

WorldReach Software Newsletter

CONSULARIS

Consularis is derived from the Latin word, Consul. It referred to the Roman governors of provinces as far back as 400 A.D.



SPOTLIGHT SERIES: This issue features Mr. David Clark, a long standing participant in various ICAO technical committees and recognized speaker at the ICAO MRTD Symposiums.

SECURING THE PASSPORT ISSUANCE PROCESS: IN A MODERN BIOMETRICALLY-ENABLED WORLD

INSIDE CONSULARIS

Spotlight Series

Mr. David Clark:
Securing The Passport
Issuance Process: In a Modern
Biometrically-Enabled World

UK Consular Crisis Group uses
Online Registration Module for
LOCATE service

New UK Emergency Travel
Document System

Consularis welcomes article submissions from those in the consular world. For more information on how to submit an article or suggest a story idea, please send us an email at: marketing@worldreach.com

Electronic machine readable passports are rapidly being accepted and deployed around the world. As with all technological advances that aim to eliminate certain security flaws, new challenges arise. It is with this background that we spoke with one of the leading passport security experts, Mr. David Clark, President of Caicos Management Associates, about how he sees Member States tightening their passport issuance security in the future. Mr. Clark, who has spent many years actively participating in security and other working groups at the International Civil Aviation Organization (ICAO), shares with Consularis' readers some of the experiences he has learned through his extensive background dealing with passports and security related issues.

Passport documents have come a long way

According to Mr. Clark, today's e-passports and other Machine Readable Travel Docu-

ments (MRTDs) are the culmination of over two decades of evolution and technical innovation in the way that States produce their passports. For example, in the early 80's, many States were gluing the passport holder's photo onto the identity page. Because impersonation and forgery of these older-style passports was relatively easy, most security breaches on older-style passports were centered on the passport itself. Passport forgery could be as simple as replacing a glued-in photo with another.

Changing security threats

Mr. Clark explains that as the security of passport documents is increased with modern e-passports and biometrics, sophisticated criminals are beginning to concentrate their efforts on other weaker parts of the passport process such as, entitlement and issuance systems.

SECURING THE PASSPORT ISSUANCE PROCESS [CONTINUED]

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What adds to the mix is that as border control systems and other check points increasingly rely on the actual e-passport, criminals are ever more motivated to obtain genuine travel documents through illicit means. If fraudsters are able to obtain valid e-passports, they can travel relatively freely throughout the world despite the security offered by e-passports.

Mr. Clark points out that the areas that could potentially be attacked are: the passport application process, including the handling of raw application data and biometrics; the passport approval and issuance process, which relies on the application data and reliable data base searches; the passport usage process during its lifetime; and the passport disposal and renewal process. The types of security attacks can range from very technologically sophisticated attacks on the passport IT system to simple manual attacks on weaknesses within the application and renewal process. This could involve insider staff, falsified breeder documents used in the application procedure, or other weaknesses in paper handling and control.

States are tightening their security

Mr. Clark says that many States worldwide are beginning to address modern passport security concerns using a holistic view. In other words they are examining all elements in the chain of passport application, issuance, usage and renewal to find weaknesses and correct them. This is the only way a country can be more secure, despite the integrity and security offered by e-passports. The aim is to minimize the risk that a fraudster can wrongfully acquire a legitimate e-passport through potential flaws anywhere in the application and approval process.

Improving the Passport issuance process

Mr. Clark states that many improvements are being sought and implemented by States across the board in this regard. For example secure IT access to watch lists and passport data bases, particularly those with biometrics, are being tightened as these are now much more critical if exposed to attacks or compromise. Checks and balances are being added throughout the entire passport and issuance application process to minimize the ability for insiders to corrupt the process. Passport entitlement, granting and personalization procedures are being examined for possible security breaches. Safe storage of e-passport book blanks is being reviewed to avoid the very serious consequences of a loss that might permit the elaborate counterfeit of both the printed data page and the chip.

Many countries are also now considering the repatriation of their overseas passport entitlement and personalization processes to the home country, which Mr. Clark says can further reduce the risk of fraudulent issuance of passports and e-passports. Mr. Clark states that passport repatriation is seen as more secure as it assigns responsibilities properly to the various involved offices. As examples he mentions that application entry and local country searches and checks are best carried out in the overseas consulate location, with secure entitlement checking and e-passport printing done by dedicated home-country resources best suited to those purposes.

