

***Team Star, Team Strong:***

As we bring 2021 to a close, let us carefully reflect on a year unlike any other.

This year started amidst the shadow of uncertainty from the coronavirus pandemic. Nevertheless, the dedicated members of the Digital Transformation Unit worked diligently to meet our objectives, achieving major milestones that are critical to the success of the **Government Digital Transformation to Strengthen Competitiveness Project**.

Within the past 12 months, this team has successfully achieved a series of firsts for The Bahamas. While there are many, I will take this opportunity to highlight a few in particular:

- **The launch of MyGateway**, which allows users to access and pay through the digipay application for 35 government services in 11 agencies on a centralized, safe and secure platform. Currently more than 54,000 persons in 25 countries have signed up and over 40,000 applications have been processed including approximately \$19 million in duty exemptions. New services are added each month. DTU can also advise the Government, in real time, of the performance of these services.
- **Legislation** has been drafted for eGovernment and to create the Ministry of Information Technology and Innovation
- Partnership with the International Telecommunication Union, the IT arm of the United Nations, to implement **the National Cybersecurity Incident Response Team (CIRT)**. A National CIRT Manager has been engaged, other members of the team are being sourced and we have completed the second and penultimate draft of the National Cybersecurity Strategy.
- Work has begun on the **National Electronic Identification System**.
- A Consultant has been engaged to implement **the Freedom of Information Act**.
- Discussions have begun with the IDB and the **Office of the Auditor General** with regard to the software applications required by that Office.
- DTU is in discussion with the RBPF on the upgrade to the **Cyberforensics Lab**.
- The establishment of a **Change Management Unit** and certification of five Change Management Practitioners
- Three (3) persons completed the **Business Process Management** training.

Most importantly, is the fact that all of this has been accomplished by young Bahamians and two young persons from the Region. There is absolutely hope for our future!!! John Wesley, founder of Methodism, stated *"Light yourself on fire with passion and people will come from miles to watch you burn"*. This has never been done before in The Bahamas or the Region and the Region is now coming to you because of your passion for this project! Congratulations!!! You are awesome!

In closing, I wish to convey my sincere gratitude for all that you have done. Your hard work and valuable contributions have helped to advance the project and our country in immeasurable ways. I also take this opportunity to express my thanks to my colleague Permanent Secretaries and Heads of Department, Parliamentary Secretary Wayde Watson and the staff of the Department of Transformation and Digitization for their support.

Our challenges and our accomplishments have not only strengthened our commitment to the task at hand but also fostered a unique sense of pride in our team.

The end of the year is neither an end nor a beginning but a continuation of all that we have learned and accomplished in 2021 and will take with us into the new year and beyond. I wish you all well and every success in the future.

Be safe and enjoy quality time with your loved ones.

Sincerely,



**Elise Delancy**  
Permanent Secretary  
Department of Digitization and Transformation  
Ministry of Economic Affairs



## Members of The Digital Transformation Unit



# Team Star, Team Strong

- PS Elise Delancy
- Oral Ashley
- Damara Dillett
- Kristie Powell
- Aaron Newbold
- Abria Cooper
- Alexander Bain
- Alexandros Collie
- Allen McIntosh
- Andalino Sands
- Anishka Seymour
- Anthonesia Cartwright
- Anthony Sands
- Aylair Livingstone
- Candace Moxey
- Carlton Lightbourne
- Charles Miller Jr.
- Charmaine Musgrove
- Chrisley Armbrister
- David Curry
- David Strachan
- Delice Lynch
- Devonya Rolle
- Donte Miller
- Eddie Rolle
- Edris Davis
- Ellerie Seymour
- Elva Carey
- Felice Burrows
- Jayde Knowles
- Jayshree Knowles
- Michael Hamilton
- Immaculata Hamilton
- Tammy Smith
- Suzla Whyllly
- Kimberlina Amahad
- K'Lisa Whitfield
- Latia Pennerman
- Latoya Greene
- Leona Albury
- Listranique Moss
- Marilyn McKenzie
- Melissa Poitier
- Mia Ferguson
- Michelle Grell-Bereaux
- Natasha Adderley
- Nelson Strachan
- Nicole Andrews
- Norman Beckford
- Quentin Rutherford
- Roscoe Dames
- Royann Dean
- Sametria McKinney
- Shanae Wright
- Sharell Carroll
- Sharene Cartwright
- Sheniqua Tucker
- Tameka Dames
- Tyrhonda Knowles
- Warren Henderson





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



## **AVAILABLE SERVICES**

### **DEPARTMENT OF HOUSING**

- 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

### **MINISTRY OF AGRICULTURE & MARINE RESOURCES**

Application for the following:

- Permit to import Bananas, Eggs, Dairy, Fruits & Vegetables, Meat, Poultry, Plants and Flowers
- Compressor Permit – New and Renewal
- Crawfish Trapping Permit – New and Renewal
- Flats Guide Licence – New and Renewal
- Trap Stone Crab Permit – New and Renewal

The following video segments provide insight on the achievements of The Digital Transformation Unit and the impact of the overall project.



