



IDC Directions

Capitalizing on agentic workflows to
enable new work models

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Agenda

Capitalizing on agentic workflows to enable new work models



What is the agentic inflection point



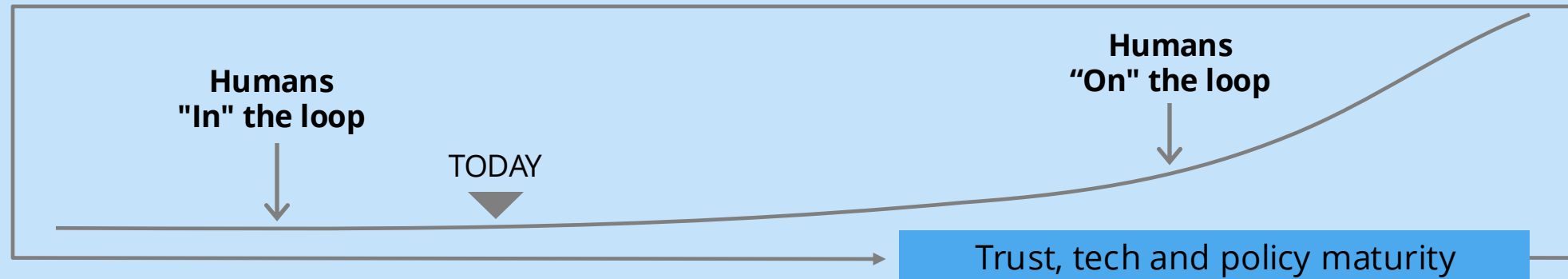
How agentic AI impacts job roles and skills



Helping clients transition to agentic AI

We are at an inflection point for autonomous AI Agent development

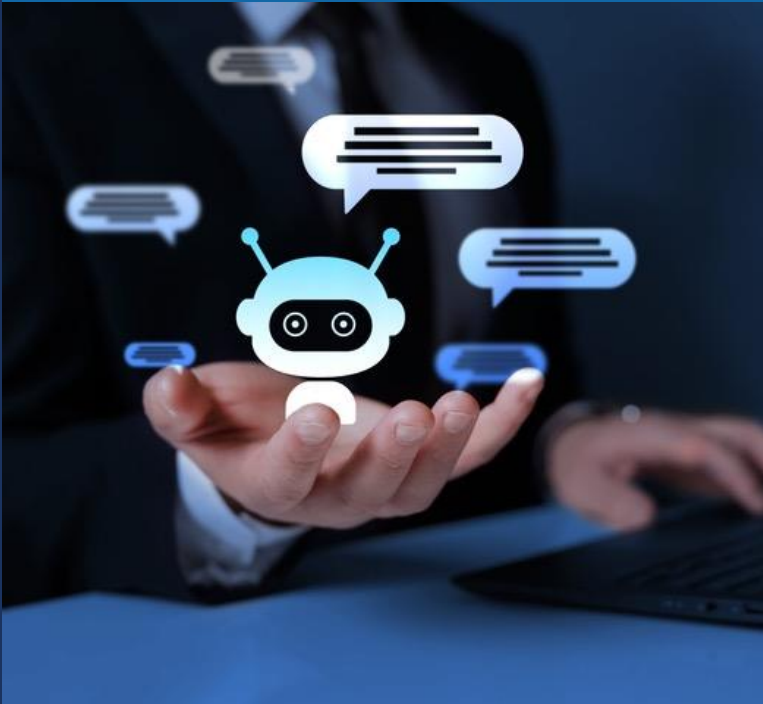
From assistance to actions to ecosystems



	AI Co-pilots / AI Assistants	Autonomous AI agents	AI Agent Fleets
	AI provides recommendations for decision making	Humans are "operators, supervisors and architects"	Capabilities, shares decision-making duties
TECH	Experimental agent frameworks	Productization of AgentOps teach stack	Virtual workforces of "AI" agents and marketplaces
EXAMPLE	Order status inquiry	Order refunds and exchanges	Fully autonomous customer service

How we position the relationship between people and agents matters

1 “Virtual assistant”



2 “Digital co-worker”



Synthia – AI recruiter
AI recruiter transforming how organizations assess and develop talent.



Theo – AI career coach
AI-powered career coach providing personalized guidance and development.



