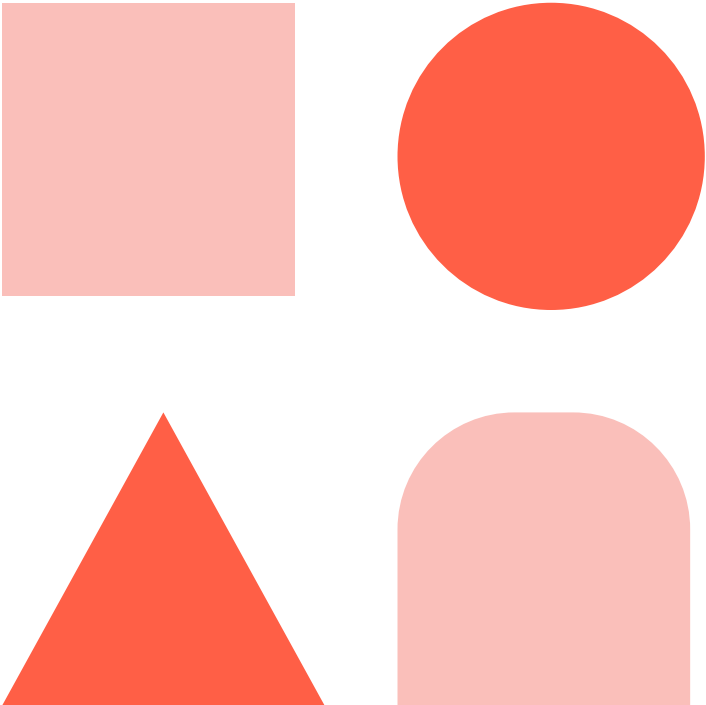


From Dashboards to Decisions in Minutes

How Genie helps Public Sector
in the agentic era



Contents



Executives are rethinking mission intelligence	3
Genie for Public Sector	4
Real-world use cases across public sector	5
Evidence that the pattern works	7
Getting started with Genie in public sector	8
See how your teams can move faster with Genie	9

Executives are rethinking mission intelligence

Your budget and program teams just spent four weeks preparing a quarterly performance report for the department secretary. Your mission lead needs three days to answer a follow-up question from a legislative oversight committee. Your analysts are still waiting for IT or contractors to add one more visualization to a mission dashboard before a high-stakes operational briefing.

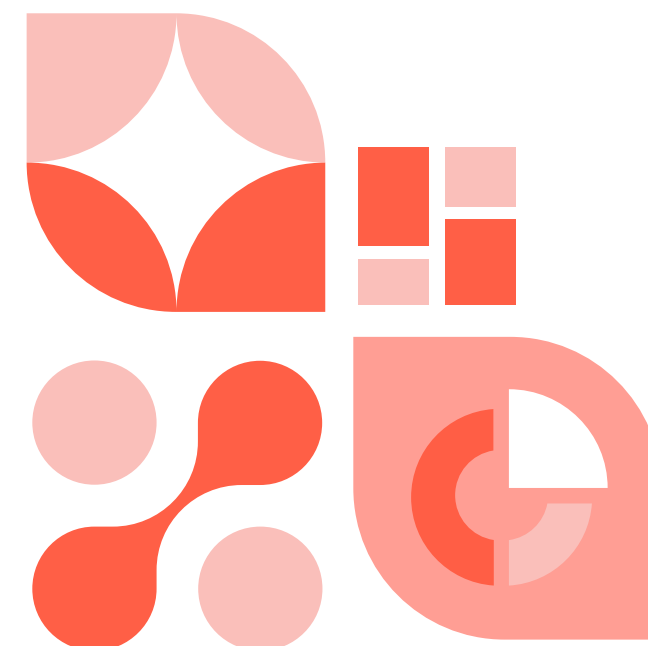
And while AI tools are becoming more common in public sector institutions, very few deliver answers to administrators, directors and frontline mission teams when they actually need them. AI is often trapped in pilots, specialist data science teams, or one-off experimental channels. The gap that remains is how agency leaders and practitioners access governed insights when they need them.

Traditional bolt-on “AI for BI” tools summarize dashboards but can’t provide visibility across domains. For public sector leaders, that’s not enough.

Legacy mission intelligence architectures assume teams will anticipate mission-critical questions months ahead, building reports and dashboards on a recurring schedule. That model made sense when the operating environment was more stable. It doesn’t hold up when conditions can shift week to week.

Traditional bolt-on “AI for BI” tools summarize dashboards but can’t provide visibility across domains, don’t share a single set of mission definitions with program and risk teams and often rely on copied data with a separate governance plane, which can impact accuracy of decisions.

For public sector leaders, that’s not enough. Genie is designed to close this gap in an intuitive and meaningful way. It lets leaders and frontline teams interact with their data in plain language so they can move from static, retrospective packs to interactive, auditable answers. All in seconds, instead of weeks.



Genie for Public Sector

Genie is a conversational analytics assistant powered by Databricks. Users ask questions in natural language and receive answers as narrative explanations, tables and visualizations and can ask follow-up questions in the same conversation. Genie is included with **Databricks SQL**, with no separate business intelligence license or bolt-on tool required.

