



# Interoperability is about more than IT

eu-LISA Industry Roundtable

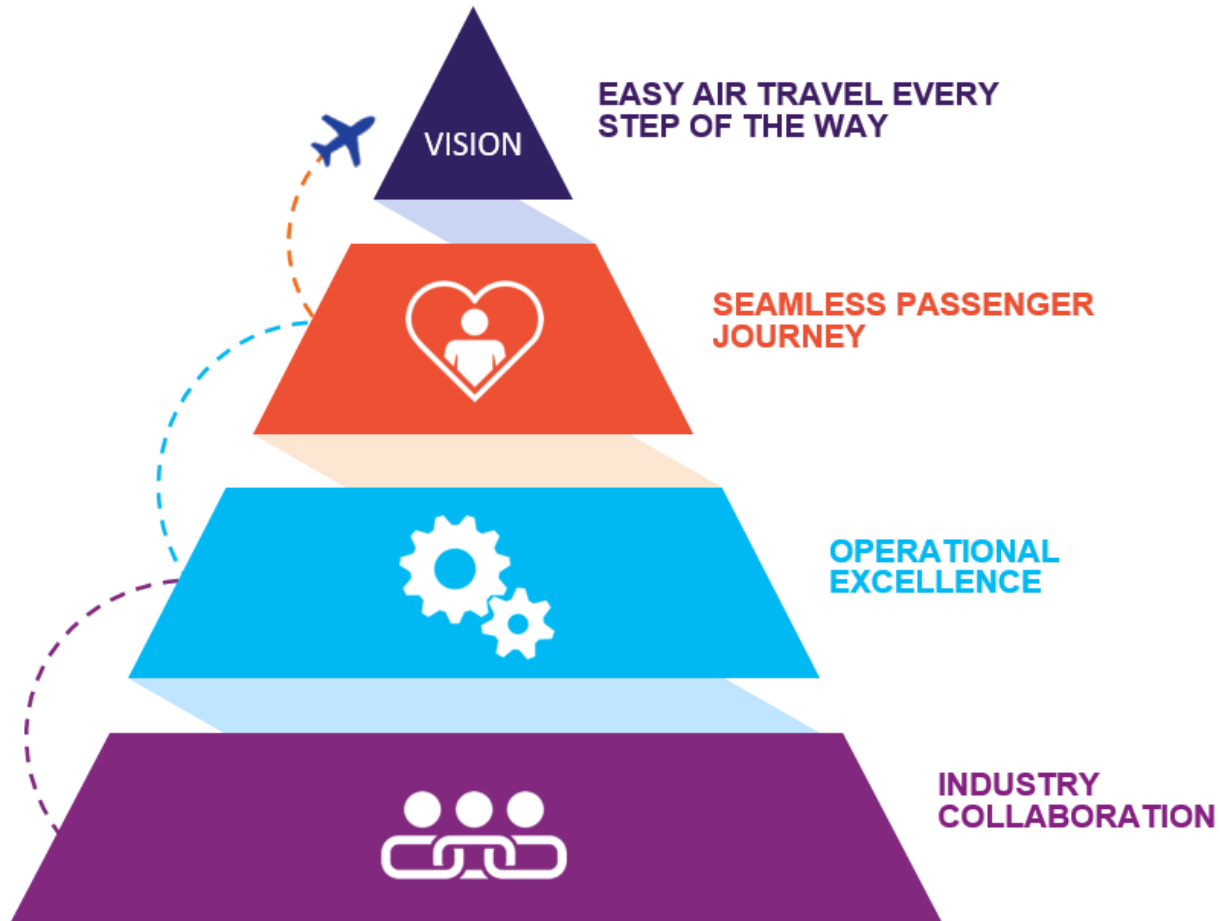


17<sup>th</sup> October 2019  
Hilton Hotel, Tallinn Park

LET'S MOVE THE WORLD, TOGETHER



# Community Owned, Community Driven



**50+**  
Customer Advisory  
Board members across  
SITA's 4 Geographical areas

