



Regional Seminar on MRTDs and Traveller Identification Management  
Tashkent, 8 to 10 April 2014

# Ensuring Physical Security and Secure Environment in Identification Management: Points to Watch

Steven G. Grant, P.Eng.  
Independent Consultant in  
Identity and Border Security



# Are You in the News?

## Stolen UK passports worth £2.5m

DCI Bill McGreavy appeals for information

Page last updated at 11:56 GMT, Tuesday, 29 July 2008 12:56 UK

**Thieves who got away with 3,000 blank passports and visas worth around £2.5 million targeted the van as it stopped at a newsagent's, police have said.**

Sep 29, 2006

## 100 Belizean passports stolen from Belmopan office

**As a department it has suffered more black eyes and body blows than a heavy weight boxer but tonight, immigration officials are once again at the centre of a scandal as one hundred passports have disappeared from the confines of a security vault in Belmopan.**

**Australian passports stolen from South African high commission**



# Opening Thought

- The integrity of passports and other travel documents is a key component of national and international anti-crime and anti-terrorism strategies. (e.g. UN SC resolution 1373 obligations)
- Prevention of fraud is undeniably more efficient and much less costly than dealing with the consequences of successful fraud.

***Recommended best practice:***

- The identity document issuing process should be recognized as having an impact on national and international security and be included in the governmental security framework.



# Need for Passport Issuance Security Standards

- It is very likely that your passport issuance system will be attacked
- Successful attacks threaten social security & have potential for increased criminal activity
- Successful attacks put at risk the international reputation of your passport and its utility to citizens as a travel document
- A respected travel document facilitates travel and economic activity

# Best Practices on Secure Issuance of Travel Documents

- Applicable to all ID documents including passports, visas, national ID, etc.
- Recommended Practices include:
  - Organizational and Personnel issues
  - Application, Entitlement and Delivery
  - Handling of Materials
  - Document Security
  - Physical Security and Information Technology Security
  - International (SLTD, Consular, Partners)



# Organizational Structure

- Mandate, Responsibilities and Legislation
- Security Framework
  - Whole-of-Government approach
  - MOU's in place and actively managed
- General Security Practices
  - Fraud focal point
  - Information exchange
  - Security screening of personnel: initial and on-going



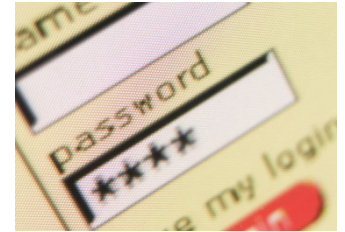
# Inventory Control

- For all Secure Materials
- From shipment arrival to issuance to applicant
- Document cannot be personalized unless
  - Stock activated
  - Assigned to site & operator
- Operator can only personalize documents assigned to them
- Spoiled documents recorded
- Stock reconciled each day
- Destruction of stock witnessed and recorded: 4-eyes principle



# Passport Personalization

- Printing equipment should include the capability of producing unique features
  - e.g. positive ability to identify a passport personalized on the system
- Physical security of equipment
- Passwords and secure access for operation
- Tracking who approved and performed steps
  - Audit Trail; periodic/random audits; work sampling





# Physical Security

- Physical security of the passport issuing office
  - controlled buildings/space, badges, access cards
  - Presence of security personnel, alarms, TV, surveillance
  - Adequate fire protection
  - Special requirements for vault & document personalization room
  - Applicants and security
  - Protection of applications in process (privacy)



# System Integrity and Security

- Network
- User Access Control
- Workstation Restrictions
- Database and database operations
  - e.g. watchlist management
- Reports: production, inventory, audit
- Processes:
  - e.g. supervisor oversight, no single operator





# Summary: Best Practices

- *The passport issuing process should be recognized as having an impact on national and international security and be included in the national security framework.*
- *The passport issuing authority should have clear mandate and responsibilities, established by current legislation or suitably enforced regulations.*
- *Written security policies and guidelines should be developed and communicated to all. They should be strictly enforced.*
- *Independent from passport operations, a security team responsible for managing the security framework, should be in place.*
- *Stay out of the news!*



ICAO

UNITING AVIATION

Thank you – спасибо

Steve Grant

[stevenggrant@gmail.com](mailto:stevenggrant@gmail.com)