Unlike generic chatbots, Genie learns from your institution's governed data and how your organization defines performance, risk and constituent behavior. It draws on:

- Metadata and data values in **Unity Catalog**
- Certified metrics, dimensions and mission definitions that reflect how your leaders measure the world
- Query history and existing analytics assets such as dashboards and notebooks, including the questions analysts already ask
- Example questions, instructions and user feedback that refine responses over time

Behind the scenes, specialized agents interpret the questions, identify the relevant data and metrics, generate queries and return with clear explanations and visualizations. When a question is ambiguous, Genie asks for clarification rather than guessing, and it maintains conversational context so users can refine questions naturally. All interactions occur within a governed environment, creating a single conversational interface for trusted analytics rather than another isolated tool.

Deep integration with Unity Catalog:

- ➔ Row- and column-level security ensure users only see the data they are authorized to access
- ➔ It uses the same certified metrics and definitions that dashboards and SQL clients use, so key mission terms mean the same thing everywhere
- ➔ It logs every question and answer for audit, giving Risk, Compliance, and Internal Audit teams a complete trail of how insights were generated

Real-world use cases across public sector

Reinvent Public Services

While agencies have digitized millions of records, mission-critical insights remain trapped behind manual analysis requests that can take weeks to fulfill. Genie provides executives, program teams and relationship managers with a conversational layer over enterprise data.

Use case	User type	Natural-language query examples	Benefits
Real-time mission insights	Executive and Program teams	"How did our eligibility determination speed change last month by program line?"	Program teams can explore performance instantly and follow the analysis wherever new questions lead.
Constituent 360	Case workers, service officers	"Which applicants in my queue show early signs of potential eligibility errors?" "Which segments have the highest enrollment lapse rates?"	Results include ranked lists, key drivers and suggested next steps, all based on a unified constituent view.
Program performance analysis	Program Managers, Mission teams	"Show me segments where intervention efficacy decreased under the latest health initiative."	Genie surfaces results in language suitable for executive and oversight briefings.

Customer Spotlight

GovTech Singapore gives executives real-time answers to agency questions with Genie

CHALLENGE Executives lacked real-time visibility into key HR and Finance metrics. Getting answers to critical business questions required manual data gathering from siloed systems like Workday, SharePoint, and Excel, a process that took days or weeks and involved navigating 50-80 different dashboards. This prevented timely, data-driven decision-making.	SOLUTION GovTech implemented Genie to provide natural-language query capabilities on top of their unified HR and Finance data. This allows executives to ask ad hoc questions in plain language and get instant answers, eliminating dependencies on analysts and manual reporting cycles.	RESULTS The underlying data platform has already reduced the time to get HR insights from weeks to real time, consolidating dozens of dashboards into a single source of truth. By layering Genie on top, GovTech is empowering its leadership to make faster, more informed decisions by directly and conversationally accessing agency-critical data.
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Optimize Operations

Leaders can drill into budget drivers and operational risks without waiting for a new analysis cycle.

Use case	User type	Natural-language query examples	Benefits
Budget planning	Budget analysts, administrators	"How has our actual spend evolved versus projected budget for this mission over 12 months?"	Insights can be used directly in steering committees and legislative reports.
Operational analytics	Logistics and Mission leaders	"Where are efficiency ratios deteriorating fastest once we adjust for mission volume growth?"	Leaders can drill into drivers and outliers without waiting for a new analysis cycle.
Predictive maintenance	Logistics and Supply Chain coordinators	"Where are we seeing the highest equipment failure rates once adjusted for usage hours?"	Genie helps identify patterns and bottlenecks that feed into process changes and readiness controls.



Across all segments, the pattern is consistent: trusted data becomes directly accessible to the people closest to mission delivery and operational efficiency.

Evidence that the pattern works

Public sector organizations are already seeing results:

- Program teams are reducing reporting cycles from weeks to minutes by querying governed data directly rather than assembling reports manually
- Agencies that once required days to run large population analyses can now complete the same work in minutes and expose the results to hundreds of self-service users
- Agencies are significantly reducing the manual burden of periodic performance reviews and mission audits by using natural-language access to move from weeks of report preparation to interactive, auditable answers in minutes
- Risk and Compliance teams are accelerating regulatory reviews — from days to roughly an hour — while preserving complete traceability back to underlying data and policy documentation

These improvements change more than reporting speed. They fundamentally alter the cadence of decision-making across Mission, Risk and Constituent Operations teams.

Genie brings three key features to public sector in a single experience:

1 GOVERNED DATA CONTROL

Operate on governed data with a single control plane

2 CONSISTENT MISSION LOGIC

Reuse shared mission semantics rather than creating new definitions per tool

3 ACCESSIBLE INSIGHTS

Provide natural language access to executives and practitioners, not just specialists

Getting started with Genie in public sector

1 Start from the conversations that matter

Identify recurring questions executives and frontline teams struggle to answer quickly, such as leadership questions about program performance or analyst questions about threat patterns.

2 Establish trusted mission definitions

Next, ensure the metrics that matter most to your institution are defined centrally. Using Unity Catalog Business Semantics, organizations can standardize calculations for key measures and certify dimensions executives rely on.

3 Launch a few high-impact workflows

Rather than experimenting broadly, focus on several lighthouse use cases such as a program performance cockpit or a mission planning workspace.

4 Build governance into the rollout

From day one, treat governance and evaluation as accelerators, not obstacles by reusing existing data access policies and enabling logging.

5 Scale with mission ownership

As early Genie spaces prove their value, expand to additional domains where mission owners define the questions, decisions and outcomes that matter.

See how your teams can move faster with Genie

Genie turns governed data into decisions in minutes. Across public sector, teams are reducing reporting cycles, accelerating decisions and unlocking insights from governed data.

Speak with our industry experts to learn how Databricks helps your teams move from dashboards to decisions in minutes.

[Try Genie Today →](#)

