



**Regional Seminar on MRTDs, Biometrics
and Identification Management
12 to 14 November 2013, Ouagadougou, Burkina Faso**

Identification Management: New Zealand and Pacific Experiences and Good Practices

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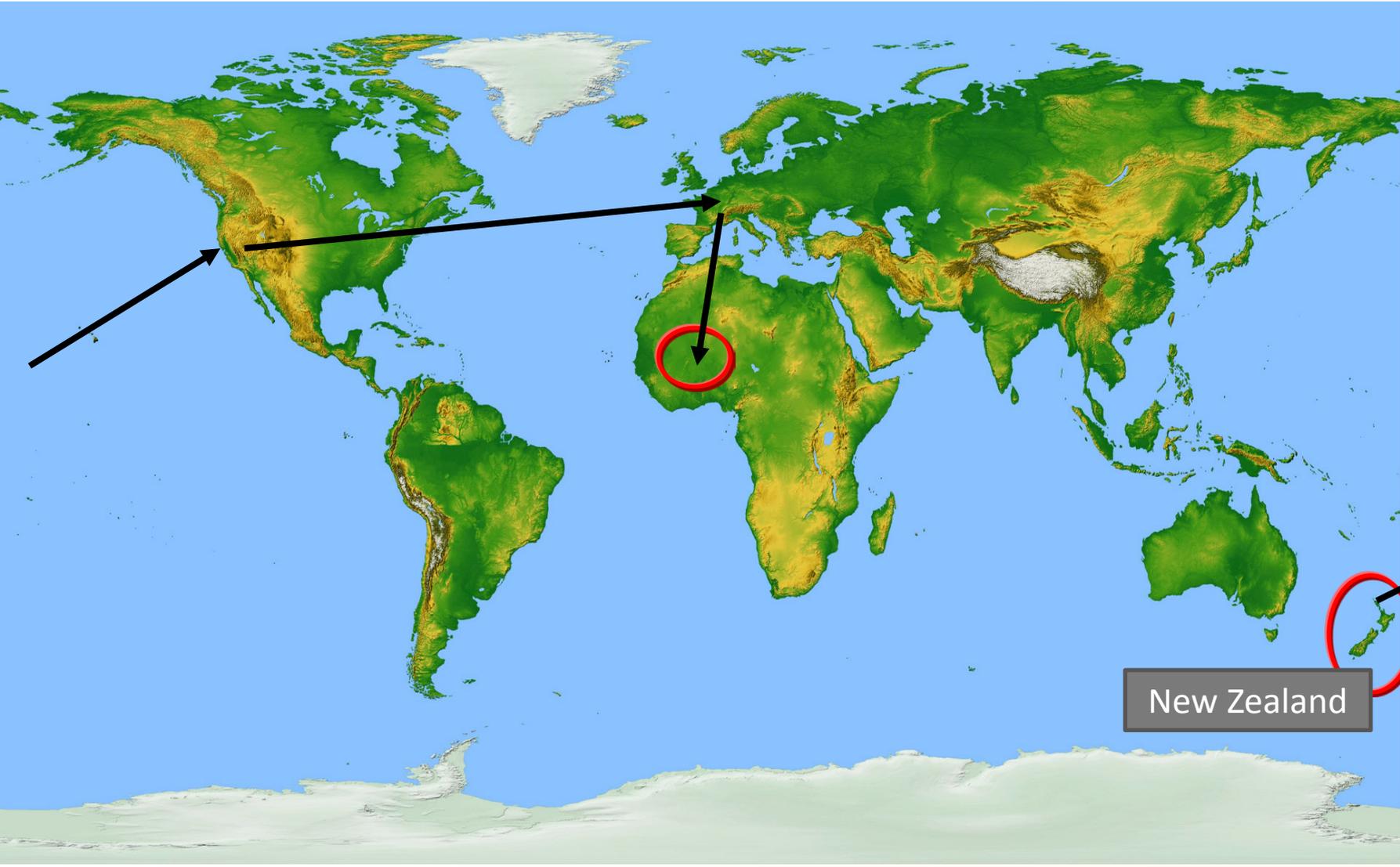
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Overview

