

INNOVATION BRIEF

The Agentic Enterprise Revolution

How AI agents will reshape work, IT, and the future of business

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Summary

- Without proper orchestration, fragmented AI agents will disrupt workflows.
- Enterprises will need a universal AI agent protocol to enable cross-platform collaboration.
- By 2030, AI is expected to evolve from simple automation into self-improving, strategic orchestration.
- IT can lead the charge as the orchestrators of AI agents to drive enterprise transformation.



Agentic AI has arrived, prompting a new era of enterprise transformation. The growing deployment of AI agents across the enterprise led NVIDIA CEO Jensen Huang to recently declare that the role of IT in the agentic enterprises of the future might resemble HR. “In a lot of ways, the IT department of every company is going to be the HR department of AI agents in the future,” he observed.¹

What does Jensen mean by IT becoming HR for AI agents? And how does his comment hint at the profound reimagining of IT and the

enterprise that is about to happen thanks to agentic AI?

Jensen understands that AI agents represent a digital workforce and that, like human workers, they require seamless deployment, coordination, and collaboration. Without a central authority, managing updates, policies, redundancies, effectiveness, lifecycles, and ROI across the enterprise becomes unmanageable and futile. IT can serve as the orchestrators of AI agents and, in doing so, help usher in the era of agentic enterprises.

Glossary

AI agents and agentic AI represent distinct but related concepts in artificial intelligence. While they share foundational principles of autonomy and goal-oriented behavior, their scope and functionality differ.

AI agents—autonomous task

executors: AI agents are software entities that perceive their environment, make decisions, and take actions to achieve specific goals.

Agentic AI—the autonomous

framework: Agentic AI is an architectural paradigm that enables systems of AI agents to solve complex problems collaboratively with minimal human oversight. For example, while an AI agent might resolve a single IT ticket, agentic AI would autonomously manage an entire helpdesk system—diagnosing issues, prioritizing requests, deploying solutions across departments, and learning from each engagement.

AI agents and agentic AI vs. chatbots:

Chatbots respond to prompts generating content. In contrast, agentic AI learns and takes action.

John Berg offers a practical example to illustrate the difference between a chatbot and AI agents operating within an agentic AI framework:²

Imagine you want to know if a piece of hardware is compatible with your smart home network.

You could ask a chatbot, which might “provide a scripted response” confirming the hardware is compatible based on its training data knowledge.

In contrast, agentic AI could “analyze real-time images or video of the device, cross-reference this with historical data, and autonomously guide the user through a complex troubleshooting and resolution process” ensuring the device is compatible in real-time based on your personal home setup. In other words, agentic AI “doesn’t just talk—it thinks and acts.”³



AI agents of chaos or a fine-tuned orchestra?

Agentic AI is just starting to sweep across the enterprise landscape. Gartner®⁴ named agentic AI as a top technology trend for 2025 and predicted that “[b]y 2028, at least 15% of day-to-day work decisions will be made autonomously through agentic AI, up from 0% in 2024.”⁵ Initially, AI agents will be created and deployed as individual contributors throughout the enterprise.

As with any shiny new object, AI agents will be tied to respective budgets and priorities within business units and operational functions. But without formal orchestration, AI agents create a fragmented environment, which introduces increasing, and eventually, debilitating,

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complexity. For example, if an AI agent in one domain makes an error, it can create a series of cascading events that can disrupt cross-functional workflows.⁶

The goal is to introduce specialized agents that work individually and together, harmoniously interconnecting organizational tasks and more complex processes. This creates a foundation for agentic AI to gain an enterprise-wide understanding of business context and logic to learn and optimize workflows as agents execute.

Dorit Zilbershot, group vice president, product management, AI experiences and innovation, ServiceNow, likens agentic AI to an orchestra



performing a complex symphony. “Each musician plays a vital role and can perform flawlessly alone, but without a conductor, it’s chaos,” she explains. “Akin to a conductor not necessarily knowing how to play every instrument but ensuring the symphony comes together beautifully, orchestrator agents can solve for the limitations of decentralized agentic AI systems.”⁷

In this scenario, someone or something still needs to conduct the agents and how they

collaborate across data, actions, and workflows, throughout the organization. This is where Jensen’s human resources (HR) metaphor offers insight.

