Government of Bermuda

MINISTERIAL STATEMENT

Presented by
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Minister of Home Affairs

Expanding and Securing Bermuda's Digital Public Services

Friday, November 20th, 2026

Mr. Speaker,

I rise to update this Honourable House on how the Ministry of Home Affairs is expanding digital public services and strengthening the systems that keep them running. Through the Department of Information and Digital Technologies, known as IDT, and its Digital Transformation Team, we are making it easier for residents to do business with the Government. With that convenience comes a duty to protect the information people entrust to us.

In the past two years, the Government has digitised more than 140 services. ShoreLink has recorded more than 748,000 uses, the Social Insurance Lookup more than 32,400 uses, and residents have made more than 10,570 CAPS ID submissions. Behind those figures is a simple expectation. When someone needs a public service, they should be able to reach it and use it with confidence.

Mr. Speaker,

Bermuda learned in September 2023 what it means when those services are interrupted. In its July report, the Joint Select Committee recognised that the cyberattack raised questions about the continuity of essential services, the protection of personal information, the stewardship of public money and Bermuda's readiness for future incidents.

Within weeks of the report being tabled, IDT's security team reviewed Government's position against each recommendation and identified 16 cybersecurity risks. The team briefed me in August and shared its findings with the Chief Information Security Officer in the Ministry of National Security. The two Ministries then moved to finalise a joint working agreement.

Under the Chief Information Officer, IDT operates and secures those systems day to day. It applies national standards, addresses vulnerabilities and manages technology providers. The National Cybersecurity Unit sets the standards, monitors threats across Government and assesses our defences independently. Its Chief Information Security Officer has responsibility for declaring and leading the response to a national cyber incidents.

The agreement also gives oversight a timetable. IDT will report to the Unit monthly. Every six months, the Unit will report to the Information Systems Risk Management Committee on how well Government systems are protected. These reports give those responsible for oversight a regular

opportunity to ask what has been fixed, what remains outstanding and who is responsible for the next step.

Mr. Speaker,

Recent events show why that preparation matters. Yesterday, the European Commission confirmed that it had taken several applications offline after detecting a cyberattack involving artificial intelligence. Separately, last week's global Microsoft outage prompted Government here in Bermuda to alert the public to possible email disruption. One illustrates how quickly threats evolve and the other shows how closely our services depend on systems beyond our shores.

Mr. Speaker,

The purpose of this work comes into focus when we look at what a resident can do online. Yesterday, the Department of Energy launched **Energy.bm**, bringing together public information on energy, electronic communications, broadcasting, and Bermuda's space and satellite sector.

For a family looking for ways to lower its electricity bill, the home energy simulator is a practical place to start. It helps residents estimate how much electricity common appliances use and see which changes at home could make a difference. That puts useful information in the hands of the person paying the bill.

A homeowner can explore the rooftop installation map developed with the Department of Planning and find a registered installer. A student considering an energy career can find the Energy Bursary Programme. And through our partnership with the Transport Control Department, the public can follow changes in Bermuda's electric vehicle fleet using data from the vehicle registry.

I thank the officers across Home Affairs and National Security who are strengthening our digital defences, and the Department of Energy and its partners for bringing Energy.bm to the public. I invite Honourable Members and residents to try the simulator and tell us what else would help them manage electricity costs at home.

Mr. Speaker,

As more public services move online, Bermudians should be able to see what that progress means in their daily lives. They should be able to access the services they need, know who is working on their behalf, see how decisions are made and understand how Government handles and protects their personal information.

These are the commitments this Ministry and this Government have made to the people of Bermuda. We will deliver on them and account to this House for our progress.

Thank you, Mr. Speaker.