Ray – AI Startup coach
Entrepreneurship coach helping founders from ideation to pitch.

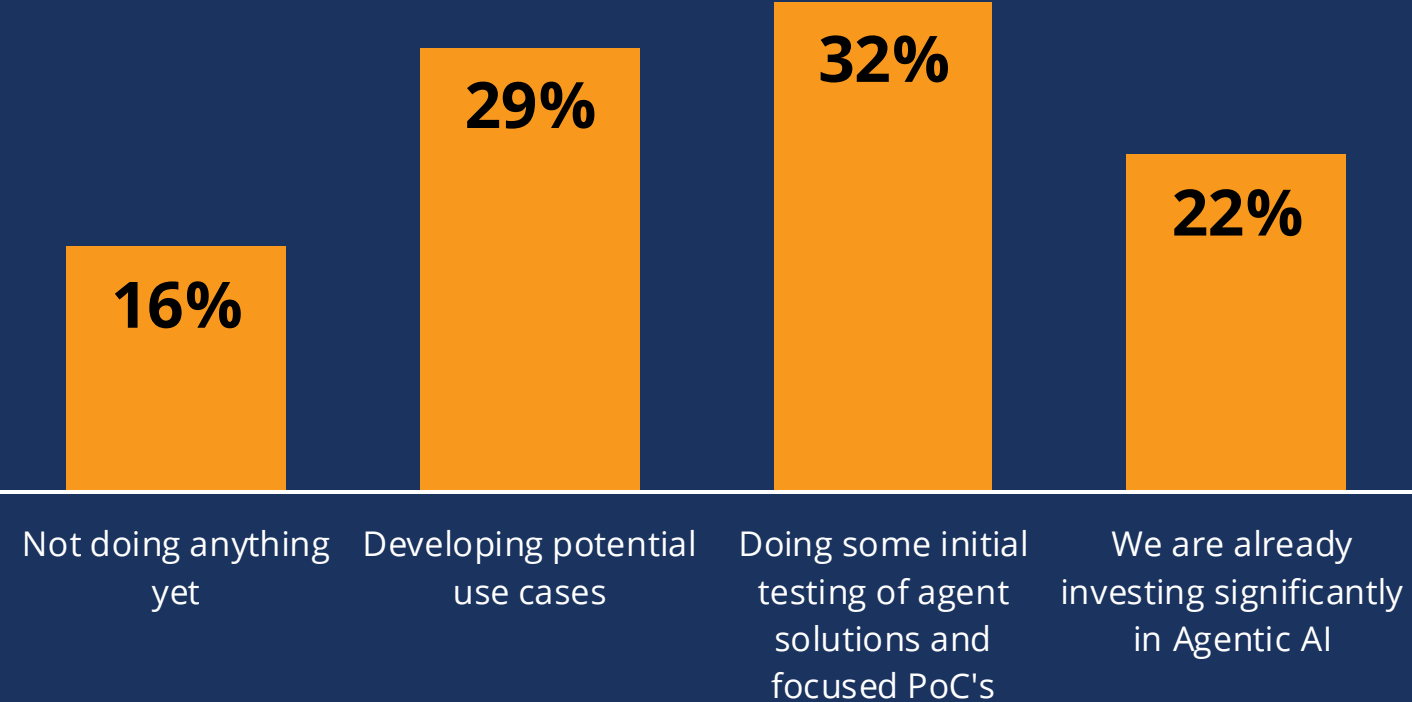


3 “Army” of digital agents



Most organizations are developing agentic use cases or doing POCs

What is your organization's current state of evaluating or using AI Agents?



66% Professional services
47% Finance
report testing and investing significantly in using AI agents

Agentic AI status: Financial Services industry

Financial Services Tech Maturity

AI Tech	Concept	Pilots	Applied	Mainstream
Classic RPA	✓	✓	✓	✓
Classic AI/ML	✓	✓	✓	✓
Virtual Agents	✓	✓	✓	✓
Predictive AI	✓	✓	✓	✓
Interpretive AI	✓	✓	✓	✓
Generative AI	✓	✓	➡	
AI Asst/ Advisor	✓	✓	✓	✓
AI Agents	✓	✓	➡	
AI Agent Fleet	✓	✓	➡	

✓ Established ➡ Partial

“We are convinced the consequences [of AI] will be extraordinary, possibly as transformational as...the printing press, steam engine, electricity, computing, and the Internet.”

