MINISTRY OF INFORMATION TECHNOLOGY, COMMUNICATION AND INNOVATION

AI FOR ALL

THE FUTURE BELONGS TO US



Published in 2025 by the The Ministry of Information Technology, Communication and Innovation
© MITCI 2025

The terminology used and the manner in which information is presented in this publication do not reflect any opinion or position of the Ministry of Information Technology, Communication and Innovation (MITCI).

The views and opinions expressed herein are solely those of the authors and do not necessarily represent those of MITCI, nor do they imply any official endorsement.

The illustrations included are purely for creative and educational purposes and are not intended to depict or stereotype any particular individual, culture or region.

Production: Ministry of Information Technology, Communication and Innovation

Conception, Script, Editorial Coordination, Illustrations & Art Direction:
Reshma Nathoo, Hemadevi Boodadoo, Ramakrishna Mudaliar & Nitin

TABLE OF CONTENTS

1.	Foreword	**03**
2.	Introduction	**06**
3.	Intro: What is Artificial Intelligence (AI)?	**08**
4.	Part 1: AI in Everyday Life	**10**
5.	Part 2: How AI Works	**18**
6.	Part 3: AI for All	**24**
7.	Part 4: The Good and The Bad	**34**
8.	Part 5: The Dark Side of AI	**40**
9.	Part 6: Mauritius: Future Day	**48**
10.	Conclusion	**56**
11.	Acknowledgements	**56**



Minister of
Information Technology
Communication
and Innovation

We live in an age where intelligence is no longer confined to the human mind. It lives in the devices we hold, the systems we design and the choices we make every day. Artificial Intelligence (AI) has become a new language of progress - one that is rewriting how we learn, create and connect. Yet, as we stand at the dawn of this transformation, one truth must remain clear: technology must always serve humanity, not the other way around.

AI holds extraordinary potential to make life easier, safer and more inclusive. It can help our farmers adapt to climate change, assist doctors in detecting diseases early, empower teachers to reach every student and give new independence to people with disabilities. But its power also calls for wisdom. Without awareness, ethics and safeguards, the same technology that connects us can divide us - amplifying inequalities and eroding trust.

That is why this book and its voice, **DIVA** - the Digital Interactive Virtual Assistant - matter. **DIVA** brings Artificial Intelligence from the clouds and into our daily reality. She speaks with warmth, simplicity and empathy, reminding us that technology is not about codes and circuits - it is about compassion, inclusion and opportunity. As Mauritius advances towards becoming a digitally empowered and knowledge-driven nation, we must ensure that every person - from the youngest learner to the most experienced professional - understands what AI is, how it works and how it should be governed.

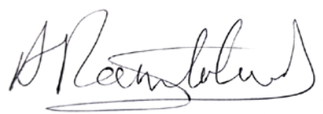
This is not merely a technical goal but a human mission. Awareness is our first line of defence against misuse and education is our strongest safeguard for the generations to come.

Inclusivity must remain at the heart of this transformation. No child should feel left out because of a lack of access to digital tools. No woman should face barriers in the tech world. No elderly person should be excluded from services that technology could simplify. Building a truly smart Mauritius means building one that listens, understands and uplifts - where everyone, regardless of age, ability or background, can participate meaningfully in the digital era.

This book is a call to curiosity, but also to conscience. As you turn each page, let it remind you that Artificial Intelligence is not a distant force - it is a part of us. The challenge is not only to make AI intelligent, but to make it wise, fair and kind.

Let **DIVA** be your guide on this journey. And let us, together, ensure that the future we are building through AI is a future that belongs to everyone.

Because the future is not written in code - it is written in the choices we make.



Dr the Hon Avinash Ramtohul,
Minister of Information Technology,
Communication and Innovation



Lisa Singh
United Nations
Resident Coordinator
Mauritius and Seychelles

We are in the middle of a digital revolution. Artificial intelligence (AI) is now an everyday reality, redefining the way we think, interact, use services and work. From adaptive learning in educational sector, boosting productivity gains in the economic spheres, refining business intelligence, enhancing public service efficiencies, pushing innovation and productivity boundaries, AI is resetting boundaries. Despite its vast benefits, AI needs to work for mankind and not the other way around. It requires humans to infuse values, ethics and principles of justice, human rights, and shared purpose towards a sustainable world where no-one is left behind.

For Mauritius, a small island state (SIDS), with big ocean ambition, the power of digital transformation in general and AI in particular is not just a strategic priority – it is about future proofing the country. It is at the heart of its sustainable development, climate resilience and economic diversification agenda. Digital technologies will help Mauritius overcome geographic insularity, accelerate progress on e-governance and services such as e-health, e-learning, leapfrog infrastructural constraints, and help diversify into new frontiers of biotechnology, fintech, blockchain. Indeed, the newly launched “The Blueprint for Mauritius – A Bridge to the Future – Digital Transformation 2025-2029” underlines this ambition for a technology driven ‘Smart’ modern Island.

I commend the Ministry of Information Technology, Communication and Innovation (MITCI) for this visionary initiative to produce a booklet aimed at demystifying Artificial Intelligence (AI) and making it accessible for all — from children discovering technology to older citizens embracing new possibilities. By equipping every Mauritian with understanding and confidence in AI, it becomes a vehicle of self-empowerment.

The UN team commits to working hand in hand with the Government and all national stakeholders to shape a future in which every citizen is empowered to stay connected, competitive and resilient.



DIVA

INTRODUCTION

Behind every screen, phone and connected object lies a vast invisible world - one made not of sand or sea, but of data, algorithms and dreams. It is a world that hums quietly beneath our fingertips, every time we send a message, search for a recipe or ask a question to a virtual assistant. Though we cannot see it, this world of Artificial Intelligence - or AI - is shaping our everyday lives: the way we learn, travel, communicate and even imagine the future.

From the rhythmic waves of Flic-en-Flac to the vibrant markets of Port Louis, Mauritius is no stranger to change. The island has always thrived on adaptation - blending cultures, languages and technologies to create something unique. Today, as the digital tide rises, a new companion emerges to guide us through this transformation: **DIVA - the Digital Interactive Virtual Assistant**.

DIVA is not just a character. She is the echo of a nation that believes technology should serve people, not replace them. She speaks the languages of Mauritius with warmth, curiosity and empathy. She understands that progress must walk hand in hand with inclusion. Through **DIVA**, the island's humanity meets its digital ambition.

Across the world and especially in the Global South, millions risk being left out of the digital revolution. The numbers are sobering: only 20.2% of women and 37.1% of men in Africa use the Internet, even though access to digital tools is now essential for education, economic participation and social belonging. This divide is not merely about technology - it is about opportunity, visibility and equality. For many girls and women, for rural communities and for people with disabilities, the digital door remains half-closed.

Mauritius refuses to let that door stay shut. As the country builds a smarter, fairer and greener future, it also builds bridges - digital bridges that connect citizens to opportunities, public services and one another. This book, AI for All, is one such bridge. It introduces readers of all ages to the power, the limits and the ethics of Artificial Intelligence through **DIVA**'s voice - a voice that is accessible, familiar and human.

DIVA invites us to look at AI not as a mysterious force, but as a mirror reflecting our choices. She helps us ask the right questions:

- How can technology make life easier without taking away our freedom?
- How do we ensure that innovation uplifts everyone, not just the privileged few?
- What values should guide the creation of intelligent machines?

AI can recognise patterns, predict the weather, translate languages or even compose music. But it cannot feel compassion or make moral choices - those remain uniquely human. And that is why education, awareness and responsible innovation are so important.

In this journey, every Mauritian becomes an explorer. Whether you are a student discovering coding, a teacher using digital tools in class, a fisherman checking the forecast before setting sail or an elder learning to use a smartphone - you are already part of the AI story.

