The webinar will begin shortly

Introductions

- Randy Vanderhoof, Secure Technology Alliance

- Tom Lockwood, NextgenID

- Chris Runde, AAAE

- Mark Sarver, Biometric Signature ID

Who We Are

The Secure Technology Alliance is a not-for-profit, multi-industry association working to stimulate the understanding, adoption and widespread application of secure solutions.

We provide, in a collaborative, member-driven environment, education and information on how smart cards, embedded chip technology, and related hardware and software can be adopted across all markets in the United States.

SECURE TECHNOLOGY ALLIANCE

Our Focus

Access Control
Authentication
Healthcare
Identity Management
Internet of Things
Mobile
Payments
Transportation

What We Do

Bring together stakeholders to effectively collaborate on promoting secure solutions technology and addressing industry challenges

Publish white papers, webinars, workshops, newsletters, position papers and web content

Create conferences and events that focus on specific markets and technology

Offer education programs, training and industry certifications

Provide networking opportunities for professionals to share ideas and knowledge

Produce strong industry communications through public relations, web resources and social media

Member Benefits

Certification
Council Participation
Education
Industry Outreach
Networking
Technology Trends

Identity Council

"…Serves as a focal point for Alliance's identity and identity related efforts leveraging embedded chip technology and privacy- and security-enhancing software…Supports a spectrum of physical and logical use cases and applications, form factors, attributes, and authentication and authorization methods."

COUNCIL RESOURCES

- Assurance Levels Overview and Recommendations, Smart Card Alliance Identity Council position paper
- FICAM in Brief: A Smart Card Alliance Summary of the Federal Identity, Credential, and Access Management (FICAM) Roadmap and Implementation Guidance, Smart Card Alliance Identity Council and Physical Access Council summary
- Identifiers and Authentication – Smart Credential Choices to Protect Digital Identity, Smart Card Alliance Identity Council position paper
- Identity Management in Healthcare, Smart Card Alliance Healthcare Council webinar
- Identity Management Systems, Smart Cards and Privacy
- Interoperable Identity Credentials for the Air Transport Industry
- Identity on a Mobile Device: Mobile Driver's License and Derived Credential Use Cases
- Smart Card Technology and the FIDO Protocols, Smart Card Alliance Identity Council white paper

SECURE TECHNOLOGY ALLIANCE

Mobile Identity Landscape Assessment

Secure Technology Alliance Identity Council & Identity Community Stakeholders

Tom Lockwood, NextgenID

Strategic Trending

...Identity is moving from vertical to horizontal...

Identity Trends

- Delivery Verticals Continuing Evolution
  - □ Complementary / Blended: In-person, Desktop, Mobile, Kiosk/Machine
  - □ Expansion of Mobile and Kiosk Markets
- Privacy – Compliance & "Allow-ability" (GDPR)
- Identity Proofing – Remote & Supervised Remote
- Automation of Backend Services & Machine Learning
- Biometrics Adoption & Matching Enhancements
- Distributed Ledger Technology
- Blurring between Physical & Digital Security
- Physical Identity Documents, augmented, not replaced by Digital Identity/Identifiers
- Zero Trust Models – Identity Centric
- Modularization of Identity Services

Connects & Defines Systems, Boundaries, & Transactions

Tangible, Necessary Real Market Relevance

Identity, Authentication, Authorization

Immediate Focus Mobile Device Landscape Assessment

SECURE TECHNOLOGY ALLIANCE

The Problem & Value Outcome

Problem: We are faced with inconsistent solutions, methodologies, practices, and assumptions for implementing mobile identity credential capabilities.

Outcomes are degraded quality and consistencies of products, services and user experiences.

