Digital ID
The key to simple and seamless travel

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- As Nick mentioned, convenience and speed is the top priority for passengers and we think digital identity and biometric technology can be the key enablers. I would like to share what efforts we are making to meet those passenger's expectations using digital identity and biometric technology.

Digital identity and biometric technology to revolutionize travel

- Digitalization of admissibility in advance of travel

- Contactless travel through biometric enabled identification

Arrive at the airport **Ready to Fly**
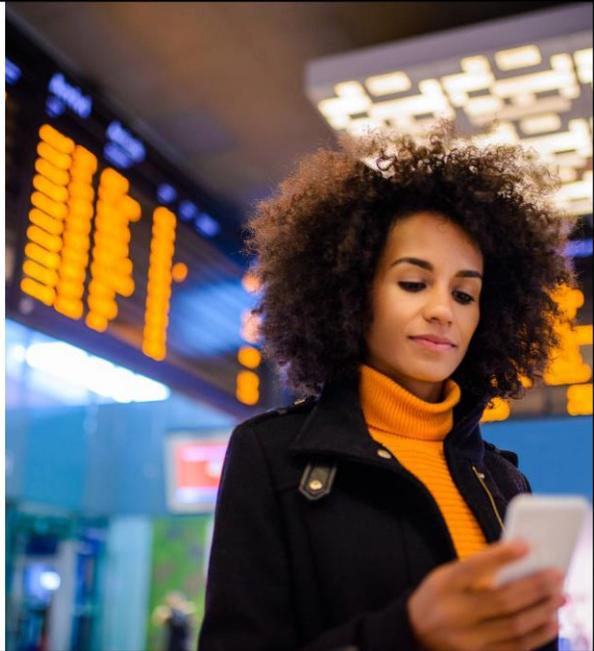
- IATA has been working together with industry and government partners to transform the travel process under the One ID initiative.

- We have divided the travel process into two focuses, Digitalization of Admissibility and Contactless Travel. Here 'admissibility' means whether a passenger is in possession of the required documents, like a valid passport and visa, to enter the destination country, and airlines are mandated to ensure that by regulations. So Digitalization of Admissibility aims to enable passengers to prepare their required documents, store them in their digital wallet and have them checked by airlines remotely before reaching the airport. Contactless Travel aims to enable passengers to go through the airport touchpoints with biometric recognition by sharing their biometric image and journey details in advance. Both of the focuses are driven by this common goal, moving processes off airport as much as possible so that passengers arrive at the airport ready to drop bags and go straight to boarding gates without seeing an agent.

- And we are looking at using digital identity and biometric technologies to achieve this transformation.

What is a digital identity?

- Digital identity is a set of electronically captured and stored attributes and credentials that can uniquely identify a person.
- For the purpose of One ID, digital identity covers the biographic and biometric information of the passenger, e.g. passport or identity card.
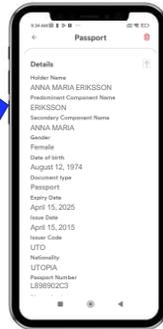
There are open standards that support the following:
- Global Interoperability & Scalability
- Data protection

How is it used?

(phone screen shows:)
Passport
Details
Holder Name
ANNA MARIA ERIKSSON
Predominant Component Name
ERIKSSON
Secondary Component Name
ANNA MARIA
Gender
Female
Date of birth
August 12, 1974
Document type
Passport
Expiry Date
April 15, 2025
Issue Date
April 15, 2015
Issuer Code
UTO
Nationality
UTOPIA
Passport Number
L898902C3

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- So what is a digital Identity?
- Digital identity is a term used broadly and can have different interpretations depending on the context or use. In general terms, digital identity is a set of electronically captured and stored attributes and credentials that can uniquely identify a person, an entity or an object to authorize access or to validate entitlements to access and to claim products and services. For the purpose of One ID, digital identity covers the biographic and biometric information of the passenger, e.g. passport or identity card which can be used for travel.
- During a journey, passengers need to demonstrate their identity and other documents to multiple parties for multiple purposes. Passengers should be able to do this more easily, digitally and in a secure manner. IATA is looking at using open standards for this that can help achieve global interoperability, scalability as well as data protection.

Passengers in control – a safer way to fly

Owned by passenger	Selective disclosure	Opt in	Opt out
Passengers **own and control** their data, stored in their device and only shared with informed consent	Airlines and airports should request **only the minimum data** required to complete the transaction	Passengers can opt in to **share in advance** digital identity information and/or have a biometric-enabled end-to-end digital experience	Passengers must have the ability to **opt out** at any stage for manual processing

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Since airlines operate globally, airlines must comply with various privacy laws and regulations across jurisdictions. IATA's One ID standards put privacy as the highest priority and set out the following principles to protect privacy.

- o Passengers **own and control their data**: pax provide informed **consent** to share their digital identity data that is required to travel with any parties
- o Airlines and airports should request only the minimum data required to complete the transaction
- o Passengers can opt in to share in advance digital identity information and/or have a biometric-enabled end-to-end digital experience and
- o Passengers must have the ability to opt out at any stage of any One ID biometric processing and can choose manual processing as per traditional practices.

