

September 2021
DTU Communications
Project Information & Updates

OUR DIGITAL TRANSFORMATION JOURNEY



Project: Government Digital Transformation to Strengthen Competitiveness

This month, the Government Digital Transformation to Strengthen Competitiveness project surpassed a major milestone, marking a significant moment in our digital transformation journey. More than 35,000 people registered to access and pay for government services on MyGateway.gov.bs and the online platform has processed 21,730 transactions for Bahamians across the country. Bahamians residing in over 20 countries have also signed up to utilize services on MyGateway.gov.bs.

These milestones should be celebrated as they provide concrete evidence of progress towards our objective of making it easier to do business in The Bahamas, by improving access to government services. MyGateway facilitated a series of firsts in government services in the past weeks, creating opportunities for economic development and inclusion.

First time homeowners and entrepreneurs, especially those in Acklins, Andros, Cat Island, Crooked Island, Inagua, Long Island, Mayaguana, Long Cay, Ragged Island Rum Cay, and San Salvador, could apply online for exemptions from the Ministry of Finance, resulting in over two million dollars in exemptions being awarded to eligible applicants.

Moreover, eligible overseas and special voters made application to vote in the Advanced Poll on MyGateway. This was, for many, a historic occasion.

Senior citizens are also realizing the benefits of using MyGateway, opting for its convenience and safety rather than in-person visits to request services from government agencies. The data shows that 10 percent of our users are over 50 years old and our eldest user is 91 years old. **This is progress.**

As we move through our day to day tasks, let us always remember that we are involved in a project that is positively changing the trajectory of our country. 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 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, national Cybersecurity Strategy and the establishment of a CIRT.

Officially launched in May 2021, MyGateway, the centralized secure way to access Government services, now has over 35,000 registered users. The numbers continue to steadily climb as more citizens become aware of the ease and convenience of using the portal.

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, making them available online to reduce cost and increase efficiency.

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

Recent Milestones

CIRT Manager Onboarded

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.

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

Public Relations Firm Onboarded

The public awareness campaign is scheduled to launch within the first week of October.

New User Groups Onboarded

Bahamians living outside The Bahamas and non-Bahamians living in The Bahamas, with the right to work now have access to the services available on MyGateway.gov.bs.

Proxy Designation for MyGateway Services

Customers are now able to conveniently designate a user with an existing account on MyGateway to collect documents on their behalf. Eg. University students abroad, customers experiencing illness etc. Once the document has not been collected, the proxy can be changed on the portal and it will be automatically updated in the system.

Legal Workstream Framework Development

The concept of Digital Transformation involves the creation of new processes, culture and user experiences. The cornerstone of success in digital transformation is marked by an advanced legislative framework.

Recently, DTU's legal workstream was immersed in preparing draft framework that undergirds digital transformation. Engagements with both internal and external stakeholders have provided technical advice necessary to create draft instructions.

Citizen Benefits: This framework will allow citizens to seamlessly access services with an increase in the availability of e-service options, the experience of a collaborative government working to replace the paper based outputs with digital ones wherever and whenever possible, reduce the burden for citizens to repeatedly provide information, heightened security through advanced and industry accepted security standards.



Within the coming months, the DTU legal team expects to engage in formal consultation on draft legislation that will create the necessary structures to:

ESTABLISH E-GOVERNMENT



**PROMOTE
INTEROPERABILITY
WITHIN GOVERNMENT**

**INCREASE THE USE OF
ICT WITHIN THE PUBLIC
SECTOR**



**PROMOTE RESEARCH AND
DEVELOPMENT AROUND
DIGITAL INNOVATION AND THE
ADOPTION OF DIGITAL
TECHNOLOGIES WITHIN
COUNTRY**

**INTRODUCE CONCEPTS SUCH AS
CYBERSECURITY, VITAL RECORDS
AND IDENTITY MANAGEMENT INTO
LOCAL LEGISLATION.**



The Making of MyGateway

In this segment, Kristie Powell, Engineer and Developer of MyGateway Portal shares insight on what inspired the creation of a centralized portal for Government services.



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.



MyGateway

SIGN UP DRIVE

On the spot sign up support available!

