TECHNICAL ADVISORY GROUP ON
MACHINE READABLE TRAVEL DOCUMENTS

Fifteenth Meeting

(Montreal, 17 to 21 May 2004)

Agenda Item 4:   Education and promotion of MRTDs
Agenda Item 4.2:   Accomplishments of the EPWG since TAG-MRTD/14

ANNUAL REPORT BY THE EDUCATION AND PROMOTION
WORKING GROUP (EPWG)

(Presented by the Chairperson of the EPWG)

1.   **INTRODUCTION**

1.1   The Education and Promotion Working Group (EPWG) of the TAG/MRTD has been very active since TAG/14 (5-9 May 2003). This report outlines key meetings held, activities undertaken, and outlines and seeks approval for the future work programme. It also considers the existing terms of reference for the group and seeks a mandate to explicitly incorporate issues of e-passports into its work programme.

2.   **MEETINGS**

2.1   Three full meetings of the working group have been held. These were in Bath (UK), on 8-9 July 2003, Riga, Latvia on 2-3 December 2003 and Vienna, Austria on 3-4 March 2004. Representatives from Canada, United Kingdom, United States, Germany, New Zealand, Latvia and ISO WG3 attended the meetings, joined by a colleague from Estonia for the meeting in Riga.

2.2   At the beginning of 2004 the chair of the EPWG was passed from Mr. John Hotchner (US) to a proposed co-chair arrangement jointly held by Ms. Susan Jessop (Canada) and Ms. Isabel Baltazar (Portugal). Unfortunately, due to other commitments Ms. Baltazar has not been able to take up this role, and the EPWG will, for the next 12 months, be chaired by Ms. Jessop. The EPWG would like to thank Mr. Hotchner for his efforts as previous chair and to acknowledge his significant role in re-vitalizing the EPWG.

3.   **KEY ACTIVITIES UNDERTAKEN DURING 2003/04**

3.1   **MRTD Web site**

3.1.1   The MRTD website went live during 2003 and the EPWG sees this as a crucial resource to promote the work of the TAG and Doc 9303 (www.icao.int/mrtd).   The group undertook a review of the proposed content and organisation of the website and provided feedback on this. The website is of a very good standard, attractive and easily navigable and has very useful content. However, there is an ongoing concern that it is not easily found either from the main ICAO website or using common search engines. The EPWG recommends that the ICAO/Facilitation Section ensure that there is an obvious link from the ICAO home to the MRTD site. Further, the EPWG recommends that additional resources be provided to the ICAO/Facilitation Section to ensure that the website can be frequently updated in order to maintain its currency and usefulness and to undergo redevelopment as required.

3.1.2   In addition work has been undertaken to analyse the most frequently questions (FAQ) addressed to the ICAO/Facilitation Section. This work is being currently crafted into an FAQ page for the website. This work will be completed by June 2004. It is hoped that a comprehensive FAQ page will reduce the time required by the ICAO/Facilitation Section to answering questions to individual correspondents.

3.2   **Glossary of terms**

3.2.1   Work progressed on a glossary of terms commonly used within the technical and operational spheres of passports and security documents issuance. Efforts have been made to include terms from diverse sources in order to make it as complete as possible. This glossary will be completed by October 2004 and will be made available via the MRTD Web site.

3.3   **Inventory of passport agencies and direct contacts**

3.3.1   Work progressed steadily on developing a directory of contact details for all passport issuing authorities (ideally including the names of the Chief Executive or equivalent). The directory is seen as a key tool to ensuring that educational and promotional activities reach the target audience of passport practitioners and policy makers. The EPWG will hold the list and will endeavour to ensure it is kept up to date.

3.4   **Inventory of countries that are issuing Doc 9303 compliant
         MRTDs**

3.4.1   Work began on further developing existing information on which countries are issuing Doc 9303 compliant travel documents and which are not. This information will be used to direct and tailor the work of the EPWG to ensure that its efforts are targeted for maximum results.

3.5   **Reviewed feedback from the TAG/14 workshops and
         provided feedback to the ICAO/Facilitation Section**

3.5.1   The EPWG sponsored a series of TAG workshops at TAG/14. These were designed to enhance understanding of the key working papers and complex issues to support optimal discussion and decision making at the TAG. Evaluation forms were made available to all participants. The results of this evaluation were analysed and forwarded to the ICAO/Facilitation Section. In short the results showed that the seminars were considered helpful by at least 80% of participants and 90% felt that it would be useful to run similar events at future TAG meetings. As a result seminars were again conducted at this meeting of the TAG.

3.6   **Newsletter**

3.6.1   The establishment of a newsletter has been under consideration by the group. While the proposal is seen as having some merit, there is concern that newsletters can be very time consuming and better outcomes may be achieved through other communication channels such as the website and through partnerships with other institutions. This matter will be considered again at future EPWG meetings.

3.7   **Developed working relationship with Keesings Journal of Documents.**

3.7.1   Preliminary meetings were held to consider establishing an ongoing working relationship with Keesings. This is considered by the EPWG as likely to be very beneficial in assisting with achieving our promotional objectives. Discussion of this issue and recommendations are the subject of an associated working paper.

3.8   **Vienna workshop**

3.8.1   The most ambitious and successful activity undertaken by the EPWG was the organisation and delivery of the Vienna workshop in conjunction with the Organization for Security and Cooperation in Europe (OSCE). A report of this event is the subject of an associated working paper. We also invite TAG members to visit the OSCE website at: www.osce.org/documents/sg/2004/03/2434_en.pdf for a full report of this event.

