The background of the slide is a photograph of an iceberg. The top right portion of the image shows the white, jagged surface of the iceberg above the water. The rest of the image, which takes up most of the frame, is a deep, dark blue-black color representing the water. This visual metaphor suggests that the visible part of the iceberg (the current state) is much smaller than the hidden part (the potential or the vision being presented).

# A vision for an end-to-end biometric passenger journey

euLISA Roundtable 2020 - Data Quality and Interoperability: Addressing the  
Capability Gaps through Standardization

Nuria Fermoso, [fermoson@iata.org](mailto:fermoson@iata.org)



## Founded in 1945

As the prime vehicle for inter-airline cooperation in promoting safe, reliable, secure and economical air services – for the benefit of the world's consumers.

## Our mission

To represent, lead, and serve the airline industry.

## Our vision

Working together to shape the future growth of a safe, secure and sustainable air transport industry that connects and enriches our world

## IATA in numbers

---

290

member airlines in.....

120

countries and representing...

82%

total scheduled traffic\*

WHY are we here today?

IATA develops global **standards** and **tools**, drives **transformation projects**, creates partnerships, and runs campaigns, advocacy and outreach activities

IATA works with **airlines**, **governments**, industry **associations** and **Strategic Partners** towards an **end-to-end passenger experience** that is **secure**, **seamless** and **efficient** while lowering industry costs