**30+**  
AIR TRANSPORT CIOs  
on SITA's Board  
and Council

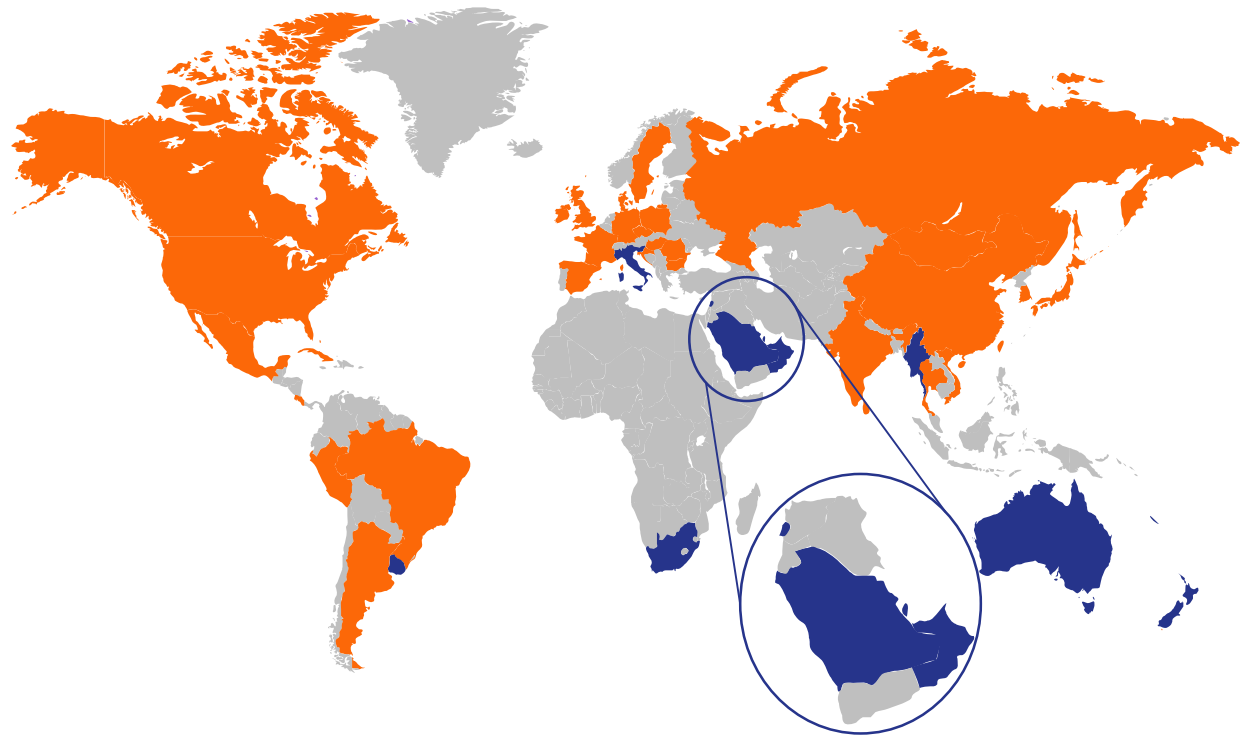
**100%**  
Owned by and dedicated  
to air transport

**400**  
SITA members  
(approx)

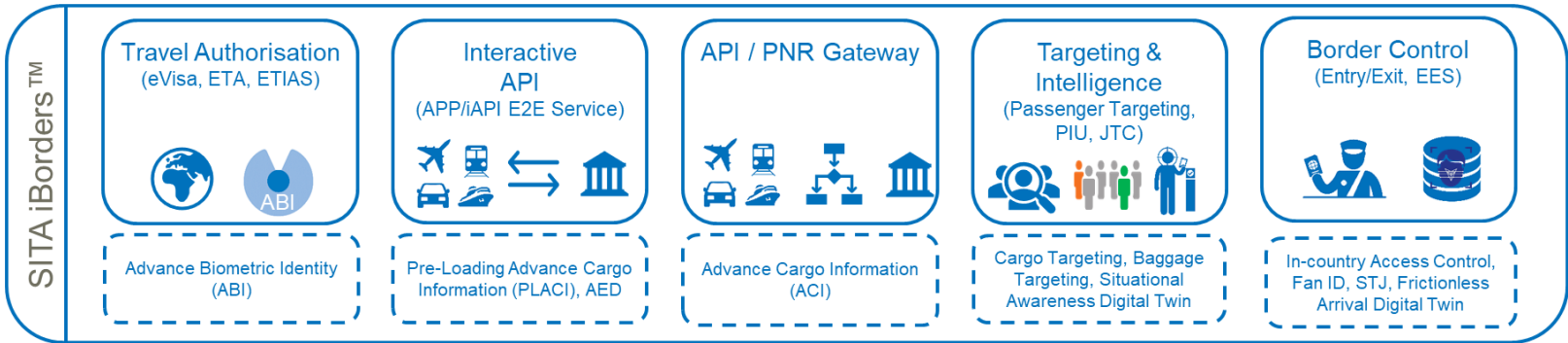
**WE REDUCE  
INDUSTRY COSTS**  
**US\$417M**  
returned to members  
between 2005-2018  
Over-recovery and YPOA

