One ID
Fact Sheet

Definition

The Issue

Passenger traffic is projected to double by 2037. We will not be able to handle this growth or satisfy evolving customer expectations with existing airport capacity, current processes, facilities and ways of doing business. Furthermore, accommodating growth with ever larger airports will be increasingly difficult, if not impossible. New on-ground concepts are and increasingly will be required to optimize the use of emerging technologies, processes and design developments.

Individual stakeholders, such as airlines, 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.

The Vision

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

One ID seeks to introduce a collaborative identity management 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.

The concept relies on early validation of the passengers' identity, and controlled access to this information by the various public and private stakeholders on an authorized-to-know 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 a trusted, digital identity, biometric recognition technology and a collaborative identity management platform. It will be supported by the development of a trust framework among the different stakeholders.

One ID will remove the repetitive processes of passengers having to present different travel tokens to many different stakeholders for different purposes across the end-to-end passenger experience.

Objectives

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

2. Develop Guidance Documentation of best practices and drive or support the development and adoption of

global recommended practices and standards required to support the harmonization and interoperability of frameworks, processes, data models, and data interchange protocols

Status

- One ID Concept Paper was published at the end of 2017

- One ID end State and Key Principles document was published in 2018 to complement the One ID Concept Paper

- A One ID Advisory Group has been established. It is composed of members from airlines, airports, governments and other international organizations, already actively involved in identity management trials and implementations. It provides guidance and direction on the project

- Expert Groups, composed of actively involved industry and government representatives, have been formed in order to support the project deliverables for the industry in term of guidance documentation and assessment of Standards and Recommended Practices

- A number of preliminary documentations have already been produced for reference to the industry in the area of privacy, process, technology and benefits analysis

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

One ID benefits

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

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

  o Ultimately, enable passengers to arrive at the airport ready to fly in nearly every travel scenario

  o Translates into commercial opportunities for the industry

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

  o Staffing efficiencies and increased capacity by reducing time spent on manual ID checks

  o Improved space efficiency and opportunities to mitigate additional investment in airport infrastructure

  o Improved real-time visibility of where passengers are in the airport process, possibly efficiently directing passengers to the appropriate process

- **"Secure" - improvements in border, aviation and airport infrastructure security**

  o Reduce possibilities for individuals to cross borders under a false identity, and thus help combat human trafficking and other cross-border criminal activities

  o Contribute to elimination of queues and crowds in airport landside areas

  o Enable possibility of risk-based assessment and differentiated handling at border and security checkpoints