

Digital Travel – Success with SITA

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Digital Travel enables travelers to securely and consent to share their travel information in advance of departure



Pre-Clearance / DTC Biometric Verification
→ Risk Assess Earlier, Biometric Gallery



Multi-Modal Processing
→ Multi-Modal Entry / Exit



Low-Risk Traveler Segmentation
→ Remove the Hay from the Hay Stack

Operations Integration
→ Seamless Travel Operations



Dynamic Staffing Culture
→ Staff Can Focus on Higher Risk Duties



Standards and Interoperability
→ Interoperate across Multiple Vendors

Aruba is a small constituent country of the Kingdom of the Netherlands with a population of approximately 120,000. Pre-COVID, over 2 million tourists visited annually, ranking 69th in the world. Starting in the mid-2010's, Aruba started to work on their Happy Flow project, introducing eGates at immigration control and US outbound departures.

Drivers for change

- 1 Long immigration wait times (entry/exit).
Long US departure boarding time
- 2 Travel process is cumbersome, clashes with the Holiday mood
- 3 Need safer, secure identity verification for travelers
- 4 Evolve passenger processing in a competitive travel and tourism market. Data Privacy, control, convenience
- 5 Facilitation for off airport vendors, quickest way to the beach



Thinking beyond health and identity

 Dec 2021 – COVID Pilot
 2023 – US Airline Pilot
 2023 – DTC Pilot

Credential Issuance →

1. Aruba HOP app holds Credentials, many obtained months before travel.

Proof Presentation →

2. Relying Parties request information for traveler to consent to share via DIDCom

eTA Approval →

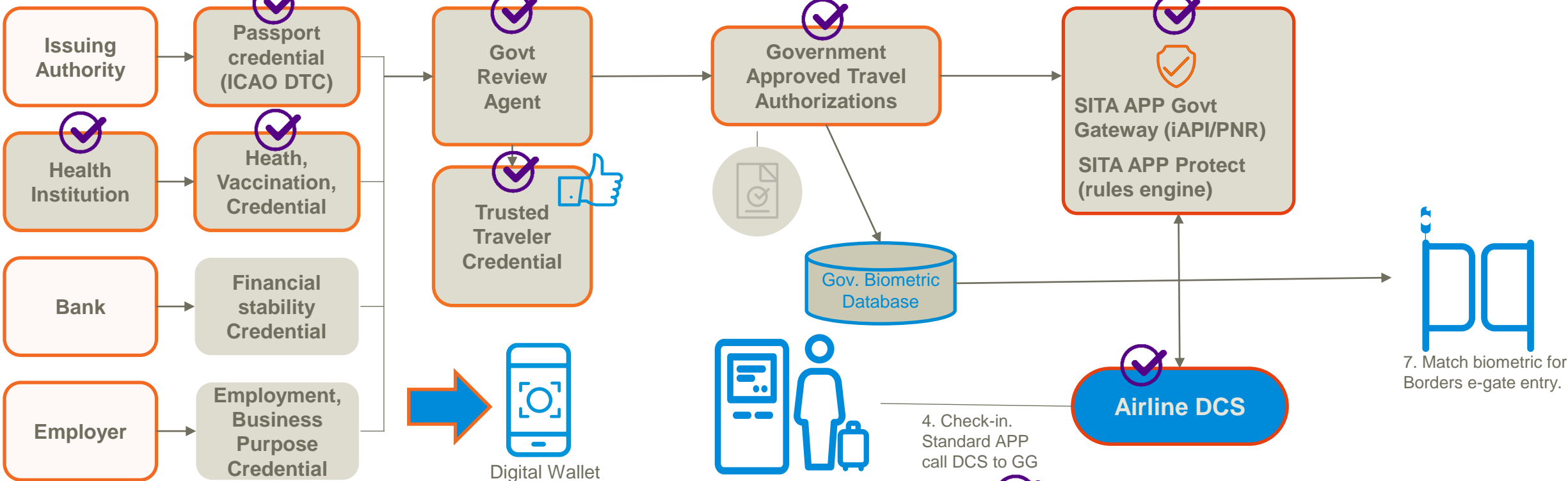
3. Govt Travel Portal declaration forms and issue eTA Verifiable Credential

