



Launch of the new Government Portal

Presented by:

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Mr. Speaker, I rise today to update this Honourable House on the successful launch of the Government's new digital portal, a major step forward in modernising how the public accesses information and services.

Mr. Speaker, the portal is now live and serving the people of Bermuda, delivering on our commitment to create a simpler, more efficient, and more accessible way for the public to interact with Government.

For many years, residents, businesses, and community organisations have shared a common frustration, that government information could be difficult to find, spread across multiple websites, or presented in ways that were not always clear or user friendly. This new portal was designed to directly address those concerns.

It brings together government services, official information, public updates, and essential resources into one organised platform, structured around how people actually seek information, by topic, by task, and by life event.

Mr. Speaker, since its launch, the portal has already begun to improve the user experience for the public. Pages are clearly structured, language has been simplified, and services are grouped in a way that allows users to move from information to action without unnecessary delays or confusion.

One of the most valuable features has been the improved search function. Users can now enter simple, everyday terms and receive accurate and

relevant results quickly. This reduces frustration, saves time, and helps ensure that people can complete what they came to do.

Mr. Speaker, the portal has also been built for the way people live and work today. Many residents access government services from their phones, and the platform performs consistently across mobile devices, tablets, and desktop computers. This ensures that services remain available wherever and whenever people need them.

Accessibility has also been central to the design. The system meets recognised accessibility standards, ensuring that persons with disabilities, including those who rely on screen readers and other assistive technologies, can use the platform independently and with confidence.

Mr. Speaker, privacy and security have been treated as fundamental priorities from the outset. The portal has been designed to safeguard personal information and ensure that data remains under government

control. It does not rely on unnecessary external tracking tools, and security protections have been built into the platform from the start.

Another important aspect of this achievement is how it has been delivered.

This portal has been developed largely by our internal teams, drawing on the expertise and commitment of public officers across Government. By investing in our own people, we have reduced reliance on external vendors, avoided significant long term licensing costs, and created a platform that can continue to evolve under the direct management of the public service.

This also allows departments to make updates more efficiently, ensuring that information remains accurate, timely, and relevant for the public.

I would like to take this opportunity to thank the officers across the Ministry of the Cabinet Office and Digital Innovation, the Department of Communications, the Department of Information and Digital Technologies, and all supporting teams whose work made this possible namely David Wellman, Khaliah Nisbett, Deaje Trott, Moira Kelly, Delano Seymore.

Mr. Speaker, while the portal has now launched, this is not the end of the work, it is the foundation for continued improvement. The existing government website at www.gov.bm remains available during the transition period, while the new portal at www2.gov.bm continues to expand and improve based on public use and feedback.

Mr. Speaker, this initiative forms part of a wider programme of digital transformation across Government. Work continues to:

- Increase the number of services that can be completed online, reducing the need for in person visits.
- Provide a more joined up experience so that users do not have to navigate multiple departments to complete a single task.
- Strengthen identity verification and data protection measures to maintain public trust.
- Improve digital payment options, making transactions faster and more convenient.

- Enable better coordination between government systems so that information can be shared appropriately across departments.
- Equip public officers with the digital skills needed to operate effectively in a modern public service environment.

Mr. Speaker, as we continue to expand the portal, further updates will be provided to ensure more government information is made available proactively and in a way that is easier for the public to access and understand. This is particularly important in supporting the Public Access to Information, PATI, process, where members of the public request access to government records and information.

An important part of this work is improving how we engage with requesters early in the PATI process, helping them to better define and narrow broad requests and guiding them towards specific records that may already be publicly available or can be accessed more efficiently.

By strengthening this approach, we can improve public understanding of the information Government already holds, deliver faster and more

effective service, and reduce the administrative burden that often comes with lengthy and resource intensive PATI request processing. In many cases, this will mean fewer formal information requests are needed because the right information can be found more quickly, more clearly, and with less delay through the portal itself.

Mr. Speaker, our overall goal is practical and straightforward, to deliver services that are easier to use, more reliable, and better suited to the expectations of the people we serve. This is about improving everyday interactions with Government, whether someone is applying for a licence, paying a fee, accessing a public service, or simply trying to find accurate information.

We are not simply maintaining a website, we are improving how Government communicates, how services are delivered, and how we respond to the needs of our community.

The launch of this portal represents a meaningful step towards a more modern, responsive, and efficient public service.

I encourage residents, businesses, community organisations, and all members of the public to visit www2.gov.bm, explore its features, and share their experiences so that we can continue refining the service and shaping a platform that truly reflects the needs of Bermuda.

Thank you, **Mr. Speaker.**