DIVA's mission is to help us understand that Artificial Intelligence is not confined to labs or big cities - it lives in our daily gestures, our creativity and our community spirit. Welcome to the world of AI - a world we will build together, step by step, for a smarter, fairer and more connected Mauritius.

PORT-LOUIS


FIZZzz

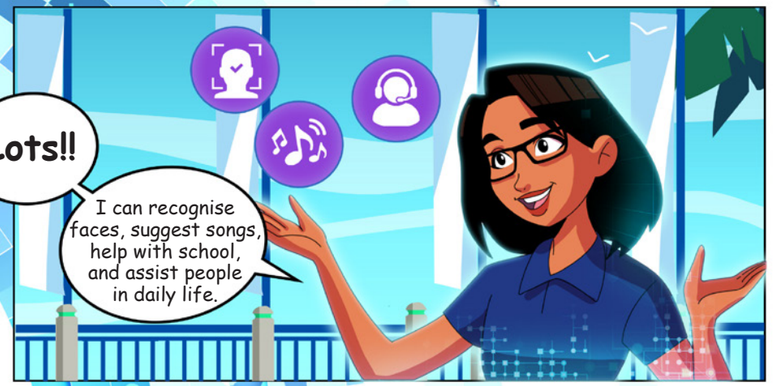

Hello,
I am DIVA,
your AI buddy!


AI???
Are you human?
I'm like an invisible brain that lives in digital devices.


Wow!
Awesome!
So you are magic?

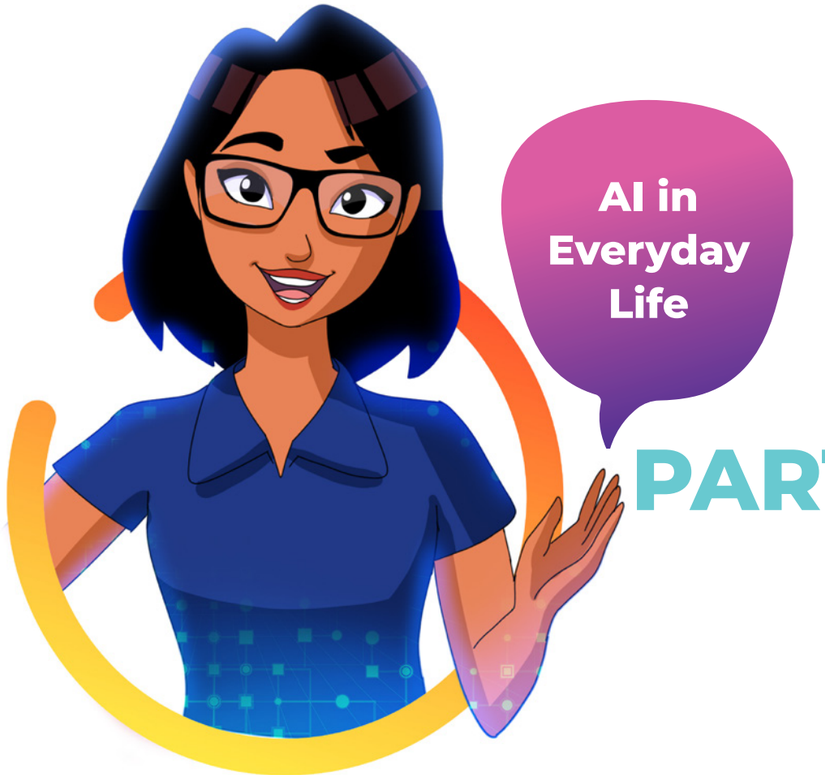

Almost!
But instead of spells, I learn from data, pictures, words, sounds, videos...


"What can you do?"


Lots!!
I can recognise faces, suggest songs, help with school, and assist people in daily life.


Huhhh!!
Are you going to take over the world??!!!
Hahaha
no, my job is to make life easier... not scarier!!


Cool!!!
Can you show me more?
Of course!
Let's explore this amazing world of AI together! Sit back and enjoy...



PART 1

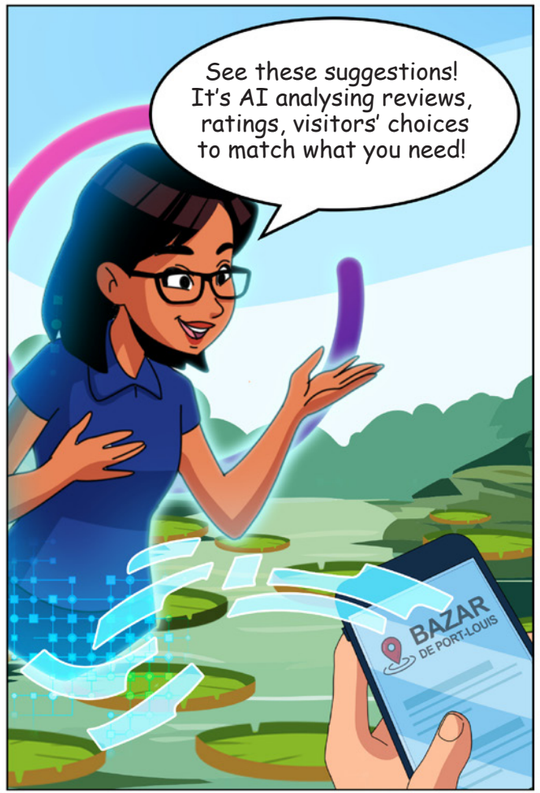
Morning breaks over Mauritius - a land where colours and voices blend in rhythm. From Pamplemousses to Mahébourg, from school yards to city corners, technology hums quietly beneath the ordinary. Yet most people do not see it. They scroll, swipe, tap - unaware that behind every “click” lies an invisible companion that listens learns, and helps. In this first chapter, **DIVA** walks among us to reveal a truth we rarely notice: AI is already part of our everyday lives. It is not locked in a laboratory or hidden behind walls of code; it is in our phones, in our playlists, in our kitchens, even in the weather app that warns us before the storm.

Our journey begins with a curious tourist at the Pamplemousses Botanical Garden. He is not just searching for a drink - he is about to discover how AI connects taste, location and human experience. Through algorithms, **DIVA** reads thousands of reviews and patterns and a simple craving becomes a lesson in how AI transforms data into decisions.

Then we sail to Mahébourg, where it shows how AI predicts risks and protects people long before danger strikes. Through these everyday scenes, **DIVA** teaches us that Artificial Intelligence is not about robots or science fiction. It is about convenience, safety and empowerment. It helps us travel smarter, study better and live safer - all while remaining invisible. We begin to see that AI is not replacing humanity - it is revealing what is best about it.




Where can I find the famous mauritian alouda around here?
Try the stalls at Bazar Port-Louis, Famous for chilled alouda with a local touch
BAZAR
DE PORT-LOUIS


See these suggestions! It's AI analysing reviews, ratings, visitors' choices to match what you need!
BAZAR
DE PORT-LOUIS


Waitttttttttt... you mean its not just random????!!!!


Nopes... it's AI!!





