

Public Sector Data Strategy: Building the Agentic Enterprise

The AI Revolution Is a Data Evolution

The Mission Challenge

Government agencies are under pressure to deliver secure, mission-critical services while modernizing for AI-driven operations. Yet most are held back by complex, fragmented data environments that limit visibility, slow down decision-making, and stall innovation.

The Core Problem

Disconnected Data Is Blocking Mission Success

Agencies manage massive volumes of data across siloed systems, applications, and legacy platforms.

This fragmentation:

- Creates islands of trapped data that limit visibility and context
- Prevents a complete view of citizens and mission outcomes
- Makes it impossible to deploy safe, autonomous AI agents
- Forces reliance on slow, transaction-centric legacy models

The Result

AI ambitions outpace data readiness.



of the 897 applications used by average enterprises are disconnected, leading to significant data fragmentation.



How the Problem Shows Up



Fragmented Context & Service Failure

The sheer volume of data across disconnected channels creates an incomplete view of the customer. This forces agents to manually search for institutional knowledge, resulting in slow response times and a degraded experience for mission-critical programs.



Innovation Paralysis

Legacy applications cannot adapt to evolving requirements or support modern AI capabilities, limiting automation and experience improvements.



Inefficient Operations

Incomplete metrics, manual workflows, and inactionable data drive higher support costs, longer learning curves, and slower mission delivery.

The Insights

The AI Revolution is a Data Evolution

AI Success Starts With Data

AI cannot function without unified, contextualized, and governed data. Without it, even the most advanced AI tools remain blind to critical information locked inside legacy systems.

- Unlocking trapped data enables the shift from static data capture to **autonomous action**
- Agencies that unify access to data achieve up to **48% faster case resolution**

Governance Turns Data Chaos Into Mission Trust

In high-volume, AI-driven environments, governance ensures security, compliance, and trust while enabling innovation.

- Modern data governance is a prerequisite for ATO and AI deployment
- FedRAMP authorized solutions reduce risk while simplifying compliance
- Unified governance reduces duplication, fraud, and citizen dissatisfaction

Agentic Capabilities Without Rip-and-Replace

Agencies can achieve agentic outcomes by layering a System of Action on top of existing systems – connecting data through APIs rather than replacing core platforms.

- Integrates mainframes, SAP, Microsoft, and other legacy systems
- Enables incremental deployment and faster time to value
- Delivers measurable impact:
 - **47% increase in agent productivity**
 - **45% reduction in support costs**



A Unified Data Foundation Enables Agencies To:

- Establish a trusted **Single Source of Truth**
- Provide AI agents with secure, contextual, mission-ready data
- Improve mission delivery metrics without disrupting existing systems
- Move from reactive operations to proactive, autonomous outcomes

The Action Plan

Three Steps to Agentic Readiness

- 1 Align on Agentic Readiness**
When assessing your Agentic Readiness, what aspects of your current data landscape are creating barriers to deploying safe, autonomous AI agents?
- 2 Data Readiness Assessment**
Map your islands of trapped data and identify high-value, mission-aligned use cases.
- 3 Mission Readiness Pilot**
Select one high-priority mission area to execute your Strategic Roadmap, demonstrating a Single Source of Truth and measurable mission impact.



Let's explore how your data can power the next evolution of mission delivery.

Learn how at <https://www.salesforce.com/data/>