**SITA**

# Border Management Coverage



 Border Management Systems  Data Feed Services



**80%** of the G20 countries rely on iBorders products



**44** Governments across the world use iBorders products



**2.25+ billion** traveller journeys are processed each year by iBorders products



**13%** of all global travelers are risk assessed with iBorders



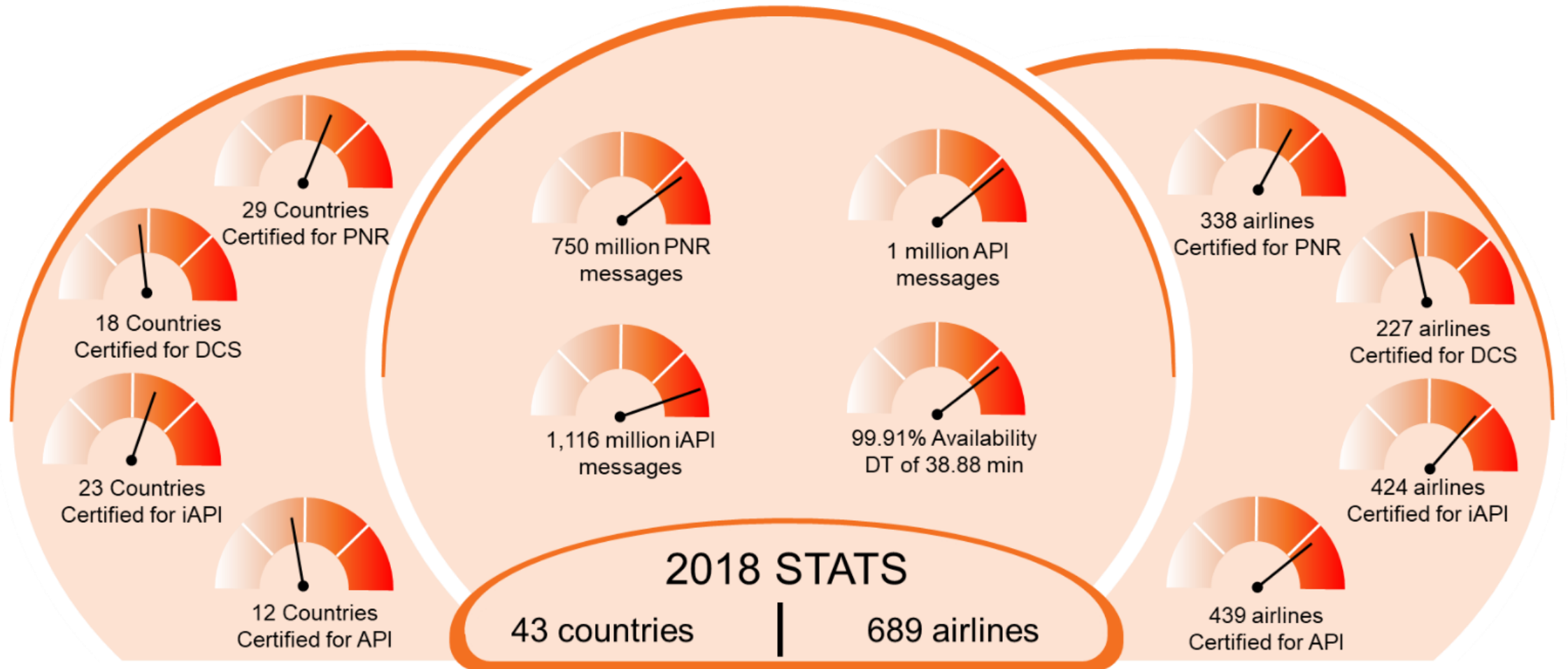
**10m** iAPI transactions per month for one customer