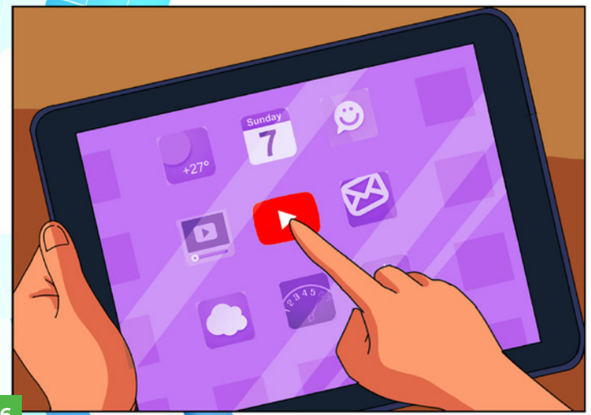

Strong winds expected in 2 hours. Best to delay your trip
WEATHER


That's me again!!
WEATHER

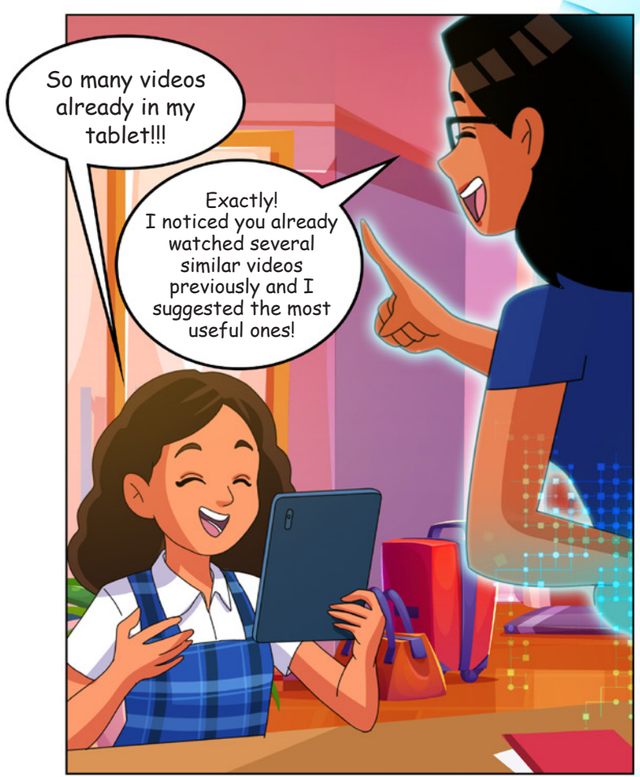

So you have been the one helping me all this time!!!


Guilty as charged!!!!


Ugghhh!
I don't get fractions at all!

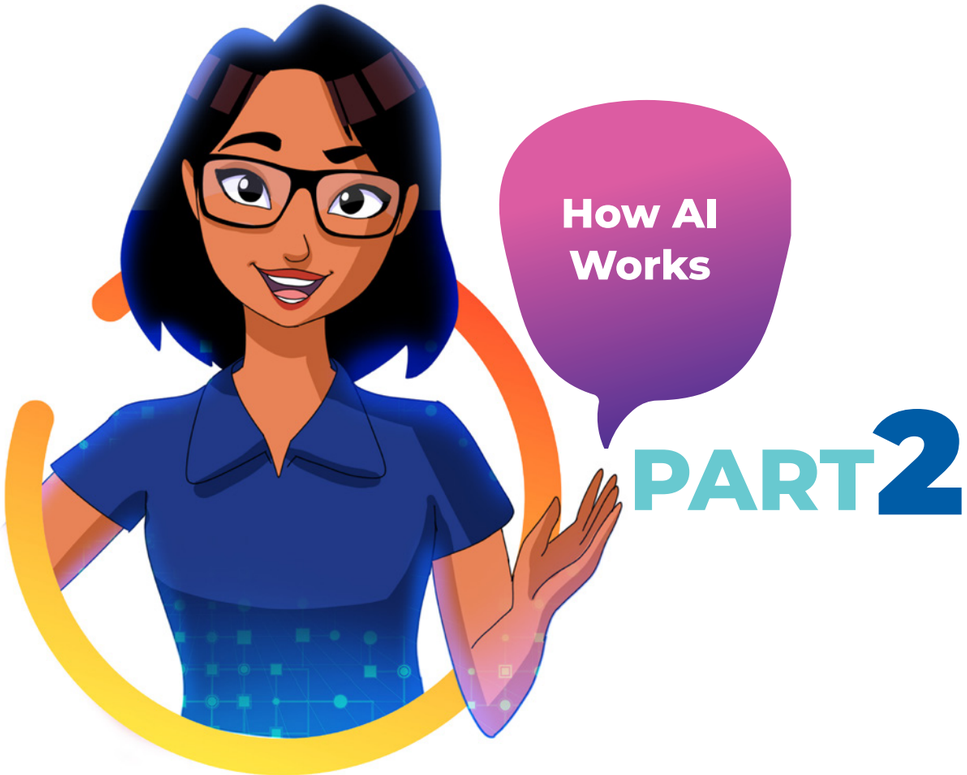

Sunday
7
+27°


wow!
FRACTIONS
YouTube
Let's Learn Fractions! | Understanding ...
Math: Fractions
"Animation"
YouTube
Math
Fraction


So many videos already in my tablet!!!
Exactly!
I noticed you already watched several similar videos previously and I suggested the most useful ones!


Ohhhhh!
It's not luck!!!


Nopes....
it's AI!!



PART 2

If you have ever wondered how AI does all that it does - this chapter opens the digital curtain. **DIVA** invites us to peek inside her world: a place of data, logic, mistakes and discovery. Here, learning does not happen in classrooms - it happens through experience, just like ours.

At a small boutique in the North, **DIVA** plays dominoes under a tin roof. She wins, loses, learns and adapts. “Wrong data, wrong result!” Through humour, she teaches that AI learns by example, just as humans do. The more data it sees, the better it gets.

DIVA then breaks down the types of intelligence that power our world:

Traditional AI - systems that follow clear instructions and solve specific problems, like face recognition, spam filters or GPS navigation.

Generative AI - creative models that generate text, music, and images. These are the brains behind tools like ChatGPT, Copilot or image generators.

With every example - from Netflix recommending your next show to TikTok predicting what you will laugh at - **DIVA** reveals the science beneath the fun. She shows that AI is not a brain that knows everything, but a student that constantly learns. This part makes the invisible visible. It explains algorithms, datasets, training and errors in ways that anyone - young or old - can grasp and enjoy. It shows that AI reflects the data we feed it, meaning that its fairness depends on our own.

By the end, readers understand that AI is not mysterious or dangerous when we know how it works. **DIVA**’s message is clear: understanding builds trust and curiosity makes us smarter users, not fearful ones.

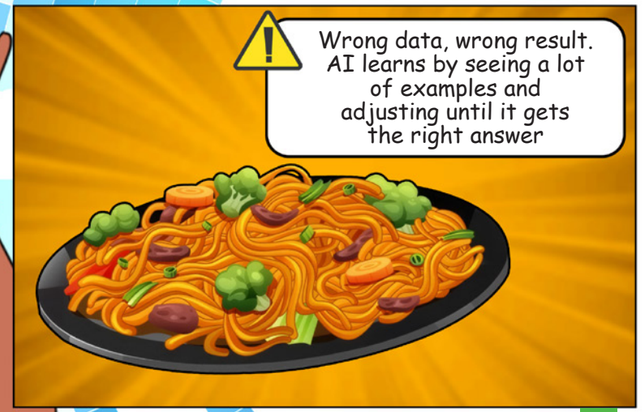

ROUND 1
DOMINO CHALLENGE


Does AI always do better than humans?


DIVA 10 - RYAN 0


ROUND 2
BRIANI CHALLENGE
Here are the ingredients to prepare a briani DIVA !


Ingredients for Briani
INGREDIENTS
NOODLES
SOY SAUCE
DARK SOY SAUCE
SUGAR
....


Wrong data, wrong result. AI learns by seeing a lot of examples and adjusting until it gets the right answer

Traditional AI, also known as narrow AI or weak AI, is designed to carry out specific tasks with intelligence. It covers areas such as applied AI, explainable AI, reinforcement learning, robotics, autonomous agents and expert systems. These systems are highly effective within well-defined boundaries but remain limited to their assigned domain. They achieve their goals using machine learning, data analysis methods and rule-based approaches, allowing them to perform targeted functions efficiently without extending beyond their programmed scope.



Generative AI:

In contrast, Generative AI (GenAI) refers to algorithms designed to produce entirely new content, such as text, images, audio, code, simulations and videos. The International Monetary Fund highlights GenAI as a major advancement in artificial intelligence. Unlike traditional AI, which focuses on specific tasks, GenAI is able to generate original outputs by combining data and drawing on past interactions. In sectors like financial services, for instance, it can be applied to build predictive financial models and devise innovative solutions.