Resources
- Current Secure Technology Alliance Members
- Identity & IT Community Members & Associations

Target Audiences
- Organizations Implementing IDMSs Issuing & Consuming Mobile Identity Credentials
- Product & Service Providers Supporting Mobile Identity Credential Offerings
- Organizations Supporting & Leveraging Mobile Identity Credential Standards & Best Practices
- Executing Organizations and Agencies

Value/Outcome:
- Enhanced User Experience
- Raise Community Awareness
- Mobile Device Best-Practices Guidelines
- Stabilize & Expand Trusted Identity & Authentication Opportunities & Markets
- Enhanced Opportunities for Integrators & Service Providers Across Use-Cases
- Improved Interoperability & Integration
- Recommendations to Support Open Standards & Interfaces

Approach

- Provide a Broad Overview of Mobile Identity Credentials
- Collaborative Across Alliance Councils & Partnering Organizations
- Use-Cases: Community Lead, Community Identified
- Raise Awareness of Approaches & Value Across Verticals
- Common Templates to support collaborative discussions
  - ❑ Value Prop, Implementation, Challenges
  - ❑ Security, Human Factors, Privacy, Technology, Arch, Policy
- Phased-set of Deliverables
  - ❑ Initial Deliverable Focus at Concept Level
  - ❑ Trends, Key Issues (Convergence, Conflicts, Synergies, Gaps)

This Webinar - Raise Awareness of the effort
- Provide a Broad Overview of Mobile Identity
- We Seek Your Feedback & Comments
- Encourage you to follow-up Adoption/Expansion/Leverage

Landscape Assessment

√ **Webinar #1 – In-Person Proofed Identities on Mobile Devices,** Moderate & High Assurance Applications - Mobile Drivers License Use-Case (AAMVA/Gemalto, IDEMIA); Derived PIV/PIV Use-Case (ID Council/Intercede, DHS, DoD)

√ **Webinar #2 – Mobile Devices for Physical &Logical Access -** Physical &Logical Access Use Cases (Access Council/Leidos, XTec, HID, Exponent)

• **Webinar #3 - Mobile Devices in Transportation, Health, & Banking** - Transportation Use-Case (Transportation Council/SEPTA, SF-TA, Volpe), Banking Use-Case (Payment/SecureKey), Medical Use-Case (Health & Human Services Council/Ingenico, LifeMD-ID)

• **Webinar #4 - Mobile Devices Enabling Users & Use Cases** - Airport Use-Case/Facilities - CBP (AAAE); Colleges & Universities - Academic Integrity/Remote Proofing (IBIA/BioSig-ID)

• **Webinar #5* - Mobile Devices Back-End Integration & Interoperability** - Generic Physical & Logical Back End (Access Council, XTec, AAAE) & Interoperability (Mobile Council, ID Council, IBIA)
  * Note: Horizontals Discussion - Identity (Identity Council), Mobile (Mobile Councils), Biometrics (IBIA); to determine if there is need to present horizontals separately or if they can be included in Webinar #5.
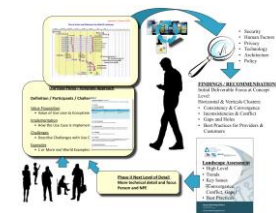
Participating Councils: Access, Transportation, Health & Human Services, Payments, Mobile
Partnering Associations:
   AAAE - American Association of Airport Executives
   AAMVA – American Association of Motor Vehicle Administrators
   IBIA - International Biometric & Identity Association

Mobile Identity in Airports

- Airports and the Seamless Passenger Journey

- CBP Use Case

- Next Steps and Momentum

The American Association of Airport Executives:

- 5,000 Airport Members

- 80 events/year

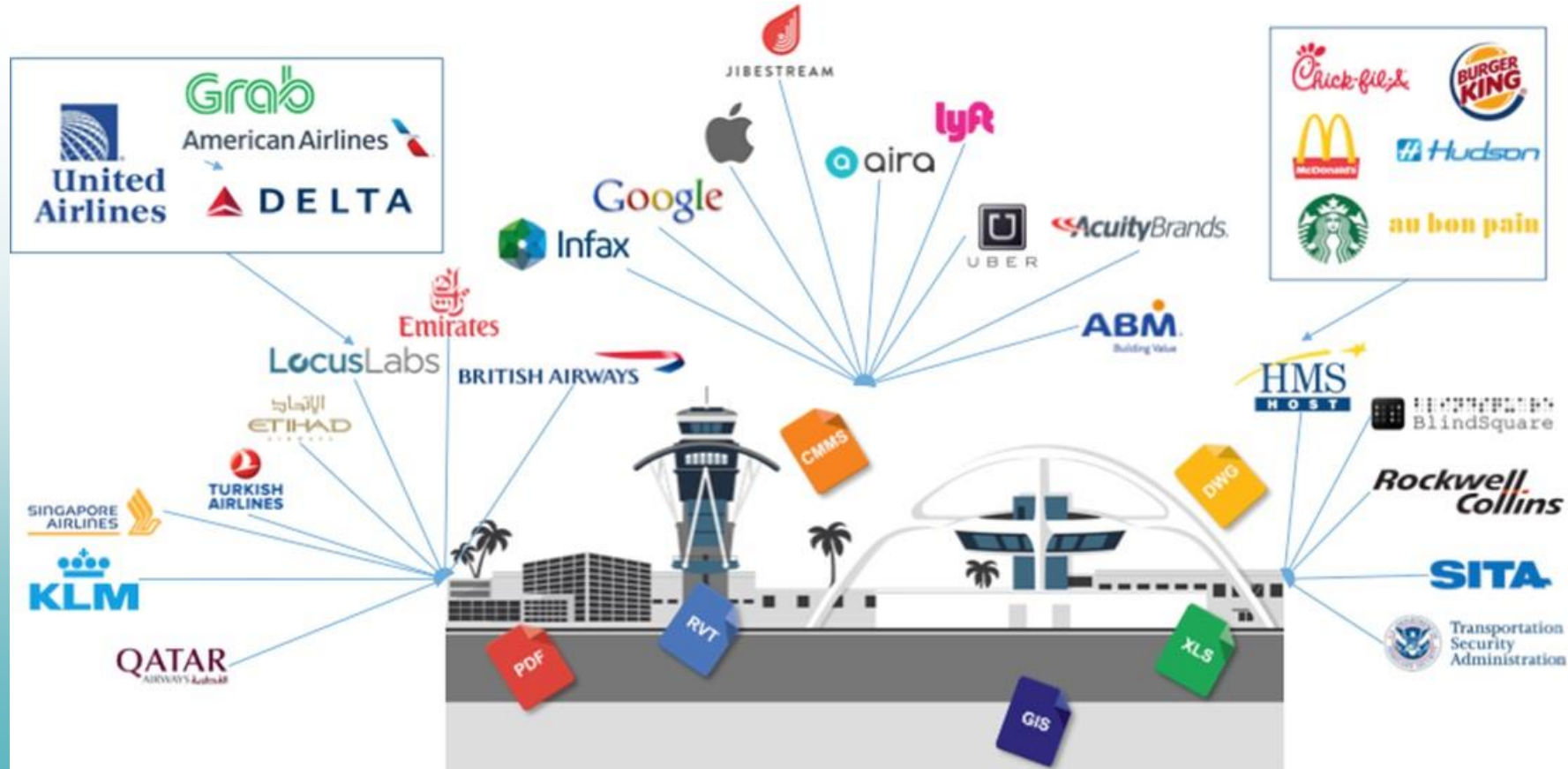- Service Delivery

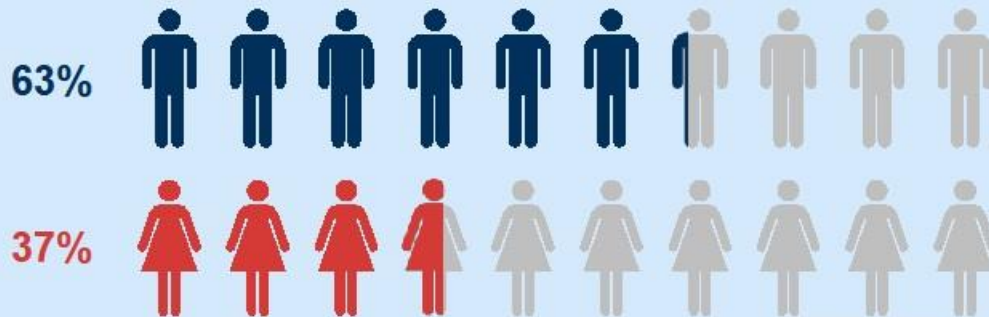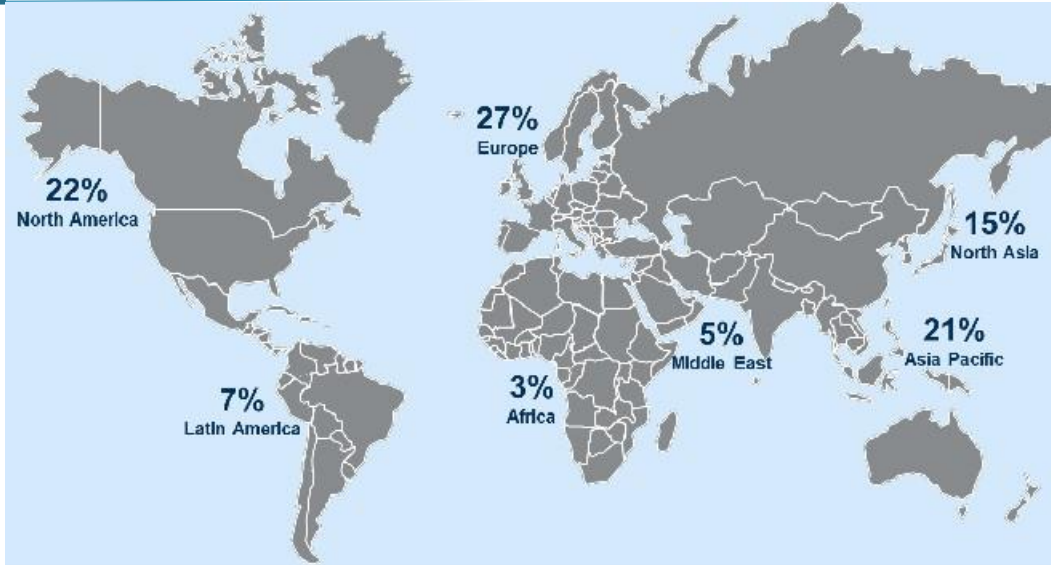750M Pax/Year

$1.6T Annually

5% of US GDP

Poll Question

Where would you be willing to use your mobile identity in the air travel journey? (check all that apply)

A) Booking travel

B) Ride to the airport

C) Security checkpoint

D) Purchases of food/goods

E) Boarding

Snapshot: IATA 2018 Passenger Survey

Region	%
Europe	27%
North America	22%
North Asia	15%
Asia Pacific	21%
Middle East	5%
Africa	3%
Latin America	7%

Age	%
18 - 24 years	6%
25 - 34 years	22%
35 - 44 years	24%
45 - 54 years	23%
55 - 64 years	16%
65 + years	8%