Jamie Dimon, Chairman and CEO, JPMorganChase

By 2027, agentic workflows will reshape how tasks are delivered and performed, impacting at least 40% of G2000 knowledge work



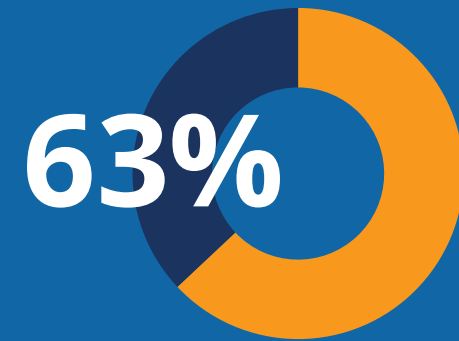
IT Impact

- Distinguish automation **with and without humans** in the loop.
- **Hybrid use cases** balance AI's non-deterministic behavior.
- Adapt **IT investment criteria** for high-value agentic workflows.



Business Impact

- Focus on investment in **high-value** agentic workflows.
- **Enlist employees** in identifying AI agent application areas.
- Assess the **business value** of process improvement.



of worldwide IT leaders focusing on integrating agentic AI into existing IT applications and business processes

Source: FERS Survey 11 IDC, November 2024, n = 889

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How agentic AI impacts job roles and skills



Helping clients transition to agentic AI

The infusion of agentic ways of working challenges traditional business models

Who



Does what work



Across which software and systems



At what scale



For what technical outcome



And what kind of business results



Agentic AI is transforming job roles & organizations across functions



Marketing



Finance



HR



IT



Operations

Content creation

- Text generation
- Image creation
- Audio creation



Data analysis

- Data synthesis/RAG
- Pattern recognition
- Telemetry



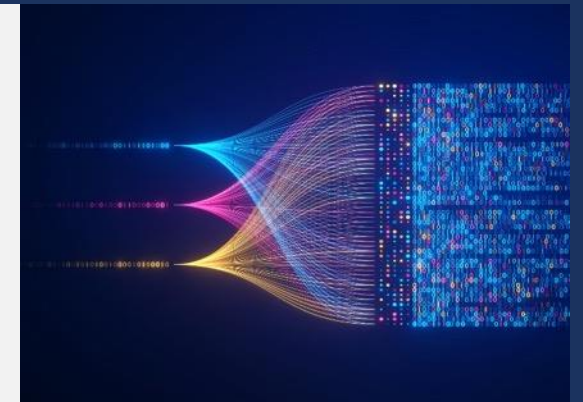
Data optimization

- Data augmentation
- Personalized recommendation
- Predictive maintenance



Code generation

- AI-generated code
- Code recommendations
- Code translation



Software development will one of the most impacted by agentic AI

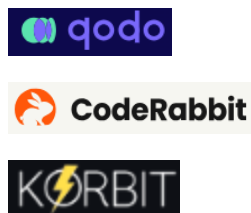
Evolution of software developer role

AI-augmented – Predominantly manual

Programming Language



Code editors, IDEs, AI-Development Platforms



Developers + CoPilots



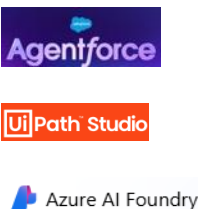
Agent-led – Supervised by humans

Natural Language

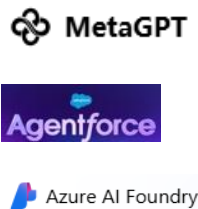


“Build a Java program to manage a simple to-do list, allowing users to add, complete, and delete tasks with the option to set due dates.”

AI Agent Builder Platforms



Agents+ Developers



Traditional Developer role

Future Developer role

But there are challenges . . .

Challenge #1: AI technologies are humanized in the press as a replacement for workers instead of a support system for growth

As AI nurses reshape hospital care, human nurses are pushing back

ASSOCIATED PRESS

Hundreds of hospitals are using increasingly sophisticated computer programs to monitor patients' vital signs, flag emergency situations and trigger step-by-step action plans for care — jobs that were all previously handled by nurses and other health professionals.