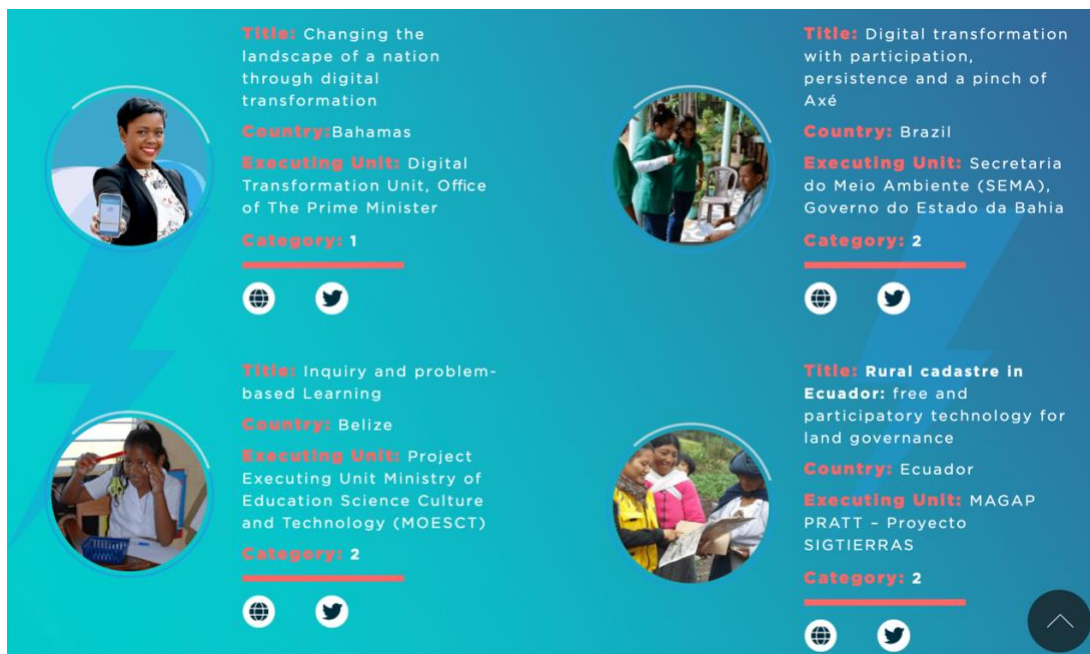
Meet us at Your Local Grocery Store!



In a series of public events, the first Sign Up Drive was held on 28th August, 2021. Upcoming weekend awareness events include visits to local food store chains in New Providence.

The internal MyGateway Awareness Sessions will also continue this month with Government agencies that currently have services on the MyGateway portal, followed by agencies with upcoming services.

The Bahamas Named in Top 8 Finalists: [IDB Superheroes of Development:](#)



IDB recognized its partners and clients in two categories:

Category 1. Implementing agencies and clients that have successfully addressed challenges in project implementation, in order to share the learnings that emerge from their experience and,

Category 2. Implementing agencies and clients that have successfully met their development objectives.

Our submission documented the following:

1. The challenges faced and the impact they had on project performance.
2. The solutions implemented to overcome the challenges and evidence of their success.
3. Lessons learned, with recommendations on how future projects can avoid and/or address similar challenges.

Visit [MyGateway.gov.bs](https://www.mygateway.gov.bs) to view eligibility requirements for available services.



MyGateway

AVAILABLE SERVICES

OFFICE OF THE PRIME MINISTER

- Economic Empowerment Zone Application

DEPARTMENT OF HOUSING

- Application for a Serviced Lot

REGISTRAR GENERAL'S DEPARTMENT

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

ROYAL BAHAMAS POLICE FORCE

- Police Character Certificate
- Firearm Licence New /Renewal
- Fingerprinting
- Traffic Record

PASSPORT OFFICE

- e-Passport Renewal

ROAD TRAFFIC DEPARTMENT

- Vehicle Licence Renewal & Inspection
- Driver's Licence Renewal
- Learner's Permit Renewal
- Driver's Licence Replacement / Duplicate

GENERAL POST OFFICE

- Post Office Rent Box
- Post Office Rent Box Renewal

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



Ministry of Tourism

- BahamaHost Application

Ministry of Agriculture

Application for:

- Licence to Import Fruits & Vegetables
- Licence to Import Meat
- Flats Fishing Guide Licence
- Compressor Permit Renewal (New/Renewal)
- Duty-Free Commercial Fishing (FTC)
- Approval to Conduct a Sport Fishing Event or Tournament
- Annual Dog Licencing
- Licence to import Plants/Flowers
- Licence to import Bananas
- Crawfish Trapping Permit (New/Renewal)

The Department of Inland Revenue

Application for:

- Real Property Tax Amnesty
- First Time Home Owner Exemption
- Real Property Tax Exemption
- Real Property Declaration



Customer Review:

Godfrey shares on his recent experience renewing his driver's licence on MyGateway.gov.bs.



Your Feedback Is Welcomed!

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

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

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

Helpful Resources:

OTP: The **One Time Pin/ Password** is the unique number sent to your inbox. This is a temporary number that can only be used for one log in attempt. Click the video below to learn more.



- Learn how to [create an account](#) on [MyGateway.gov.bs](#).
- Check out this [news release](#) for details on the five new **Government exemption services**, to encourage entrepreneurship and home ownership, available on MyGateway.

Help Desk Contact Details:

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