AI-FEATURED TECHNOLOGIES





PART 3

Not everyone has the same opportunities to use technology. But **DIVA** believes that AI should serve everyone — every age, every ability, every voice. This part celebrates inclusion, empathy and accessibility, showing how artificial intelligence can make life easier, safer and more joyful for all.

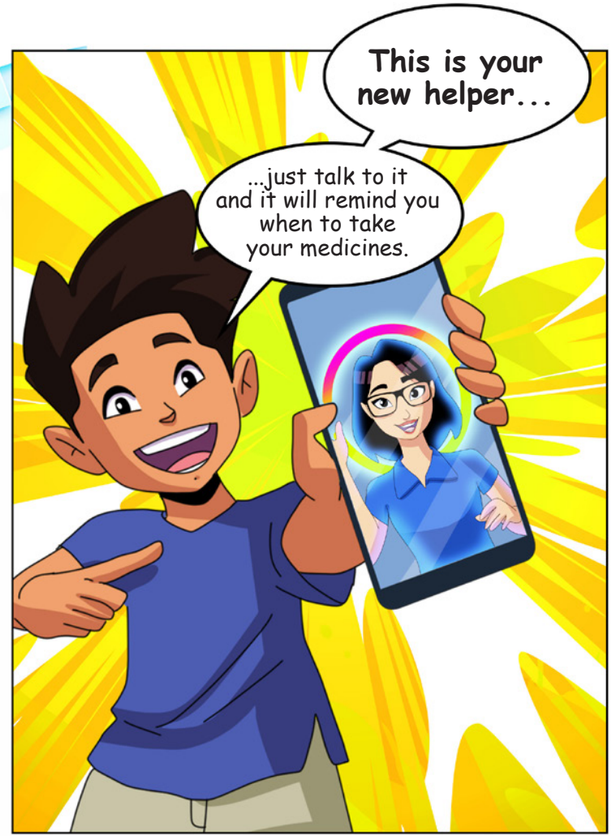
In these stories, **DIVA** helps people in different walks of life. Each scene proves that AI is not about machines - it is about empowerment. It gives independence to the elderly, dignity to people with disabilities and inspiration to children. It preserves culture while promoting innovation.

Through simple dialogues and laughter, readers will discover real-life applications: smart homes, assistive voice technologies, GPS-based mobility aids and creative AI tools. They will also learn the deeper lesson - that when used wisely, technology becomes a bridge of equality.

AI is not for the few, it is for the many. It is not for the future, it is for today. In this chapter, the message shines through every story - AI for All means that no one gets left behind.

SOUILLAC

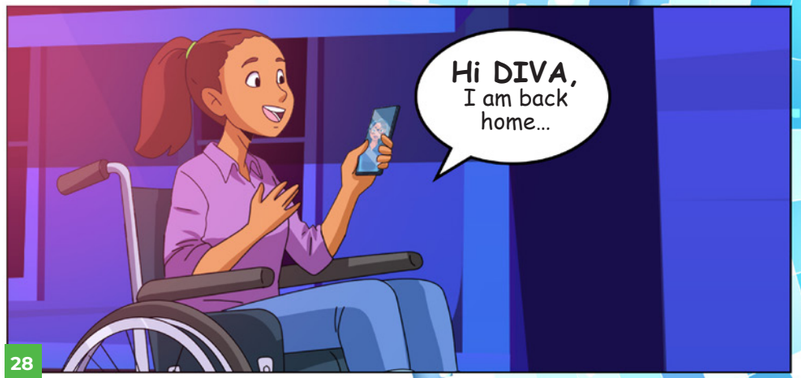

I can't find my glasses, I always forget when to take my medicines


This is your new helper...
...just talk to it and it will remind you when to take your medicines.


AI is not only for the young, it helps the elders stay safe and connected.
AI is for all of us

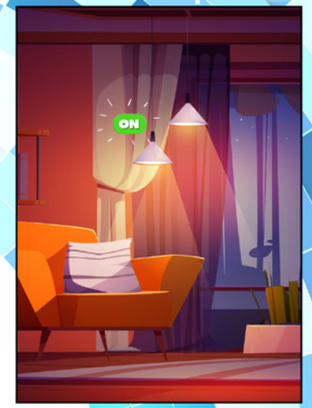
TAMARIN

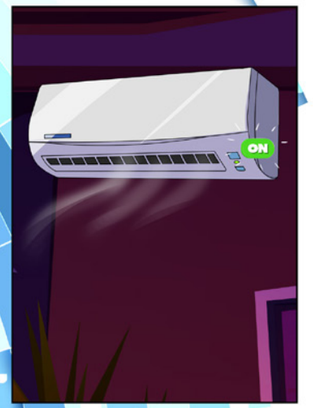


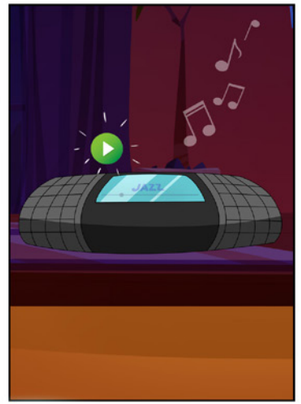

Hi DIVA,
I am back home...


Hi Samira, welcome back! Just chill and I will take care of everything.




ON


ON

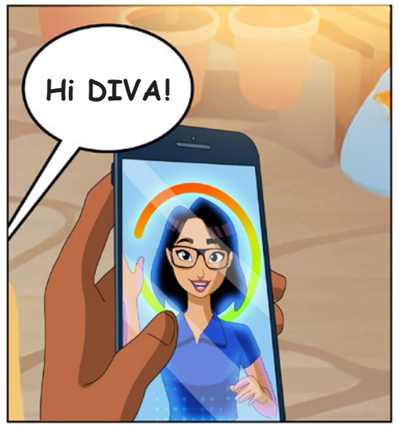



Thanks DIVA!
You are the best!
You know what I like and need more than anybody else!!!!

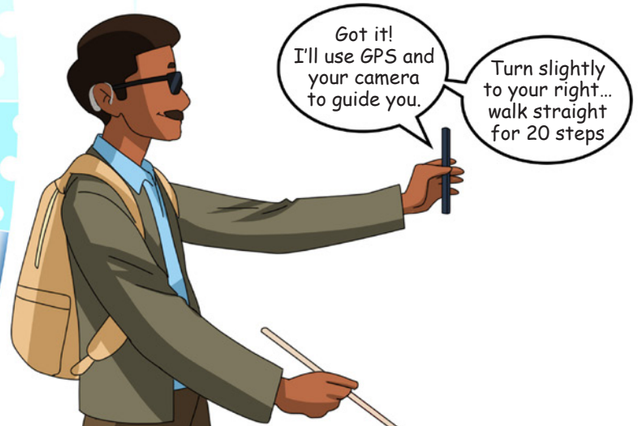

AI is not only about comfort, it gives people with disabilities independence, dignity and joy. AI is for all of us.

CUREPIPE




Hi DIVA!


Help me find the fruit stall.


Got it! I'll use GPS and your camera to guide you.
Turn slightly to your right... walk straight for 20 steps


Watch out, a bench is ahead step slightly to the left.

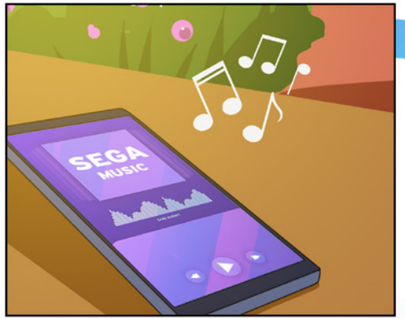

Hello Raj, what would you need today?!
Hi, I would like some fresh litchis please!


