

Data for Youth Services Collaborative Project in Côte d'Ivoire

Expression of Interest

Organization Name: Reboot

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About Reboot

Reboot is a social design firm dedicated to inclusive development, accountable governance, and public sector innovation. We are based in New York, USA, with a regional West Africa office in Abuja, Nigeria.

Since 2010, we have worked in over 20 countries across the globe, including numerous resource-constrained, conflict-affected, and post-conflict settings. Our work spans diverse sectors, including open government, open data, technology for development, media development, youth empowerment, education, health, and financial inclusion.

Our West Africa Hub

In 2011, we set up our office in Nigeria to stay close to the people and institutions we work with in the region. Establishing this durable, regional presence is one of the most direct ways we make ourselves more accountable to the people we serve. Through investment in permanent staff, training local researchers, and building long-term relationships with government and civil society actors, our team provides our clients with an unmatched depth of contextual nuance and agility to respond rapidly to emerging development challenges in the region.

In the West African region, we have a strong track record supporting donors, government at the local, state, and national levels, civil society organizations, media and the private sector to improve public service delivery and strengthen government accountability around critical development priorities.

Our Services

Spanning from research, to program design, to implementation, our services most relevant to this project include:

1. Foundational Program Research and Design

Reboot specializes in context-driven research and program design to help decision-makers allocate resources based on timely evidence. Blending political economy analysis, applied ethnography, and product design approaches, Reboot's team conducts extended field research sprints to produce nuanced insights into the lives of those we seek to serve. This practice shapes technical designs while simultaneously surfacing the sociocultural, political, and economic factors that will determine the success of programs and services.

- For Example: **Designing Information Hub for Syrian Refugees, Turkey, 2014.** Reboot worked

with Mercy Corps to increase the use of available services by vulnerable urban Syrian and host community households in Gaziantep, Turkey. Using participatory research methodologies, we conducted an assessment of information needs and media usage. Based on this research, we designed a user-centered innovation hub that enabled vulnerable and diverse communities to take advantage of services and programs available to them.

2. User-Centered Design of ICT Platforms for Citizen Engagement

Reboot's team has extensive experience designing and developing appropriate information and communication technologies to improve the efficiency and responsiveness of public institutions. In particular, we have expertise in leveraging the principles of user-centered design, together with mobile technologies, to enable stronger development programming.

- For Example: **ICT for Improving Healthcare Delivery, Nigeria, 2014.** As part of a World Bank-funded effort to support the National Primary Health Care Development Agency in improving public services for their patients, Reboot designed and implemented a technology platform to collect and act on citizen feedback for improvement of service delivery in primary health care facilities.

3. Technical Capacity Building for Open Data

Reboot increases the sustainability of our programs by fully training and enabling local organizations to take ownership and work proactively toward shared goals. We have extensive experience working shoulder-to-shoulder with youth organizations, media houses, and civil society organizations to advance citizen participation and government accountability. Further, our team has specific expertise working with local organizations to increase data quality and supply to influence public spending.

- For Example: **Open Data for Public Service Delivery, Nigeria, 2013.** Reboot helped launch Sub-Saharan Africa's first subnational open data portal, working shoulder-to-shoulder with government, technologists, and civil society actors to demonstrate the utility of such a platform for all stakeholder groups. We provided design and methodological training on user-centered design, user-experience research, user testing, front-end web design, and branding to government partners, and we developed the capacity of Sabi Hub, a youth-led social impact community that develops youth skills in data literacy, data use, and data science skills.

4. Workshop Design and Facilitation for Catalyzing Collaboration

Reboot's team specializes in workshop design and facilitation to generate dialogue, surface actionable learnings, and build lasting communities. Our approach to workshop design and facilitation mirrors our approach to design itself: collaborative, participatory, and tailored to stakeholder needs. Clients and partners value our ability to understand and articulate their style and priorities, plan and execute a range of uniquely stimulating activities, facilitate sessions that lead to concrete and realistic action items, and design artifacts that capture the experience and outcomes to inform further work.

- For example: **Open Contracting Partnership Global Meeting, the Netherlands, 2017.** Reboot led the design and facilitation of Open Contracting 2017, a two-day global meeting of 200 civil society, government, private sector, and media actors. Our approach included pre-engagement participant research, detailed agenda design, and dynamic facilitation to produce of a meeting that was tailored to participant needs and objectives, catalyzed active participant collaboration, and led to new momentum and ideas within the open contracting movement.