**One ID**





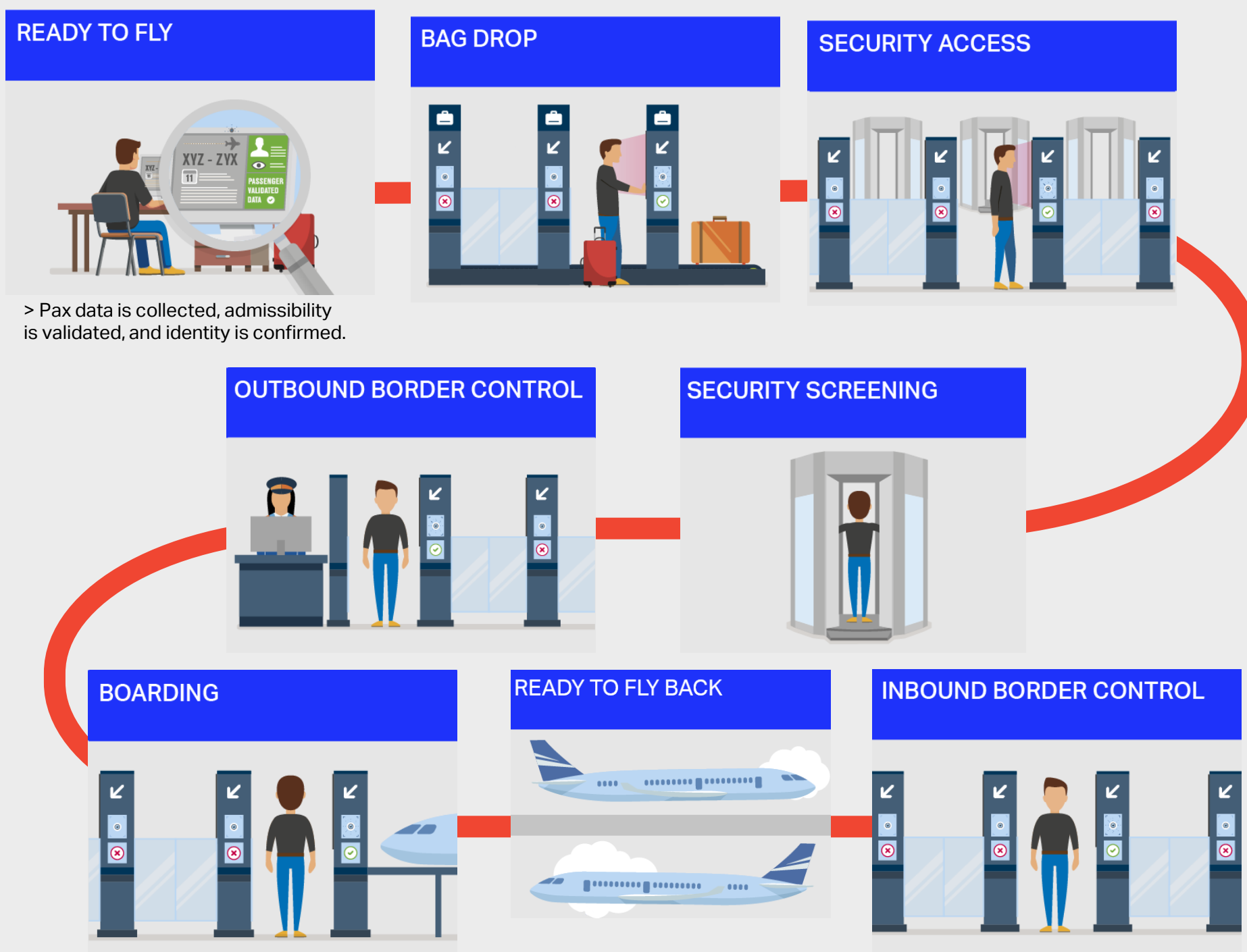


A vision for an  
end-to-end  
biometric  
passenger journey





A collaborative  
identity  
management  
solution  
spanning  
across all  
stakeholders  
using **biometric**  
recognition