**>650** airlines supported globally



# Gateway Statistics



iAPI in July 2019 – 109m



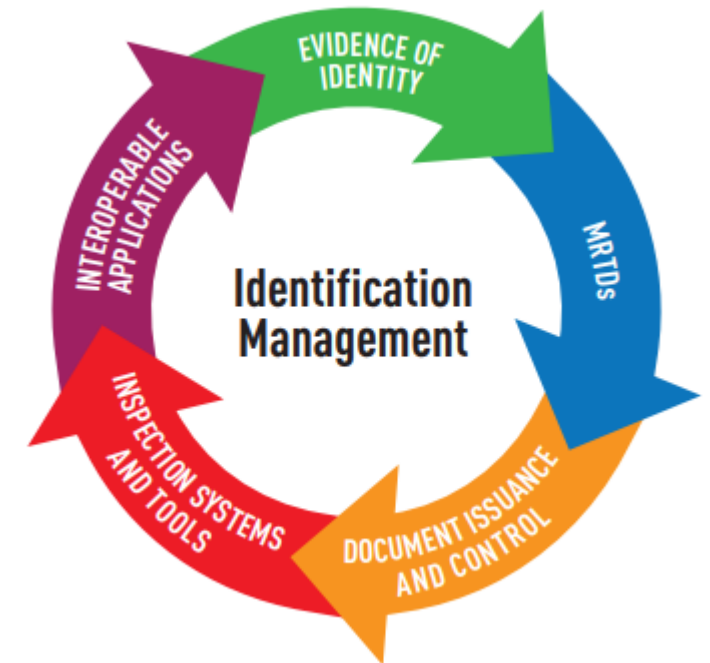
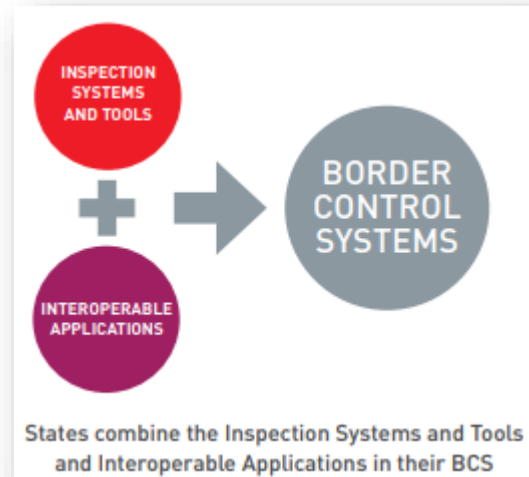
# ICAO TRIP Border Control Management

**Inspection Systems and Tools** capture, verify, match and record the data contained in MRTDs and about travellers. Section 4 of this Guide discusses seven of them:

- A. Visas and Electronic Travel Systems
- B. Document Readers
- C. Biographic Identity Verification
- D. Biometric Identity Verification
- E. National Watchlists
- F. Entry and Departure Databases
- G. Automated Border Controls

**Interoperable Applications** enable global sharing of data about travellers and their travel documents. Section 5 of this Guide discusses of them:

- H. Advance Passenger Information and Interactive Advance Passenger Information
- I. Passenger Name Record
- J. Public Key Infrastructure and the ICAO Public Key Directory
- K. eMRTD Biometric Identity Verification
- L. INTERPOL Stolen and Lost Travel Documents Database
- M. International Watchlists

