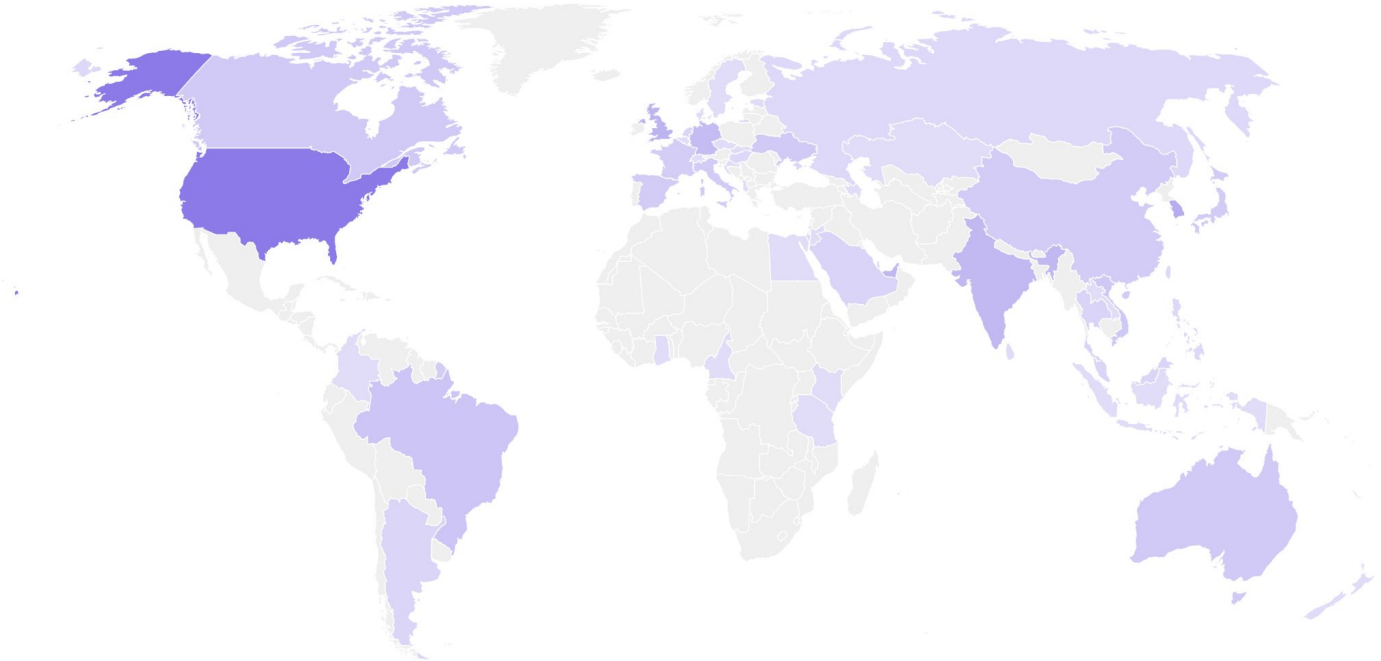
Metric	*Target Indicator or Change*
Time to complete most end-user digital services	1 minute
Time to launch new digital services	1 day
User satisfaction with public services	> 90%
% of needs resolved without human intervention	95% of single-interaction requests