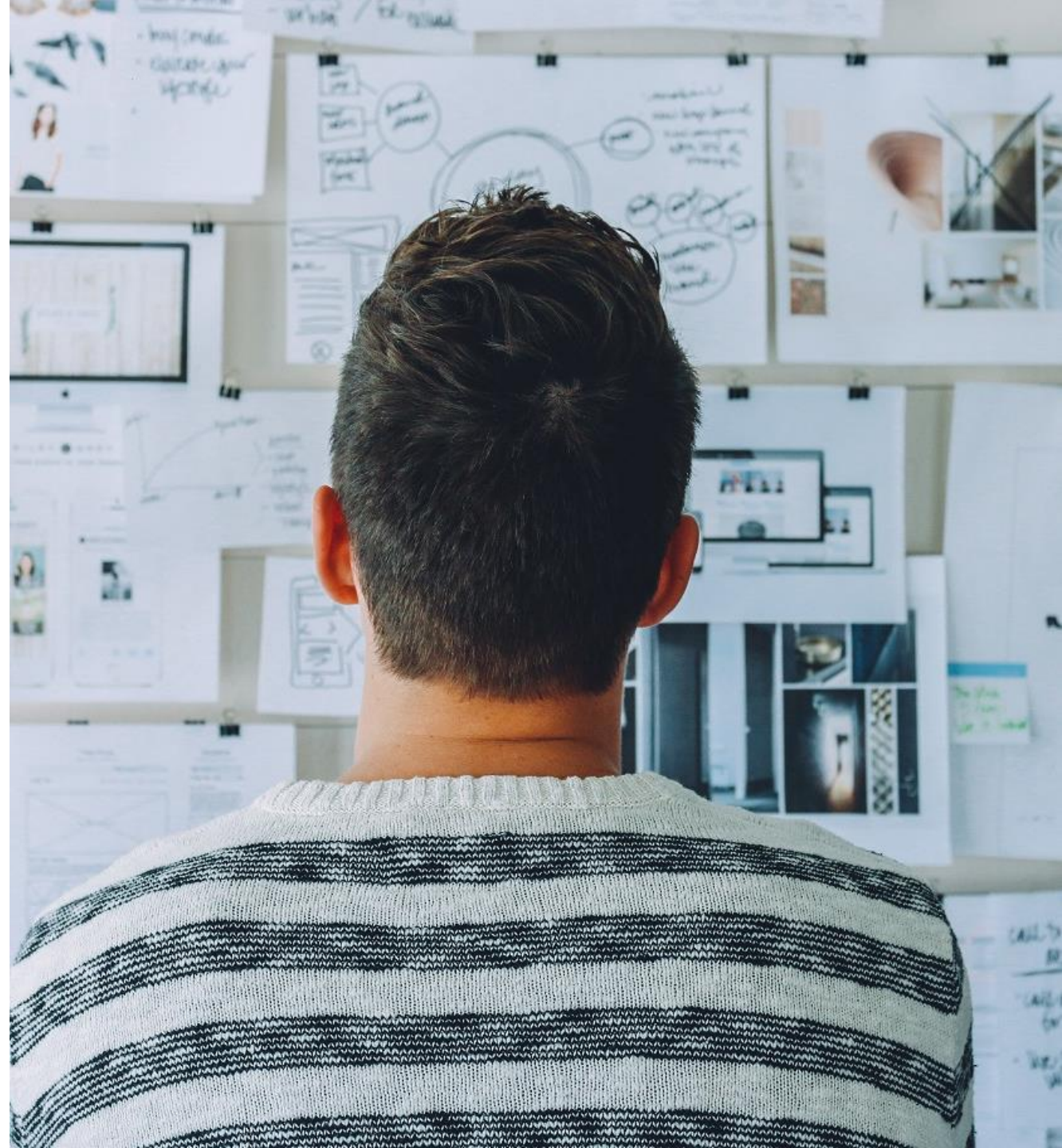
# One ID Ecosystem

## Purpose

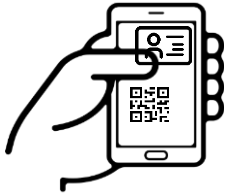
- In order to have interoperability, consideration has been given to the various **options and scenarios** across the full travel spectrum

## Principles

- **Non-functional** principles such as: privacy, collaborative, consented, etc.
- Principles of **self sovereign identity (SSI)**
- **Decentralized Identity & Verifiable Credentials**



# Key functions of the One ID Ecosystem



- Creation off-airport and advance sharing of a trusted digital identity and enrolment of an authenticated biometric to allow biometric recognition at controlled touchpoints



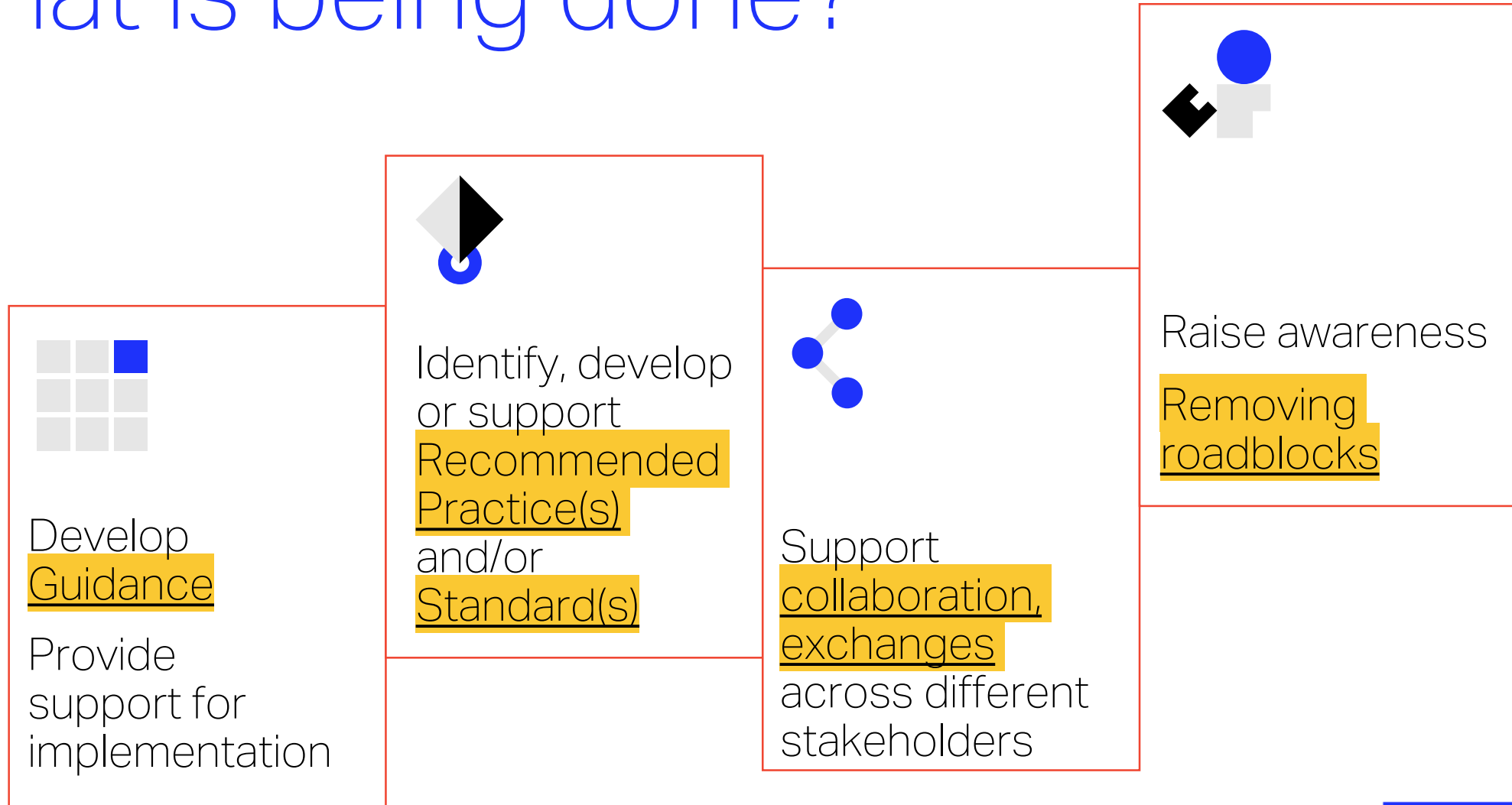
- Secure and consented **transmission of required data** from passenger to authorized stakeholders



