

UAE's First Federal Agentic AI Agents — Procurement, Tax Audit, Customer Service and IT Support

AI in the Public Sector · Good practice · United Arab Emirates

Quality score: 13/100

Evidence strength: Descriptive / self-reported

Summary

At a May 2026 national retreat, the UAE federal government launched its first four 'agentic AI' systems — for procurement, tax auditing, customer service and IT support — the opening move of a plan to convert 50% of services to AI-run operations within two years.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	0/3
Transferability / demonstrated replication	0/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-08-02

UAE Prime Minister's Office and Ministry of AI, Digital Economy and Remote Work Applications — accessed 2026-08-02

UAE Media Office — Mohammed bin Rashid attends national retreat — accessed 2026-08-02

The National — UAE launches first batch of AI agents — accessed 2026-08-02

Khaleej Times — UAE rolls out 4 AI agents to run public services — accessed 2026-08-02

BY BANKS Perspectives — The UAE Agentic AI Mandate and the Readiness Gap — accessed 2026-08-02

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