

Business Analysis in the Era of Agentic AI



**BCS Business Change
Specialist Group
Presentation**

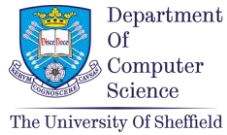
Dr. Kitty Hung

PhD, CITP, FBCS, MIIBA

28th July 2026



Introduction



PhD in Computer Science



BCS International Diploma in BA



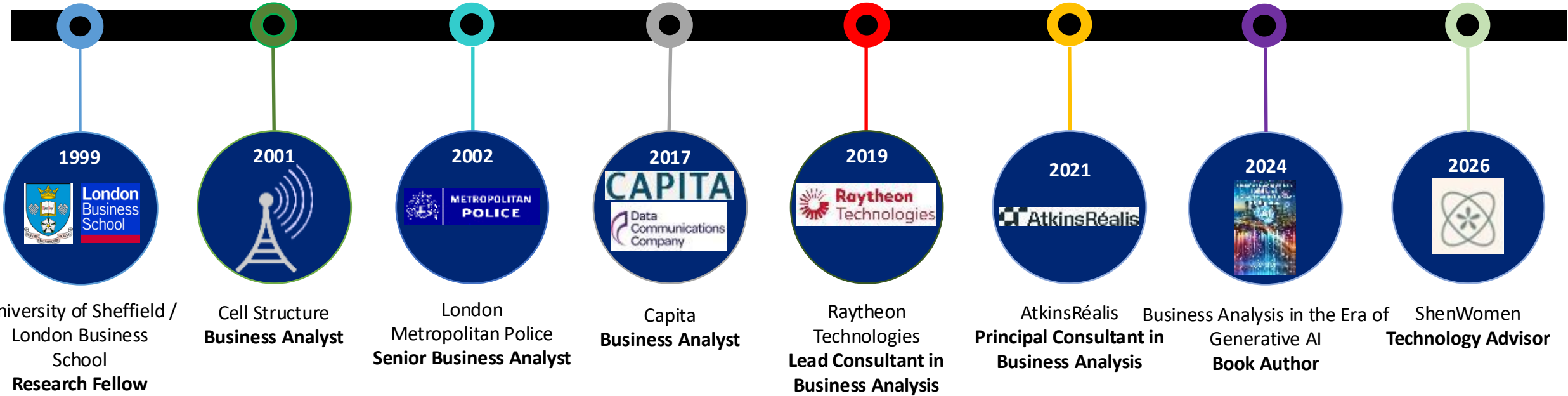
BCS CITP



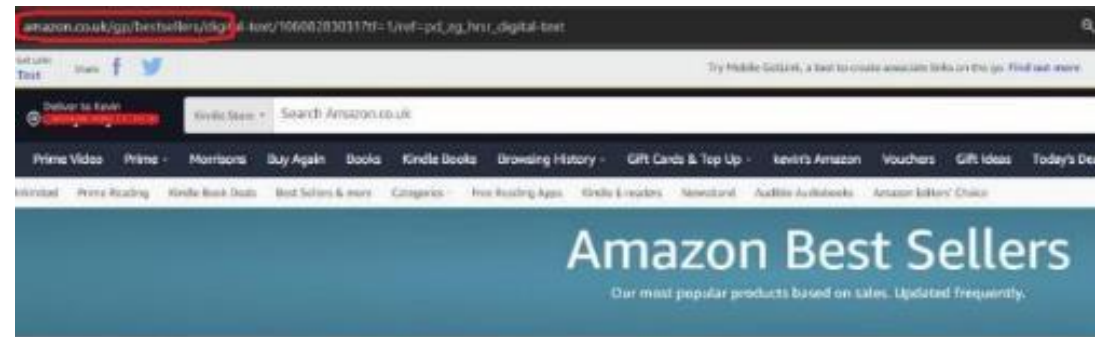
BCS Fellow



IIBA Member



Book: Business Analysis in the Era of Generative AI



Best Sellers in Computer Science

Top 100 Paid Top 100 Free



Agenda

1

Career Pathways for Business Analysts

2

The role of Business Analysts evolving from a Generative AI User to an Agentic AI Orchestrator

3

An Agentic AI Orchestrator's Blueprint

4

Designing Multi-Agent Workflow Systems

5

Human-AI Augmentation

6

Business Analysis Vision 2030: Managing Digital Peers (Human-in-the-Loop) and Ethical Guardianship

7

Conclusion / Key Takeaway / Q&A

Strategic Career Pathways for 2030 – WEF* Predictions

Four Futures for Jobs



Supercharged Progress
(the Agentic Leap)



