Human–AI Integration in Government Workflows

Participants will work through real-world scenarios and practical frameworks to evaluate when and how to keep "humans in the loop," foster effective collaboration, and ensure accountability. The course emphasizes actionable strategies for building trustworthy hybrid systems and meeting evolving policy and operational requirements.

Group classes in Live Online and onsite training is available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/human-ai-integration-in-government-workflows

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Course Outline

Foundations of AI Agents in Government

- What AI agents are and how they differ from automation, chatbots, and decision-support tools
- Core characteristics of AI agents, including goal-driven behavior and multi-step execution
- Human roles in agent systems: human-in-the-loop, human-on-the-loop, and human-in-command
- Why AI agents matter now in government operations
- Common misconceptions and risks associated with agentic systems

Designing Agent-Enabled Workflows (No-Code)

- Conceptual design of agent-enabled workflows without technical implementation
- Agent roles such as intake, analysis, recommendation, and escalation
- Core workflow components: triggers, inputs, decision logic, and actions
- Human review, oversight, and escalation points
- Single-agent versus multi-agent systems
- Defining boundaries, constraints, and limits of delegation

Government Use Cases and Operational Limitations

- Appropriate use cases for AI agents in government operations
- Examples including case triage, document analysis, administrative coordination, and monitoring
- High-risk or inappropriate uses of AI agents
- Operational challenges such as over-automation, drift, and over-reliance
- Recognizing early warning signs of agent misuse

Governance, Oversight, and Implementation Readiness

- Accountability and responsibility in agent-enabled systems
- Transparency, explainability, and auditability considerations
- Managing bias, errors, and unintended actions
- Oversight mechanisms including logging, monitoring, and performance review
- Applying U.S. government AI principles to agent systems
- Key questions to ask vendors and internal teams about AI agents