

# CASE STUDY



## Enabling Air Travel in the 21st Century



**T**he Aviation and Transportation Security Act(ATSA), directed the US Transportation Security Administration(TSA) to “explore options for expedited travel at airports where known travelers could be identified as not posing or not suspected of posing a known threat.” The Registered Traveler (RT) program was established to meet these objectives by providing expedited security screening to voluntary enrollees via additional pre-screening. Since its inception, Daon has played a leadership role in Registered Traveler programs as a technology provider, solution architect, and technical and business model advisor to the selected Solution Providers, Airports, and the TSA.

Recently Mr. Kip Hawley, Director, TSA, confirmed DHS's plans to pursue the Registered Traveler program as one facet of the DHS National Strategy for Transportation Security supporting the following key operating principles:

- The use of risk/value analysis to make investment and operational decisions

- Avoid giving terrorists or potential terrorists an advantage based on predictability
- Continue to intervene early based on intelligence and focus our security measures on the terrorist as well as the means for carrying out the threat
- Build and take advantage of security networks

### The Principles of an RT Program

- Provide a significantly higher level of assurance that people in the program do not have terrorist intentions
- Allow TSA to focus its screener resources on passengers that present a potentially higher risk
- Retain an element of randomness with regard to secondary screening in order to maintain uncertainty among terrorists who may attempt to thwart the program
- Protect the privacy of individuals who participate in the program
- Make air travel easier for domestic passengers

**X** *"Unisys sought out 'best in class' products and subject matter experts to be part of our team and Daon proved to be exactly what we were looking for. Their products and staff proved valuable in competitively positioning Unisys to win," said Greg Baroni, President, Unisys Global Public Sector.*



**Registered Traveler Pilot Programs**

RT Pilot Programs were initiated in five US airports from 2004-05. Each of the airports enrolled approximately 2,000 voluntary participants selected by the airlines from their frequent flier programs. Participating passengers provided personal biographic (name, address, phone number, date of birth etc.) and biometric (fingerprint and/or iris scans) information and a government issued identification(passport or drivers's license). The participants' information was used to conduct 'name-based' background checks to determine acceptability. After acceptance into the program the traveler was able to utilize the strong authentication, via biometrics to access expedited security processing lanes and procedures. The passengers verified their identity using their biometric data on kiosks provided. Passengers avoided normal security screening lane queues and avoided random security screening processes. These pilots ended in September 2005 in preparation for a national program roll-out planned for 2006.

In June 2005 the TSA initiated a sixth pilot program at Orlando International Airport. This pilot was used to investigate a private-public partnership model for the RT program. Using this program the airport and TSA could test the feasibility of the approach and evaluate whether passengers would be willing to participate in an RT program for a fee. In Orlando participants pay an annual fee to participate in the program. The Orlando pilot is expected to continue through 2006 and eventually be integrated into the national roll-out of RT. As of Q4/2005, enrolment totals were in excess of 10,000 travelers.

**Daon's Role in Registered Traveler**

Daon has participated in Registered Traveler



programs since their inception in 2003 with a technology pilot investigation by the TSA known as 'Trusted Traveler'. Daon's leading identity platform technology formed the basis of 83% of the solutions proposed to the TSA for the six pilots with Daon providing the technology and solution architecture for 4 of the 6 solutions. At present Daon supports the TSA, the airport community, via the Registered Traveler Interoperability Consortium (RTIC), and the Service Provider Council in leadership roles providing the core identity technology and business model experience to support definition of the national program roll-out.

**Business Challenges**

Registered Traveler Programs demand a secure, flexible identity assurance platform to meet their critical requirements for:

- **Flexibility and Interoperability** - the ability to support a broad range of identity mechanisms (cards, biometrics, RFIDs) for operations in heterogeneous environments
- **Strong Identity Assurance** - the capability to deliver the highest degree of accuracy and assurance for the identification and verification of travelers
- **Robust Operational Performance** - always-available products and solutions to meet the demanding availability and performance requirements of airports
- **Cost Effective Implementation and Operations** - product and operations support that enable all stakeholders to deliver immediate value

Daon's identity assurance platform enables the TSA to enroll the personal data and biometric identifiers of the Registered Traveler into a highly secure, private vault that protects the personal information of all participants.

A security assessment and background check is conducted by the TSA who then authorizes the traveler for activation in the system.

Registered Traveler programs deliver an accelerated security screening process to the traveler. Kiosk verification processes operate exceptionally fast, enabling users to swiftly pass through to the security screening stations via special lanes, thereby avoiding long delays and secondary screening.

**The Business Solution**

To assist in dealing with some of these challenges the Registered Traveler Interoperability Consortium(RTIC) was set up by the American Association of Airport Executives (AAAE). The RTIC is a group of over 60 airports working to define and establish a permanent, interoperable and nationwide RT Program in the USA. The consortium set up the Service Provider Council (SPC) to develop and review technical and business interoperability specifications. Daon has been selected to lead the Council based on its technological expertise and its experience in helping to deploy RT solutions.

The implementation of an interoperable, nationwide RT program will allow Registered Traveler participants to access the program at any airport where it is available. This will enhance aviation security, ease travel for passengers and permit a better focus of security resources based on risk. All participating airports will certify their solutions into a common framework as outlined by the RTIC.

**X** *"The RTIC values the proven expertise and experience of Daon and has asked the company to lead and manage the activities of the Service Provider Council," Carter Morris, Senior Vice President, American Association of Airport Executives.*

Together with its partners, Daon offers an ideal identity infrastructure for airports and airlines wishing to participate in Registered Traveler programs. The architecture implemented with Daon technology supports the ability to seamlessly scale operations to multiple distributed airports and potentially millions of users using federated and central databases to manage travelers.

**Delivering Value to Stakeholders**

Registered Traveler programs enable governments, airports and airlines to improve security throughout the travel system while delivering greater satisfaction to the passenger. Selected by multiple airports and traveler security integrators around the world, Daon specializes in delivering the identity assurance platform key to the success of these programs. Daon's products and solutions assist travelers, airport operators and airlines around the world in enabling and facilitating their commerce, while providing improved security and privacy protection to their most important customers.

**X** **For more information, please contact [info@daon.com](mailto:info@daon.com) or visit [www.daon.com](http://www.daon.com)**

