Mobile Technology – Possibilities and Pitfalls

Nina Brooks
Director, Borders and Security
InterVISTAS Consulting Inc.
Mobile Trends

- Increasing use of mobile technology
- More than 1 billion users globally
- Proliferation of consumer travel apps
  - Reservations
  - Boarding passes
  - Maps
  - Information
  - Submission of data
  - Payments
Consumer Travel Apps
Passbook
Mobile Passport App

DOWNLOAD THE APP

SET UP YOUR PROFILE

FILL OUT THE FORM

GET THE RECEIPT
Interactive Displays
Business Use

- Process monitoring
  - Checkpoint, passport control, customs hall
- Passenger tracking
  - For airlines and authorities
- Electronic Flight Bag
- Aircraft Search
Checkpoint Monitoring
Passenger Tracking
Staff Tracking
Pitfalls

Sorry Captain, we don’t have a data roaming package and there’s no Wi-Fi on this planet.
Pitfalls

- Cyber security risks
- Privacy
- Connectivity
- Availability of WiFi
- Battery and recharge facilities
- Mobile restrictions
- Availability in some countries
- Evolving technology
What Next?

- Security versus Facilitation – in the virtual world?
- Greater use of biometrics
- Passenger data, e-Visas, travel documents
- Consolidation or proliferation