- Facilitation of biometric processing in the airport environment at the controlled touchpoints using local and/or collaborative identity management systems (IDMS) for verification.



# What is being done?



# More information

## IATA Website

<https://www.iata.org/oneid>

The screenshot shows the IATA website's 'One ID' section. The top navigation bar includes links for ABOUT US, CAREERS, and CONTACT & SUPPORT. Below this is a search bar and a menu with PROGRAMS, POLICY, PUBLICATIONS, SERVICES, TRAINING, EVENTS, and PRESSROOM. The main content area features a 'One ID' header with the IATA logo and a brief introduction: 'One ID introduces an opportunity for the passenger to further streamline their journey with a document-free process based on identity management and biometric recognition. Passengers will be able to identify themselves at each airport touchpoint through a simple biometric recognition. The objective is to achieve a truly interoperable system coordination between airports, airlines and governments.' Below this is a 'Need Help?' section with a 'Contact us' button. To the right, there is a 'Related Links' section with links to Training, Management of Aviation Facilitation, Passenger Data Exchange Programs (API/PNR), and Passenger Processing Design and Implementation. At the bottom, there is an 'Events' section for the 'Global Airport & Passenger Symposium' held from 13-15 October in Osaka, Japan.

# Passenger Experience Extranet

## One ID

if you are a PEMG member

The screenshot shows the IATA Passenger Experience Extranet 'One ID' page. The top navigation bar includes links for BROWSE, PAGE, and a search bar. Below this is a menu with links for Passenger Experience, BCBP, Common Use, Facilitation, One ID, PRMD, Travel Board, Fast Travel, Mass Mailing, and Biometrics. The main content area features a 'One ID' header with the IATA logo and an 'Overview' section. The overview text states: 'Welcome to the One ID project subsite. Here you have access to: General Documents relating to One ID, including the One ID Concept paper - accessible to all PEMG members; and Working Papers for the various Expert Groups - Expert Group members only.' Below this is a 'General Documentation' section with links to Concept, Principles, PEMG documents, etc., Benefits Analysis, Process, Technology (incl Biometrics), and Governance/Legal (incl Data Privacy). To the right, there is a 'One ID Expert Group Meetings' section with a calendar for 2020 showing meetings for various groups. Below this is a 'One ID Groups meetings' section with a calendar for 2020 showing meetings for various groups. At the bottom, there is a 'One ID webinar - Watch on-demand' section with a video player and a 'REGISTER NOW' button.



Thank you. Questions?