A case for IT as the HR Department of AI agents in the future

A human resources department is responsible for managing all aspects of a company’s workforce, including recruiting, hiring, training, employee relations, managing benefits, ensuring compliance with labor laws, and generally fostering a positive work environment to attract and retain employees. Said simply, an HR department manages the entire employee lifecycle—from recruitment and onboarding to training and offboarding.⁸

An AI agent can be analogous to a digital employee in Jensen’s scenario. Using the orchestra metaphor again, a conductor orchestrates a digital workforce to ensure agents perform in concert. Compared to HR, IT then becomes responsible for owning the lifecycle of an agentic workforce, including AI agent skills identification, recruitment, agent development, onboarding and training, reskilling, orchestration, performance management, and offboarding.

Traditionally, IT manages assets across their lifecycle. With an agentic workforce, IT now must also manage intelligent assets, which aligns more with people management. When

working with agents, IT will onboard them; bring them into the system; train them; check their work; manage work and workflows; monitor performance, effectiveness, and ROI; and eventually offboard them.

In this light, rather than generalizing the IT department as the HR department for AI agents, another way to describe Jensen's observation would be to envision IT as managing a workforce of AI agents as employees and assets.

Building the agentic enterprise of the future, today

Unlike individual agents that function within isolated silos, agentic AI is orchestrated to cultivate a workforce of AI agents that learn to leverage contextual intelligence and comprehend broader systems and their interdependencies. As Zilbershot explains, "Effective orchestration of AI agents is key to scaling operations across large enterprises with complex environments."⁹ Moving from AI agents as executors of discrete tasks to orchestration will be a process.

Initially, agentic AI will focus on creating, deploying, and monitoring AI agents and assessing their return on investment (ROI). 2026 will bring into focus the evolved role of



CIOs and their IT organizations as they shape an agentic enterprise. Similar to how HR manages employees, IT will build, orchestrate, and manage the effectiveness of an agentic workforce. This includes hiring and deploying AI agents based on job requisitions, their utilization, how they're working together, their outcomes achieved, and their effectiveness



and ROI as individual contributors and as a team.

Additionally, IT will gain the capacity to manage agents that integrate workflows across platforms. For example, executing a task on ServiceNow triggers an action on Hubspot, which then triggers the next action on SAP while coordinating and reporting each step and outcome on Microsoft Teams.

The agentic enterprise of 2030

By 2030, enterprises are expected to evolve from active agentic orchestration to “click-and-forget automation” and then to “intelligent, self-improving agentic systems.” In this framework, IT will orchestrate agentic AI agents that not only execute tasks, but also evaluate their own success, learn from outcomes, and dynamically evolve. These agents will no longer be static tools following predefined scripts, they will represent an agentic workforce that performs as adaptive

problem-solvers, capable of modifying their own processes, identifying inefficiencies, and autonomously refining workflows to drive better results.

In the future, AI agents will go beyond execution to strategic orchestration. They'll follow the intended nature of instructions toward outcomes but will also learn how to engage in a type of conversational goal setting or results-based achievements.



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The IT organization of 2030 will evolve beyond maintaining platforms. It will grow in stature and influence to govern, coordinate, and enable agentic AI ecosystems.

For example, AI agents will ask, “What would you like to accomplish?” The user could respond with a potential result, like “How could I optimize all my issues to achieve a 5% reduction in overall SLAs?” The agent will then suggest the approach, connecting the systems, and recruiting the agents necessary. This shift

will fundamentally change IT operations, as workflows will no longer be rigidly designed but instead emergent, fluid, and optimized in real-time by agents that continuously execute, experiment, and improve.

The IT organization of 2030 will evolve beyond maintaining platforms. It will grow in stature and influence to govern, coordinate, and enable agentic AI ecosystems. IT will also become the conductor of agentic AI that spans multiple systems of record, such as HR, IT, finance, marketing, supply chain, etc.

Rather than enterprise software vendors competing for dominance as the master interface or system of record, vendors will need to embrace open, cross-platform interoperability, where AI agents seamlessly recruit, collaborate, and operate across different environments. To get there, a universal agent protocol will emerge, defining how AI agents communicate, understand objectives, and self-organize into outcome or goal-driven swarms of intelligence.