- Context: New Zealand
- Drivers for Change
- Online Renewals
- Biometrics and productivity
- Automated Decision Making
- Case studies in the Pacific
 - Vanuatu Case Study
 - Challenges of Civil Registration

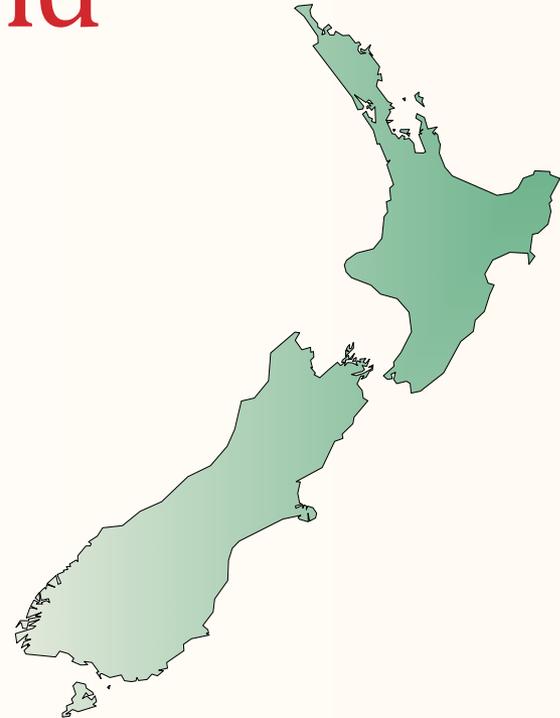




New Zealand

Context: New Zealand

- Population 4.5 Million
- Centralised registers for civil registration
 - Births, Deaths and Marriages
 - Name changes
 - Citizenship
 - Began digitising physical registers 1998
 - Many births and deaths notified online (by hospitals and funeral directors)
- Passport Issuance
 - Issuing offices in London, Sydney and NZ
 - Use data access rather than physical documents
 - Person-centric database
 - Good quality facial biometric



Drivers for Change

- Rising passport volumes
 - Shift to 5-year validity in 2005
 - Sharp volume increase in 2010/11
 - Increase production without increasing staff

- Solution

- Online process
- Automation of processes
- Paperless workflow



- Benefits:

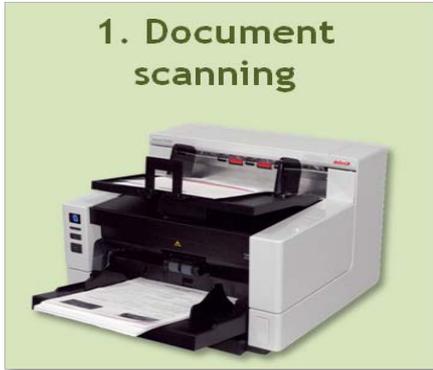
- Improve services to customers - 20% who are located offshore
- Productivity gains
- Opportunity for a passport price reduction
- Increase integrity of data and process

Redevelopment Programme

Progress Overview

2010

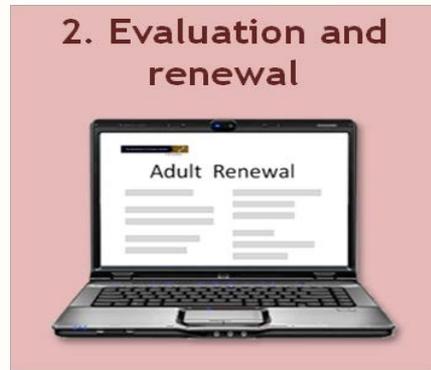
1. Document scanning



- New Application forms
- Application Scanning into system
- Improved check and enter process

2012

2. Evaluation and renewal



- Online Channel for Adult Renewals
- Price reduction
- Automated evaluation of renewals
- Partial automated evaluation for other types

2013

3. Delta



- Automated workflow
- Paperless processing
- Streamline application processing
- Optimise automated evaluation and reduce need for human intervention

Online Adult Renewals



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Am I eligible?

