Africa Regional Forum on Governance Innovation: Advancing Agile, Inclusive and People-Centered Services for All

Key Takeaways

1. To realize a people-centered approach, users and citizens should be at the center of processes, with trust between government and citizens serving as a foundation.

2. Citizen-centric one-stop shop models, such as Huduma Kenya and ASAN in Azerbaijan, can be implemented in other African countries with strong political commitment, government funding, and effective coordination.

3. Strengthening digital transformation and utilizing AI can provide great benefits to service delivery processes by streamlining information and improving efficiency.

4. Governments need new ways of thinking, including new mindsets (agile, innovative, and digital) and systems thinking to address complex current governance challenges. Re-skilling and up-skilling civil servants is also essential and can be achieved through capacity development training and university programs.

5. A whole-of-government approach, with coherence between national and subnational levels, fosters stability, trust, collaboration, and inclusion, ultimately strengthening sustainable development efforts.

6. Including the youth is essential. Given Africa's large youth population, proper representation is necessary. The youth must not just have a seat at the table but be involved throughout every step of policy development.