Nuria Fermoso, [fermoson@iata.org](mailto:fermoson@iata.org)

# IATA Contactless Travel



*Protecting passengers – Protecting passenger data*

## euLISA Roundtable 2020

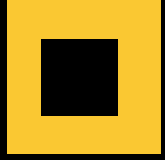
Alan Murray Hayden

Head Airport, Passenger and Security Products

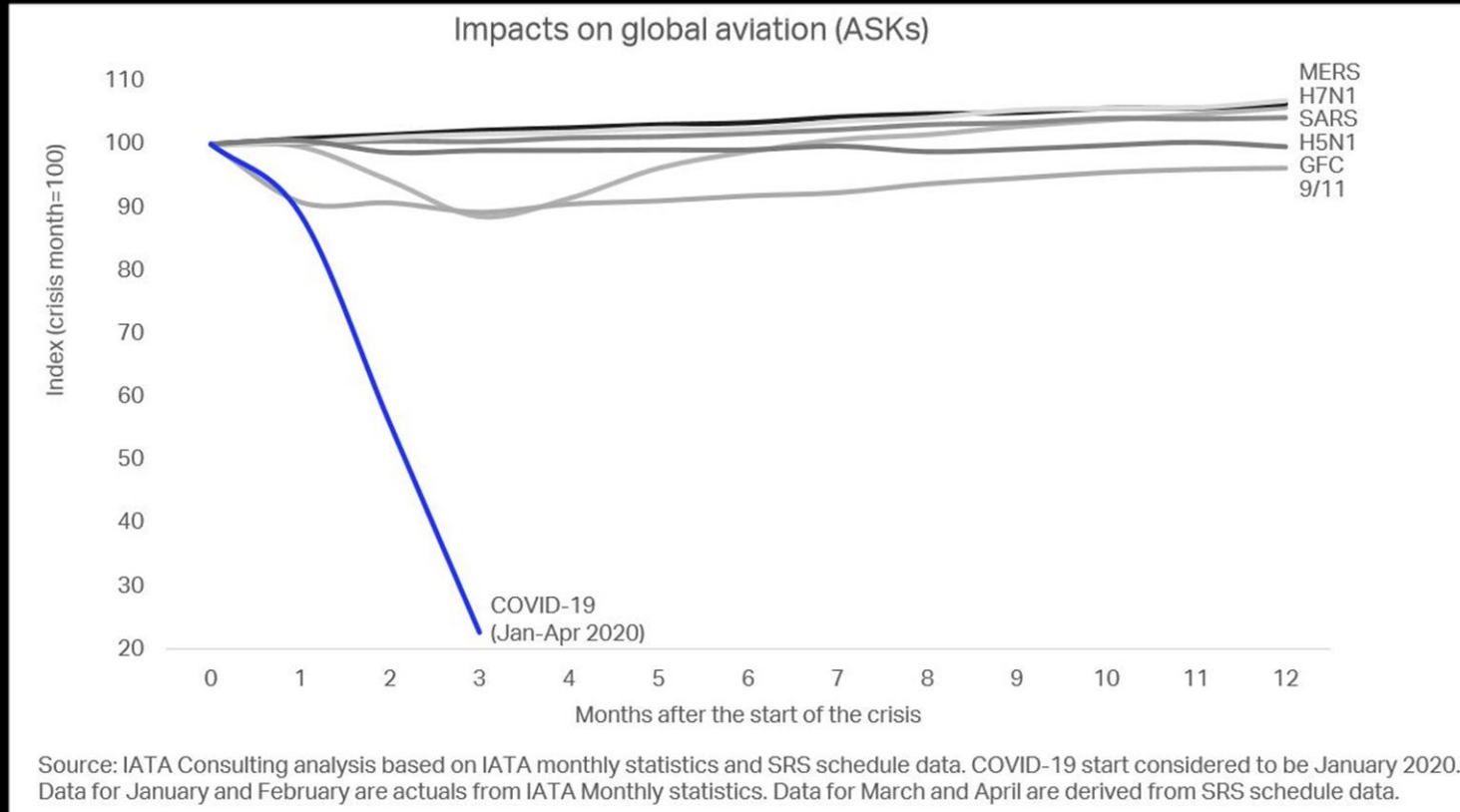
4 November 2020



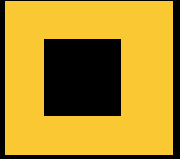




# The magnitude of the COVID-19 crisis is without precedent



Survival will depend on  
our ability to get  
passengers flying again



# The Challenges for Travel



## Challenges

- Passengers fear they will contract COVID-19 by flying
- Governments fear a second wave caused by opening aviation too soon
- Airports capacity constraints: new regulations, social distancing etc...

