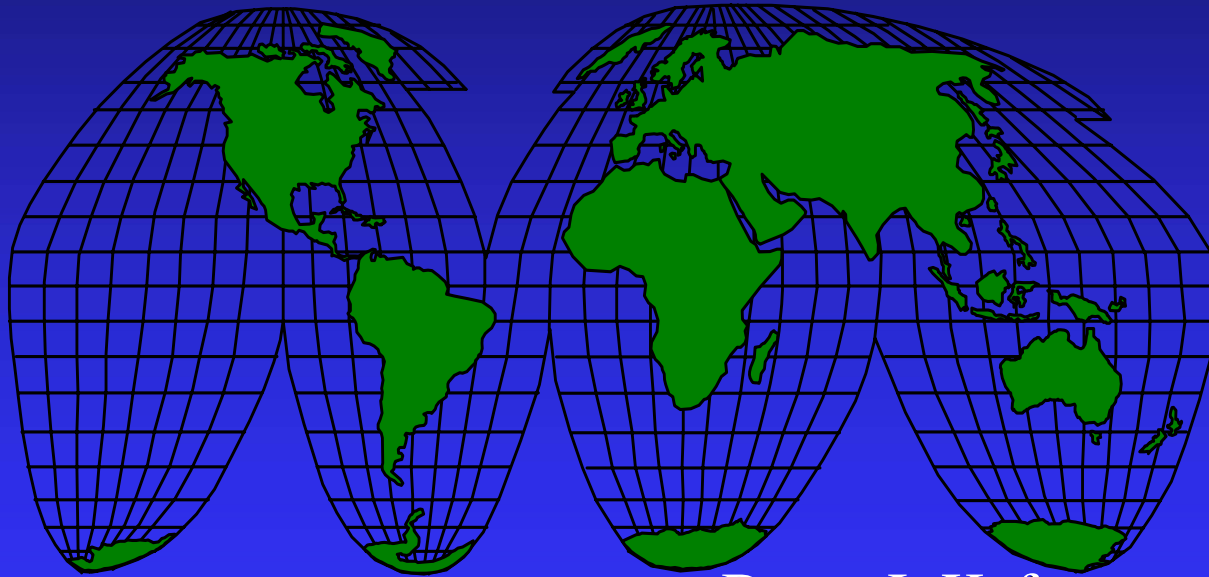


Travel Document Issuance Systems: Our Next Challenge



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The Wave of the Present

Travel Document Enhancements

- Contactless chips-ISO 14443
- Biometrics-face, finger, iris
- Cryptography-data security and integrity
- Data Sharing-bilateral, multilateral, special-purpose, commercial and government

Nature of the Threats

- Counterfeit documents
- Theft of blank documents
- Malfeasance, nonfeasance, corruption
- False identity-using genuine evidence obtained improperly to obtain a genuine document
- False identity-using manufactured evidence of support to obtain a genuine document
- False identity-using lost or stolen already-issued genuine documents
- Multiple issuance/multiple identities

Measures To Enhance Documents

- Inks
- OVD's of many hues and flavors
- Paper and accompanying measures to protect
- Watermarks of various technologies
- Security printing
- Many others

Measures For Internal Control

- Human systems-zero tolerance
- Work atmosphere and environment
- Spoiled books
- Blank book controls
- In-house auditing
- Penalties-legal judicial system as well as administrative

Application and Entitlement Processes

- Breeder documents-over 7,000 differing kinds of US document of birth
- Training-never ending
- Standards of performance and indices of variances-expectations and a framework so employees know the rules
- Online database linkages-of a wide nature with real time access

Procedures For Applicant Throughput

- Applicant flow
- Conflicts of interest-friends, family, financial obligations
- Staff rotation-variety of assignments

Establishing and Verifying Identity

- Documentation-establish and prove
- Variables by country-birth, death, marriage, etc.
- Access to official records-databases, commercial services, watch lists
- Social footprint-societal interactions

Lost and Stolen Documents

- Photo substitution
- Imposters
- Look alikes
- Interpol system

Document Issuance and Personalization Systems

- Blessing and curse of technology
- Desk top publishing revolution
- Off the shelf capability
- Authorizations of those who effect decisions in the system
- Physical security of the manufacturing as well as personalization facilities

Human Resources—The Greatest Strength/Weakest Vulnerability

- Background investigations and stringent selection processes
- Periodic updates of credentials and adherence to standards of conduct
- Training
- Splitting of functions-no single individual can have unilateral “approval” authority
- Morale (e.g., US airlines)

The Legal Framework of Passport Abuse

- Penalties-appropriate measures for infractions and more serious offenses
- Prosecution-must be teeth in the law through meaningful penalties; and those penalties must be sought
- Administrative remedies-suspensions and related on-job sanctions
- Define breaches and table of infractions-staff must know expectations up-front
- Work environment and atmosphere

The Structure

- Central vs. decentral organization
- Overseas issuance-inherent differences of culture, infrastructure, external pressures
- One person/one passport doctrine

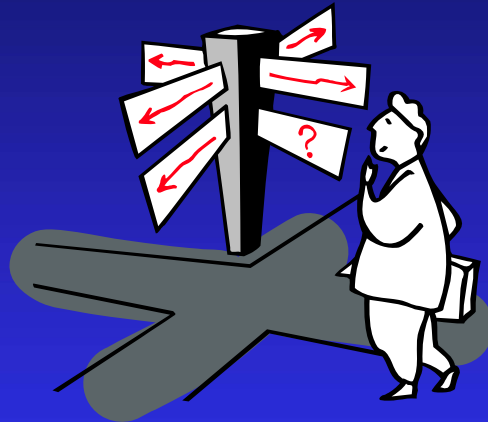
Best Practices

- A fundamental first step is to conduct a comprehensive risk analysis and THEN a risk management profile
- Standards-requirements that must be addressed as minimum specifications
- Insure that all aspects of the biometric system(s) are thoroughly understood by all involved, especially the staff on the line and those affected by its administration
- Fraud prevention programs-detection, deterrence, follow-up, information sharing
- Monitoring and auditing-border crossings as well as document issuance and entitlement authorizations

Other Database Linkages

- Bilateral and multilateral data sharing
- Law enforcement interfaces
- Civil records systems-birth, death, marriage, tax, real estate
- Commercial services-document features, background checking, etc.

QUESTIONS?



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