



Louise Cole has been in leadership positions in the New Zealand Public Service for 20 years , most recently as Manager Information Partnerships with the Department of Internal Affairs (DIA). Prior to this, Louise was the Manager Passport Operations of the Identity & Passport Services.

In recent years, DIA have lead a number of key, and highly successful, passports initiatives including automated validation and eligibility processes in conjunction with the introduction of online passport applications and the RealMe Online Identity Verification Service, providing a government issued and passport equivalent digital identity.

Louise is the outgoing New Zealand representative on the International Civil Aviation Organisation (ICAO) New Technology Working Group (NTWG) and lead for the NTWG Sub Group developing the technical specifications and international policy for the Digital Travel Credential. On 24 June 2019, Louise takes up a new role as Manager Identity Solutions in IATA.