Thanks, DIVA. You make my trips so much easier.


AI is not only about convenience, it can help blind and visually impaired people move around safely and independently. AI is for all of us.


LE MORNE
Hi DIVA, help us compose our own sega


Great idea!
Start with a ravanne beat, then I'll add the Maravanne.


SEGA
MUSIC


Now let's add your own lyrics sing about your family, the sea or your village.


We compose our own sega! It feels like a real concert!


AI is not only for listening, it helps children compose, play and keep culture alive. AI is for all of us.



PART 4

Power always comes with responsibility - and AI is no exception. In this chapter, **DIVA** becomes both hero and mentor, showing the beautiful and the dangerous sides of digital intelligence.

Here, we see that the same intelligence that protects can also be exploited. Through these contrasting tales, readers learn that AI is not good or evil - it is a tool shaped by intention. **DIVA** explains phishing, scams and cyber hygiene in clear, friendly language. She reminds us to think before clicking, to verify before trusting and to report when in doubt.

This chapter blends storytelling with digital literacy - making cybersecurity lessons easy to absorb for all ages. The takeaway is powerful: trust technology, but with awareness.

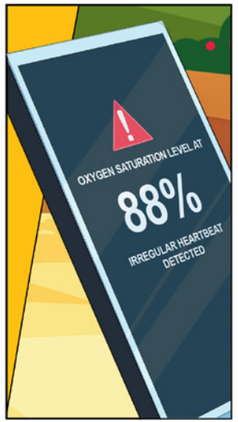
AI can be a guardian angel - or a trickster in disguise. **DIVA**'s mission is to make sure every citizen knows the difference.

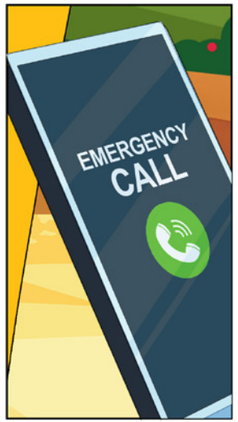
RODRIGUES






Alert!
Mr. Begue's oxygen level has dropped and his heart rhythm is irregular.


OXYGEN SATURATION LEVEL AT
88%
IRREGULAR HEARTBEAT DETECTED

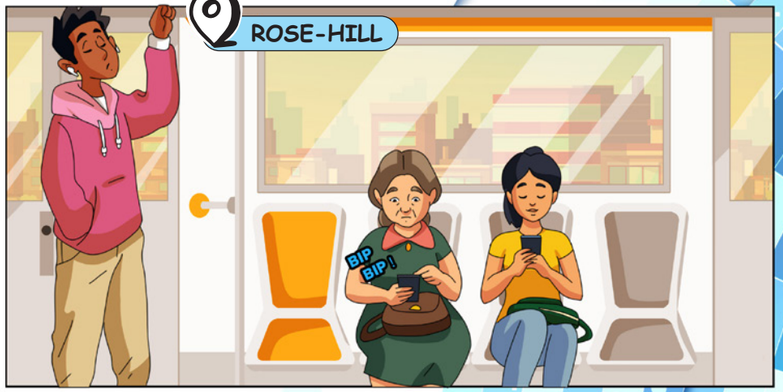

EMERGENCY
CALL

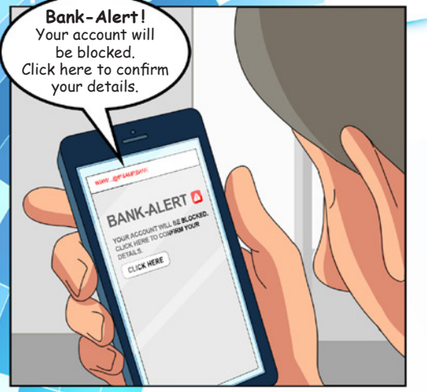

Keep him seated upright, help is on the way.




Thank you, DIVA. Even here in Mont Lubin, we feel safe.

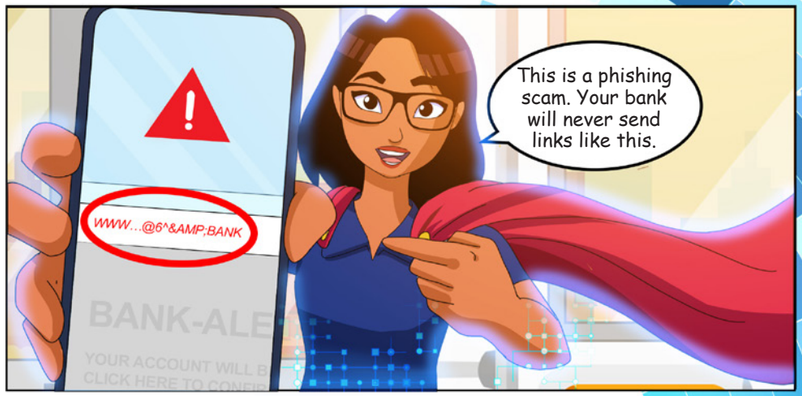

AI is not only for big hospitals, it turns simple devices into lifesaving tools. AI is for all of us.

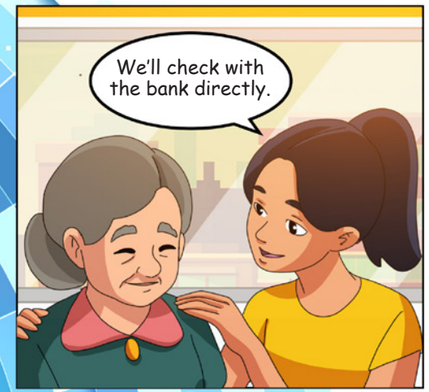

ROSE-HILL
BIP BIP !

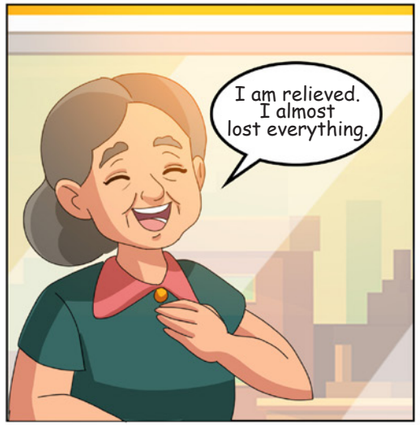

Bank-Alert!
Your account will be blocked. Click here to confirm your details.
BANK-ALERT
YOUR ACCOUNT WILL BE BLOCKED. CLICK HERE TO CONFIRM YOUR DETAILS.
CLICK HERE


Let me click on the link right away


STOP!


WWW...@6^&BANK
This is a phishing scam. Your bank will never send links like this.


We'll check with the bank directly.


I am relieved. I almost lost everything.


AI is not only helpful, it can also be twisted into scams.



PART 5

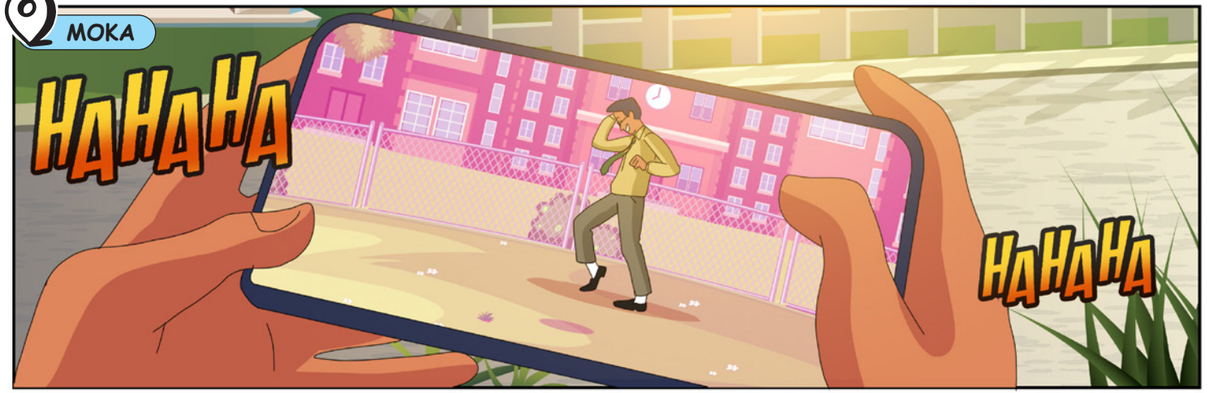
When innovation runs faster than regulation, shadows appear. In this chapter, **DIVA** faces the darker consequences of technology - deepfakes, data leaks, misinformation and questions of accountability.

