

# OUR DIGITAL TRANSFORMATION JOURNEY



Project: Government Digital Transformation to Strengthen Competitiveness

The saying, the journey of a thousand miles begins with one step, remains true. In 2018 The Government of The Bahamas set out on a digital transformation journey that would impact generations today and those to come.



*"Digitization can present opportunities for economic improvement and sustainable growth. Putting government services online is just the beginning of the Government's digital transformation journey. We know that that is an ambitious goal but we believe it is one that it is achievable."*

**Sen. The Hon. James Kwasi Thompson**  
**Minister of State for Finance**  
**and in the Office of The Prime Minister, Grand Bahama**



*"It is said that, 'Change will not come if we wait for some other person, or if we wait for some other time. We are the ones we've been waiting for. We are the change that we seek. Bahamians are ushering in a new era of change for The Bahamas through digital transformation. Together, we are building the foundation for a country in which Bahamians have the opportunity to thrive as citizens, living in a country within which they can realize their full potential."*

**Elise Delancy (Miss)**  
**Permanent Secretary**  
**Department of Digitization and Transformation**  
**Office of The Prime Minister**

## About The Project:

The general objective of the Government Digital Transformation to Strengthen Competitiveness Project, is to foster the competitiveness of the Commonwealth of The Bahamas, increasing the ease of doing business by streamlining Government procedures and making them available online to reduce the cost and increase efficiency.

With an investment of \$30 million, The Government of The Bahamas remains customer centric, and solutions driven, by addressing current challenges, moving services online, making procedures more accessible, less expensive and more transparent.

### CHALLENGES TO BE ADDRESSED BY THE PROJECT

- Registering a company in The Bahamas is four times more expensive than in OECD countries.
- Time-consuming Government procedures are a deterrent for entrepreneurial activity.
- Ease of doing business needs improvement
- Transparency in Government
- Boosting morale of Public Officers
- Improving the delivery of Government services and revenue collection
- Fostering improved Public Private Partnerships
- Improving data collection and analysis



# About The Digital Transformation Unit

DTU has been mandated to carry out the Government's Digital Transformation through the project, which will provide 200 Government services on a centralized online portal over five (5) years thereby increasing the accessibility and convenience of requesting and receiving Government services.

DTU will also oversee the creation and implementation of a national digital strategy, IT blueprint, and the creation of a national Cybersecurity Strategy.

Officially launched in May 2021, MyGateway, the centralized secure way to access Government services, now has over 25,000 registered users. The numbers continue to steadily climb as more citizens become aware of the ease and convenience of using the portal.



## **Guiding Principles of The Digital Transformation Unit (DTU):**

- Single Window Facility
- Mobile Identification
- Interoperability
- Once Only Concept
- Data Ownership
- Twice At Least
- Public Awareness and Education

# Key Facts

- The Government has set out to launch 200 online services over a five (5) year period.
- The Government will accomplish its mandate by increasing the use of information and communication technology (ICT) in the public sector.
- The Government Digital Transformation to Strengthen Competitiveness Programme addresses the limited competitiveness of the Bahamian economy, specifically the inefficiency of Government bureaucracy and low levels of transparency.

## **National Cybersecurity Strategy Underway:**

The assessment sessions for the National Computer Incident Response Team (CIRT) were held in March 2021. Participants included Chief Information Security Officers (CISOs), as well as information technology (IT) leads of government ministries, departments and agencies (MDAs), and of the private sector.

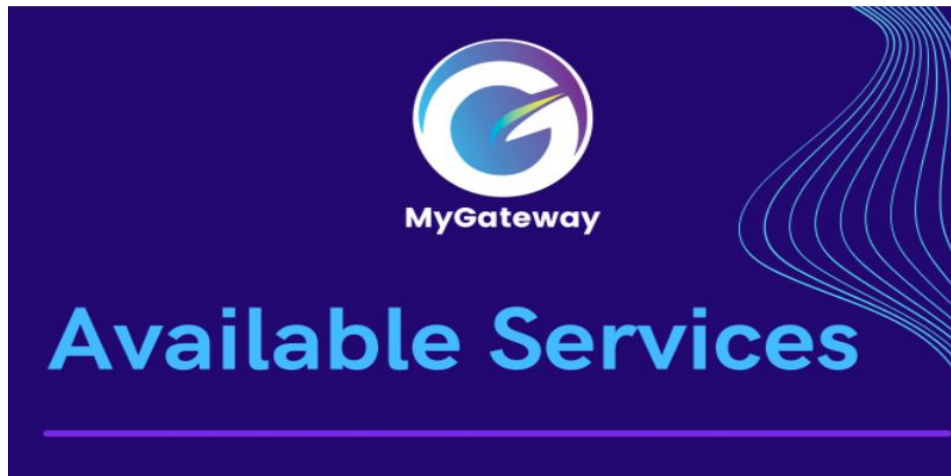
The goal of this first-ever CIRT assessment exercise was to evaluate the national cyber threat landscape.

CIRTs are responsible for ensuring that security breaches, viruses and potentially catastrophic incidents are detected and prevented.

The establishment of the first National Cybersecurity Strategy and national CIRT, are critical components of the Government's ongoing efforts to reduce the security risks associated with online transactions and digital networks within its agencies.

## **Training & Development:**

Training and development of staff remains a priority for the advancement of the labour force and skills within The Bahamas. Over 300 Public Officers within various agencies and departments have been trained on how to use the MyGateway portal. Engagement sessions with civic and community groups have also begun.