We need to check that you can use this service. Please answer the following questions and click **Can I apply online?**

* You are required to answer all questions on this checklist

* What letter appears under the heading **Type** on your passport?

[Go to the photo page of your passport](#)

This is where to find the letter you need to enter

* Are you renewing your diplomatic or official passport? Yes No
 "Diplomatic" or "official" will appear on the cover.

* Has your most recent passport ever been reported as lost or stolen? Yes No
 We consider you have reported your passport lost or stolen if you have told the Department of Internal Affairs, the Police, or the Ministry of Foreign Affairs and Trade.

* Has your most recent passport been cancelled? Yes No
 Please use your latest passport. Any older passport will have been cancelled if you have had a newer one issued.

* Have you changed your name since your last passport was issued? Yes No

* Do you have an endorsement printed on the observation page of your passport? Yes No
 A passport endorsement is where additional information is added to the observation page of your passport. (e.g. If you are unable to sign for your passport).

* Do you require an endorsement to be printed on the observation page of your renewed passport? Yes No
 An endorsement will be printed in your passport for the following reasons:

- you wear a head covering for religious or medical reasons as part of normal attire.
- you are unable to sign your passport.
- your full name contains more than 48 characters (including spaces).
- your name contains symbols which are not found in the English language, such as æ ö ü ç

* Are you 16 years or over? Yes No

Features of the Service

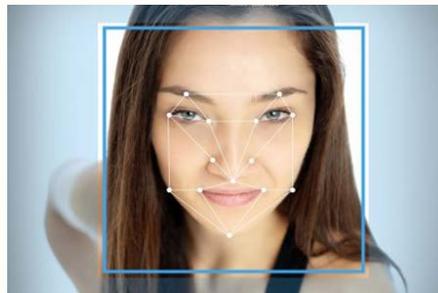
- As applicants enter passport details to the Online Renewal Service, it is automatically validated by the system
- The applicant enters similar information to that requested on the paper application form (contact details, emergency contacts) and the system ensures all required information is supplied
- The system also checks that the digital photo is suitable and provides messages on unsuitable photos
- The RealMe login allows applicants to “save” their application and return to it as required
- A 24/7 service is available for customer queries regarding online renewals

Results to Date

- In 2013 we expect to issue 636,000 travel documents (70% of these will be adults renewing their passport, of which 95% can use the online service)
- From November 2012 to September 2013, we received 377,336 applications for adult renewals
- 35% of eligible adult renewals were received online
- Year 1 target of 25% of all passport renewals through the Online Renewal Service has been exceeded. Over 120,000 renewals since launch in November 2012

Biometrics and Productivity

- Facial recognition (FR) is a key enabling technology for passport security
- The best use of biometrics from a business perspective is to facilitate automation and increased productivity
- FR is an integrated part of the decision making process for passport applications
- FR is the **cornerstone** of our online renewals process



Biometrics and Productivity (2)

- In order to ensure we could use FR effectively, significant time and resource was invested in cleaning up our database
- Many to Many match:
 - Remove poor quality images
 - Merge or 'tag' duplicate records
 - Identify fraudulent activity and modify risk profiles
- The 'clean-up' exercise also aided in determining thresholds now used in the 1:n and n:n matches integral to passport application processing

Automated processing

- The central concept when developing the new passport system was the automated checking of data (including facial biometric), which in turn enables staff to focus on 'exception processing'
- Core Application Processing System has 169 automated tests instead of manual checks
 - Completeness, Evidence of Identity, Eligibility
- Facial recognition software
 - Renewals use 1:1 match against the applicant's previous image as the key automated entitlement and identity check
- Security
 - First time applications 1:many against full database
 - Watch-list (small and targeted)