A viral video can turn laughter into shame. **DIVA** steps in to explain how AI can create false but convincing content and why critical thinking is the new literacy of our time.

DIVA gives us a wake-up call about the importance of data protection and privacy. Finally, a victim of a fake video asks the hardest question of all: If AI causes harm, who is responsible? Through this emotional scene, **DIVA** explains the role of government, law and ethics. She introduces readers to the National AI Strategy - a roadmap in preparation for safe and responsible AI in Mauritius. The Ministry of Information Technology, Communication and Innovation, is developing its National AI Strategy - a framework to make sure technology works for people, not against them. The Strategy builds guardrails - ethical, legal and social - to ensure AI remains transparent, accountable and safe. It promotes innovation while protecting citizens' rights to privacy, truth and dignity. It is the country's digital compass, guiding creators, developers and users alike towards a future where intelligence is not only artificial - it is responsible.

In this part, **DIVA** invites us to question, reflect and take responsibility. Because technology without conscience cannot build trust.

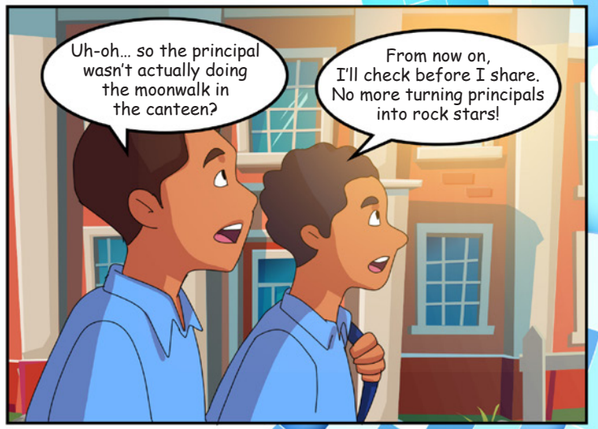
MOKA


HAHAHA
HAHAHA


Heyy that's our principal rocking on the dancefloor. Let's share it


DIRECTOR
Huhhh!! WHAT!!!!!!!


I want to share a little story with you. Last week, some of you may have seen a video online of me, your principal, dancing like a wild rock star. Some of you laughed, some of you shared it.
But here's the thing... I never danced like that. That video was fake. It was a deepfake a video created with artificial intelligence to make it look real.


Uh-oh... so the principal wasn't actually doing the moonwalk in the canteen?
From now on, I'll check before I share. No more turning principals into rock stars!


Not everything online is real. Always check sources AI can create fake but convincing content.

TRIOLET

Selvanee bought a pair of shoes from her favouite online store.

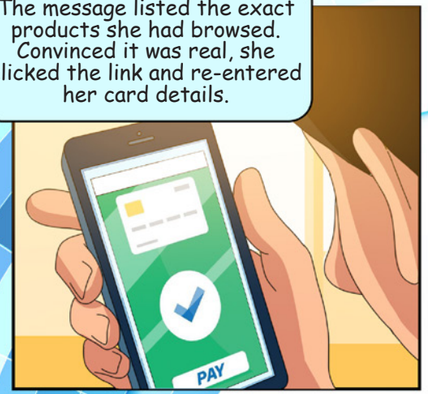


A day later, she received an email...

BIP BIP !

Special discount on items left in your cart click to claim.

The message listed the exact products she had browsed. Convinced it was real, she clicked the link and re-entered her card details.



But the offer wasn't from the store — it was an AI scammer who had copied her shopping activity from leaked data. Soon, unauthorized charges started appearing on her statement.

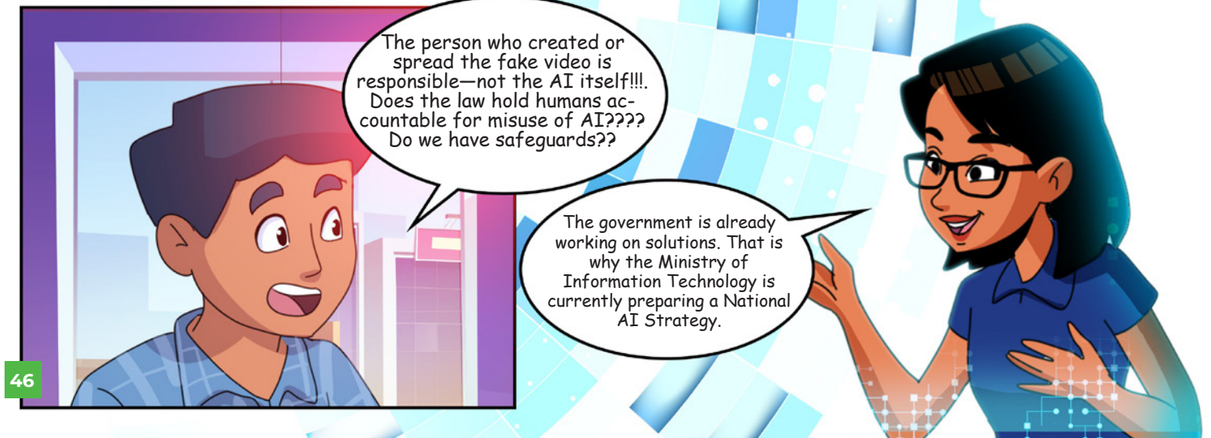


AI is powerful, but without proper guardrails, it can leak sensitive information.

Protect data.
Protect trust

EBENE

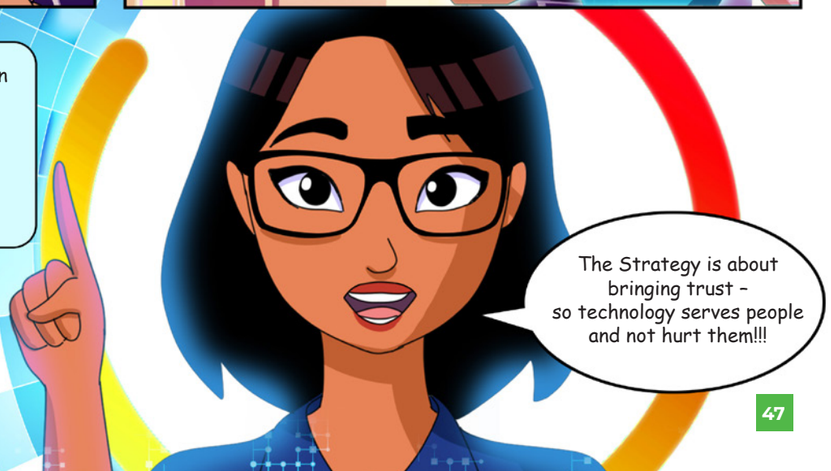








1. Strengthening Privacy and Data Protection
2. Regulating AI Use and Accountability
3. Combating Deepfakes and Disinformation
4. Raising Public Awareness
5. Promoting Ethical AI Development
6. Collaboration with Law Enforcement





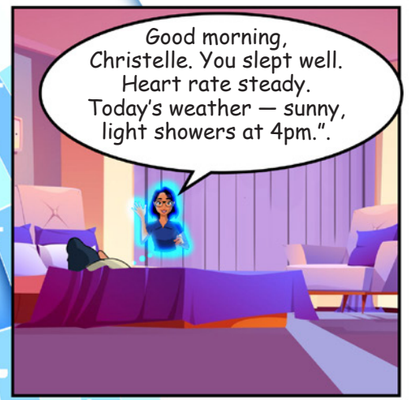
PART 6

Imagine waking up in a Mauritius where technology moves with grace, not noise. In this final part, DIVA takes us through a day in this future Mauritius. Here, AI is not a gadget - it is an ecosystem of care, learning and sustainability. It supports government services, empowers businesses and nurtures digital inclusion.

