IT agents on Katonic: the list

35 agents across nine areas, for the IT department that serves a company's own staff

An IT department's work runs through its ticket system, its directory, its change records, its asset and licence registers, its alerting and metrics tools, and its own runbooks and policies. Every agent reaches them in one of four ways, all through the same tool gateway and the same approval rules:

	HOW EACH AGENT CONNECTS
01	**A file the user uploads** in the conversation: a change request, an export from the asset register, a licence statement from a supplier, an incident chat log.
02	**A knowledge source.** Runbooks, how-to articles, IT policies, past incident reviews and closed tickets are indexed in the Knowledge Engine, with each reader's permissions kept.
03	**An imported API.** The company gives Katonic the description of an API it already runs, and the operations it chooses become tools. This is the route to systems of record: the ticket system, the directory, the device manager, the asset register.
04	**An MCP server from the catalogue,** deployed inside the company's own cluster. This is the route to tickets, on-call alerts, metrics and logs, chat channels and reporting databases.

System names are left out on purpose. The company supplies the address and the sign-in. Nothing here is a tested integration with a named product.

THE NINE AREAS

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AREA 01

The service desk

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Service Desk Triage Agent	Reads a new ticket, says what kind of request or fault it is, lists what is missing, and proposes the priority and the team	The ticket through an MCP server or an imported API; the desk's routing rules as a knowledge source	A service desk analyst confirms the kind, the priority and the team. The agent assigns nothing and answers nobody
IT How-to Q&A Agent	Answers a colleague's question from the company's own how-to articles and IT policies, cites the article, and says when they are silent	Articles and policies as a knowledge source	It informs from the written article only. Anything that needs a change to an account or a device goes to the desk as a ticket
Ticket Reply Draft Agent	Drafts the reply to a ticket from the matching article and similar closed tickets, and lists the sources it used	The ticket; articles and closed tickets as a knowledge source	The analyst edits and sends. The agent sends nothing and closes nothing
Ticket Handover Summary Agent	Summarises a long ticket for the next team: what was reported, what was tried, what is open	The ticket and its history	The receiving engineer reads and takes over

AREA 02

Access and identity

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Access Request Preparation Agent	Reads an access request, checks it against the role rules and who must approve, and prepares the request for the approver with what is missing	The request as a ticket or a form; the access policy and role catalogue as a knowledge source; the directory through the company's own API, read operations only	The system owner or the manager approves. An administrator grants the access. The agent grants nothing
Credential Reset Request Check Agent	For a request to reset a password or a sign-in factor, lists the identity checks the company's procedure requires and whether each is on record for this request	The request ticket; the reset procedure as a knowledge source	A service desk analyst verifies the person and carries out the reset. The agent resets nothing and verifies nobody
Joiner, Mover and Leaver Checklist Agent	For a person who joins, changes role or leaves, prepares the list of accounts, groups, devices and licences to add, change or remove, from the role rules	The HR notice as a ticket or a file; role rules as a knowledge source; the directory and the asset register through the company's own APIs, read operations only	The IT administrator carries out each item and marks it done

AREA 02 · ACCESS AND IDENTITY, CONTINUED

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Access Review Preparation Agent	For a periodic access review, lists who holds which access to a system, marks entries that the role rules do not explain, and prepares the sheet for the reviewer	An export of the access list as a file, or the directory through the company's own API; role rules as a knowledge source	The system owner keeps or removes each entry. The agent removes nothing

AREA 03

Incidents

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Incident Response Agent	Reads an alert, pulls the related metrics and logs, and drafts an incident summary with the runbook step that fits	The on-call alert, metrics and logs through MCP servers; runbooks as a knowledge source	An engineer carries out any runbook step
Major Incident Timeline Agent	Builds the timeline of a major incident from the ticket, the chat channel and the alerts, with the source of each entry	The ticket, the channel export and the alerts	The incident manager corrects and owns the timeline
Incident Update Draft Agent	Drafts the next update for staff or for management from the current state of the incident, in the company's own format	The incident ticket and the timeline; the communications templates as a knowledge source	The incident manager approves and sends
Post-Incident Review Draft Agent	Drafts the review after an incident: what happened, the timeline, what worked, what did not, and proposed actions, each tied to its evidence	The incident record, the timeline, the change records and past reviews	The review owner and the team agree the causes and the actions. The agent names no person as the cause

AREA 04

Change and release

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Change Request Review Agent	Checks a change request against the change policy: the plan, the test evidence, the rollback plan, the window and the approvals, and lists what is missing	The change request as a ticket or a file; the change policy as a knowledge source	The change manager or the change board approves or rejects. The agent approves nothing
Change Conflict Check Agent	Lists changes planned for the same systems or the same window, and freeze periods the request falls into	The change calendar through an imported API or as a file	The change manager decides the order
Rollback Plan Check Agent	Reads the rollback plan of a change against the runbook for that system and lists steps that are missing or untested	The plan as a file; runbooks as a knowledge source	The engineer who owns the change completes the plan

AREA 04 · CHANGE AND RELEASE, CONTINUED

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Release Note Draft Agent	Drafts the note to staff about a planned change: what changes, when, and what they must do	The approved change; the communications templates	The change owner approves and sends

