

Virtual OSAA Think Tank Network and ACBF Experts Panel Webinar

DIGITALIZATION FOR PEACE IN AFRICA

Stronger States Through Public Service Digitalization: Enhancing Peace and Security in Africa

Concept Note

When: Thursday, 3 November 2022

Time: 9:00 AM to 11:00 AM (New York time)



I. Background and Thematic Focus

A. The Nature of C

C. Role of Digitalization of Public Service Delivery in Improving Peace and Security Outcomes

With a view to improving the delivery of satisfactory public services thereby enhancing perception of the state as a legitimate authority governments in Africa have begun, in recent years, turning to digitalization of these services. Digitalization can be both internal (making government processes more automated and efficient, therefore reducing unnecessary slowdowns or bureaucratic bottlenecks in service delivery) and external (for example, establishing web-based platforms for making payments for government services or checking on the status of service upgrades).

GovTech is the growing area of technology that aims at increasing efficacy and efficiency of government functions. It emphasizes three aspects of public sector modernization: citizen-centric public services that are universally accessible, a whole-of-government approach to digital government transformation, and simple, efficient and transparent government systems. Simply stated, GovTech is the application of emerging technologies such as advanced sensing, advanced data processing, artificial intelligence and blockchain