Klarna's CEO warns AI is already capable of doing any human job—and his company is already living it

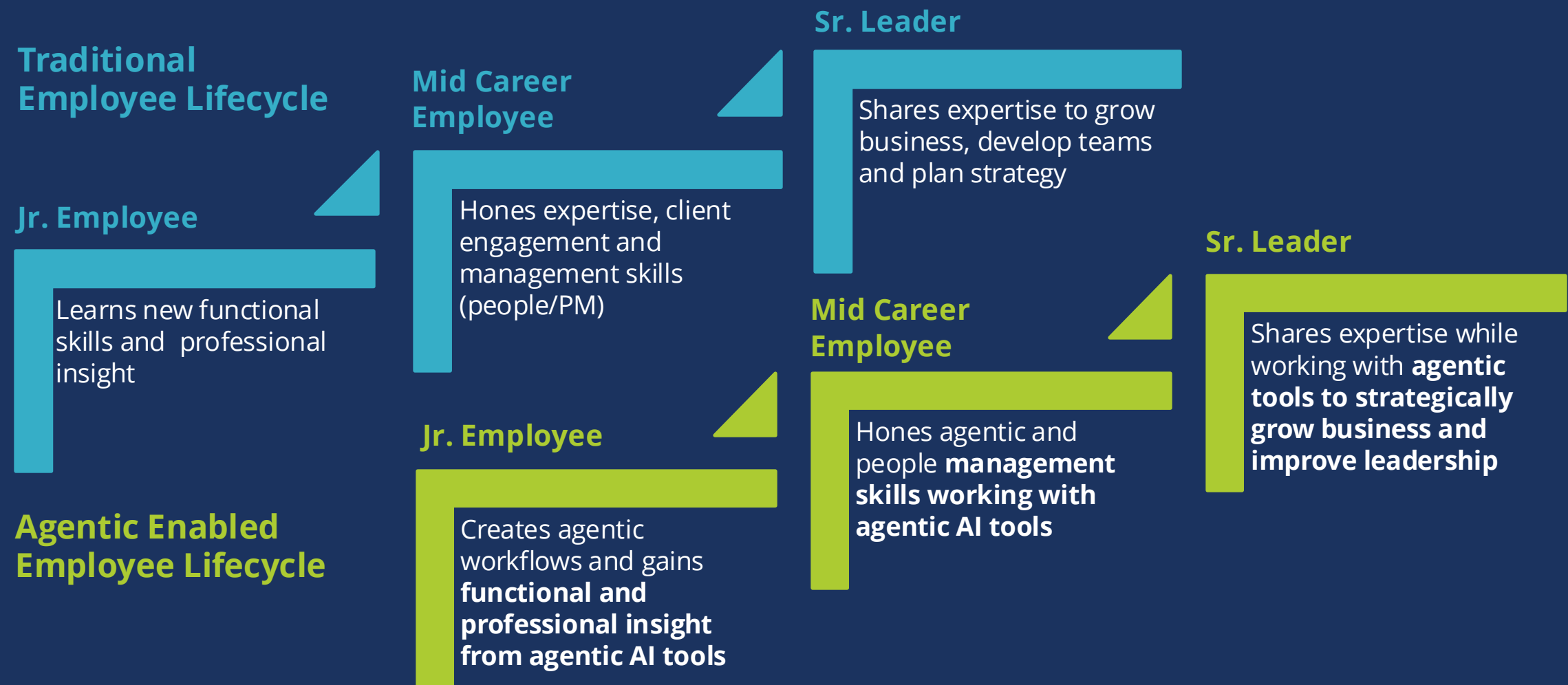


Insights

Humans Need Not Apply

AI workplace tools that don't need human supervision are on the rise, so much so that a new job site is dedicated to hiring only AI agents. Are we being replaced faster than we expected?

Challenge #2: Organizations struggle with shifting work models as agentic workflows impact employee lifecycle



Challenge #3: Traditional skills development cannot scale to support agentic business models and goals.

Which of the following workforce related change management concerns about use of agentic AI has the senior leadership most sought information or advice from IT leadership?