63%

37%

10,408 RESPONDENTS

APRIL - JULY 2018

PASSENGER SATISFACTION THROUGHOUT THE CUSTOMER JOURNEY
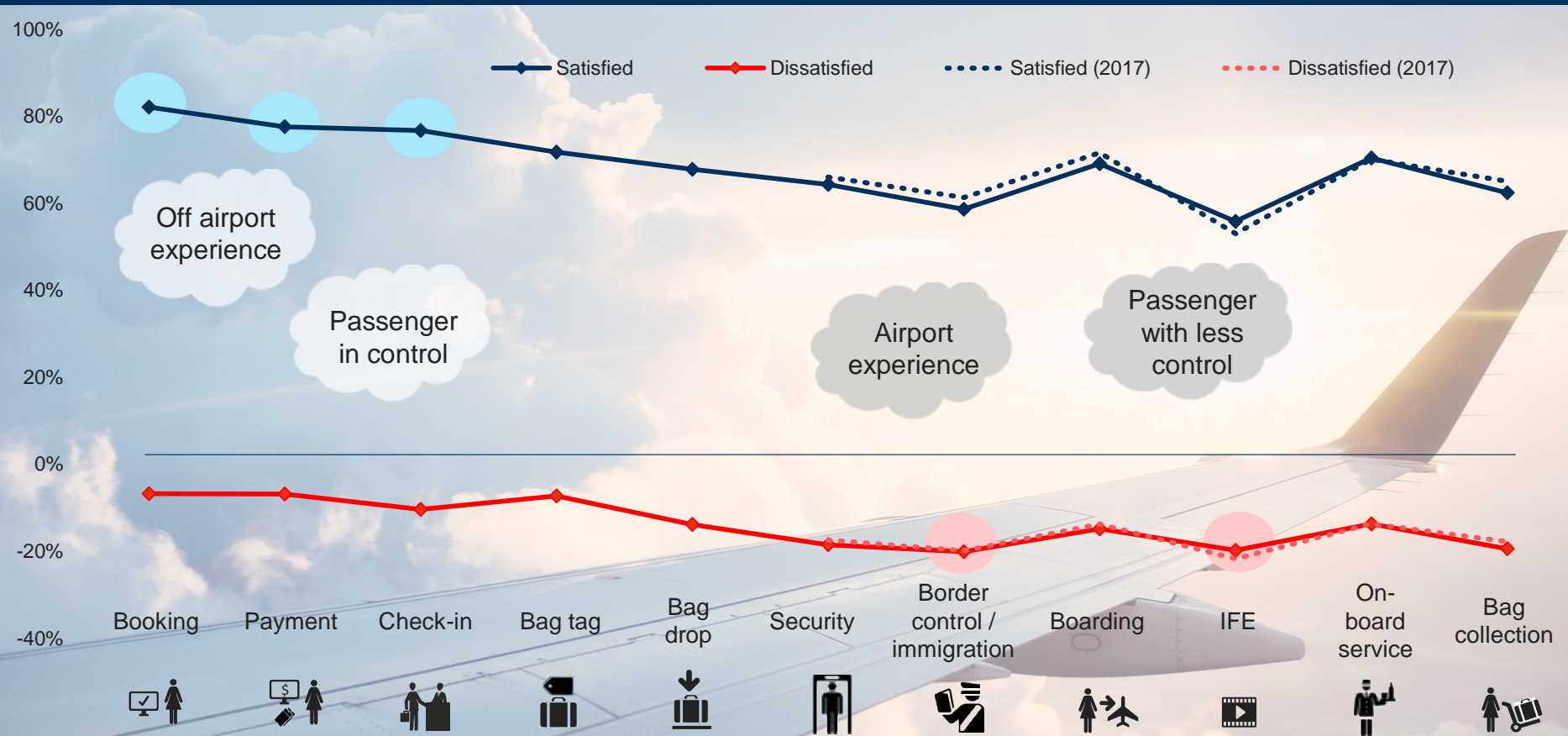
SEAMLESS JOURNEY

I WANT TO PROTECT MY PRIVACY

65% of passengers are willing to share additional personal information (e.g. address of destination, travel purpose, picture) to speed up their processing at the airport

vs 70% in 2017

SEAMLESS JOURNEY

PAPERLESS EXPERIENCE IS WELCOME

45% of air travelers choose biometric identification as a replacement of their passport

SEAMLESS JOURNEY

LET ME DO IT ALL AT ONCE

Additional products or services purchased together with flight tickets:

Hotel	53%
Insurance	40%
Transportation from the airport to final destination	32%
Car rental	32%

WORLD OF INTERACTIVE DATA

WHAT'S GOING ON WITH MY JOURNEY?

Flight status	82 %
Baggage information and wait time for delivery	49 %
Wait time at security/border control	46 %
Regulations and requirements	45 %
Information regarding time/distance to gate	43 %
Wait time at arrival customs	39 %
Enhanced airport services	38 %
Destination related information	25 %
Airline products and services to purchase during the trip	19 %
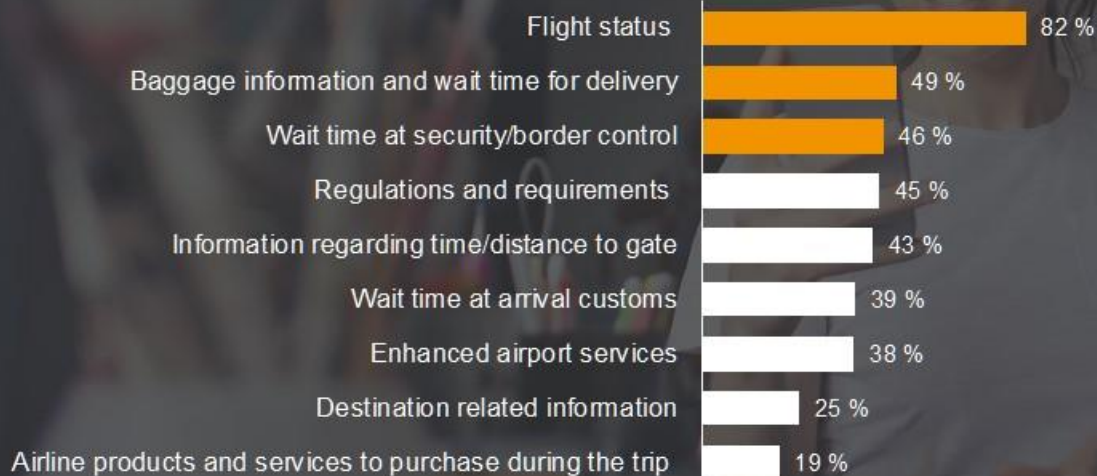
WORLD OF INTERACTIVE DATA