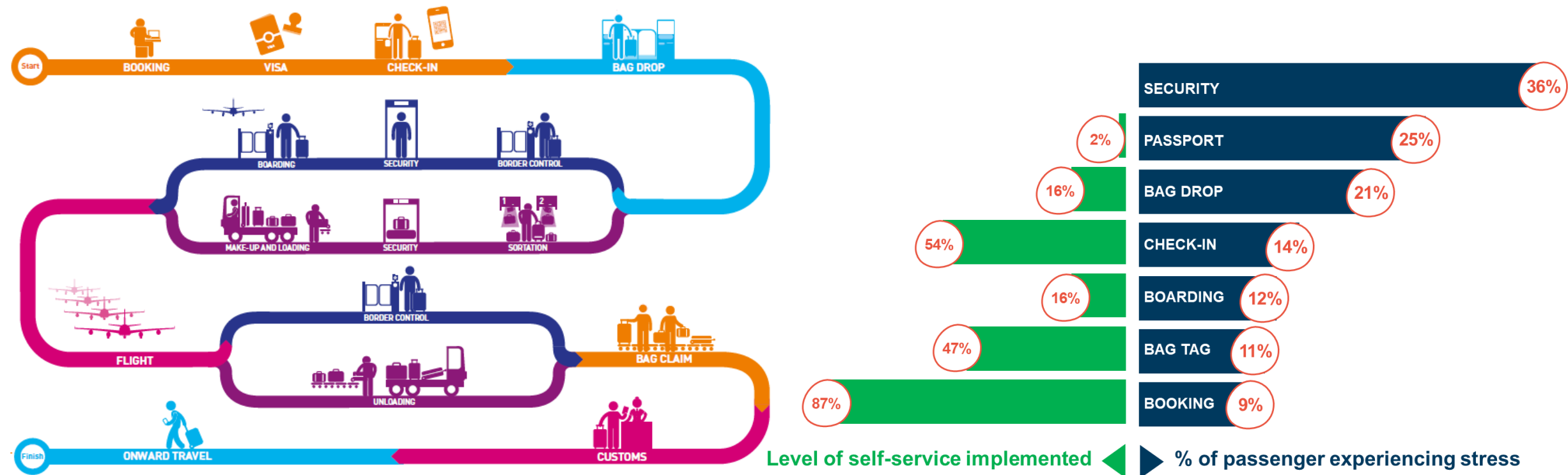


Extracts from ICAO Annex 9 – *Facilitation*, Chapter 9. Passenger Data Exchange Systems<sup>32</sup>:

## C. Electronic Travel Systems (ETS)

9.17 **Recommended Practice.**— Contracting States seeking to establish an Electronic Travel System should integrate the pre-travel verification system with an interactive Advance Passenger Information system.

# Interoperability and the Traveller



- Lack of trust, little/no sharing
- Duplication of data & effort
- No 'verified master source'
- Inconsistency & inaccuracy

# Identity Models & Approaches



**IdaaS**

Identity as a Service



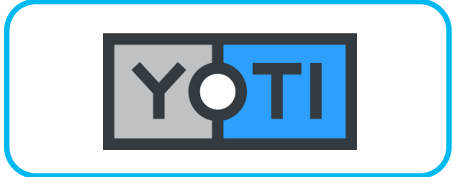
**DVS**

Document Verification Service



**FMS**

Face Matching Service



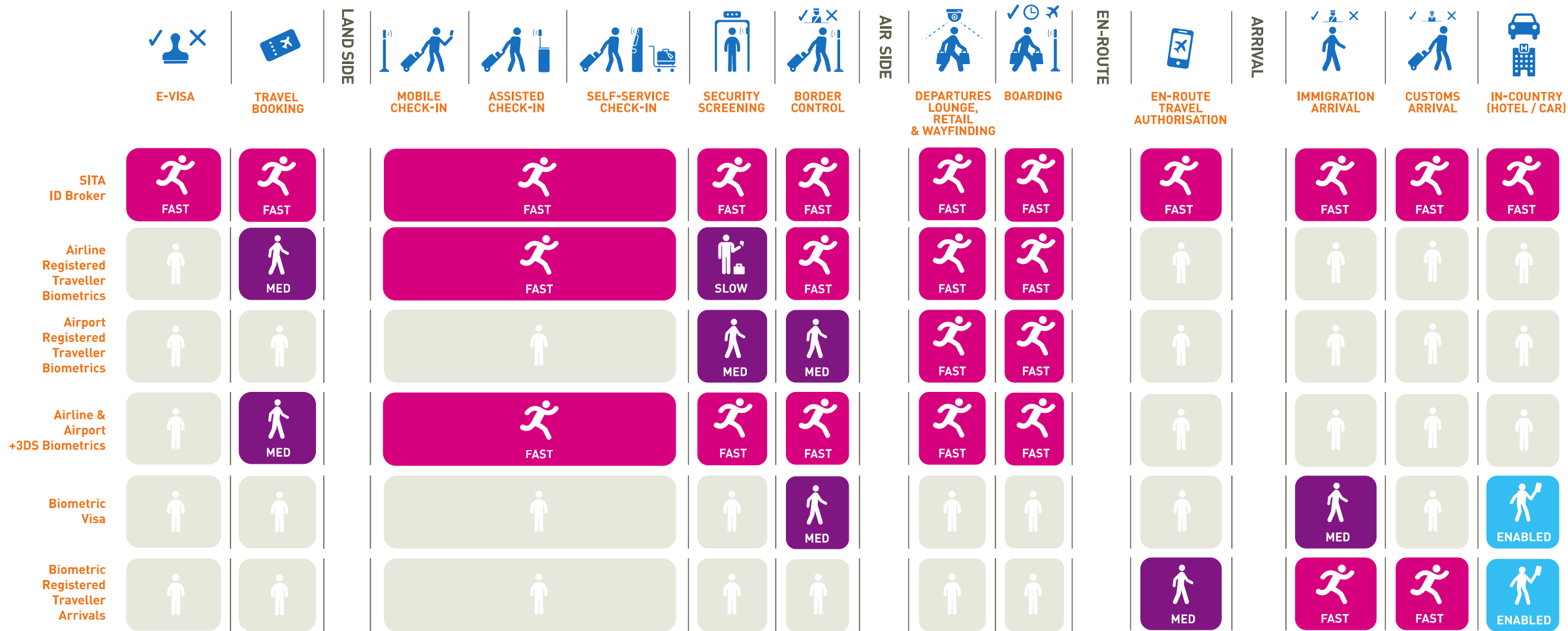
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# Biometrically Enabled ~~Gates and Kiosks~~ Everything