Through this hopeful ending, the book reminds us that Mauritius' digital future will be human-centered, guided by ethics, equality and innovation.

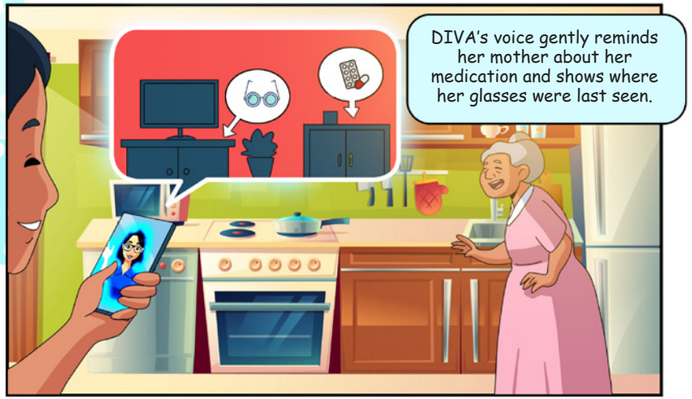
AI is not about machines taking over it is about people taking charge. And as the waves of Flic-en-Flac sparkle under the stars, the reader understands: the story of AI is really the story of us.

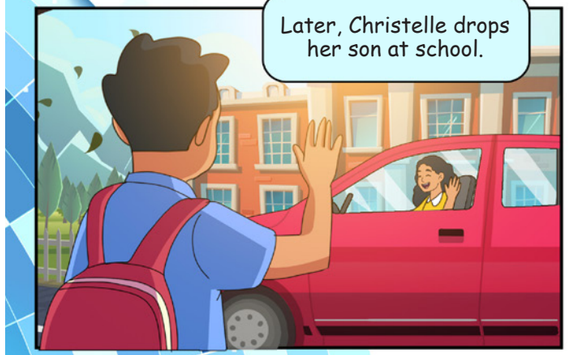

Christelle wakes to the soft buzz of her smartwatch.

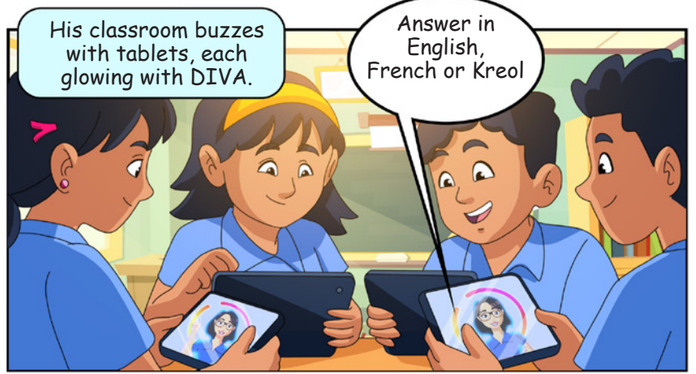

Good morning, Christelle. You slept well. Heart rate steady. Today's weather — sunny, light showers at 4pm.".

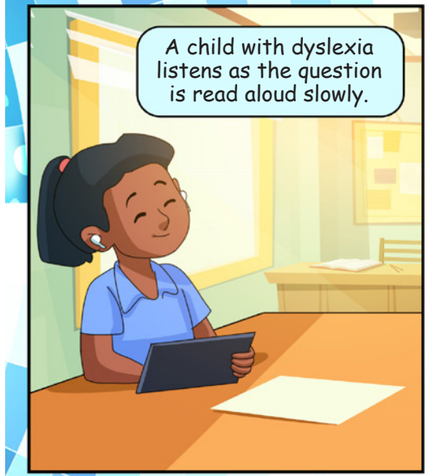

The curtains slide open. A faint click echoed from the kitchen, the kettle has done its work.
ON
ON

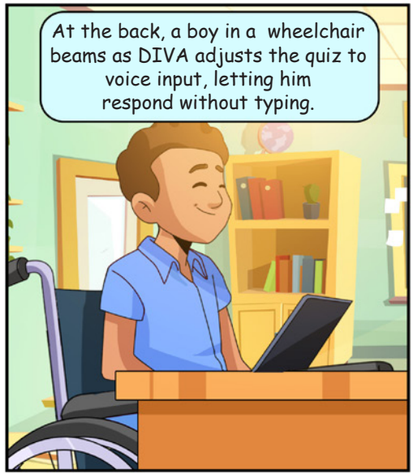

Where are my glasses again?


DIVA's voice gently reminds her mother about her medication and shows where her glasses were last seen.


Later, Christelle drops her son at school.

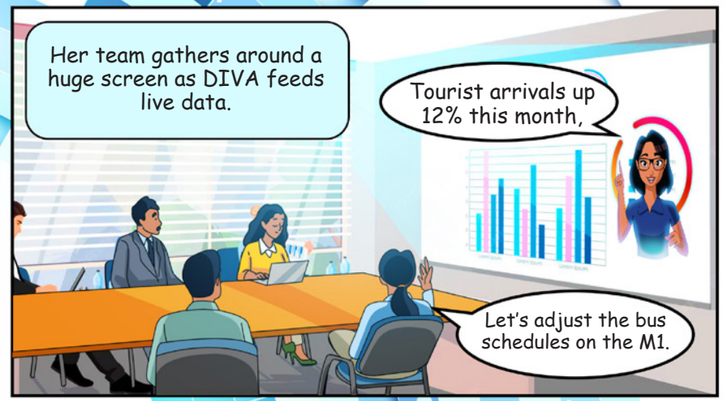

His classroom buzzes with tablets, each glowing with DIVA.
Answer in English, French or Kreol

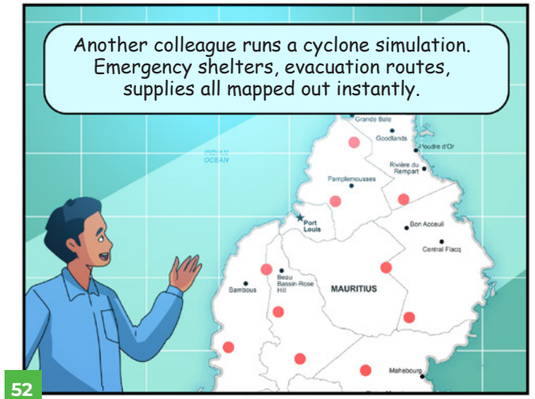

A child with dyslexia listens as the question is read aloud slowly.


At the back, a boy in a wheelchair beams as DIVA adjusts the quiz to voice input, letting him respond without typing.

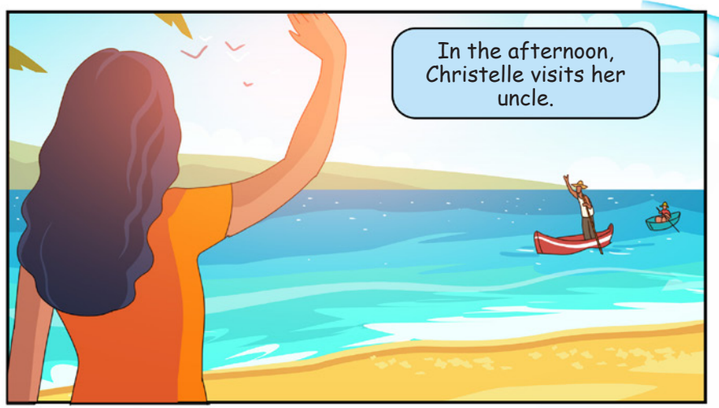

The teacher looks around, grateful: every child, whatever his ability, is part of the same class.