## Solution

Enable Contactless Travel so that passengers can be processed in advance of arrival at the airport with access control being facilitated using facial biometrics



# What is IATA Contactless Travel?

## 1 – Passenger Enrollment

Mobile App  
Passenger Creates  
Digital ID

- Download Contactless Travel App
- Upload Passport & biometric photo
- Data verification and 'live' check
- All OK – Digital ID created on Mobile

## 2 – Passenger ID Sharing

Mobile App  
Passenger shares  
Digital ID with  
partners

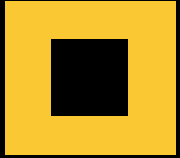
- Push notification to passenger of *Contactless Travel* availability
- Passenger initiates sharing of their ID
- Partners
  - Airlines
  - Airports
  - Border Control

## 3 – Contactless Airport Experience

Passengers uses their  
face as their ID &  
Boarding Pass at  
airport

- Facial recognition at airport
- Passenger identification & processing by partners





# IATA Contactless Travel – Solution Evolution

## Phase 1

### **IATA Contactless Travel App**

- Passengers create digital passport on their mobile
- Share digital passport: airlines, airport & border agencies
- Facilitate contactless travel @ airport using facial biometric
- Data sent directly from passenger to partner (✓GDPR)

## Phase 2

### **Airline Pax App Integration**

- Access same functionality on airline own apps
- Background powered by IATA Contactless Travel
- Minimize GDPR complexity for airline

## Phase 3

### **COVID-19 Regulations**

- Platform for new health & customs regulations
- Push data form to airline app seamlessly
- Facilitate data transfer from passenger to governments





# Everyone Benefits



## Passenger

- Build confidence to travel (Pax & Business)
- Reduced risk contamination
- Better customer expectance
- Data Protection
- Safer than using physical passport

## Airline

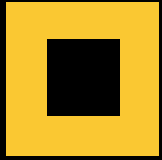
- ID verification pushed off airport – Reduced APIS fines
- Reduced staffing at airport
- Reduced transit times
- Better customer experience/Competitive advantage
- Platform for managing health regulations

## Airport

- Reduce congestion
- Faster processing of passengers
- Smaller footprint required for operations

## Border Control

- Passenger risk assessment can be anticipated
- More automation possible
- Direct communication channel with passenger



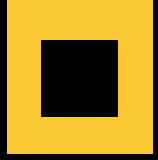
# Passport Enrollment – Leveraging biometrics

Data Captured

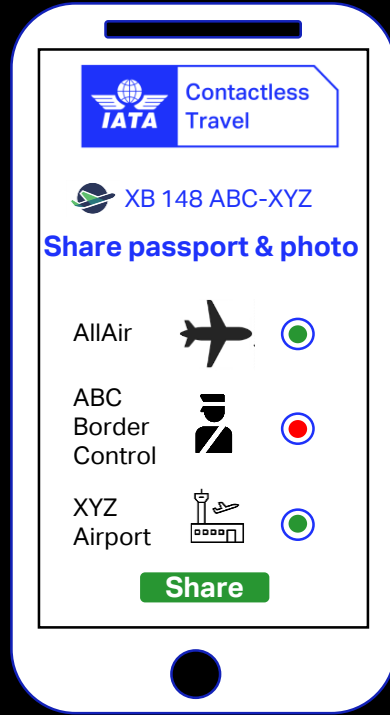
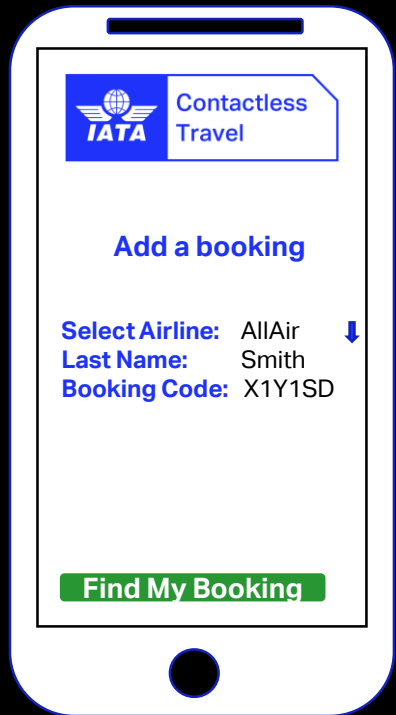
Passport & Data Verified