# The Cacophony of Trials – but is it a Seamless Journey?



# How Do We Bring The Stakeholders Together?



Stakeholder Framework for SITA Interactive  
Advance Biometric Identity (iABI)

# When it goes Wrong....

## Setting sun blinds hi-tech cameras at Stansted border control

Travellers with biometric passports face long delays as west-facing cameras repeatedly fail to read passengers' faces



▲ The passport hall at Stansted faces west, meaning that during summer evenings the cameras point straight into the sun. Photograph: Laura Lean/PA

Passengers trying to get through Stansted airport are being hit by long delays because the sun's rays are confusing the sophisticated cameras used at border control.

<https://www.theguardian.com/uk-news/2016/jul/11/stansted-setting-sun-blinds-border-control-hi-tech-cameras>

## CBP says traveler photos and license plate images stolen in data breach

Zack Whittaker @zackwhittaker / 9:20 pm BST • June 10, 2019

Comment



U.S. Customs and Border Protection has confirmed a data breach has exposed the photos of travelers and vehicles traveling in and out of the United States.

The photos were transferred to a subcontractor's network and later stolen through a "malicious cyberattack," a CBP spokesperson told TechCrunch in an email.

<https://techcrunch.com/2019/06/10/cbp-data-breach/>

## Passport machine outage restored but delays continue at Australian airports

By Rachel Chan, Toby Crockett and Josh Dye  
Updated April 29, 2019 — 1:48pm, first published at 8:03am

f t e A A A

153 View all comments

An Australian Border Force system outage has caused major delays at international airports across Australia, affecting passengers departing from and landing in the country.

SmartGate passport control machines were down at all international airports from 6am on Monday. While the underlying IT issue was resolved just before midday, airports around the country were still experiencing lengthy delays into the afternoon.



The arrivals queue at Sydney Airport's international terminal as waiting times stretched for 90 minutes after an IT systems outage affected all passengers departing or arriving in Australia. JESSE KUC