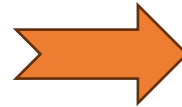
Age of Displacement
(the Resilience Gap)



Copilot Economy
(Human-AI
Collaboration)



Stalled Progress (the
Diverged Economy
between AI
advancement vs. skill
shortages)



Mastering AI Fluency requires:



*Agent
Orchestration*



*Technical
Literacy*



*Human
Judgement*

* World Economic Forum (WEF)'s Report: [Four Futures for Jobs in the New Economy: AI and Talent in 2030](#)

The Three A's

Assess what types of AI technology can be leveraged by and support BA professionals



1. Assess

Accept that many routine BA tasks, such as creating BA artifacts and documentation, can be automated by AI, freeing up BAs to focus on high-value analysing, optimising and strategising



2. Accept

Adapt new ways of working by developing high-value, non-automatable soft skill sets such as Critical thinking, Creativity, Curiosity, AI ethics, governance, collaborative decision-making to transition to an AI partner



3. Adapt

The Impending Evolution of AI

The Present



Generative AI

Limited in the chat window. A linear, one-time execution tool for content creation



The Future



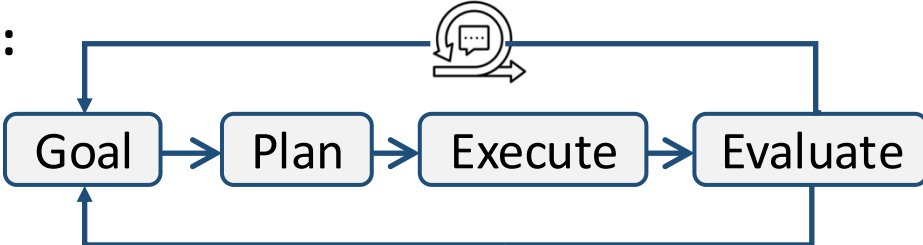
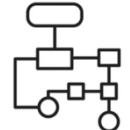
Agentic AI*

Autonomous systems capable of decision-making, planning, carrying out tasks and achieving complex objectives

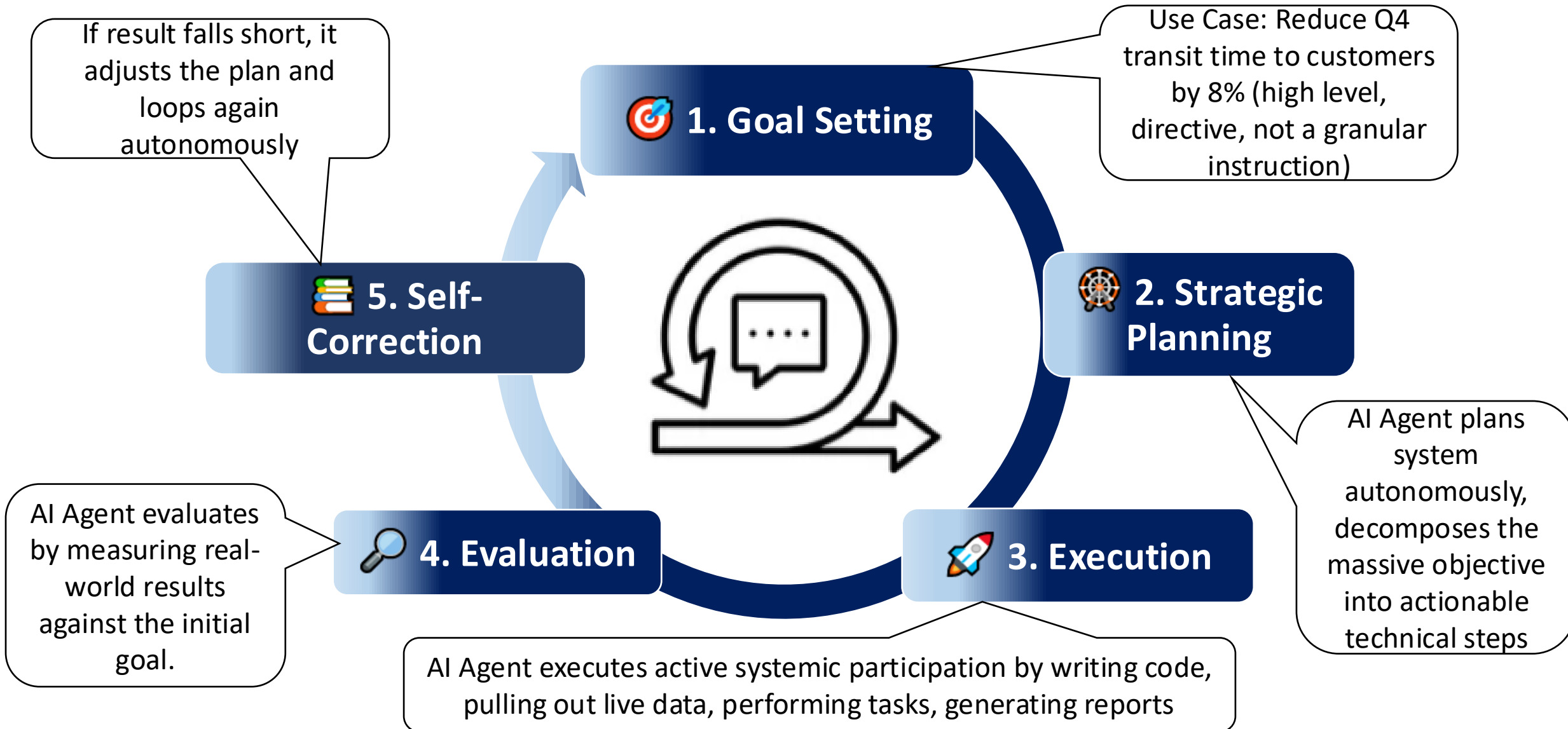
Key message: “BAs are no longer the persons executing the tasks, BAs are the architect designing the goals and constraints for the AI Agents doing the tasks”