ID Verified





# Where can it be used?

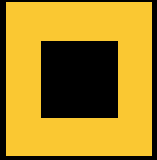


**Airport**

**Airline**

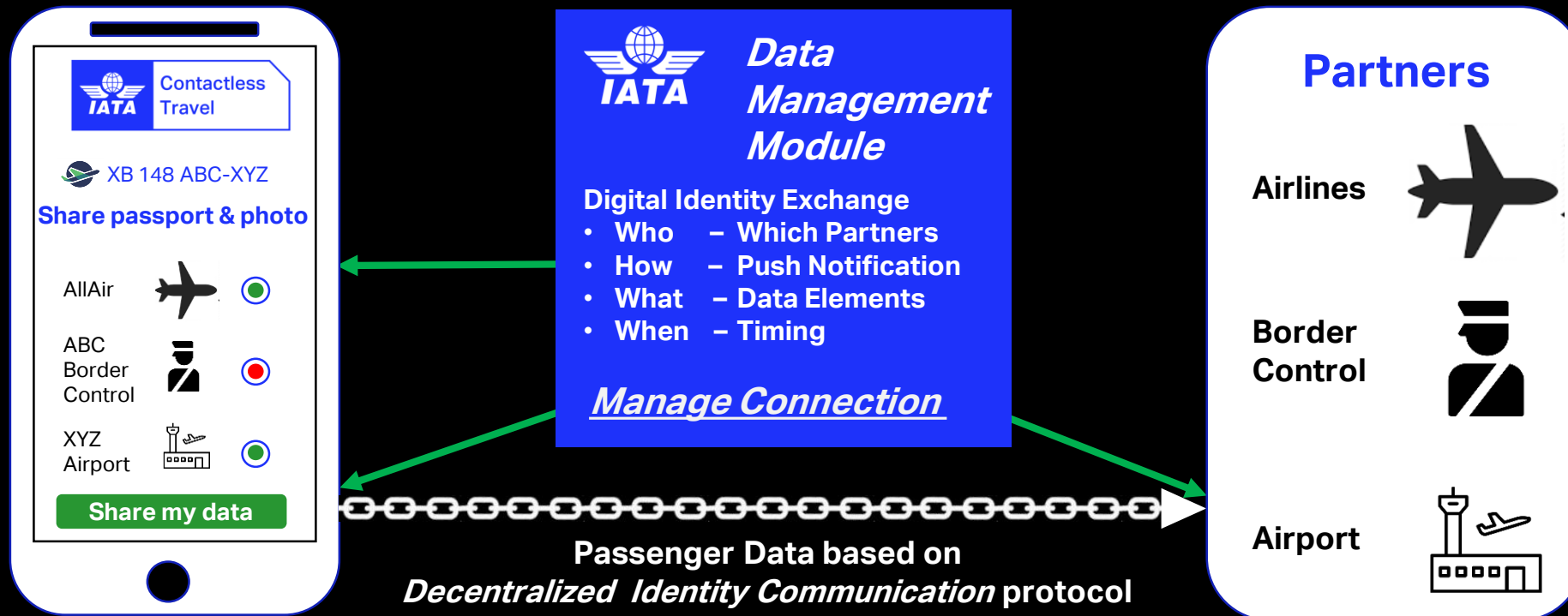
**Border Control**

- Airport access
- Security
- Check-in (Self & agent)
- Bag-drop
- Lounge Access
- Self boarding gates
- Departure emigration
- Arrival immigration



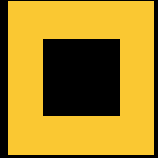
# Decentralized Identity Management

## Digital Identity Exchange



 Passenger data exchange - Decentralized Identity based on W3C standards





# Any Questions?

## Protecting passengers – Protecting passenger data

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Louise Cole- Manager Identity Management Solutions [colel@iata.org](mailto:colel@iata.org)