Accelerating Responsible Adoption of Agentic AI for Public Purpose



The Agentic State is Already Being Built

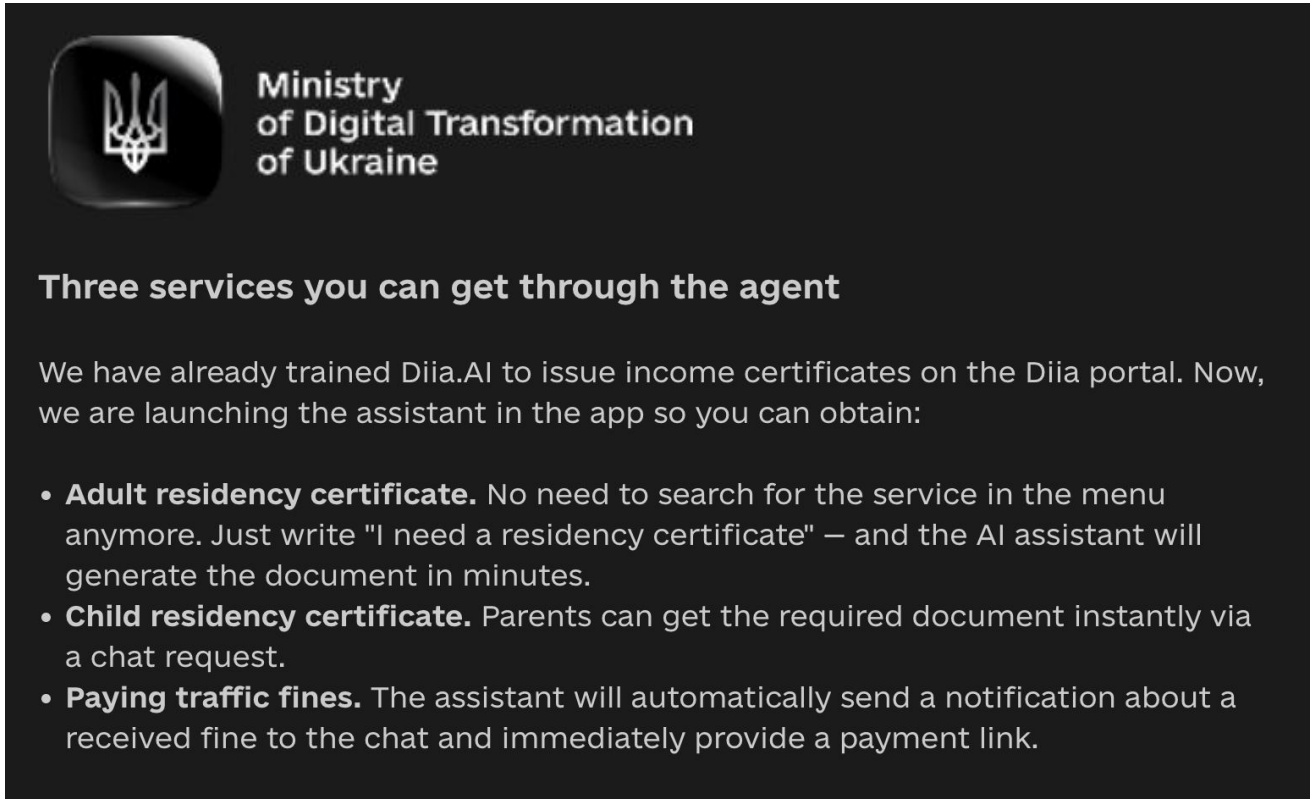
414 Agentic AI initiatives in 58 countries, tracked at observatory.agenticstate.org



Case study: Ukraine - Diia.ai

Last year, Ukraine piloted an agent for Diia, its national app.

Today, diia.ai supports voice interaction and has millions of users.



Case study: UAE public service automation

2 years to deliver 50% of public services via agentic AI.



UNITED ARAB EMIRATES
THE CABINET

Under directives of UAE President and in world first: Mohammed bin Rashid reveals new UAE government framework to deploy Agentic AI across 50% of government sectors, operations within two years

His Highness Sheikh Mohammed bin Rashid Al Maktoum said, "Under the directives of President His Highness Sheikh Mohamed bin Zayed Al Nahyan, we announce today a new UAE government framework aiming to transform 50% of UAE Government sectors and services within two years to Agentic AI for autonomous execution and decision-making. Our government will be the first government in the world to largely deploy Agentic AI models across its government sectors and operations."

Case study: ID for agents in Estonia

Proposed in June: Estonia to issue digital identities to agents, linked to physical and natural persons



Kristen Michal
@KristenMichalPM

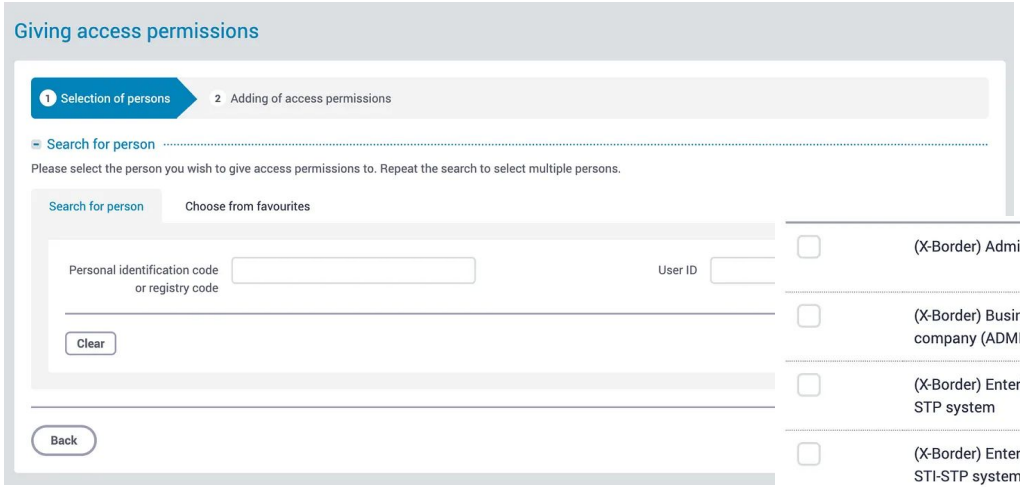
Today at the Eesti.ai advisory council.