APP ON THE RISE

Preferred options for receiving notifications:

Email
Smartphone app
SMS

60%
50%
40%
30%
20%
10%

2016   2017   2018
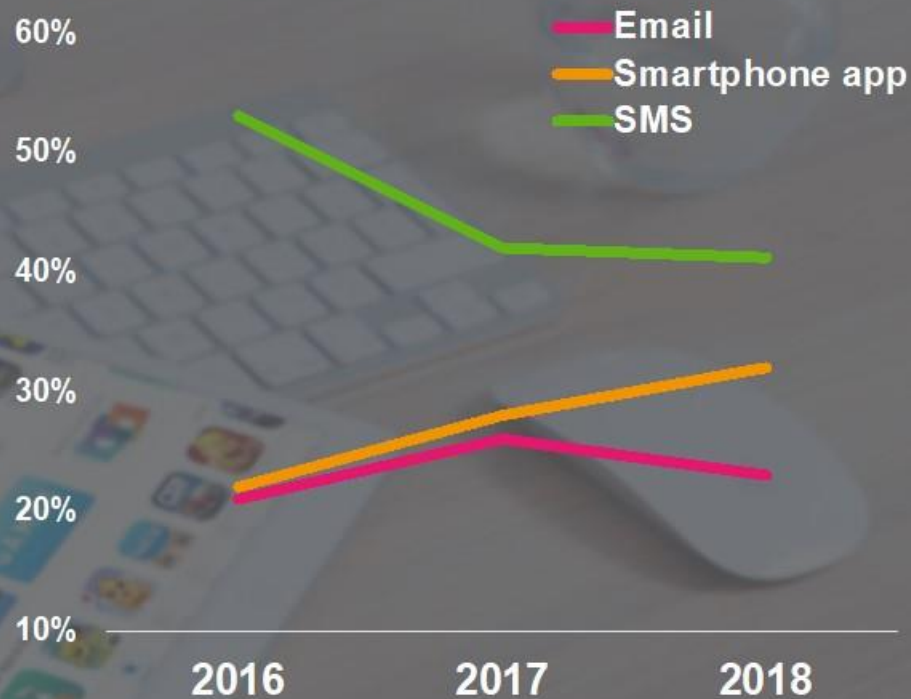
MILLENNIALS

When boarding - scan the boarding token myself

Notifications through an app

Electronic boarding pass

Biometric identification replacing my passport

On-line check-in using my smart phone/device

Less than 30 seconds to drop off my baggage at departure

Less than 5 minutes to wait for my baggage at arrival

CBP'S VISION

IMAGINE A WORLD...

✚ Travelers no longer need a travel document

✚ International travel is no longer stressful

✚ Security is transparent

CBP'S INVESTMENT

A FACIAL MATCHING SERVICE

WHY IT WORKS

+ Uses existing traveler biometrics

+ Matches one-to-few in the cloud

+ Enables token-less processing

+ Integrates into airport infrastructure

+ Trusted source for identity verification

+ No traveler enrollment required

FASTER BOARDING

MWAA reported boarding an A380 with 500 passengers in 22 minutes

Lufthansa reported boarding 350 passengers on an A380 in 20 minutes

British Airways reported boarding more than 400 passengers in 22 minutes

FASTER FLIGHT CLEARANCE

CBP measured an average of **11.8 minutes** faster flight clearance times

ENHANCED EXPERIENCE

British Airways reported a **20% increase in customer satisfaction**

JetBlue reported **biometric boarding meters passenger better**

PROOF POINTS

PARTNERSHIP WITH TSA

+ In March 2017, CBP and TSA began evaluating the use of facial recognition at the TSA checkpoint for identity verification

+ The overall goal is to enhance security and utilization of resources, while moving towards a frictionless travel experience

FUTURE INNOVATION

SMART QUEUING

Smart queuing during entry into U.S. – directing travelers to zones based on process time.

