



ASSEMBLY — 40TH SESSION

EXECUTIVE COMMITTEE

Agenda Item 14: Facilitation Programs

ONE ID AND STANDARDIZATION OF IDENTITY MANAGEMENT SOLUTIONS

(Presented by the International Air Transport Association (IATA) and
Airports Council International (ACI))

EXECUTIVE SUMMARY

In order to enhance the airport experience for passengers and improve the efficiency and security of identification processes, industry and government stakeholders continue to develop innovative identity management solutions. The IATA One ID project, supported by ACI, aims to achieve the vision of a paperless travel experience where passengers can fly safely and securely only using their biometric data. This will be achieved using a trusted digital identity, implementing biometric recognition technology at various touchpoints, and sharing a single set of passenger identity information among authorized stakeholders in accordance with data privacy rules.

Recognizing the importance for all stakeholders to continue to work together for achieving the One ID vision, a resolution was adopted by the IATA 75th Annual General Assembly (AGM) on 2 June 2019. The resolution underlines the important work that ICAO is conducting through its New Technologies Working Group (NTWG), defining the specifications of the Digital Travel Credential (DTC) concept. The DTC will first complement the passport and ultimately, in the long run, replace it. The DTC will be key to the interoperability of those innovative identity management solutions.

Actions: To ensure the swift and orderly development of innovative identity management solutions on a global scale, the Assembly is invited to:

- a) request the Council to continue to develop a global policy and technical specifications for the Digital Travel Credential concept through the ICAO NTWG;
- b) encourage States to support initiatives which contribute to the enhancement of global standards for securing the access and interchange of passenger digital identity information;
- c) encourage States to explore the benefits of biometric recognition to secure and facilitate the passenger process; and
- d) request the Council to further explore new and innovative ways to authenticate passengers' identity information for the benefit of all aviation stakeholders.

¹ English, French, Spanish, Russian, Arabic and Chinese versions provided by International Air Transport Association (IATA) and Airports Council International (ACI).

<i>Strategic Objectives:</i>	This working paper relates to Strategic Objective — <i>Security and Facilitation</i> .
<i>Financial implications:</i>	None
<i>References:</i>	Annex 9 — <i>Facilitation (15th Edition)</i> IATA Resolution “End-to-end Seamless Travel across Borders Closer to Reality” (https://www.iata.org/pressroom/pr/Documents/resolution-one-id-agm-2019.pdf)

1. INTRODUCTION

1.1 Air transport plays a vital role in stimulating economic growth and global trade by increasing access to international markets, tourism and investments, and allowing people to travel and connect. Passenger traffic is projected to double by 2037. Handling this growth, satisfying evolving customer expectations and addressing the global security environment will not be possible with current airport capacity, processes, facilities, and ways of doing business.

1.2 The industry is working together to deliver an end-to-end passenger experience that is secure, seamless and efficient. The One ID concept seeks to introduce a collaborative identity management solution that spans all process steps and stakeholders throughout the journey. Efficiency will increase by lifting current repetitive processes, such as the passenger having to present travel tokens (boarding passes, travel documents, travel authorizations, etc.) at multiple touchpoints across their journey.

1.3 Biometric recognition and trusted digital identity are key to the One ID concept for enhancing the passenger’s airport experience while improving the efficiency and security of paperless identification processes. As air transport stakeholders – including airlines, airports, and government authorities – continue to develop innovative identity management solutions, the development of a global policy and technical specifications for the Digital Travel Credential (DTC) concept by the New Technology Working Group (NTWG) of the ICAO Technical Advisory Group on the Traveller Identification Programme (TAG/TRIP) will contribute to their interoperability.

2. DISCUSSION

2.1 Concretely, the One ID concept involves using a trusted digital identity, implementing biometric recognition technology at various touchpoints, and sharing a single set of passenger identity information among authorized stakeholders. The early validation of the passenger identity and the controlled access to this information by public and private stakeholders ensure that passengers can be recognized and attended to in the most efficient way in subsequent process steps.

2.2 IATA, with the support of ACI, is bringing industry and government stakeholders together, in a task force, to establish a common vision around the concept and a roadmap for robust and efficient identity management solutions. The objectives are to develop guidance documentation of best practices to shape global standards. Those global practices and standards are required to support the harmonization and interoperability of frameworks, processes, data models, and data interchange protocols.

2.3 Various elements of the One ID concept are increasingly being implemented at airports around the world, which in turn feeds into the guidance documentation of best practices. A number of ACI member airports are trialling innovative technology solutions, for instance moving processes “off-airport”

to a location that best suits passengers. Today however, most trials are not truly end-to-end solutions and are limited to some parts of the travel journey, such as the boarding or the departure processes. In order to integrate these various parts and unlock the full benefits for facilitation, data sharing standards should be adopted. The next stage will be to implement cross-border trials where passengers provide their information once and are recognized at both the airport of departure and arrival, and including return flight and transfer airport.

2.4 The ICAO NTWG, in cooperation with the International Organization for Standardization (ISO), is developing the specifications of the DTC that consists of a standardized digital representation of a traveler identity information, which is key to One ID. The DTC will in the first stage complement a passport before it ultimately replaces it. It will ease the exchange of passenger data in a standardized process and the biometric recognition of the passenger from booking until their journey ends. For governments, such a digital identity is crucial for trusting the source of the passenger's information.

2.5 The importance of the DTC concept has been recognized by IATA at the highest level with the Resolution "End-to-end Seamless Travel across Borders Closer to Reality", adopted at its Annual General Meeting (AGM) on 2 June 2019: <https://www.iata.org/pressroom/pr/Pages/2019-06-02-06.aspx>. The Resolution highlights the urgency for ICAO and its Member States to identify the specifications of the DTC, as paperless processes are increasingly being adopted. IATA will also continue to contribute, wherever possible, to support development of the DTC and further encourage its member airlines and all other actors in the air transport system to work together towards a 'use case' for such a globally accepted DTC.

2.6 Additionally, some governments are exploring identity verification solutions that differ from the traditional way. To strengthen the reliability of the passenger information provided by airlines, they act as ID providers and authenticate the identity provided. As an example, the United States has recently deployed its identity as a service (IDaaS) concept, which demonstrates how governments can regain control over the travellers' identification while fast tracking this formality. This concept is used to enhance not only border controls and security, but also airport security.

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