

Introduction

Welcome to the **GovBot Playbook**.

This living document serves as an authoritative guide for the planning, development and scalable deployment of an AI-powered conversational assistant within government operations.

It is designed to support:

- A **citizen** seeking to understand how their government is advancing digital innovation,
- A **public official** aiming to enhance efficiency, accessibility and quality of public services or
- **Technical teams and AI engineers** responsible for architecting and implementing the required systems

The Vision of GovBot

Imagine a single, friendly, and intelligent point of contact for all government services — accessible by **voice and text**, in your **local language**, from a **smartphone**.

This is the vision of **GovBot**.

It's not just a chatbot; it's a new layer of Digital Public Infrastructure (DPI) designed to make government services simpler, more accessible, and more human-centric.

Originally developed in **Kenya through the GovStack initiative**, this playbook captures the lessons, blueprints, and strategies to help you replicate this success.

“ ***Let's build the future of citizen engagement — together.*** ”

Revision #6

Created 2026-03-03 13:25:27 UTC by Angela

Updated 2026-03-04 13:20:51 UTC by Angela