EDGE DEVICES

Integrating facial biometrics with edge devices and wearables.

EXPANDED SERVICE

Explore the possibility of expanding CBP's identity service to other travel industry partners. (car rental, hotels, UBER, etc.).

ENTRY ENHANCEMENTS

Further streamlining entry for trusted and known travelers.

DATA SHARING

Enhancing data sharing with cruise lines to automate manual forms for passengers and crew.

Drivers

- Expanding online enrollments

- BYOD

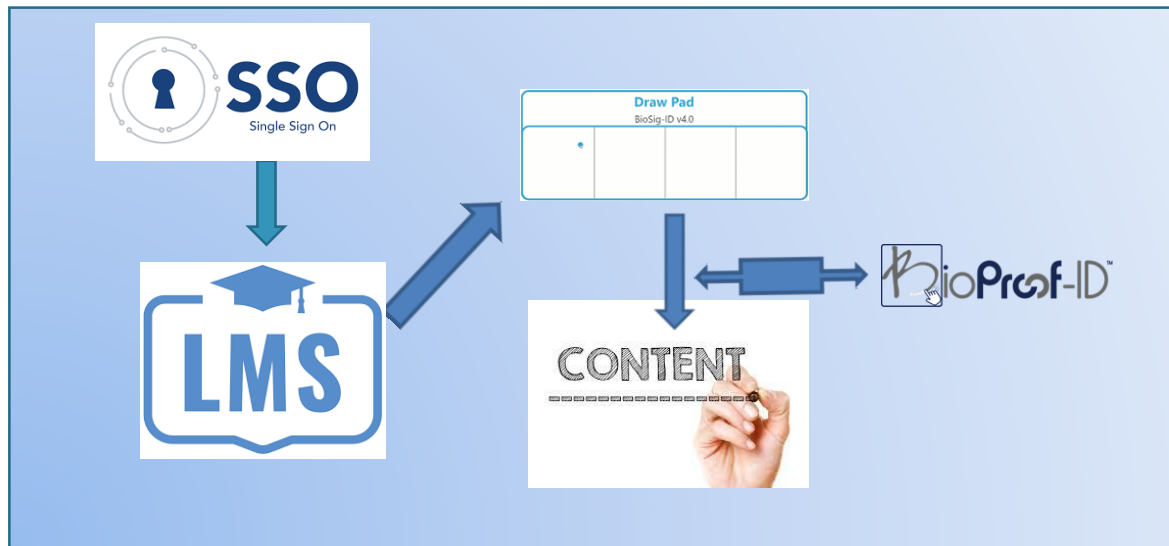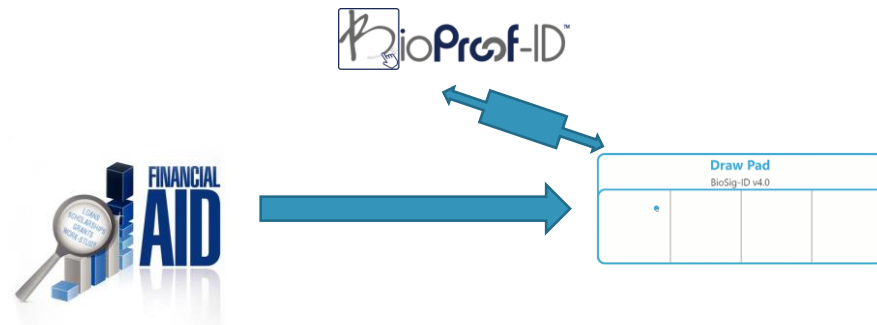- Accreditation