Future passenger journey
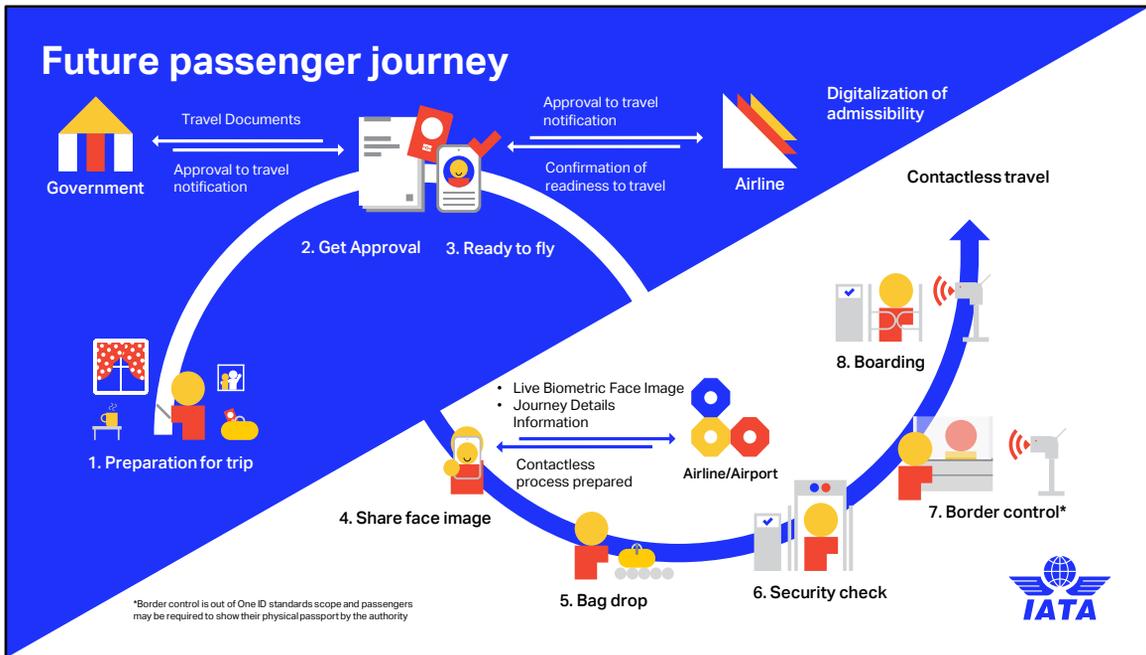
- Here's how the passenger journey looks.

Step 1
- Passenger prepares required documents, e.g. passport, visa, etc.

Step 2
- These documents can be shared with the destination country in advance through a government's pre-travel verification portal.
- After reviewing the documents, the government can give approval to travel notification to the passenger.
- This notification can be issued digitally and stored in the passenger's digital wallet.
- If there's no such pre-travel verification portal or notification to travel issued by the government, the passenger can be offered an option to convert the original documents into digital forms and store them in their digital wallet.

Step 3
- Closer to the departure date, the passenger can share this notification to travel or the document proof with airlines right from their digital wallet to prove that they have met the requirements to enter the destination country.
- Upon checking those documents, airlines confirm the passenger's readiness to travel.

Step 4
- When a contactless process is available at the airport, the passenger is offered a contactless experience.
- Upon consent, the passenger shares their biometric image and journey details with the party who prepares for the contactless process in that location.

Step 5-8
- On the day of departure, the passenger arrives at the airport and can be recognized with biometrics and go through the touchpoints without the need to present their documents.

Benefits

Passengers	• Seamless, contactless travel experience with advance sharing • Protected privacy by sharing only the minimum required data • Reduced queues and faster processing at the airport

Airlines	• Improved staff productivity • Cost saving through automation • Increased passenger data quality

Airports	• Reduced queues and less pressure on airport infrastructure • Optimized space efficiency

Government	• Strengthened border security and improved facilitation by receiving accurate passenger info, including biometrics in advance • Opportunities to combat human trafficking and other cross-border criminal activities

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Using digital identity and biometrics can bring benefits to all parties. The benefits are as follows, but are not limited to:

Passengers
- Seamless, contactless travel experience with advance sharing
- Protected privacy by sharing only the minimum required data
- Reduced queues and faster processing at the airport

Airlines
- Improved staff productivity
- Cost saving through automation
- Increased passenger data quality

Airports
- Reduced queues and less pressure on airport infrastructure
- Optimized space efficiency

Government
- Strengthened border security and improved facilitation by receiving accurate passenger info, including biometrics in advance
- Opportunities to combat human trafficking and other cross-border criminal activities

Standards are key

Digitalization of Admissibility

Recommended Practice is complete, and the first technical specifications are available to the industry now.

The recommended practice describes how airlines can digitalize document-checking processes.

Contactless Travel

Recommended Practice is complete and available to the industry now.

