



# PegaWorld

JUNE 7-9 | LAS VEGAS

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# Moving fast without losing control: The new rules of governing agentic workflows



# Today's speakers

## Moderator



**Paul Barnes**

Sr Director of Business  
Excellence

Pega

## Panelists



**Mamadou Seck**

AVP of AI Engineering

Navy Federal Credit Union



**Peter la Croix**

Manager Platforms &  
Integration

Achmea



**Shawna Maitia**

Product Manager of  
CRM Systems

Blue Shield of California

## Why Agentic Changes the Rules

*What was the first moment you realized traditional automation or workflow governance would not scale to AI or agentic systems?*

## Why Governance Breaks

*Where do traditional controls - approvals, static rules, deterministic testing - first fall apart when workflows become adaptive?*

## How Control Works in Agentic Systems

*If you can't pre-approve every decision, what can you govern, and where do you draw the line between autonomy and control?*

## Trust, Intervention, and Outcomes

*In live operations, what tells you an agent is helping, not harming, and how do you intervene without killing momentum?*

## Shared Ownership for Trusted Outcomes

*Who owns an agent when it fails,  
and how does that change your operating model?*

## What Should Leaders Do Next

*If leaders do one thing differently in the next 90 days,  
what should it be?*

# Q&A





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