33%



Critical **skill** set deficiencies

31%



Disruption of traditional **functional management** responsibilities

28%



Managing fear of **job loss**

How agentic coaches can scale skills development and reshape the employee lifecycle

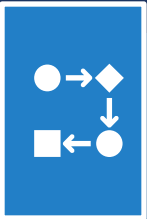


Agentic training models Jr. employees

AI agents are taught to train entry-level employees on key fundamentals



Onboarding workflows and key resources



Functional tasks and workflows and how to build new workflows



Organizational knowledge and professional development coaching



Agentic training models for leadership

AI agents are taught to inform and coach mid-level and Sr. level execs



Insight into data analytics, historical patterns and anomaly detection



Assessment and coaching on client engagement and biz dev presentation



Organizational insight and leadership development coaching

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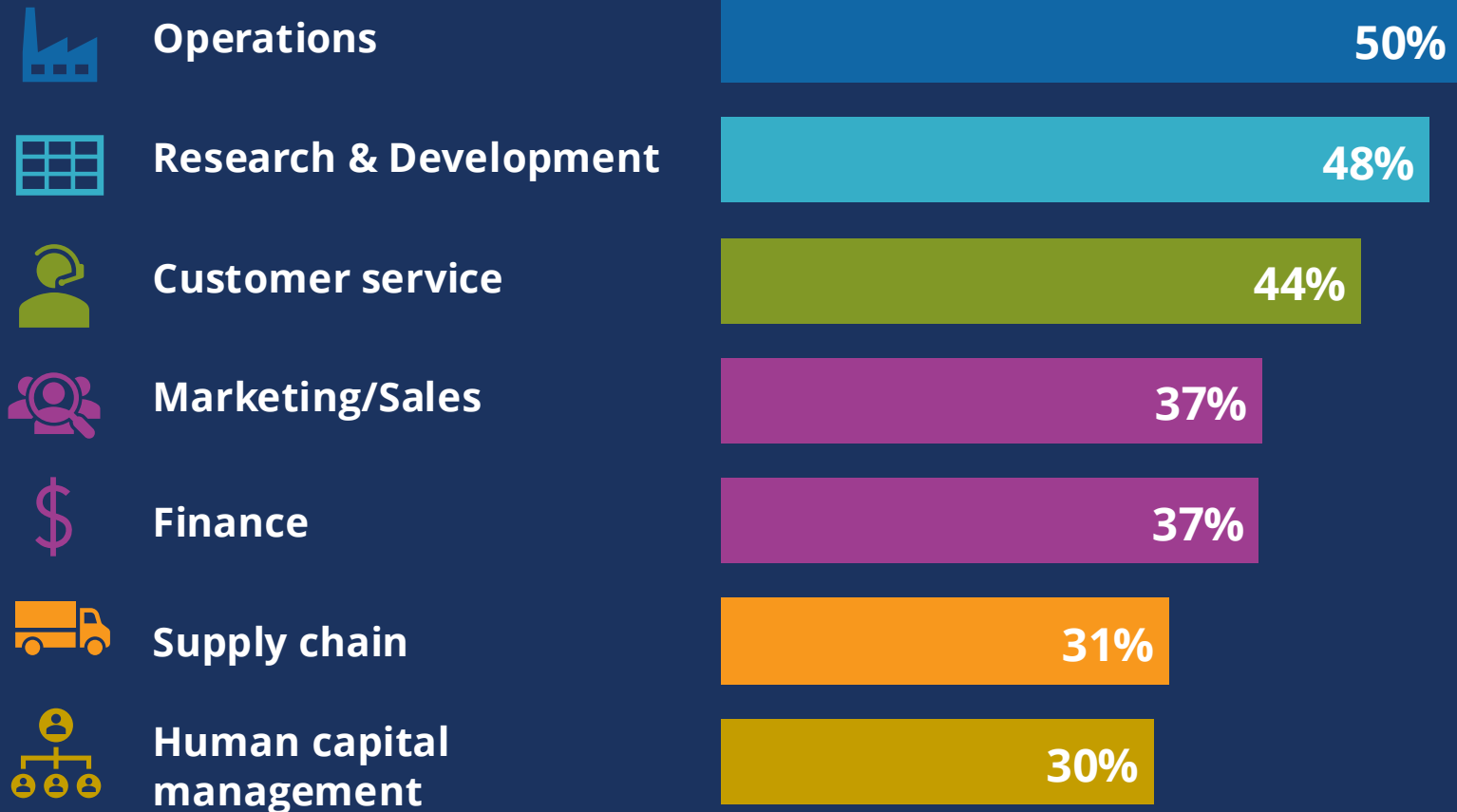
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Helping clients transition to agentic AI

Help clients to assess where agentic AI will be most valuable

What are the top line of business areas where your organization will focus on integrating agentic AI into existing applications or business processes?

