

Digital Transformation Center Benin

Beninnovation

Challenges

The Beninese government wishes to use more Information Technologies and Communication (ITC) to modernise the administration and boost the development of digital services for its citizens.

To this end, institutions have been created since 2016 to support the digital transformation, such as the Ministry of Digitalisation (MND) and the Agency for Information Systems and Digital (ASIN). A suitable regulatory framework was also created (*Code du Numérique*). On this basis, the first building blocks of a modern eGovernance infrastructure were also introduced.

As a result, Benin now has a functioning interoperability platform that enables the smooth exchange of data between different administrative bodies. In addition, the security of data traffic is guaranteed by a public key infrastructure.

The deployment of more than 250 e-services via the national public services portal (<https://www.service-public.bj>), such as the applications of criminal record, e-passport and e-visa, are the first concrete and visible results.

Based on these experiences, the Beninese government, wants to accelerate the digitalisation of public services (SMART GOV project) by leveraging the innovation potential of the local private sector to achieve the vision of a "smart" administration.

Therefore, it is important that Benin's private and public sector stakeholders involved in the digitalisation chain are equipped with the necessary know-how to support this vision.

Our approach

The German Federal Government supports its partners countries through the initiative of Digital Transformation Centers to contribute to a self-determined and human-centred digital

transformation. In Benin this approach is implemented by GIZ in collaboration with the MND.

Beninnovation	
Funding	Bilateral project
Project number	2021.2224.0
Ordering	German Federal Ministry for Economic Cooperation and Development (BMZ)
Policy partner	Ministry of Digitalisation (MND)
Term	April 2022 – march 2026
Budget	6 500 000 EURO

Objectives

The project aims to accelerate the digital transformation in Benin. In particular, it promotes cooperation and interaction between companies from the Beninese private sector and the key players in the public administration responsible for digitalisation. The measures implemented aim to strengthen the organisational and technical capacities of these actors with regard to the efficient preparation and effective management of digital projects. In addition, digital skills are to be promoted through a practice-oriented exchange and the framework conditions for co-creative work are to be improved. Ultimately, the aim is to make a wide range of inclusive and user-centered administrative services available to the population in the future.





Area 1: Strengthening the capacities of public sector actors for digitalisation processes.

The aim of the activities is to enable administrative employees to carry out a suitable process analysis for the digitalization of an administrative service in order to create a precise service description for a private service provider on this basis. Methodological guidelines and a suitable technical development environment should enable more standardized work in the future. In addition, training courses will be held for administrative staff who respond to user reactions in service centers and derive recommendations for improving services from this.

Area 2: Promoting companies capable to offer high-quality "Business to Government" services.

In this priority area, the skills of IT service providers are improved, for example in the areas of project management, IT expertise and technical standards. By supporting specific projects for the digitalisation of administrative services, practical learning experiences are to be created and best practices identified, which in turn will be made available to a wider audience as part of a *Community of Practice*.

Area 3: Improving framework conditions for cooperation between the public and private sectors.

The activities in this focus area are aimed at introducing co-creative methods and ways of working. Various approaches are being tested and anchored in a concept for a co-creation space, which will serve as a nucleus for innovations in the digital sector in the future. The measures implemented also focus on promoting women in the field of digital transformation.

Intervention area and target group

The project operates mainly in Cotonou and targets the following actors:

- Employees of the departments for information systems (DSI) of the ministries and subordinate authorities;
- Employees of the public administration service centers;
- Employees of companies for digital services
- civil society stakeholders.

Impacts

- 250 players from the public and private sectors are shaping the digitalization of administrative services in an inclusive and people-centric way;
- The technical and organizational maturity of local IT service providers has improved;
- The introduction of a methodological guideline and a technical development environment accelerate and standardize the digitalization of administrative services in Benin;
- The introduction of co-creative working methods contributes to the development of innovative solutions.

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