I gave my approval to the council's proposal that Estonia become the first country in the world to create a digital identity for AI agents — an AI personal identification code.

This may sound technical, but the idea is simple. In the future, artificial intelligence will carry out digital actions on behalf of a person, company, or institution: compiling reports, preparing declarations, or communicating with information systems. But it must be clear who is acting, on whose behalf, with what rights, and who is responsible.

Estonia, in depth:

Estonia already has a well-developed ecosystem for eID and for delegating authority



☐	(X-Border) Administering data in the customs status system (PoUS-STP)	UUMDS.XCBD.POUS_STP_EXECUTIVE	Customs
☐	(X-Border) Business profile to access UUM&DS functions as administrator of a company (ADMIN-EXT)	UUMDS.BP_ADMIN	
☐	(X-Border) Entering, submitting and modifying submitted data in the ICS2 STI-STP system	UUMDS.XCBD.STISTP_EXECUTIVE	Customs
☐	(X-Border) Entering, submitting and modifying submitted limited data in the ICS2 STI-STP system	UUMDS.XCBD.STISTP_EXECUTIVE_LIMITED	Customs
☐	(X-Border) Recipient of notifications from the ICS2 STI-STP system	UUMDS.XCBD.STISTP_CONSULTATIVE	Customs
☐	(X-Border) Setting parameters in the ICS2 STI-STP system	UUMDS.XCBD.STISTP_CONFIGURATOR	Customs
☐	(X-Border) Viewing data in the customs status system (PoUS-STP)	UUMDS.XCBD.POUS_STP_CONSULTATIVE	Customs

What Might I Authorise My Agent do Do?

What I authorise	What that could mean
Keep my household bills under control	Review transactions, compare utilities and insurance, cancel subscriptions I no longer use.
Coordinate my healthcare	Gather relevant records, arrange appointments and request prescription renewals.
Help me care for my family	Handle school or care administration within the authority I hold as a parent or representative.
Run my company's administration	Reconcile accounts, file routine returns, register employees and track official notices.
Handle routine business transactions	Request quotes, issue invoices and schedule payments within agreed limits.
Watch how institutions use my data	Monitor available access records and flag unexpected use.

An Opportunity for Europe

Proposals are emerging:

SPHERITY

SPHERITY RESEARCH TOPIC PAGE

Europe's Fundamental AI Opportunity

Trust as a production factor, trusted execution capital, industrial renewal, and the economics of transformation speed

cker

WE BUILD CONSORTIUM

Trusted Identities for AI Agents: An Opportunity for Europe

AI agents are reshaping how people and organizations interact. They already assist with bookings, payments, and contracts. Soon, they will execute transactions, control industrial systems, and engage in agreements at scale. By 2030, billions of AI agents will operate across borders. The upside is significant, but does not come without risk. The rapid scaling of the use of AI agents requires a corresponding evolution in digital infrastructure. To ensure long-term safety and accountability, integrated trust frameworks are needed to complement existing governance. Without further trusted identities and strong guardrails it becomes increasingly complex to hinder unauthorized deals and fake agents as well as risks to production lines, grids, or vehicles.

Shaping the emerging agentic landscape

Europe is well positioned to shape this emerging agentic landscape. With the European Digital Identity Framework (EUDIF), the European Digital Identity Wallet (EUDIW), and the development of the European Business Wallet (EUBW), the EU has created a unique legal and technical foundation. States can reliably establish the identity of humans, businesses, and public bodies, while preserving privacy through mechanisms like selective disclosure. These identities can be carried in a technical concept called verifiable credentials, enabling cryptographically secure communications and signatures. This allows humans to act safely and ensure accountability on behalf of humans, businesses, and public bodies.

Extending this trust framework to AI agents allows nonhumans to act safely and accountably on behalf of humans, businesses, and public bodies. For example, it is important to define the roles that an AI agent can and should play in a digital communication flow of providers, users and relying parties.

GLEIF Enabling global identity Protecting digital trust

Agentic AI in Payments: Establishing Interoperable Trust and Control

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AI agents cannot be governed without their own digital identity

Thank you very much!

Luukas@agenticstate.org

hello@agenticstate.org

www.agenticstate.org