**New Government services are launched monthly on MyGateway. Visit [myGateway.gov.bs](http://myGateway.gov.bs) for eligibility requirements for each service. The following services are currently available:**

### **Registrar General's Department**

- Certified copies of Birth, Marriage and Death Certificate,
- Deeds and Documents Search
- Firearm Licence Renewal

### **Royal Bahamas Police Force**

- Police Character Certificate

### **Road Traffic Department**

- Driver's Licence Renewal
- Learner's Permit Renewal
- Driver's Licence Replacement / Duplicate

### **Passport Office**

- e-Passport Renewal

### **General Post Office**

- Post Office Rent Box
- Post Office Rent Box Renewal

### **Office of The Prime Minister**

- Prospect Ridge Community For Young Professionals Serviced Lot  
**(Application Deadline: 15th August, 2021)**





## Ministry of Finance

- Application for a Serviced Lot
- Application for a Small and Medium Business Exemption
- Application for an Affordable Homes Exemption
- Application for the Family Island Development Encouragement Act Exemption

## Office of The Attorney General

- Notary Public Licence – New Application
- Notary Public Licence – Renewal

## Upcoming Services:

 <p>MyGateway Making Government Work For You</p> 	<p><i>Coming Soon...</i></p> <p><b>Royal Bahamas Police Force</b></p> <p>Chassis Check Firearm Licence, New Traffic Certificate</p>
	<p><b>Ministry of Tourism</b></p> <p>Bahamahost</p>
	<p><b>Road Traffic Department</b></p> <p>Vehicle Licence &amp; Registration</p>

## Featured Service: The Centralized Collections Centre



The Centralized Collections Centre, CCC, is a critical part of the Government of The Bahamas' vision to increase the ease of doing business in The Bahamas and improve the lives of its citizens. It will play an increasingly crucial role as the Government moves closer to its goal of making 200 government services available on MyGateway.gov.bs.

Since its launch on 16th June, 2021, over 3,600 customers have collected their documents from The Centralized Collections Centre.

The [Centralized Collections Centre](#) is located at the General Post Office, Town Center Mall. Hours of operation are Monday- Friday, 9:30am-4:00pm.



ANNOUNCEMENT

**IT'S YOUR TIME  
TO APPLY**

New user groups will be onboarded in **August 2021**. These groups include Bahamians living outside The Bahamas and non-Bahamians living in The Bahamas, with the right to work.

If you have already registered or applied for services on MyGateway.gov.bs, **THANK YOU!**

**Your Feedback is Welcomed!**

Help us improve the customer experience by completing our [Customer Service Survey](#).

To receive instant updates on the launch of upcoming services and more, connect with us on Facebook @[MyGateway](#) or on Instagram @[MyGatewayBahamas](#)

## What's Next? Sign Up!

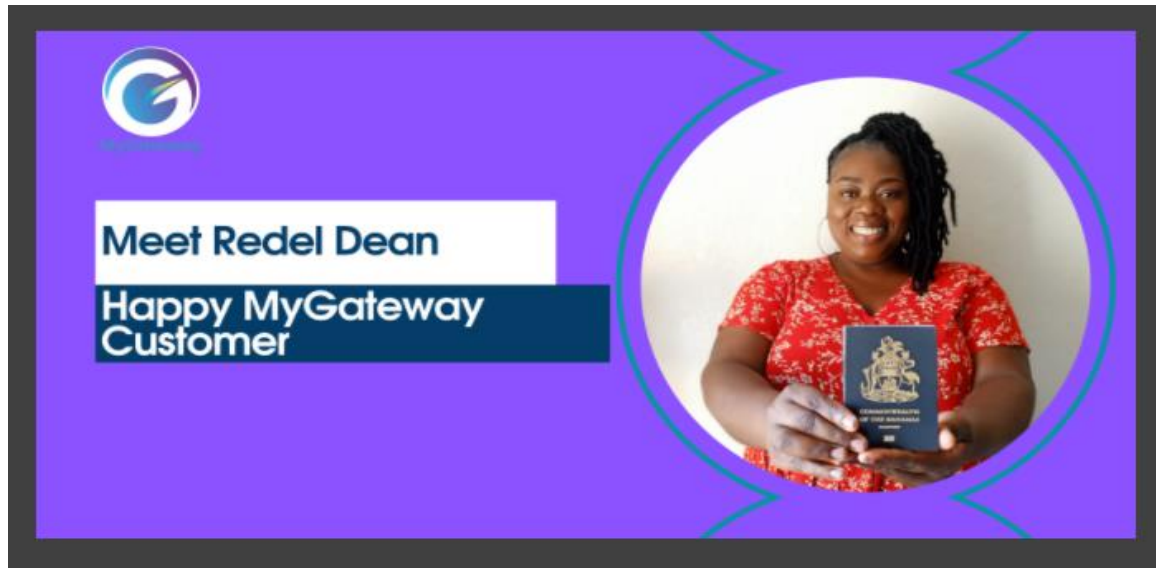
Our goal is to register 100,000 citizens on MyGateway by Q4 of 2021. Stay connected for updates on upcoming internal and public MyGateway sign up events scheduled for this month.

Please continue to encourage your network of family and friends to take advantage of the opportunity to save time, and avoid the lines by using MyGateway.





## Customer Review:



*Redel Dean provides her user experience when applying for the renewal of her e-Passport.*



## Helpful Resources:

- Learn how to apply for a [Police Character Certificate](#)
- Visit [MyGateway.gov.bs](http://MyGateway.gov.bs) for more project details.

## Help Desk Contact Details:

- **Phone:** (242) 604-4357 **Toll Free:** (242) 300-5717 | Monday – Friday (9:00 AM – 6:00 PM)