



## **Digital Transformation Team Strategic Partner Update**

**Presented by:**

**The Hon. Diallo V. Rabain, JP, MP**

**Ministry for the Cabinet Office and Digital Innovation**

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**Mr Speaker,**

I rise today to provide this Honourable House with an update on our work to modernise government services. This statement follows my remarks from December 12, 2025. On that day, I shared a vision for a Bermuda where technology serves every resident and business with ease. I announced our partnership with Paradise Mobile, Google, and Abacus. Today, I am here to report that our progress is steady and our path is clear.

In December, I spoke about the need for a unified digital space. I described a future where you could apply for a licence, sign a document, or pay a bill from your phone. This was not just a dream of new tech. It was a promise to make the government more responsive. We wanted to move away from the days of long lines and paper forms. We remain committed to ensuring that our services tangibly enhance the lives of all of Bermuda's people. By strategically reimagining our digital infrastructure to be more people-centred and interconnected, we align with the Strategic Plan for the Public Service. Our digital transformation work is ever guided by three strong pillars: remaining customer-centric, staying future-focused, and actively promoting prosperity for all.

To explain where we are, think of our digital work like building a new home. In December, we broke ground. We cleared the land and laid out the blueprints.

Today, I can tell you that the foundation is set. It is strong and almost finished. We call this first part the Foundation Phase.

**Mr Speaker,**

Since we last spoke in December, we have achieved several key goals. We have built a secure cloud space. This acts as the digital soil where all our future services will grow. It ensures that our systems are modern and safe. We also updated the One-Stop Shop portal. This will be the front door to your government. It will be easier to use and much simpler to navigate.

We have already digitised a set of priority forms. This replaces old ways of doing things that caused delays. We also brought in a helpful digital guide. This is an intelligent chatbot. It helps people find the forms and facts they need at any hour. Think of it as a clerk who never sleeps and is always ready to help. These steps are small, but they matter. They show that we are moving toward a government that values your time.

**Mr Speaker,**

As we look toward the end of the Foundation Phase, we are preparing for the next big step. This is Phase 2. This is when the house we are building starts to truly function. We will expand the One-Stop Shop to include up to 5

services where people can make payments. This is a major change. It means you can transact with the government and get a receipt in real time. You will not need to drive to a building or wait for a letter in the mail.

In Phase 2, we will also strengthen how you log in. We will use Single Sign-On and Multi-Factor Authentication. These are better ways to prove who you are online. They act like high-quality locks on your digital front door. This protects your privacy and builds trust. We are making sure our systems are ready for heavy use. We want them to be stable as more people start using them.

**Mr Speaker,**

I want to talk about why this matters for people of Bermuda. When the government works better, life gets easier.

- Instant submissions mean no more mailing forms or going to a physical office to drop off paperwork. You will no longer have to spend your lunch break or your morning commute trying to reach a desk before it closes. Digital forms mean that weeks of waiting can be reduced to just a few days. The speed of our work will finally match the speed of your life.
- You will be able to handle your business at eleven o'clock on a Sunday evening. You should not have to take time out of your busy day to stand in a line. Whether you are a parent sitting down after the kids are asleep or a small business owner catching up on work late at night, the government wants to be open for you.
- There is also a better record with electronic files. This increases the accountability of our work. Just like tracking a package you bought online, you will know where your request stands. This makes the whole process clear and open. In the long run, this digital platform will also lower costs. We will use less paper, less printing, and less storage. It will also reduce the manual work needed to process files. This means your tax dollars are being used more effectively.

This digital shift is about giving people back their time. It is about making sure no one is left behind.

I also want to address the bigger picture. In December, I mentioned that this work would help our economy. It still holds true today. By building these systems, we are creating a place where Bermudian tech talent can stay and work. We want to stop the loss of our best minds to other countries. We are building a digital home for them right here. This program shows the world that Bermuda is ready for the future.

**Mr Speaker,**

We are mindful of the risks. We know that tech can sometimes fail. That is why we are taking a disciplined path. We are not rushing. We are checking every step. We are training our public officers to manage these systems. We want to build internal skills, so we do not always rely on outside help. This makes our government stronger in the long run.

We are also protecting our people's rights. This includes the right to access services and the right to privacy. Everything we do is designed to ensure that user data is

used only for the purpose we intended. We will not use it for anything else. We know that trust is the most important part of this project. If people do not feel safe, they will not use the tools we build.

We must also think about those who are not comfortable with computers. We will ensure that digital growth does not mean leaving people in the dark. Our goal is to make things simple enough for everyone to use. We will continue to provide support to those who need it. Technology should be a bridge, not a wall. We are looking at ways to provide in-person support for those who prefer it, even as we move more services online.

**Mr Speaker,**

I am satisfied with our progress. Our partners at Paradise Mobile, Google, and Abacus are working well with our teams. The work we have done since December proves that we can change. It proves that we can move away from old habits. We are building a public service that is modern, secure, and easy to reach.

The path ahead is bright. As we move into Phase 2, the benefits will become even clearer. People will see the difference in their daily lives. They will see a government that is ready to meet them where they are. We are staying true to the principles of good data care and strong security that I laid out in December.

In closing, I want to thank the public officers who are working hard on this. Change is never easy, but they are meeting the challenge. The Government remains clear in its goal. We are building the Bermuda of tomorrow. It is a digitally empowered place ready to serve. I will continue to keep this House informed as we move forward.

**Thank You, Mr Speaker.**