- Financial Aid Fraud

- Dark web and cryptomining

Education

- Additional levels for some remote students

- Reduce vulnerability of pin

- Must be able to use multiple devices

- Needed to be a web-based API and not a mobile app
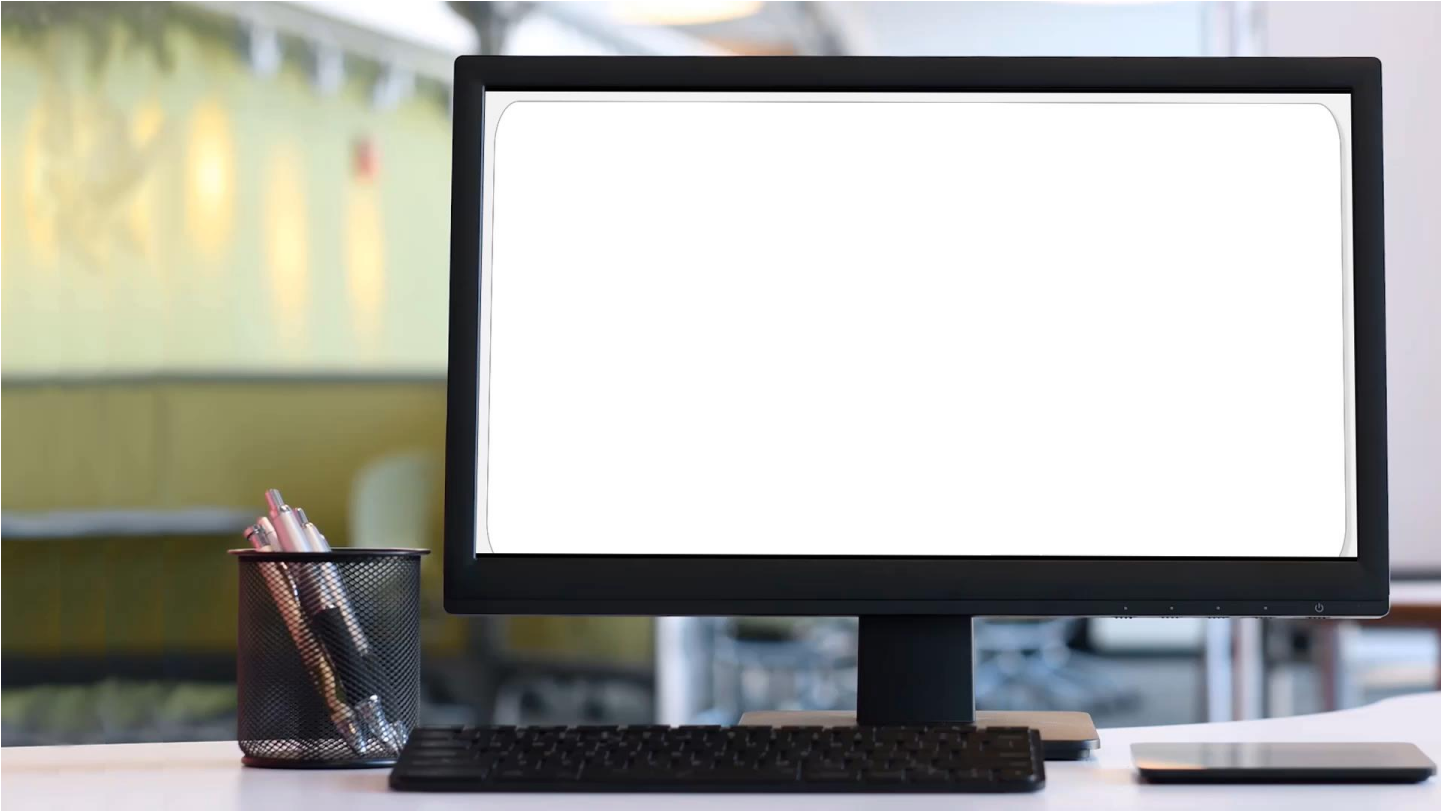
Takeaways

- Changes quality of life

- Saves time and costs

- Establishes a level of security up front

- Streamlines linkages to rest of school applications

Q&A

Selected Secure Technology Alliance Resources

- **Identity on a Mobile Device** webinar recordings - https://www.securetechalliance.org/knowledge-center/

- **Secure Technology Alliance Knowledge Center** - https://www.securetechalliance.org/knowledge-center/

  - Smart Card Technology and the FIDO Protocols, Secure Technology Alliance Identity Council white paper
  - Mobile Devices and Identity Applications, Secure Technology Alliance Identity Council white paper
  - Mobile Identity Authentication, Secure Technology Alliance Mobile Council white paper
  - Smart Cards and Biometrics, Secure Technology Alliance Access Control Council white paper

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