* [Gartner Predicts 40% of Enterprise Apps Will Feature Task-Specific AI Agents by 2026, Up from Less Than 5% in 2025](#)
[Deloitte - The agentic reality check: Preparing for a silicon-based workforce](#)

The Core Diagnostic: AI User vs. AI Orchestrator

 Generative AI (The Passive User)	 Agentic AI (The Active Orchestrator)
Model: 	Model: 
Function: A tool executing a single, well-defined instruction 	Function: An autonomous system making decisions, planning, carrying tasks, using tools 
Focus: Clarity of instruction for a one-time output 	Focus: Defining roles, reasoning, steps, reflective criteria, and tool integration 

The Anatomy of the Agentic AI Loop



An Agentic AI Orchestrator's Blueprint: Foundational Control



Strategic Role Assignment + Agent Onboarding

- Unconstrained AI is an operational hazard. We must define precise personas to frame the Agent's expertise, behaviour and regulatory limits. Onboard AI Agents like any new human joiners



Constructing Cognitive Fences

- Force the neural network to prune irrelevant probabilistic pathways; lock the Agents strictly into specific and professional boundaries



Mandated Self-Critique

- Force the Agent to act as its own devil's advocate and propose improvements before finalising output



Explicit Tool Calling

- Agentic AI transcends the chat window. It is authenticated into external databases, email servers, API / MCP platforms to independently execute systemic actions

Agentic AI Implementation



Module 1

Strategic Role Assignment

Define a precise persona to frame the agent's expertise, behaviour and limitations

You are an autonomous research agent specialising in market analysis for the financial sector

Example: Persona Definition



Module 2

Mandated Self-Critique & Reflection

Instruct the agent to evaluate its own outputs, identify flaws and suggest improvements before finalising

After generating the plan, review it for potential flaws or logical inconsistencies and propose at least 2 improvements

Example: Self-Evaluation Instruction



Module 3

Explicit Tool Calling

Grant the agent access to external functions (APIs, databases) and specify how to call them

If current market data is missing, use the 'search_api' tool.
Format the request as JSON: {'tool': 'search', 'query': 'value'}

Example: API / MCP Integration

Request



Module 4

Memory & Context Integration

Instruct the agent on how to recall and utilise information from previous interactions or a vector database

Based on the previous interactions stored in your memory, update your strategy for the next step

