The webinar will begin shortly
Identity on a Mobile Device: Airport Passenger Experience and Higher Education Identity Use Cases

Identity Council Webinar
December 13, 2018
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.

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

Our Focus

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

Member Benefits

Certification
Council Participation
Education
Industry Outreach
Networking
Technology Trends
“...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.”
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**
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, X Tec, 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, X Tec, 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
Airport Mobile Identity Use Case
Presented by the AAAE Airport Innovation Accelerator

Chris Runde, AAAE
Mobile Identity in Airports

• Airports and the Seamless Passenger Journey

• CBP Use Case

• Next Steps and Momentum
About AAAE

The American Association of Airport Executives:

• 5,000 Airport Members
• 80 events/year
• Service Delivery
Seamless Passenger Journey
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
Airport Data Ecosystem: Mapping Sample
Snapshot: IATA 2018 Passenger Survey

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

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

63% Male
37% Female

10,408 Respondents

April - July 2018
PASSENGER SATISFACTION THROUGHOUT THE CUSTOMER JOURNEY

-40%
-20%
0%
20%
40%
60%
80%
100%

Satisfied
Dissatisfied
Satisfied (2017)
Dissatisfied (2017)

Off airport experience
Passenger in control
Airport experience
Passenger with less control

Booking Payment Check-in Bag tag Bag drop Security Border control / immigration Boarding IFE On-board service Bag collection

2018 Global Passenger Survey Highlights. © Copyright International Air Transport Association. All rights reserved.
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
PAPERLESS EXPERIENCE IS WELCOME

45% of air travelers choose biometric identification as a replacement of their passport
Additional products or services purchased together with flight tickets:

- Hotel: 53%
- Insurance: 40%
- Transportation from the airport to final destination: 32%
- Car rental: 32%
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%
APP ON THE RISE
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 smartphone/device

Less than 30 seconds to drop off my baggage at departure

Less than 5 minutes to wait for my baggage at arrival
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
Face is the key to unlock multiple transformations

Air Arrival Facial Recognition

Identifies travelers as they approach the CBP Officer

Eliminates manual scan of passports and capturing of fingerprints for known travelers

Enables CBP Officers to focus on admissibility and enforcement
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
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.
Seamless Passenger Journey
Higher Education Student Identity Use Case

Mark Sarver, PhD – Biometric Signature ID
Drivers

• Expanding online enrollments
• BYOD
• Accreditation
• Financial Aid Fraud
• Dark web and cryptomining
• 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
Solution

Mitek

BioProof-ID
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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