Christelle arrives at her office overlooking the harbor.


Her team gathers around a huge screen as DIVA feeds live data.
Tourist arrivals up 12% this month,
Let's adjust the bus schedules on the M1.

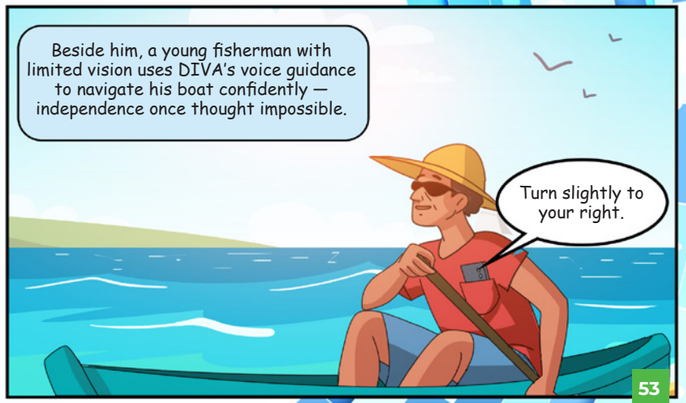

Another colleague runs a cyclone simulation. Emergency shelters, evacuation routes, supplies all mapped out instantly.
Grande Baie
Goodlands
Poudre d'Or
Rivière du Rempart
Pamplemousses
Port Louis
Bon Accueil
Central Flacq
Beau Bassin-Rose Hill
Bambous
MAURITIUS
Mahebourg

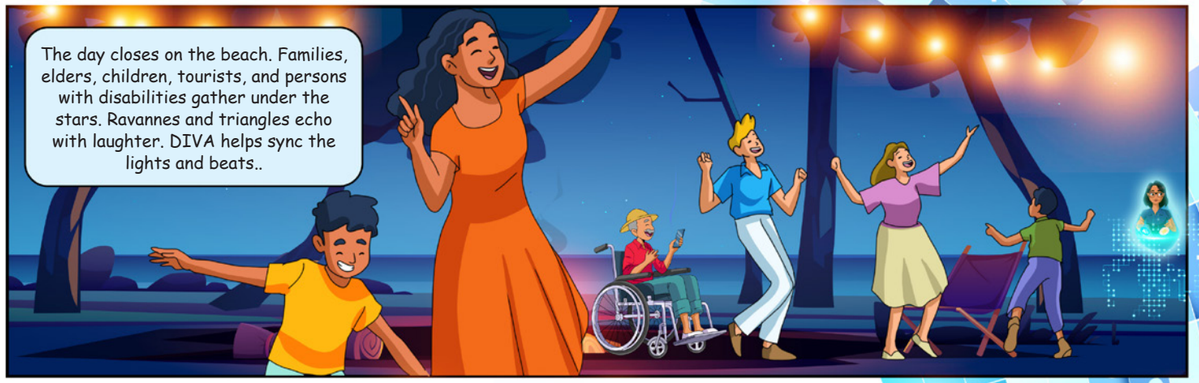

The meeting ends with clarity; weeks of work condensed into minutes.

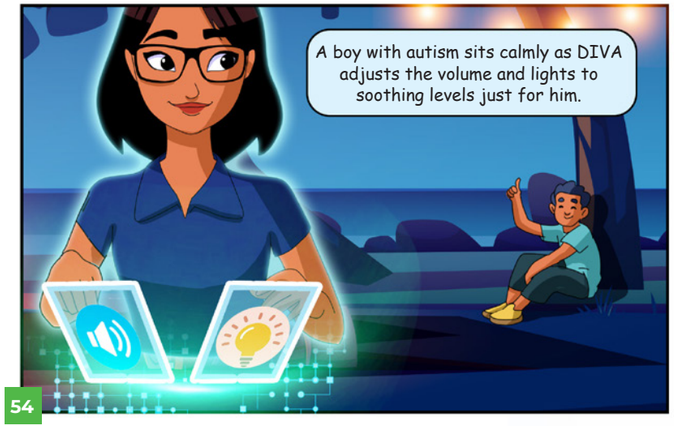

In the afternoon, Christelle visits her uncle.


Fishermen check their phones before heading out.
Best catch is near Coin de Mire, avoid the coral reefs.


We fish smarter now and the lagoon stays safe.


Beside him, a young fisherman with limited vision uses DIVA's voice guidance to navigate his boat confidently — independence once thought impossible.
Turn slightly to your right.


The day closes on the beach. Families, elders, children, tourists, and persons with disabilities gather under the stars. Ravannes and triangles echo with laughter. DIVA helps sync the lights and beats..


A boy with autism sits calmly as DIVA adjusts the volume and lights to soothing levels just for him.


Christelle dances barefoot with her son, her mother sways with other elders and her uncle in his wheel-chair claps along to the rhythm. In that moment, everyone is part of the same circle.


From her morning routines to family health, from classrooms to lagoons, from elders to children and people with disabilities
Christelle's day reflects a Mauritius where AI is woven into life. Not as magic, not as science fiction, but as an everyday companion. Mauritius feels whole.

CONCLUSION

As we reach the end of this journey with DIVA, one truth stands out clearly: Artificial Intelligence is not only about machines that think - it is about people who care. The real story of AI is not written in lines of code, but in the everyday lives it touches, the barriers it breaks and the futures it helps to build.

Mauritius is stepping confidently into this new era of intelligence - one guided by inclusion, ethics and responsibility. Yet, progress must be shared to be meaningful. The digital revolution will only succeed when every citizen can take part in it - when young people see technology as a tool for creativity, when women and girls find equal space to innovate, when elders and persons with disabilities feel empowered, not excluded.

AI gives us extraordinary power to analyse, predict and connect. But it also reminds us of our duty to protect - to protect privacy, fairness and trust. Through DIVA's eyes, we have discovered that Artificial Intelligence can be a bridge - between people and opportunities, between innovation and empathy, between dreams and reality. It can help us teach better, work smarter, care deeper and live more sustainably. But that bridge will hold only if it is built on understanding, not fear; on ethics, not exploitation.

The future of AI in Mauritius will depend not only on technology, but on us - on how we use it, question it and shape it together. Let every click, every creation and every idea contribute to a digital world that reflects our shared humanity.

The next chapter of Artificial Intelligence now begins not with machines, but with you.

ACKNOWLEDGEMENTS

The Editorial Team extends its deepest gratitude to Mrs. Lisa Simrique Singh, United Nations Resident Coordinator for Mauritius and Seychelles and her dedicated team for their unwavering support, guidance and collaboration throughout this journey.

Our heartfelt thanks also go to the International Telecommunication Union (ITU), the specialised agency of the United Nations for information and communication technologies — for reviewing this publication and sharing their insightful suggestions and invaluable input, which greatly enriched the depth and accuracy of our work.

We express our sincere appreciation to Professor Aneerav Sukhoo for his expert review of the Kreol version of the book. Special thanks are also due to our illustration and graphic design team, whose exceptional creativity and storytelling artistry brought DIVA and the world of Artificial Intelligence vividly to life.

Finally, the authors and editors extend their profound gratitude to all persons and institutions who, directly or indirectly, contributed to the making of this publication. Each idea shared, each review offered and each hand extended along the way has helped transform this project into a collective journey — one that bridges science, art and humanity in the story of Mauritius' digital future.



DIVA
Digital Interactive Virtual Assistant

www.mitci.govmu



MINISTRY OF INFORMATION TECHNOLOGY, COMMUNICATION AND INNOVATION