Example: Contextual Recall Prompt

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Module 4

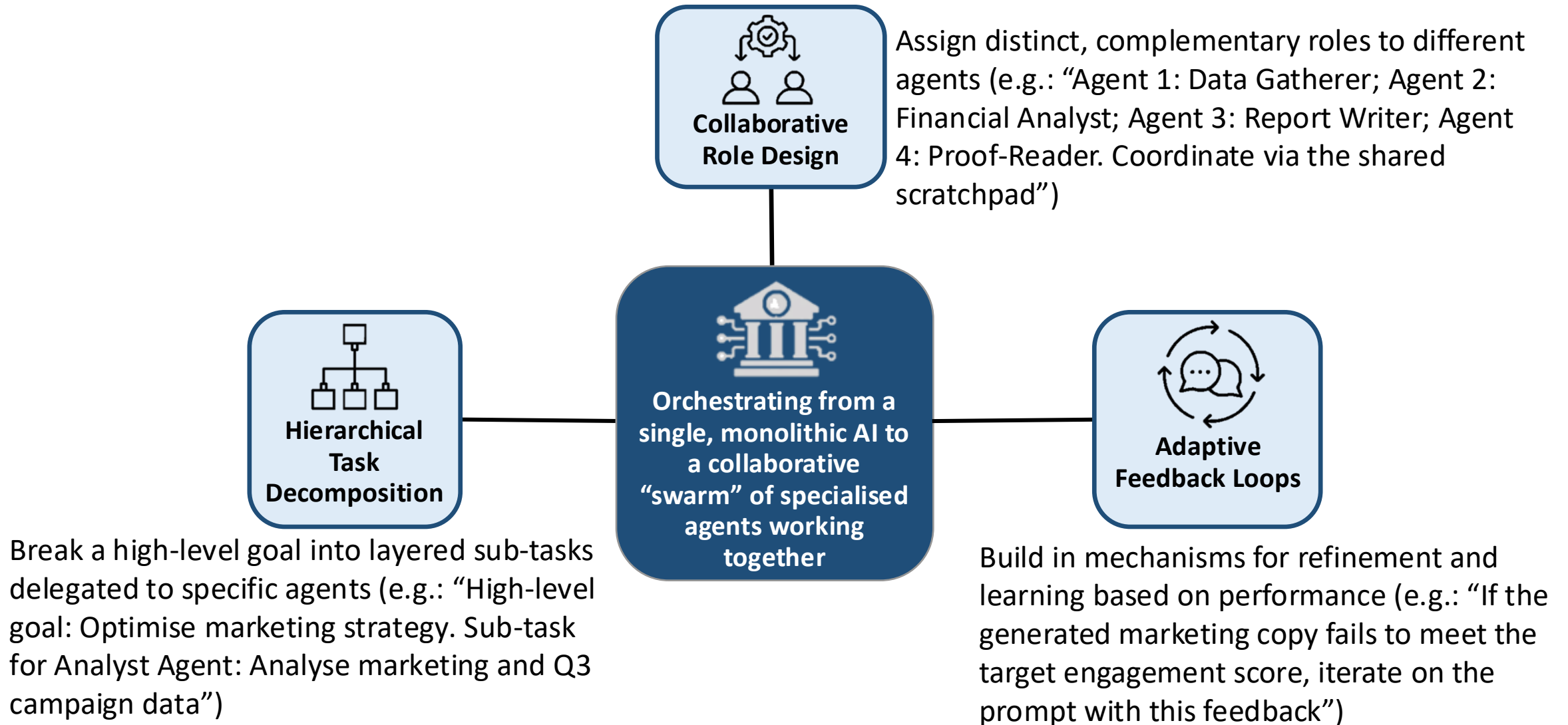
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Orchestrating Intelligence: Designing Multi-Agent Systems



Agentic AI Orchestration Roadmap



Phase 1: Master the Foundations

Focus: Learning the core principles of LLMs and prompt engineering

Actions:

- Practise with the 5 core components (role, goal / task, context, instructions / constraints, output specification) and the Architect's Checklist
- Experiment iteratively with different phrasing and personas



Phase 2: Build Context-Aware Systems

Focus: Moving beyond single prompts to systems with memory

Actions:

- Deploy Retrieval-Augments Generation (RAG) systems
- Use RAG to query internal knowledge bases