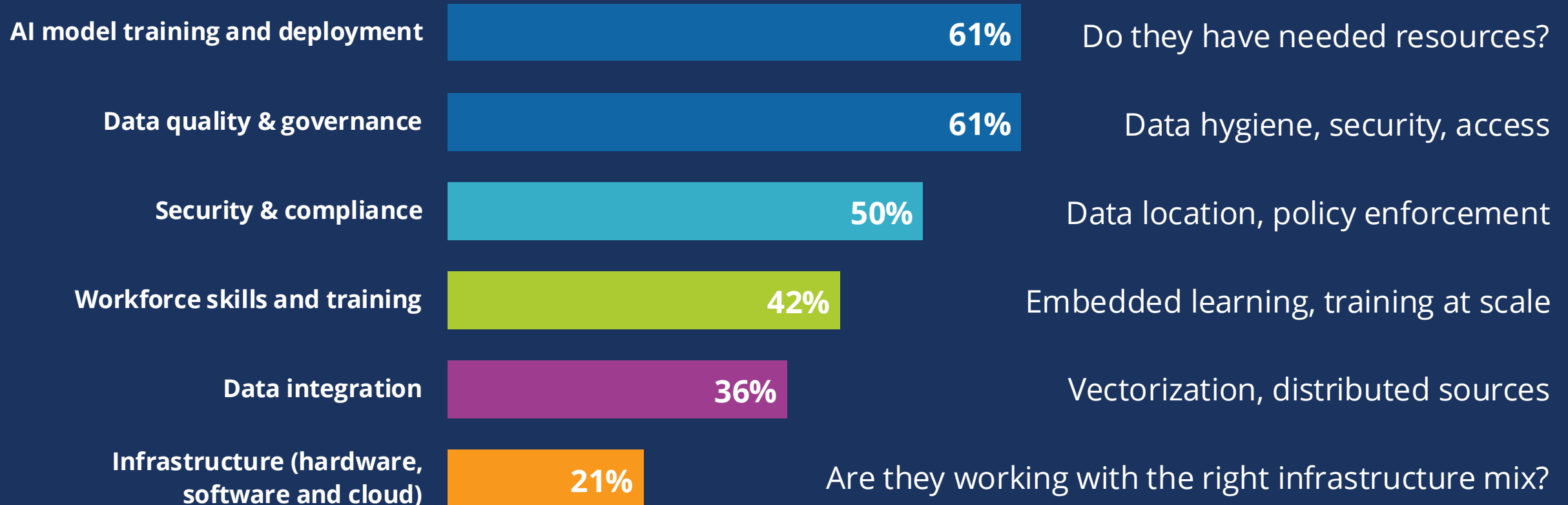


HELP CLIENTS

- ✓ Locate use cases with highest ROI potential
- ✓ Find common use case requirements across functions

Provide clear leadership guidance on guardrails

CIO Quick Poll: In preparation for agentic AI, which areas do you anticipate will require the most investments?



Prepare for an agentic and human future of work

Functional Digital Agents



Networks of AI agents will work with human workers and independently

AI-Agents will take charge of:

- Executing repetitive tasks
- Data analysis and outcomes evaluation
- Acting on behalf of humans to take specific actions
- Generating recommendations for human decisions

Human technical skills will be focused on:

- Initiating requests for agents
- Critical evaluation of AI output
- Learn to orchestrate agentic workflow
- Innovating new products, services

Key takeaways – help clients to:

1. Assess where agentic AI can be most valuable

- Demonstrate where to find the greatest ROI for AI
- Isolate common requirements across use cases
- Support client's ability to fine tune models

2. Provide clear leadership guidance on guardrails

- Help guide integrated strategy across CIO/CAIO or CTO functions
- Offer guidance on plan for top-down secure AI-deployment
- Ensure bottoms-up engagement on mechanics of AI adoption

3. Prepare for an agentic and human future of work

- Help clients identify brand and organizational differentiators
- Ensure they prioritize IT and organizational change not just IT adoption
- Partner to provide continuous learning with agentic AI support





For additional information

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