Technical specifications will be available to the industry early next year, and a Recommended Practice on Biometric Handling by the end of 2024.

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- To make this a reality, IATA has been working together with industry partners to develop standards.

- For the digitalization of admissibility, which is about digitalizing airline's document-checking processes, the recommended practice is complete and the first technical specifications are available to the industry now.

- For the contactless travel, which is about enabling passengers to share their biometric and journey info in advance for a contactless process, the recommended practice is also complete and available to the industry now. The associated technical specifications and another Recommended Practice on Biometric Handling are planned to be available next year.
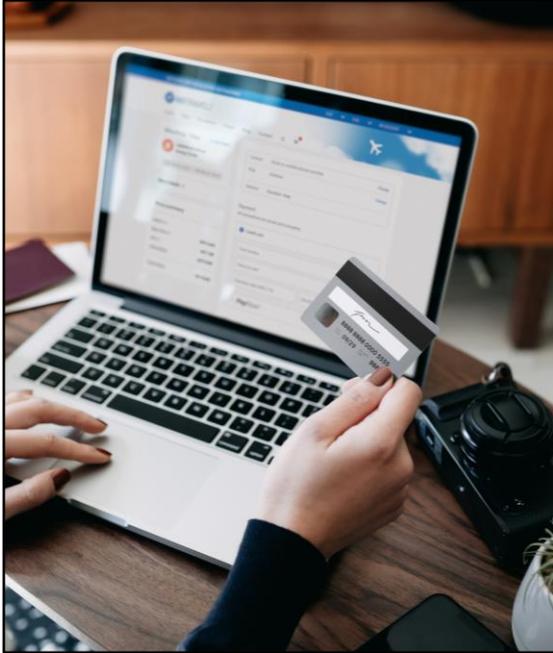
The same digital identity can enable a consistent and seamless travel experience beyond flights…

- The same digital identity can enable a consistent and seamless travel experience beyond flights. We looked at how digital identity credentials can be used in the entire travel journey, including shopping. Passengers should be able to share their information as well as preferences easily and digitally, but in a privacy-protecting manner, so that they can be provided more personalized offers and travel experiences.

End-to-End Digital Identity Proof of Concept (PoC)

Leisure Traveler going from London to Rome

Shopping through an Online Travel Agent

Passport VC
Biometric VC   3 Loyalty Program VCs
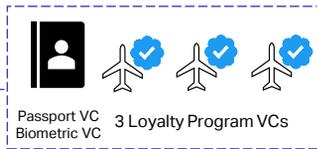
Preferences and personal data stored in a wallet is pre-standard
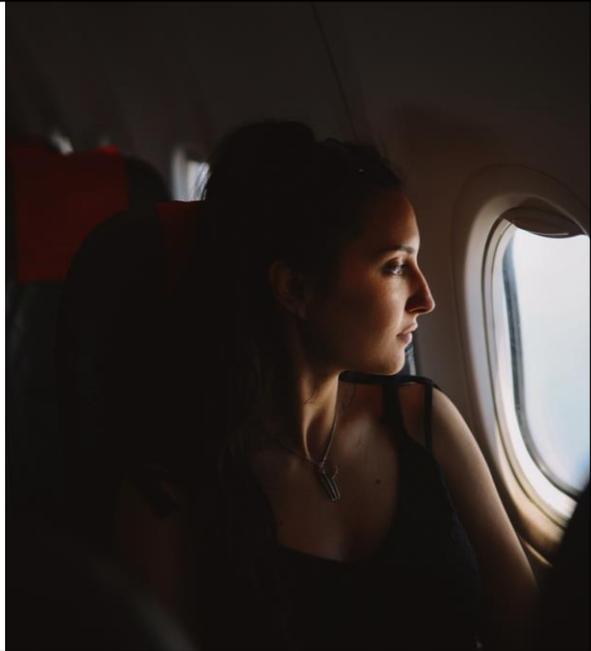
- IATA undertook an End-to-End Digital Identity Proof of Concept (PoC) this year to test the digital identity technologies and demonstrate interoperability. The passenger in this PoC is a leisure traveler going from London to Rome. She already holds digital identity credentials created based on her passport and the loyalty program credentials from three different airlines in her digital wallet. We will play a video now where you can see from shopping to travel, how she interacts with various parties and discloses her digital credentials from her wallet as needed.

IATA is delivering the tools to support this

- Standards and Implementation Guidance
- One ID Training
- Support for more PoCs, trials and implementations

- Building on this PoC, IATA is planning to undertake the next version of PoC next year with extended scope. The PoC's focus will remain on demonstrating interoperability within the travel continuum and improving passenger experience. As such a PoC brings lessons to learn, IATA encourages industry partners to take more PoCs, pilots and trials.

- IATA will continue to support the industry by delivering tools to help. One ID handbook as well as training for Introduction to Digital Identity & Biometrics will be available in Jan 2024. Standards and implementation guidance will continue to be worked on next year. IATA will also engage airlines, airports and governments and will support more PoCs, trials and implementations.

Thank you