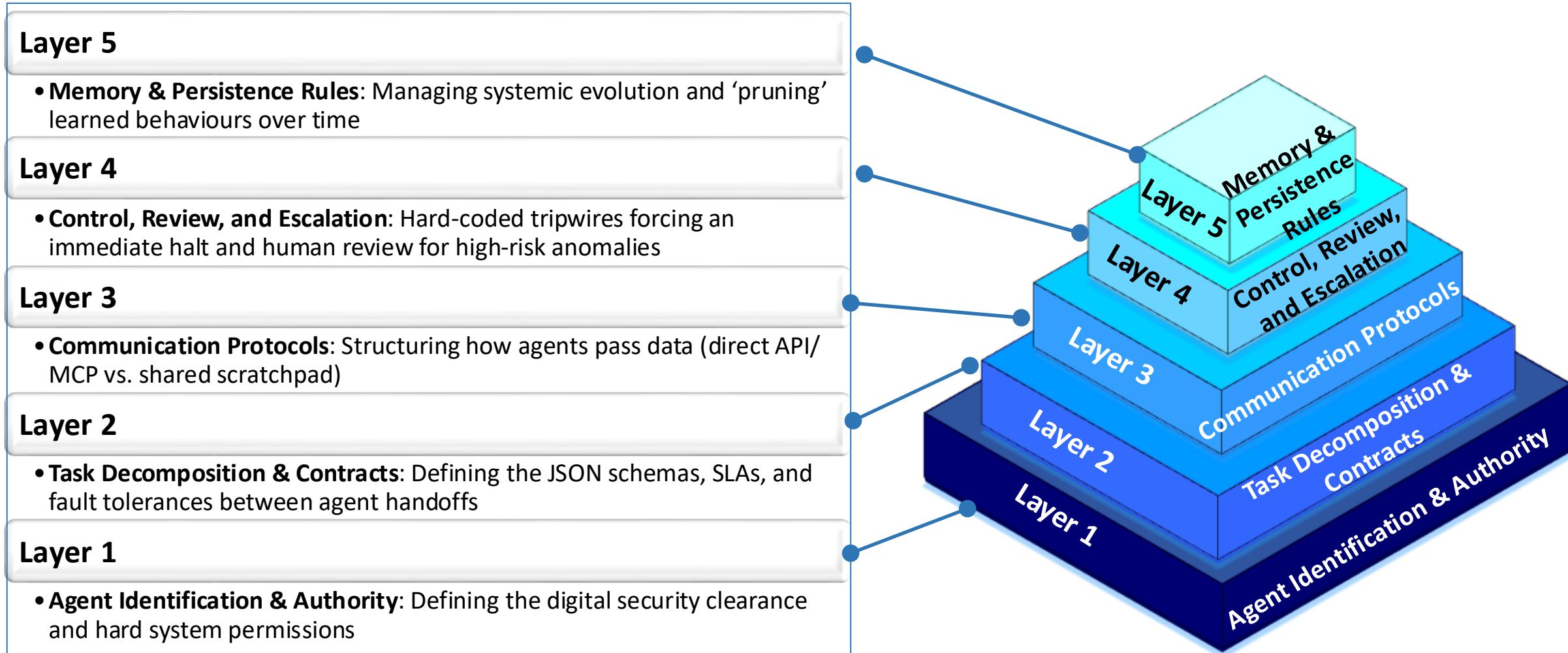
Phase 3: Orchestrate Multi-Agent Workflows

Focus: Designing and deploying fully autonomous systems mapped to the 5-layer governance stack for complex tasks

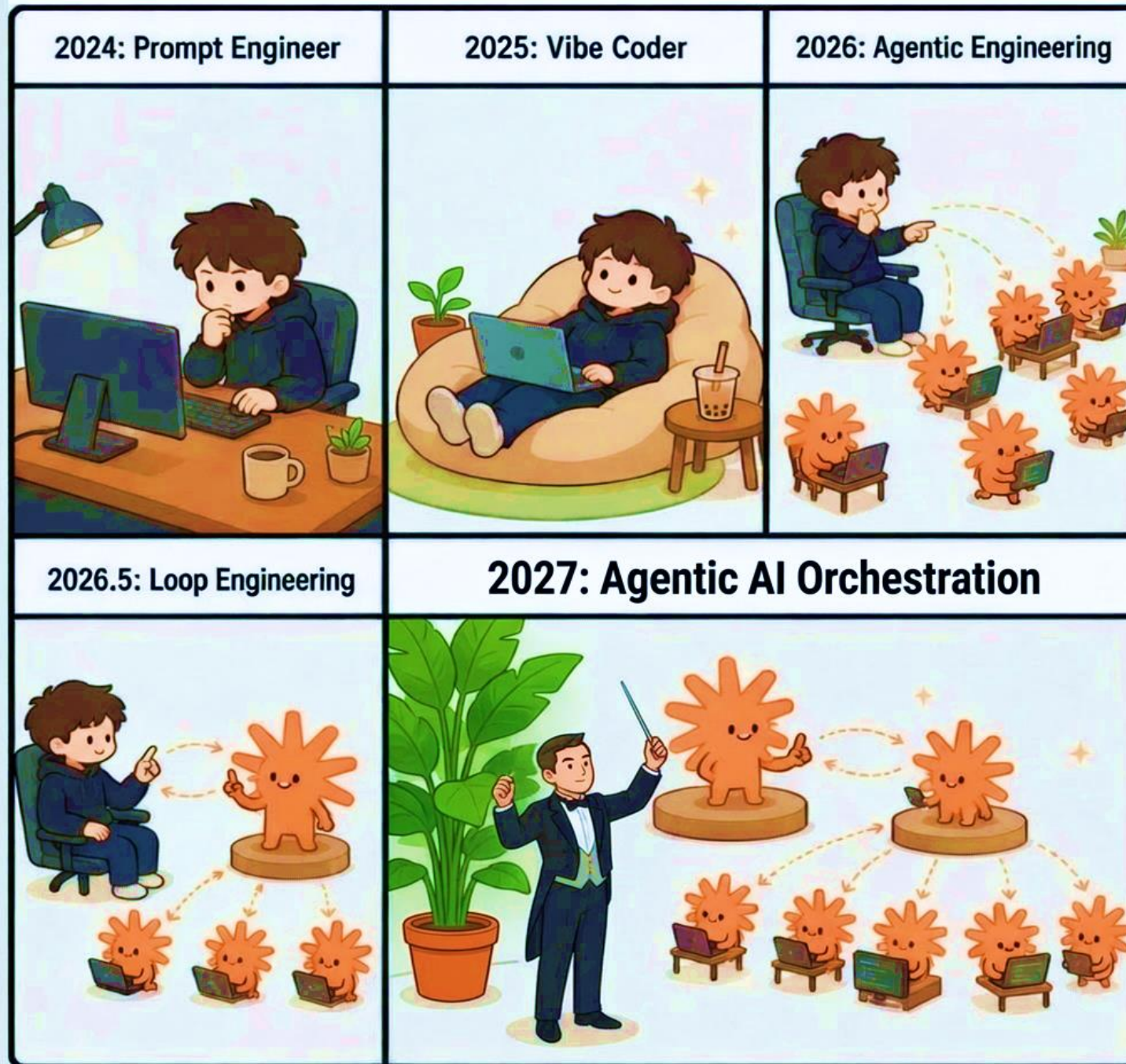
Actions:

- Build Layer 1 (Bedrock): Agent Identification & Authority
- Build Layer 2: Task Decomposition & Contracts
- Build Layer 3: Communication Protocols
- Build Layer 4: Control, Review & Escalation (Tripwires)
- Build Layer 5: Memory & Persistence Rules

The 5 Layers of Multi-Agent Governance



Timeline



2030 Vision: The Business Analyst Horizon

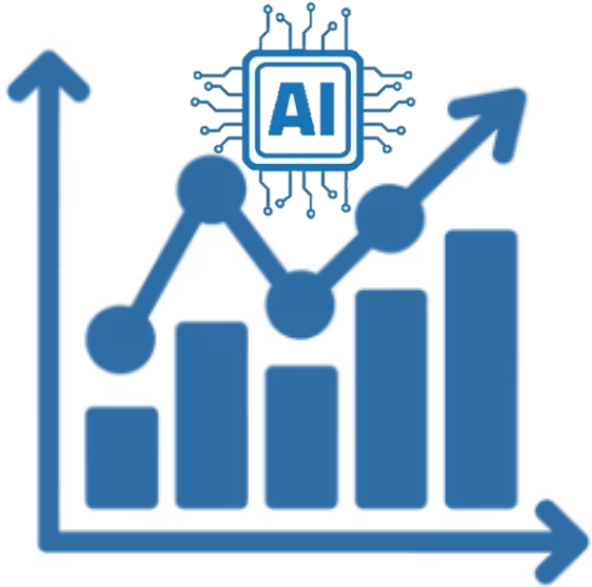


Business Analysts in 2030

Human-AI Augmentation

A Calculated Trajectory

- Future insights based on the current evolution of "Human-AI Augmentation"



Shifting Paradigms

- Transitioning from traditional data processing to advanced strategic oversight



Industry Evolution

- Anticipating four critical shifts in the Business Analyst (BA) profession

Four Critical Shifts

1. Data to Insight 
2. Routine to Strategy 
3. Technical to Business Value  
4. Individual to Team Synergy 

The Business Analyst Horizon

From Builders to Orchestrators



- **Automated Foundations:** Agentic AI automates manual BA tasks.
- **Strategic Direction:** BAs direct AI instead of doing themselves
- **High-Level Interface:** Moving away from keyboards toward voice commands and AI avatars.

Real-time Strategic Synthesis



- **Immediate Insight:** Agentic AI provides instant, constant synthesis and dynamic insights.
- **Continuous Optimisation:** Real-time KPIs for dynamic decisions.
- **Ethical Priority:** Focus shifts to AI ethics and oversights.