AREA 05

Assets and licences

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Software Licence Reconciliation Agent	Compares licences bought with licences assigned and in use, and lists the shortfalls and the unused ones, each with its record	The licence statement and the usage export as files, or through the company's own APIs	The licence manager decides what to buy, move or release
Asset Register Check Agent	Compares the asset register with what the device manager and the directory report, and lists devices with no owner, no record or two records	The register and the device list as files or through the company's own APIs	The asset manager corrects the register
Renewal and End-of-Support Check Agent	Lists contracts, licences and products that reach a renewal or an end-of-support date in the period, with the source of each date	The contract store and the asset register; supplier notices as a knowledge source	The service owner decides to renew, replace or retire
Hardware Refresh List Agent	Prepares the list of devices due for replacement under the company's own refresh rules, with age, warranty and fault history	The asset register and the ticket history	The IT manager approves the list and the budget

AREA 06

Devices and patching

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Patch Status Summary Agent	Summarises which devices and servers lack a required update, grouped by system owner, against the company's own patch deadlines	The patch report as a file or through the company's own API; the patch policy as a knowledge source	The system owner schedules the update through the change process
Device Compliance Exception Agent	Lists devices that do not meet the device policy and the exceptions on record, and marks exceptions that have expired	The device manager's report; the exception register	The device team acts on each device. The agent blocks and wipes nothing
Software Request Check Agent	Checks a request for software against the approved list, the licence position and the data it would handle, and prepares it for the approver	The request; the approved software list as a knowledge source	The approver decides. A technician installs

AREA 07

IT knowledge

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Knowledge Agent	Answers from the company's own document stores with the passage cited, and keeps each reader's permissions	Document stores as a knowledge source	It informs. The reader checks the source
Knowledge Article Draft Agent	Drafts a how-to article from a set of closed tickets that were solved the same way	Closed tickets; the article template	The knowledge owner edits and publishes
Runbook Draft Agent	Drafts or updates a runbook from past incident records and the engineer's notes, and marks each step it could not confirm	Past incidents, notes and the current runbook	The system owner tests and approves the runbook
Knowledge Gap Report Agent	Lists the questions the desk was asked most often that no article answers, and the articles nobody has reviewed within the company's own period	Tickets and the article store	The knowledge owner decides what to write

AREA 08

Operations and capacity

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Alert Digest Agent	At the start of a shift, groups the alerts of the last period by system and likely cause, and marks the ones nobody has acknowledged	On-call alerts and metrics through MCP servers	The engineer on shift decides what to act on
Backup Check Summary Agent	Summarises the backup reports: jobs that failed, systems with no recent backup, and restore tests that are overdue under the company's own rules	Backup reports as files or through the company's own API; the backup policy	The operations lead assigns each failure
Capacity Report Agent	Prepares the capacity report: use against limits for storage, compute and licences, with the trend and the systems nearest their limit	Metrics through an MCP server; the capacity plan	The service owner decides what to add or move
Cloud Cost Summary Agent	Summarises the month's cloud bill by team and service, and lists the largest changes with the resources behind them	The billing export as a file or through the company's own API	The team that owns the resource decides. The agent switches nothing off

AREA 09

Running the department

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Service Level Report Agent	Prepares the service report for the period: tickets, response and resolution against the agreed levels, and the breaches with their tickets	The ticket system through an imported API or a reporting database	The service manager reviews and issues the report
Problem Record Draft Agent	Finds incidents that keep returning for the same system or cause and drafts the problem record with the evidence	Incident records and past reviews	The problem manager opens and owns the record
Audit Evidence Preparation Agent	For an IT control under audit, gathers the evidence the control asks for: the approved changes, the access reviews, the backup tests, each with its record	The control list as a knowledge source; tickets, change records and reviews	The control owner checks the evidence and hands it to the auditor
IT Supplier Review Agent	Prepares the review of an IT supplier: service levels met and missed, open tickets with the supplier, and the contract terms that apply	The supplier's reports as files; tickets; the contract as a knowledge source	The supplier manager holds the review

	WHAT EVERY AGENT HAS IN COMMON
01	**It runs on the company's own infrastructure or private cloud,** with a model the company serves. Tickets, logs, access lists and runbooks stay there.
02	**Every tool call passes the company's policy.** A policy can allow a tool, record its use, hold it for a person's approval, or block it, for the whole company or for one team.
03	**A tool that changes something waits for approval** unless the company has decided otherwise for that tool. That is how no reset, access grant, production change or device action happens on an agent's word.
04	**Read and change are separate tools.** When the company imports an API, it chooses which operations become tools. An agent that only needs to read is given the read operations and nothing else.
05	**Each statement shows its source.** An agent that summarises or checks gives the ticket, the record or the article, and says when it found nothing. It does not fill a gap from memory.
06	**The agent acts as the person using it.** A knowledge source keeps each reader's permissions, so a colleague does not see through an agent what they could not open themselves.
07	**Every call is recorded,** with who asked, which tool, and what was decided, and an agent, a tool or a whole server can be switched off at once.

WHERE TO START

Pick work where reading is slow, the decision stays with a person in IT, and nothing changes on the agent's word.

THREE PLACES THAT FIT

IT How-to Q&A

Colleagues ask how to do something and get the answer with the article cited. No account or device is touched, so it can run on day one.

Service Desk Triage

The agent proposes the kind, the priority and the team for each new ticket. An analyst confirms.

Change Request Review

The agent lists what a change request is missing before the change board meets. The board decides.

One team, one kind of ticket, invented data first. Then beside the manual process, measured against it.

Each one prepares the work. A named person in IT decides.

About Katonic AI

Katonic AI builds the platform that organisations use to build, run and govern AI agents on their own infrastructure: in their own data centre, in a private or sovereign cloud, or with no connection to the internet at all. The platform is in production with governments, banks, telecom operators and utilities. Katonic is certified to ISO 27001.

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