ICAO is staying ahead of the curve

ICAO is responsible for all the recent MRTD, e-Passport and eMRTD standards and is, according to Mr. Clark, well aware of the change in the security threats to the travel document

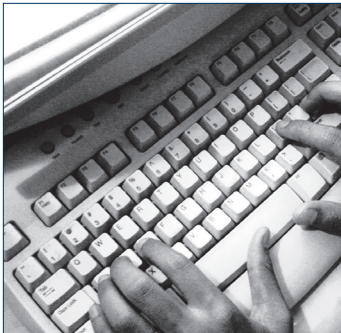
To enhance security, many countries are now repatriating the passport entitlement and personalization to the home country.

processes. Initiatives such as RFID chips, integrated biometrics and the Public Key Infrastructure (PKI), where Mr. Clark played a pivotal role, have all been incorporated in the standards in the last few years.

Today's area of concern, looked at by ICAO and its members through the new Implemen-

tation and Capacity Building Working Group (ICBWG), is to ensure that passport issuing agencies are properly addressing their issuance processes, employee integrity issues, breeder documents, and IT systems, all with the goal to ensure that these areas are as secure as the e-passport itself against exploitation.

UK CONSULAR CRISIS GROUP USES ONLINE REGISTRATION MODULE FOR LOCATE SERVICE



The Consular Crisis Group in United Kingdom's Foreign & Commonwealth Office (FCO) has been operating their registration service; called LOCATE since the start of 2008. LOCATE is based on CrisisReach from WorldReach Software.

Consularis spoke with Ken Neill, LOCATE manager in the FCO's Consular Crisis Group about some of the experiences he and the Group have had with LOCATE.



FOREIGN & COMMONWEALTH OFFICE

To date, LOCATE has been used in some of the major international incidents such as the May 2008 Chinese Earthquake as well as the Mumbai attacks in November 2008. Out of such unfortunate tragedies, Mr. Neill has been able to identify the benefits of LOCATE.

The FCO chose to position LOCATE with access via the internet, in order to allow consular

staff to access it from anywhere which has access to the worldwide web. Mr. Neill is happy that LOCATE is not only helping to improve the department's services for British nationals; it has done this at a lower cost compared to previous manual data entry practices. Furthermore the ability to handle registration online has simplified data handling. Some of the other advantages are the easy sharing of data with other organizations as well as the ability to use LOCATE for business continuity.

The FCO is continuously looking to improve their Online Registration process, e.g. what is the optimal amount of information to be provided by a registrant? As a general interest Mr. Neill is interested in hearing about the experience that Crisis Groups in other countries have had. Readers can feel free to share their experiences with WorldReach (marketing@worldreach.com) to facilitate exchange of ideas.

Further information on LOCATE can be found at: <http://www.fco.gov.uk/en/travelling-and-living-overseas/Locate/>

NEW UK EMERGENCY TRAVEL DOCUMENT SYSTEM

WorldReach Software, partnering with internationally recognized IT and business services company Logica, as prime contractor and De La Rue, the world's largest commercial security printer and papermaker has been selected by the United Kingdom's Foreign and Commonwealth Office (FCO) to introduce secure and internationally recognized Emergency Travel Documents (ETDs).

The ETD program is called BRIDGE (British Identity Document Generating Equipment) and it is a modernization of passport services designed to better serve British nationals traveling abroad. The new system is based on WorldReach's PassportReach application that is designed to support all aspects of overseas secure document issuance replacing a manual issuing process. PassportReach has built-in secure passport issuance processes; such as, dynamic checklists; and role differentiation and separation of responsibilities between the application and issuance phases.

Julian Braithwaite, the Director of Consular Services at the Foreign and Commonwealth Office, said: "This new system will modernise the British Government's international passport operation, providing both a more robust, efficient and se-

ecure issuing process and a better service to British nationals overseas."

For WorldReach, this new contract further strengthens an already well-established relationship with FCO. WorldReach has a strategic supplier standing with FCO and over the course of a near 10-year relationship WorldReach has provided the FCO with case management software (AssistReach), crisis management software, and now an online user-based registration system (CrisisReach).

"The UK BRIDGE program is a tremendous validation of the secure passport issuance process using our PassportReach application," said Gordon Wilson, President of WorldReach Software. "Through our interactions with Ministries of Foreign Affairs worldwide, we are seeing a move towards further securing the Passport management process abroad."

The initial phase of the contract will see the delivery of overseas Emergency Travel Documents by the end of 2009. Phase 2 will follow and will see the full overseas repatriation of printing model, otherwise known as the centralized printing model for the full validity passports.



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About WorldReach

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