Syllabus of UN Agentic AI in Practice – Spring Semester 2027

Introduction

Artificial Intelligence (AI) is evolving rapidly from systems that generate information to systems that can support and execute work. While traditional Generative AI focuses primarily on creating content in response to prompts, recent developments have introduced AI agents capable of using tools, following workflows, and performing multi-step tasks. Agentic AI extends these capabilities to more complex, coordinated processes.

Designed for UN personnel who are already familiar with Generative AI tools such as Copilot, ChatGPT and Claude, **UN Agentic AI in Practice** goes beyond everyday AI interactions to focus on **designing, building, and evaluating AI-powered workflows**. Through practical, hands-on learning, participants will explore how AI agents can perform multi-step tasks and support real-world UN operations, while ensuring appropriate human oversight and responsible use.

As AI systems take on more complex tasks, accountability, transparency, safety, and human oversight become increasingly important. The course therefore emphasises responsible adoption, including appropriate boundaries for autonomy, attention to risks associated with tool use, and the continued role of human judgement.

Through self-paced learning, instructor-led webinars, and practical activities tailored to the UN context, the programme aims to equip participants with the knowledge and skills to design and critically evaluate simple agentic workflows using accessible no-code tools.

Learning outcomes

The course introduces the principles of Agentic AI and their application to task-oriented workflows in the UN context. This blended programme combines conceptual understanding with practical workflow design and evaluation.

Upon successful completion of the programme, participants will be able to:

- Describe the principles and elements of the Agent Paradigm and explain how AI agents differ from standard Generative AI tools.
- Identify and prioritise tasks in their daily work that could benefit from an agentic approach and articulate the potential value for their unit.
- Use no-code agentic platforms to design and direct simple agentic workflows applied to real UN work contexts.
- Evaluate agentic systems critically, identify risks related to autonomy and tool use, and apply principles of bounded autonomy, human oversight, and governance.

Target audience

The course is designed for UN personnel seeking to explore the practical use of AI agents in their work. It is particularly relevant for:

- UN personnel with a working familiarity with Generative AI concepts and tools who wish to advance their skills in designing and using AI agents.
- Professionals involved in any functions where Agentic AI could support operational workflows.
- Project managers, team leaders, and decision-makers seeking to understand how to leverage and oversee AI-powered workflows responsibly.

No coding experience or specific technical background is required. However, participants are expected to have basic familiarity with Generative AI tools, such as chatbots and prompting.

Scope of work and format

1) Thematic self-paced modules

The self-paced learning component comprises four thematic modules, introducing the evolution of Agentic AI, the components of AI agents, workflows, and responsible use.

Module 1: From Chats to Tasks: The Evolution of Generative AI

This module introduces the evolution of Generative AI from large language models (LLMs) that generate content to AI agents capable of performing tasks and executing workflows. It explores the current Agentic AI landscape,

including key tools, capabilities, and emerging approaches, and introduces different types of agents, from simple AI assistants to more complex, collaborative agentic systems, with a focus on their relevance to the UN system.

Module 2: Decomposing an AI Agent: How Agents Work

This module explores the core components and mechanisms of AI agents, including the role of local and frontier language models, reasoning-and-acting patterns, prompting techniques, memory, and tool integration. Participants will gain an understanding of how these components enable agents to perform multi-step tasks and interact with external tools, including the role of Model Context Protocol (MCP) and multi-agent standards.

Module 3: Understanding Workflows in Agentic AI

This module introduces the principles of Agentic AI workflows and how multiple tasks and tools can be coordinated to achieve specific objectives. It explores different levels of agent autonomy, from human-supervised to fully autonomous systems, and presents key considerations for designing efficient, reliable, and safe agentic workflows in professional settings.

Module 4: Governance, Risks, and Responsible Use of Agentic AI

This module examines risks associated with autonomy and tool use, with an emphasis on human oversight, accountability, and appropriate governance.

Participants will have the opportunity to interact and peer exchange discussion forums linked to the self-paced modules and get access to a compilation of key resources to be consulted at any time throughout the course.

2) Live webinars

Four interactive, instructor-led webinars will complement the self-paced learning. Each 90-minute webinar will include practical activities focused on understanding AI agents, exploring no-code platforms, and designing, testing, and evaluating agentic workflows. The proposed schedule is shown below; dates are subject to confirmation.

Live session	Time	Date
Understanding Agentic AI and Its Core Components	90 min	10 June 2027
Exploring Agentic Platforms in Practice	90 min	17 June 2027
Designing an Agentic AI Workflow End to End	90 min	24 June 2027
Testing and Evaluating Agentic AI Workflows	90 min	1 July 2027

All four webinars are planned from 15:00 to 16:30 (Rome time) via Zoom.

3) Assignment

Hands-on exercise with a real-world scenario to apply Agentic AI best practices. Participants will work on the real case that in their working scenario to apply Agentic AI workflows.

The assignment should be submitted by 16 July. Feedback will be provided by the faculty by 30 July.

4) Training Needs Assessment

Participants will be asked to fill in a training needs assessment to know more about their past experience with AI tools in order to fully meet their specific learning goals.

Tools

Participants will explore and practise with **Claude and/or ChatGPT** to design, test, and evaluate Agentic AI workflows in real-world UN scenarios.The licenses will be provided for hands – on practice throughout the course.

The course will focus on using these tools through natural language instructions rather than traditional programming. No prior coding experience is required. Participants will also learn to critically assess the capabilities and limitations of these tools, with particular attention to human oversight and responsible AI use.

Completion requirements

To receive the UN Agentic AI in Practice Certificate, learners must:

- Completed all self-paced lessons in the Modules
- Participate in the live webinars
- Submitted and successfully passed the assignment
- Answered a final survey about the course

Digital certification

A digital certificate will be issued as indicator of accomplishment of the

acquired learning. It will be possible to display and verify the certificate online following open badge standards.