**Michael Hamilton, Programme Manager, DTU**



**Damara Dillet, Legal Consultant, DTU**

## Testimonials:

*"I have to let you know how well MyGateway worked. For the first time ever, getting my vehicle licensed and inspected was under 28 minutes from the time I pulled in, to the time I left the Road Traffic Department at the national stadium. I sat in my car drinking my tea and checking my email. Everyone was so efficient and polite which is so unusual for government employees! I had to wonder if they recently had customer service training. I spoke with two ladies in the cars next to me and they were so pleased as well. Thanks so much!"*

**-MyGateway Customer**  
**Vehicle Registration, Road Traffic Department**

*"I was impressed with the back office features. I found the activity page of the persons who used the portal. Furthermore, I was pleasantly surprised that the information I was looking for, was found in the activity report. Great job to all of you.*

**-Sandra J. Grant**  
**Chief Executive Officer**  
**Office of The Attorney-General & Ministry of Legal Affairs**



**NEW SERVICES AVAILABLE!**

**MyGateway**  
Making Government Work For You

Department of Agriculture Services are now available on **MyGateway.gov.bs!**

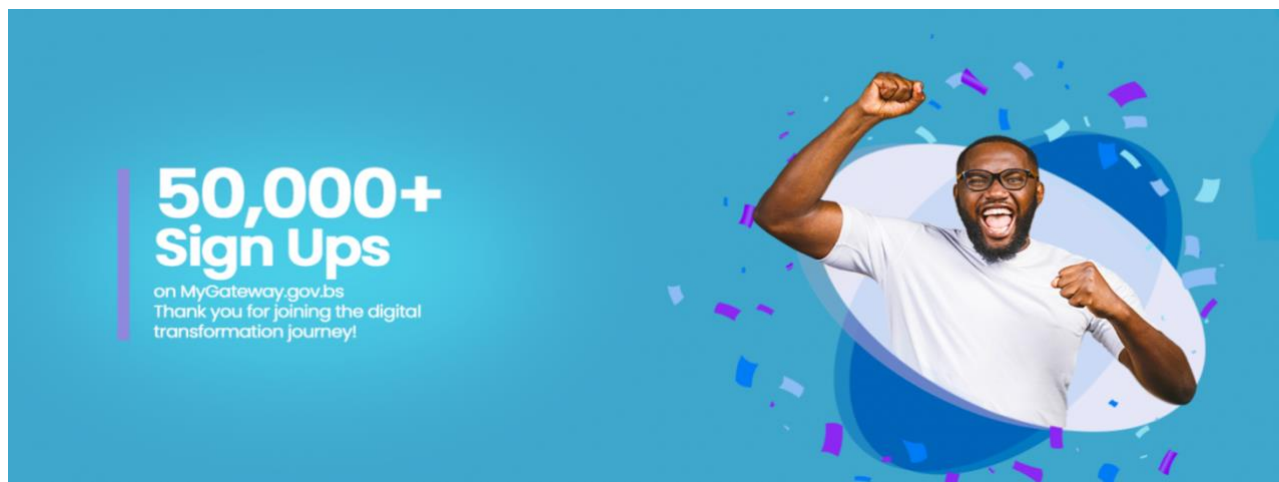
MyGateway users can apply for permits to import the following items:

Eggs, Dairy, Poultry, Meat, Bananas, Flowers and Plants, Fruits and Vegetables

 MyGatewayBahamas  
 MyGateway





## Increasing The Global Competitiveness of The Bahamas

MyGateway is part of the Government of The Bahamas' digital transformation initiative to provide more efficient and effective government services and create a path of sustainable economic development for Bahamians.

The Digital Transformation Unit (DTU) has been mandated to carry out the Government's IT transformation through a project called the Government Digital Transformation to Strengthen Competitiveness project. This project will provide 200 government services on a centralized online portal over 5 years increasing the accessibility and convenience of requesting and receiving government services. Under the parameters of the project, DTU must also oversee the creation and implementation of a national IT strategy, and an IT blueprint; the creation of a national Cybersecurity Incident Response Team (CIRT); and the improvement of transparency in government.

The goal of this groundbreaking project is to foster the competitiveness of the Commonwealth of The Bahamas by reducing the costs of conducting business with the Government.

Specific objectives of the project are:

1. Streamlining government procedures and making them available online to reduce the cost of government bureaucracy.
2. Increasing the use of Information and Communication Technologies (ICT) in the public sector.
3. Increasing transparency of government activities and strengthening auditing and control mechanisms.

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

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

Visit our [website](#) to learn more about the DTU's guiding principles.

## **We welcome your feedback!**

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](#) on **Instagram** and **TikTok** @[MyGatewayBahamas](#).

## **Help Desk Contact Details:**

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