

Table of Contents

Chapter 1: The Vision – Why GovBot?

- The Problem We're Solving
- The Opportunity: Conversational AI as Public Infrastructure
- Core Principles: Human-Centred Design, Open Source, and Digital Public Good

Chapter 2: Laying the Foundation – Strategy & Governance

- Assembling Your Stakeholder Ecosystem
- Defining Your Vision and Scope
- Establishing Governance and Ethics from Day One
- Securing Funding and Building a Sustainability Model

Chapter 3: The GovBot Architecture – Metabots, CBots & Collections

- Architectural Overview: A Modular Approach
- The Metabot (GovBot): The Central Orchestrator
- CBots: Agency-Specific Assistants
- Collections: The Linking Knowledge Fabric

Chapter 4: The Human-Centred Design (HCD) Process

- Phase 1: Discover – Understanding Citizen and Official Needs
- Phase 2: Define – Crafting Personas and User Journeys
- Phase 3: Design & Prototype – Creating Conversation Flows
- Phase 4: Validate – Testing with Real Users

Chapter 5: Technical Implementation & Building Blocks

- The NLP Stack: Language Models for Low-Resource Contexts
- Integration with GovStack Building Blocks (Identity, Payment, etc.)
- Knowledge Management: Retrieval-Augmented Generation (RAG)
- Backend, Hosting, and Security Considerations

Chapter 6: Deployment, Piloting & Scaling

- The Agile Sprint Methodology
- Starting with a Sandbox and Controlled Pilots
- Measuring Impact: Key Performance Indicators (KPIs)
- The Path to National Scale and Cross-Border Replication

Chapter 7: Community, Capacity & Continuous Improvement

- Engaging the Local NLP and Developer Community
- Training Government Officials for Ownership
- Building a Feedback Loop for Iterative Enhancement

“ This playbook is a living document — designed to evolve with every iteration of GovBot deployments across the Kenya.

Revision #5

Created 2026-03-03 13:25:28 UTC by Angela

Updated 2026-03-04 08:09:57 UTC by Angela