Spatial Data Interaction



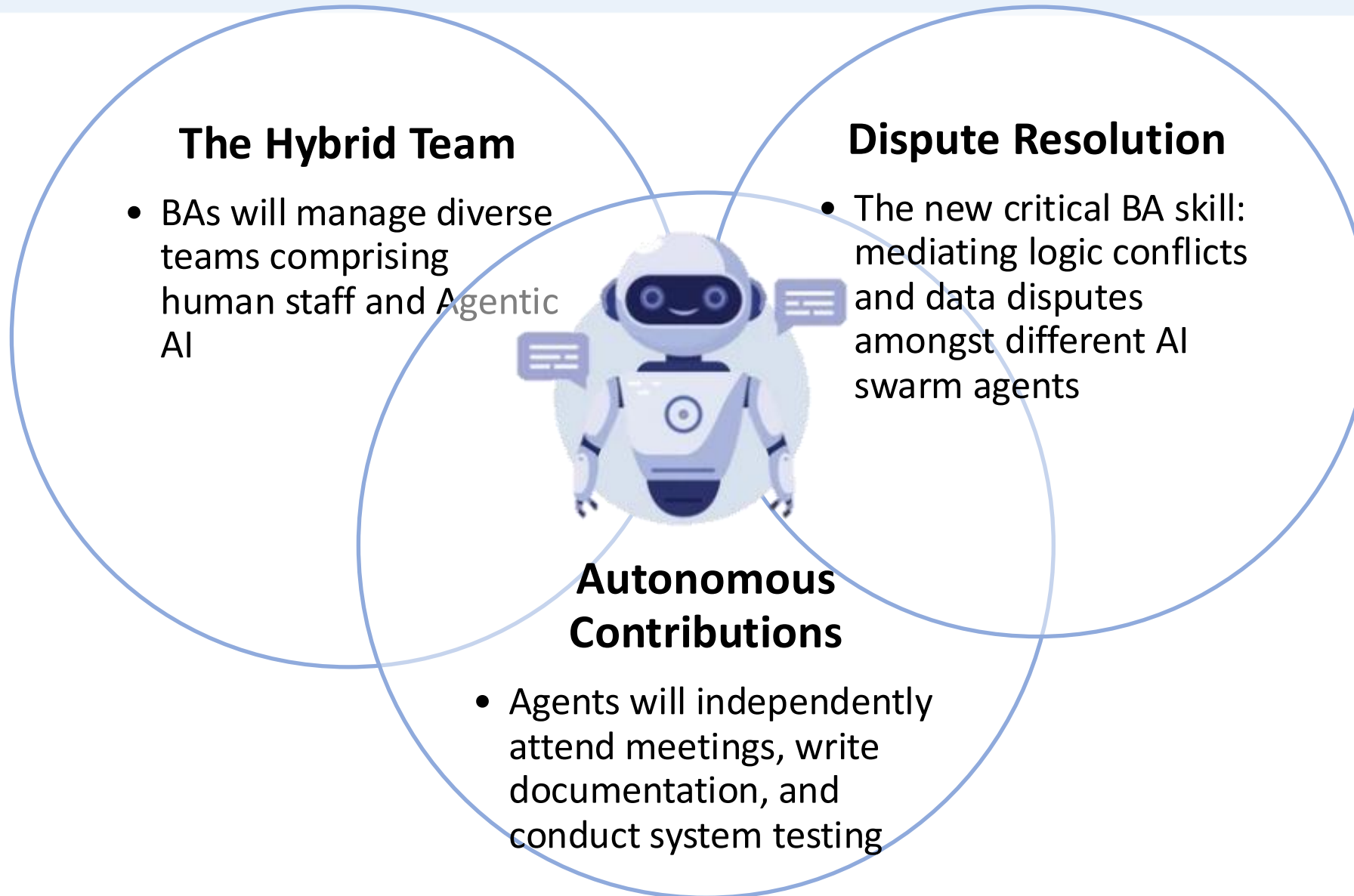
- **Beyond the 2D Screen:** Integration of Generative AI with Augmented Reality (AR) to enable "Spatial Intelligence"
- **3D holographic data:** Physically navigate and manipulate 3D holograms.
- **Data Manipulation:** Actively manipulate real-time data.