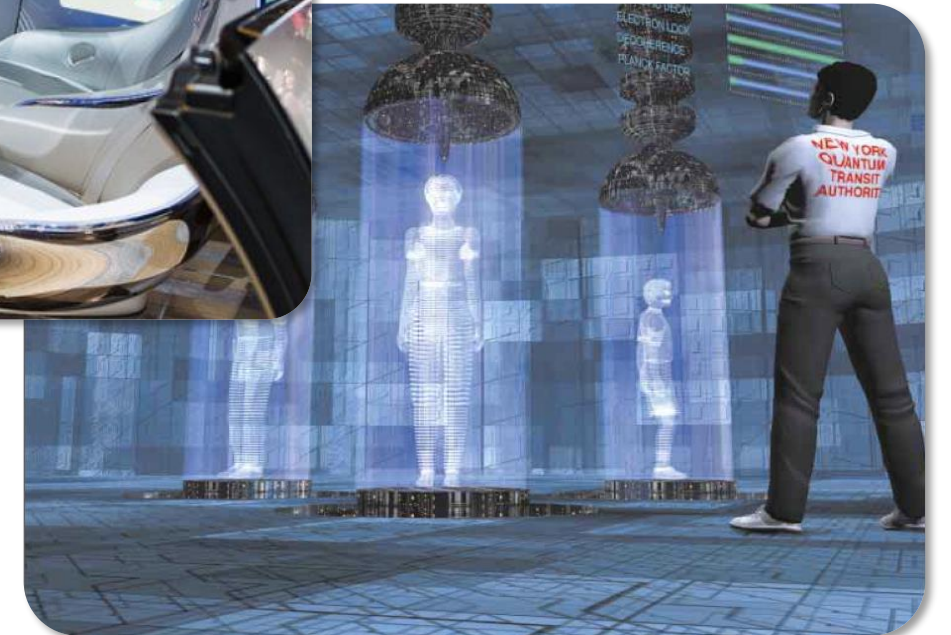
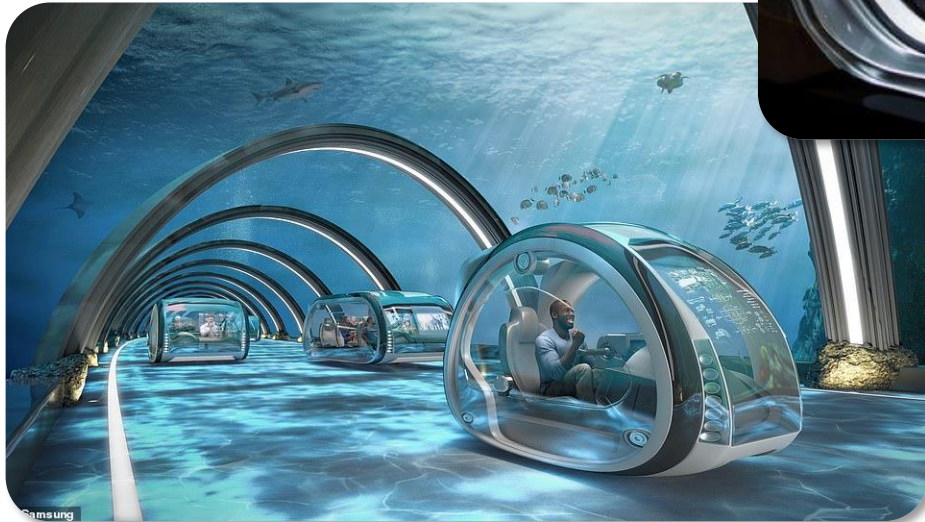
<https://www.smh.com.au/national/passport-machine-outage-causes-major-delays-at-australian-airports-20190429-p51i37.html>

# When Interoperability goes Wrong.....





# The Future for Travel



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## What can other industries tell us?



"Your recent Amazon purchases, Tweet score and location history makes you 23.5% welcome here."

# Digital Twin

*Digitally enhanced collaboration at airports for shared awareness and coordinated action*

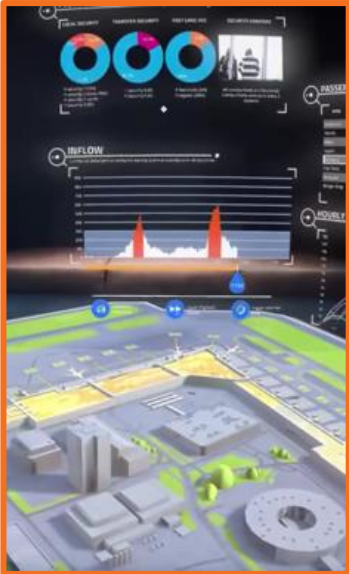


Industry and real time sensor data

Gate 1 Departures					
Flight	Destination	Time	Flight	Destination	Time
WS 001	Washington	12:20	MI 002	Miami	04:25
HK 020	Hong Kong	14:00	ZH 011	Zurich	05:00
PS 015	Paris	14:40	PS 015	Toronto	06:30
LN 044	London	15:35	CH 046	Chicago	08:40
		16:10	AT 000	Atlanta	09:40
			RG 020	Riga	11:00
				Amsterdam	



Holistic digital airport model & AI



New human to digital interactions



SITA, Flight AA123 is predicting 30 minutes late on stand, do I have a problem?

Yes, the next aircraft due on stand 10 is BA456 at 14:00 and AA123 will not turn around in time

Tailored workforce hardware & apps



# Summary



Identity data  
quality is key but a  
layered approach  
is essential

Security



Unobtrusive,  
incentivised and  
accessible  
facilitation

Facilitated & Intuitive



Take a broader  
approach, across  
nations and  
suppliers

Progress



Collaboration &  
Co-Creation between  
all stakeholders is  
essential & beneficial

Progress

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