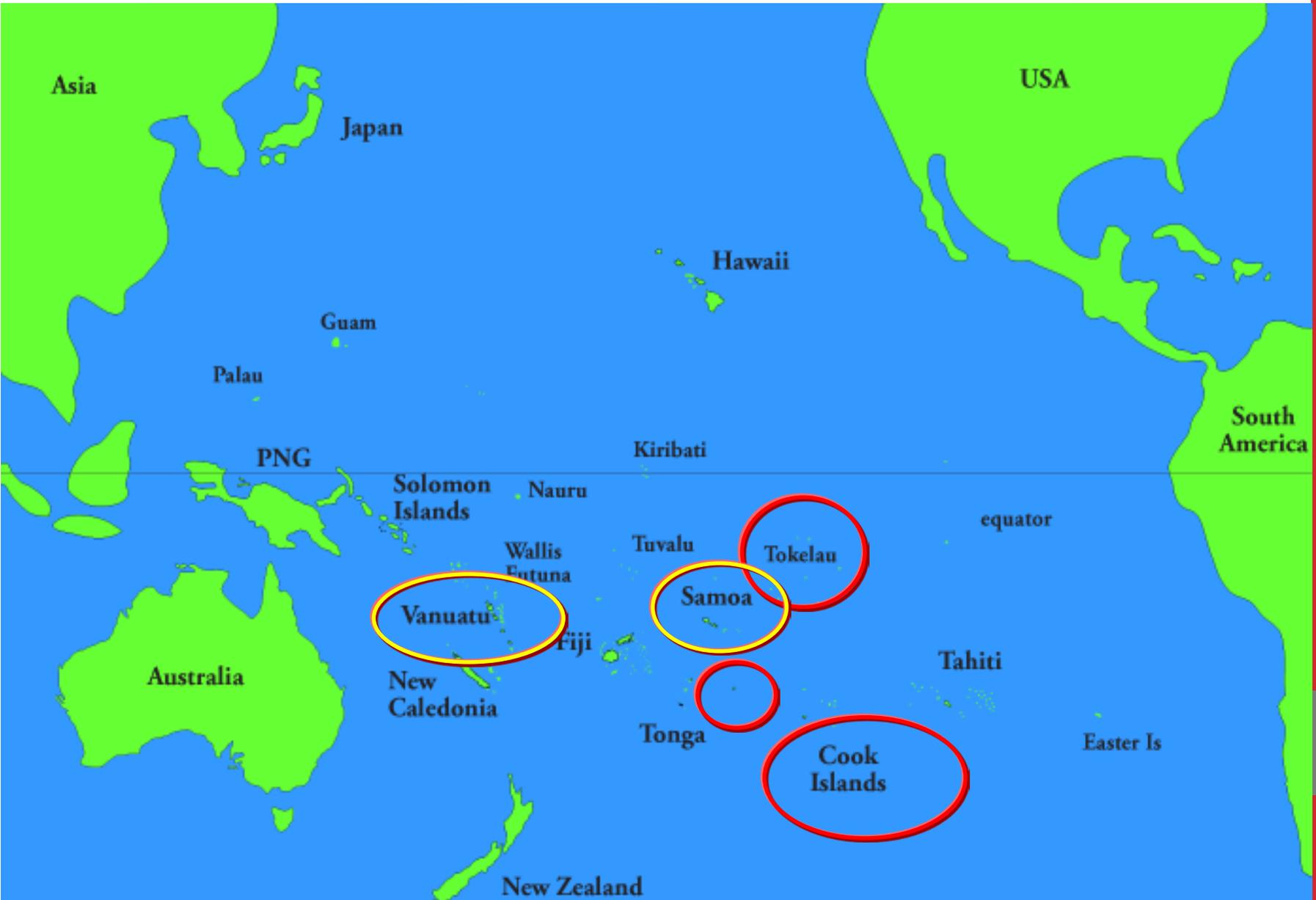
Driving efficiency

- 38% of online and 15% of paper-based applications passed all of the assessment tests and went straight to personalisation once their photo was processed for facial enrolment and prepared for laser engraving
- Biometrics and automation is enabling us to find the balance between mitigating risk and providing good service to citizens:
 - Increased efficiency for low risk 'easy applications' can allow a greater focus on high risk applicants
 - Efficient service means reduced customer contact (counter and phone)
 - Price reductions for customers (5 over million dollar savings to date)
 - The removal of manual front-end processes saving 6 FTEs over the course of a full year