The Rise of "Digital Peers"



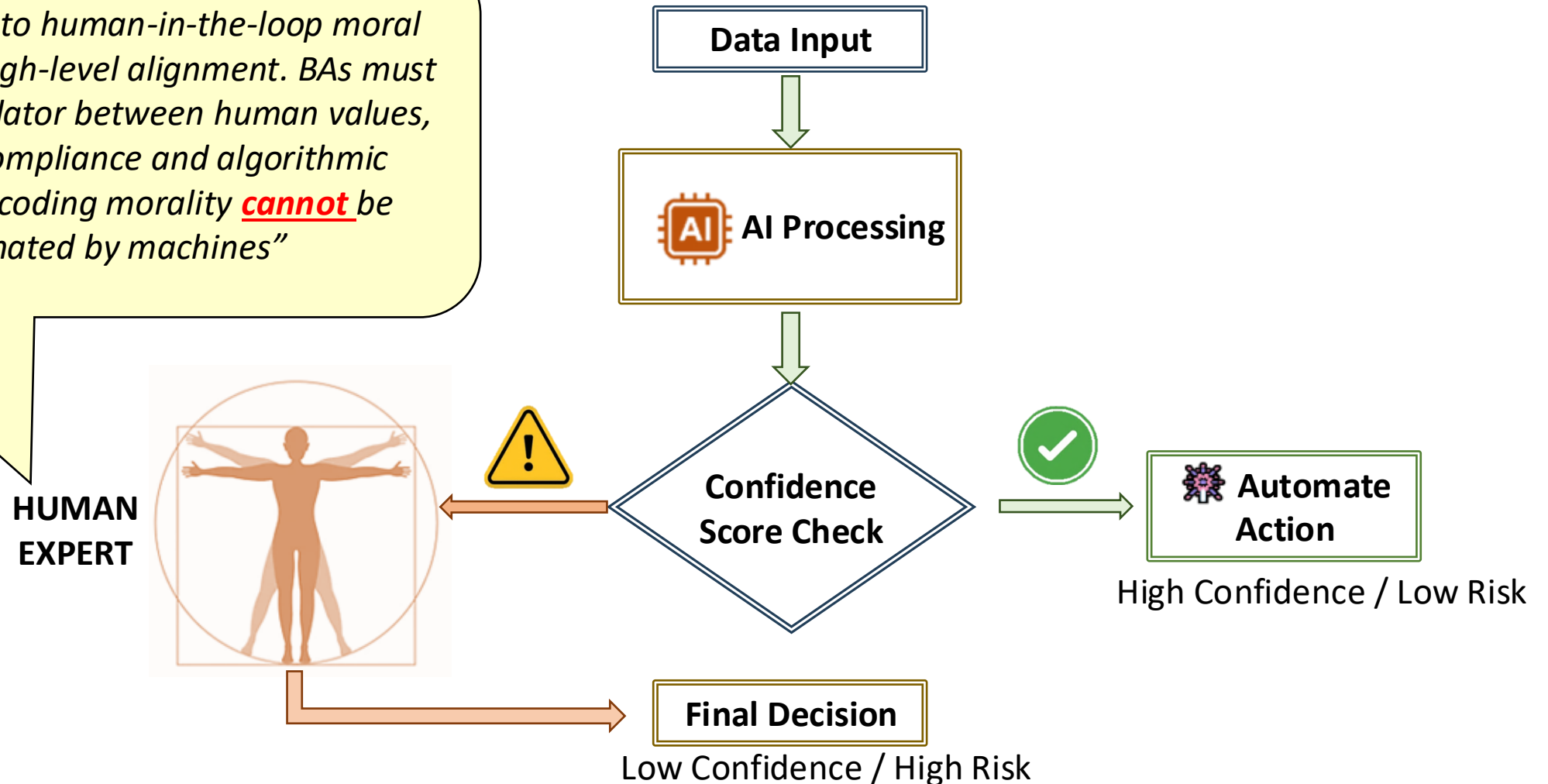
- **AI as a Teammate:** Transitioning from AI as a tool to AI as a collaborative colleague.
- **Hybrid Team Management:** BAs lead diverse hybrid teams of humans and Agentic AI.

The New Reality: Managing Digital Peers



Ethical Guardianship : Human-in-the-loop Protocol

*“Shifting focus to human-in-the-loop moral oversight and high-level alignment. BAs must act as the translator between human values, regulatory compliance and algorithmic efficiency. Encoding morality **cannot** be automated by machines”*



Conclusion (a short video)



Key takeaway....



Agentic AI may help solve many problems, but it is ultimately humans who decide which problems are worth solving.

Dr. Kitty Hung - Summer 2026

Q&A



My **LinkedIn** [in](https://www.linkedin.com/in/dr-kitty-hung-03120a66/) <https://www.linkedin.com/in/dr-kitty-hung-03120a66/>