3.9   **Workshop presentations**

3.9.1   As a result of the Vienna workshop, an electronic library of presentations along with speakers' notes is being developed. Over time, as this resource grows, it will enable similar workshops to be organised quickly and efficiently. It is also hoped that such a resource will encourage a larger number of speakers to put themselves forward reducing the burden on a few individuals. Establishing this inventory will also enable the EPWG to retain some measure of quality control ensuring that ICAO is associated with successful events.

3.10   **Identification of partner organizations**

3.10.1   The EPWG has also developed an inventory of suitable partner organisations which can now be approached to co-host similar events. The organizations are in general regional groupings of countries sharing geographical, political, economic or security interests. Many of these bodies have reasonable infrastructure and the support of a secretariat enabling them to successfully co-host events.

4.   **FUTURE WORK PROGRAMME**

4.1   The proposed future work programme for EPWG is attached in the Annex. It is based around five key strategies which should deliver a broad range of effective activities resulting in the successful promotion of MRTDs and ICAO Doc 9303.

4.2   The future programme will seek to leverage the success of the Vienna workshop, running similar events as demand and resources allow. It also emphasises the ongoing development of the website as a key channel for the timely dissemination of information to the constituent audience.

5.   **THE EPWG MANDATE**

5.1   The mandate approved for the EPWG at TAG/14 (WP/26) was "Promote the adoption of Machine Readable Travel Documents that are compliant with ICAO Doc 9303 and new and further development". The 12 months since TAG/14 has seen considerable momentum on the issues associated with how passport authorities can successfully incorporate biometrics into their travel documents. Together with photo digitization, these are the key issues that passport authorities are seeking assistance with. The EPWG has therefore interpreted its mandate more broadly to incorporate these issues and would like this meeting of the TAG to endorse this.

6.   **MEMBERSHIP OF THE EPWG**

6.1   The EPWG has experienced increased interest in participation. This has led to the group establishing some draft guidelines to ensure that it operates efficiently. These are as follows:

   a) there should be no more than 50% non-government representation;

   b) that observers will be allowed to attend meetings;

   c) that participants who wish to join should commit to attend a number of sequential meetings and should have sufficient time to take on tasks in addition to meeting attendance;

   d) that participation of vendors would be determined by the Chair of ISO WG3/TF3 on the basis of what additional value the particular participant could bring to the group; and

   e) that there would be ongoing efforts to recruit members from regions and countries not currently well represented within the TAG.

7.   **ACTION BY THE TAG/MRTD**

7.1   The TAG/MRTD is invited to:

   a) note the programme of activities undertaken by the EPWG since TAG/14;

   b) recommend that the ICAO/Facilitation Section seek a solution which ensures that the MRTD website is easily found from the ICAO home page and from commonly used search engines;

   c) recommend that ICAO/Facilitation Section seek additional resources for the ongoing maintenance of the MRTD website to ensure its currency and usefulness;

   d) endorse the proposed work programme as outlined in the Annex;

   e) endorse the broader interpretation of the existing EPWG mandate to include issues of biometrics, photo digitisation and other technical developments;

f)   endorse the guidelines for membership of the EPWG; and

g)   recognize the work of Mr. John Hotchner (USA) for his efforts to revitalize the EPWG.

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ANNEX

THE EPWG WORK PROGRAMME 2004/2006

The Education and Promotion Working Group's mandate is to:

Promote the adoption of MRTDs that are compliant with ICAO document 9303 and further new developments.

We will achieve our mandate by:

1. Working in partnership with relevant organisations to deliver and or participate in workshops, conferences or other meetings to promote secure MRTDs and Doc 9303.

What	When
To deliver TAG 15 workshops, on Immigration use of travel docs, standards for emergency passports and the work of EPWG	May 18,19 2004
To evaluate TAG workshops and incorporate findings into future workshops,	on going
To disseminate information via other organisations to the vendor community to reduce demand on NTWG	on going
To develop, store and make available key presentations that can be delivered in various fora	on going
To identify one key regional body that EPWG can work in partnership with to deliver one significant workshop (one annually)	By October 2004

2. Developing an inventory of information tools for dissemination through industry journals, websites and other media and distribution channels.

What	When
Further review MRTD website for timeliness and usability	December 2004
Develop, load and maintain FAQs for Website	July 2004
Work with Keesings and other media outlets to promote MRTDs	on going
Develop and load glossary of terms and acronyms for Website	October 2004
To develop articles for EPWG newsletter or occasional bulletin	ongoing
Actively recruit new members through EPWG conferences, the TAG and other meetings	ongoing

3. Enlisting the participation of countries which have not adopted the MRTD standard in EPWG and other ICAO fora.

What	When
Talk with countries who have newly implemented MRTDs to find lessons learned and document these for sharing with other countries	on going

4. Gathering required information in support of the promotion of secure MRTDs.

What	When
To complete and maintain list of Passport and Immigration authority contact points	Complete by July 2004 and then ongoing maintenance
Maintain information about which countries MRTDs are compliant with Doc 9303.	Ongoing

5. Acting as a conduit of information to link experts and governments seeking information.

What	When
Develop information brochure about DOC 9303 and the work of EPWG/TAG for ISO members to deliver to passport authorities they are working with	December 2004

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