Lessons Learned

- Position yourself for future change – have an identity strategy (across agencies if possible)
- Person centric database
- Quality of data is paramount - always look to standardise and 'clean' data
- Validate using source data if you can, you are less exposed to counterfeit documents
- Passport photos – increase your quality as early as possible to assist with border facilitation and best results for biometric matching
- Systems can make faster and more accurate decisions on many things, allowing you to save money, and target staff resource more effectively

Case Studies in the Pacific



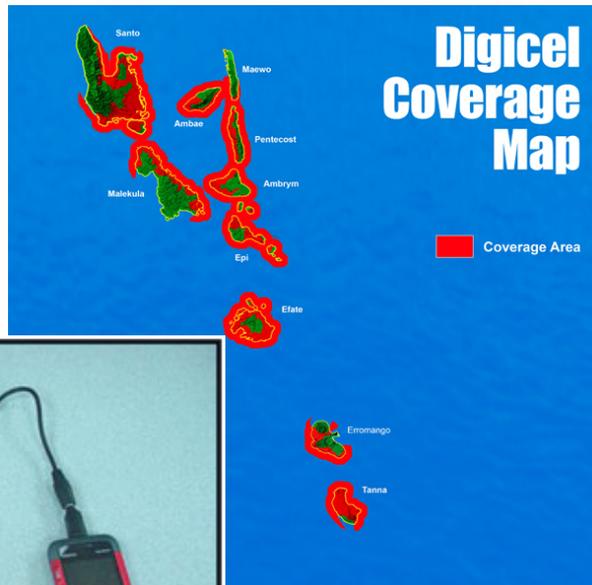
Vanuatu Civil Registration

- Over 80 Islands with remote isolated communities
 - No power or means of communication
- Previously only 30% of births registered
 - Many late registrations
 - Impacted on their ability to establish and manage identity effectively
- UNICEF targeted drive 'on the ground' to increase registration of births in 0-18 age group
 - Increased registration in target group to over 90%
 - Not a sustainable solution



Vanuatu Civil Registration (2)

- Challenges encourage innovation
- Free solar chargers changed the landscape



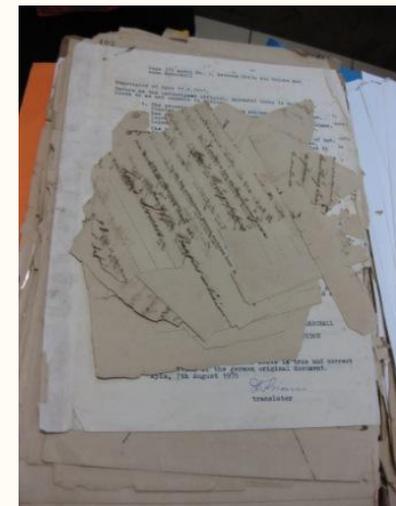
Vanuatu Civil Registration (3)

- Phones locked down to only transmit to one specific number (data transfer)
- Used by registered nurses and midwives
- Birth notification transferred directly into Civil Registry computer
- Audited prior to entering Civil Register
- Similar application being trialled in Africa
- This is a FREE application



Challenges of Pacific Civil Registration

- Deterioration of physical records
- Systems and processes failing
- Sustainability of computer systems
 - High maintenance costs
- Lessons Learned
 - Parties that effect the best results are not necessarily the statutory power
 - Community and women's groups very effective agents (reward sufficiently)
 - Remove as many barriers to registration as possible (e.g. no fee)
 - Hospital/midwife data is key
 - Sharing or hosting systems



Closing

- Civil registration is multi faceted – focussed on documenting and understanding vital events in order to provide services to our people (so a different focus to us)
- Identity concerns are a subset of civil registration, albeit incredibly important
- Identity concerns can be used to drive investment in better civil registration systems and process
- Routinely capturing a birth or death event information as quickly as possible to the event occurring **will position you to reduce your identity risk over the longer term**
 - Longevity of data is like a ‘social footprint’
 - Ability to validate data
 - Reduction in late registrations
 - More data = more linkages

THANK YOU

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