Fact Sheet

Definition

The Issue

Over the past decade, limited airport physical infrastructure and enhanced security requirements have resulted in a complicated and at times unsatisfactory passenger experience.

Individual stakeholders, such as airlines, airports, border control, customs and screening authorities, have designed their processes around their own obligations and requirements, with little or no coordination between them.

This has resulted in repetitive processes for the passenger, such as having to present travel tokens (boarding passes, passports, etc.) to many different stakeholders for different purposes across the end-to-end passenger experience. This is inefficient and not sustainable in the long-term.

Furthermore, the Covid-19 pandemic, with complicated travel documents to be manually handled at the airport, showed an urgent need to enable digitalized document checks in advance of travel, not just for health but for all entry requirements such as passports and visas.

One ID aims to address these issues while providing a passenger centric, seamless experience.

The Vision

IATA's vision is to lead the industry in delivering an end-to-end passenger experience that is contactless, secure, seamless and efficient.

One ID seeks to introduce a digital identity solution that spans all process steps and stakeholders in the end-to-end journey, from booking to arrival at destination and back, putting the passenger at the center.

One ID will remove the repetitive processes of passengers having to present different travel documents to many different stakeholders for different purposes during their journey.

The concept relies on early validation of the passengers' identity and admissibility, and selective disclosure of this information to the relying parties on a minimum required basis. This is done so that the passenger can be recognized and attended to in the most efficient way in subsequent process steps.

The concept involves the use of trusted digital identity and proven biometric technology enabling a completely digitized process that protects the passenger's personal data at every step. . .

Objectives

1. Bring industry and government stakeholders together in establishing a common vision and roadmap for robust and efficient digital identity management across the end-to-end passenger process that will help deliver a secure, seamless and efficient experience

2. Develop Industry Standards and Guidance Documentation of best practices and drive or support the implementation with harmonization and interoperability of trust frameworks, processes, data models, and data interchange protocols.

Status

- One ID Recommended Practice RP1701p Digitalization of Admissibility became effective in September 2022 and is available in the Passenger Services Conference Resolution Manual. This details the process whereby the passenger can digitally demonstrate to the airline that they have all the required documents to travel (passport, visa, other documentation) and that these documents are valid. The airline can then proceed with an automated digital document checking and continue with remote check-in/boarding pass issuance (web/mobile check-in as it is done today).

- One ID Recommended Practice RP1701o Contactless Travel became effective in October 2023 and was published in June 2024. This RP aims to enable passengers to use biometric recognition for their identity verification throughout the process in full respect of their privacy and protecting their personal data. It will help remove the need for passengers to physically present documents at various touchpoints where proofs of identity or travel documents are currently required and thus will enable passengers to pass through the airport at a walking pace.

- The Customer Experience & Facilitation Working Group is working on evolving the standards and providing guidance for implementation. It is composed of members from airlines, airports, governments, other international organizations and IATA Strategic Partners, who are already actively involved in digital identity trials and implementations.

- Under the Working Group, Task Forces, composed of actively involved industry and government representatives, have been formed to support ongoing deliverables, such as Recommended Practices, Guidance and Technical Implementation Documents. Initial RPs have been published and the Task Forces will continue to work on delivering standard and guidance materials.

- IATA offers a One ID training course, Digital Identity and Biometrics Fundamentals, to further support the industry with implementation of One ID standards. In addition, IATA published a One ID Handbook to guide the industry in understanding the technology used in digital identity and biometrics, importance of privacy in the use of these technologies, and how trust is created and established.

- IATA, with industry partners, successfully demonstrated that the industry is ready to deliver a fully digital air travel experience through a Proof of Concept (PoC). Built upon the PoC delivered in 2023, this PoC achieved more complex interoperability enabling two passengers using different digital wallets and travel credentials on a round-trip between Hong Kong and Tokyo. The airport elements involving biometric recognition were conducted in a live environment. IATA will continue to work with industry partners for trials and pilots to drive wide adoption while developing and enhancing the standards. .

- Further information can be found on the One ID web page.

One ID benefits

- **"Seamless" - improved passenger experience**

    - Elimination of repetitive processes and possible combination and reduction in the number of touchpoints, and thus shorter queues and reduced waiting times

    - Enabling passengers to arrive at the airport ready to fly in nearly every travel scenario

    - It supports a **contactless** process by limiting physical interaction with people and equipment and minimizing the exchange of documents.

- **"Efficient" - improved productivity, capacity and cost savings**

    - Staffing efficiencies and increased capacity by reducing time spent on manual ID and travel document checks

- Improved space efficiency and opportunities to mitigate additional investment in airport infrastructure
- Potential commercial opportunities for the industry

- **“Secure” - improvements in border, aviation and airport infrastructure security**
  - Reduced possibilities for individuals to cross borders under a false identity, and thus helping combat human trafficking and other cross-border criminal activities
  - Elimination of queues and crowds in airport landside areas
  - Enabling the possibility of risk-based assessment and differentiated handling at border and security checkpoints through pre-travel verification.