With cross-platform awareness, self-correction,

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Agentic enterprises will shift from static, rule-based automation to truly intelligent, dynamic ecosystems—where AI isn't just executing work, but actively redefining how work gets done.

and creative problem-solving, agentic enterprises will shift from static, rule-based automation to truly intelligent, dynamic ecosystems—where AI isn't just executing work, but actively redefining how work gets done.

The path to an agentic enterprise

Organizations will shift from merely deploying AI agents to understanding their performance and optimizing their impact. If IT becomes the HR of AI agents, then agents become the digital workforce of today. Much like people managers, IT will become managers of agents and agentic workforces. But instead of managing AI agents as assets, they will be managed like people to

improve their performance toward operational or business goals. Currently, technology is measured on time and frequency. This includes how many events are processed, how often something fails, how long does it take to recover, how much capacity do we have, etc.

However, IT cannot solely manage the effectiveness of an AI workforce this way. In the future, we will manage AI agents by measuring their value, improvement, and outcomes. For



instance, in partnership with a business leader, IT may instruct an agent this way, “We need to increase deflection rates by 10%.” Then their success will be measured by how well they performed against the desired result .

As managers AI agents, performance measures analyze the ROI they create, the business impact they cause, the money they save, the processes they improve, and the processes they reinvent.

Just as businesses once mapped out manual processes to improve efficiency, they must now establish a control tower for AI agents—visualizing their activities, measuring their effectiveness, and identifying opportunities for optimization. This AI orchestration will be managed by IT leaders and also a new breed of AI



orchestrators “in the field” to evaluate agent performance in real-time.

Are certain agents performing tasks more slowly than others?

Is there a bottleneck in the process?

Are these agents delivering efficiencies and ROI?

Is there a better way to achieve goals and outcomes?

By tracking these trends, enterprises can refine workflows and improve the overall efficiency and efficacy of agentic automation.

A critical aspect of this evolution will be

orchestration management—a structured approach to tracking and governing AI deployments.

On the horizon, with IT managing the agentic workforce, new questions arise that will require consideration: Should AI agents be treated as enterprise assets, cataloged in a database like other IT resources?

Understanding where AI is deployed, how it interacts with other systems, and its cost-benefit ratio will be essential for long-term success. Platforms like ServiceNow are positioned to serve as the backbone of this management layer—offering a unified system to create, monitor, and optimize AI agents across an organization.

This shift signals the emergence of a new type of IT model, one where AI is not just technology but representative of a hybrid resource—part employee, part asset. Just as human employees contribute to business outcomes, AI agents will be evaluated on their performance, efficiency, ROI, and value to the organization. This hybrid, agentic workforce collaborates with human colleagues where human expertise and AI capabilities work in tandem to drive innovation and productivity.

The organizations that embrace this hybrid human and AI workforce transformation today will be the ones leading the agentic revolution in the years ahead.

Endnotes

¹ Morse, B. (2025, January 31). *NVIDIA's Jensen Huang says that IT will 'become the HR of AI agents.'* Yahoo Finance.
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² Burg, J. (2024, October 2). *Chatbots vs. Agentic AI: Key Differences and How to Spot Them.*
<https://techsee.com/blog/chatbots-vs-agentic-ai-key-differences-and-how-to-spot-them/> TechSee.
<https://techsee.com/blog/chatbots-vs-agentic-ai-key-differences-and-how-to-spot-them/>

³ See endnote 2.

⁴ GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

⁵ Gartner article. (2024, October 21). *Gartner Identifies the Top 10 Strategic Technology Trends for 2025.* Gartner.
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⁶ Zilbershot, D. (2025, February 4). *Orchestrating AI agents: the key to unlocking enterprise efficiency and growth.* AI Business.
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⁷ See endnote 6.

⁸ Kenton, W. (2024, August 7). *Human Resources (HR): Meaning and responsibilities.* Investopedia.
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⁹ See endnote 6.

The Innovation Office

The Innovation Office is the voice of future-focused innovation in ServiceNow. Our research, thought leadership, and co-innovation solutions serve as a blueprint for AI-first business transformation. We are a strategic partner with our colleagues and customers to ignite the “spark of the possible.”