Board and Fly →

5. Airline Performs iAPI query with government approval database

Arrivals

6. Aruba Happy One Pass Biometric Immigration Control



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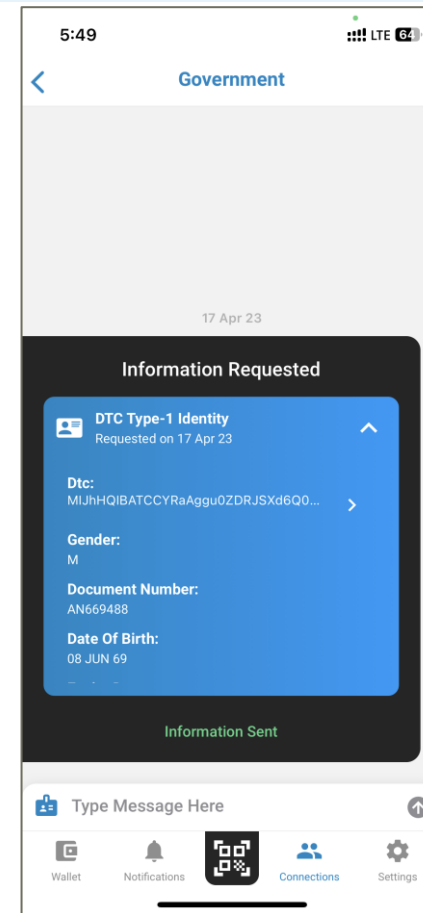
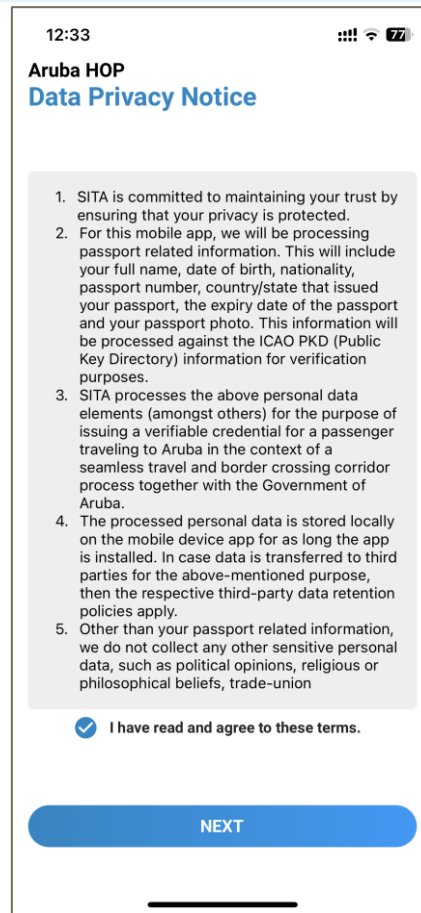
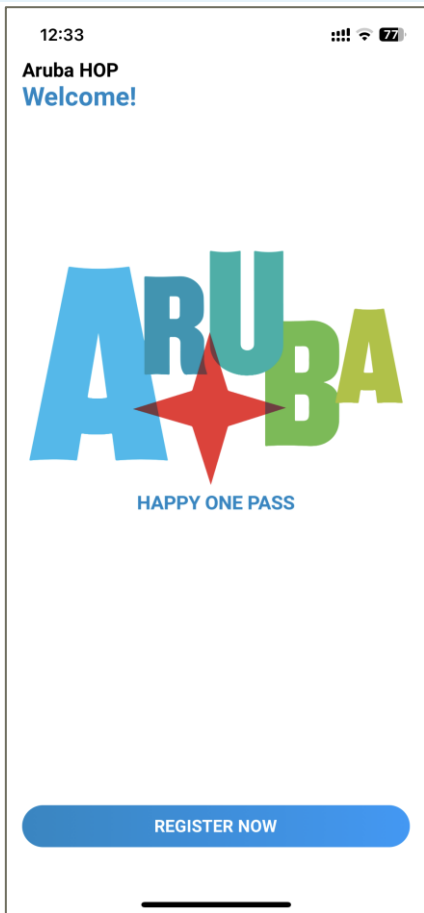


Building Blocks



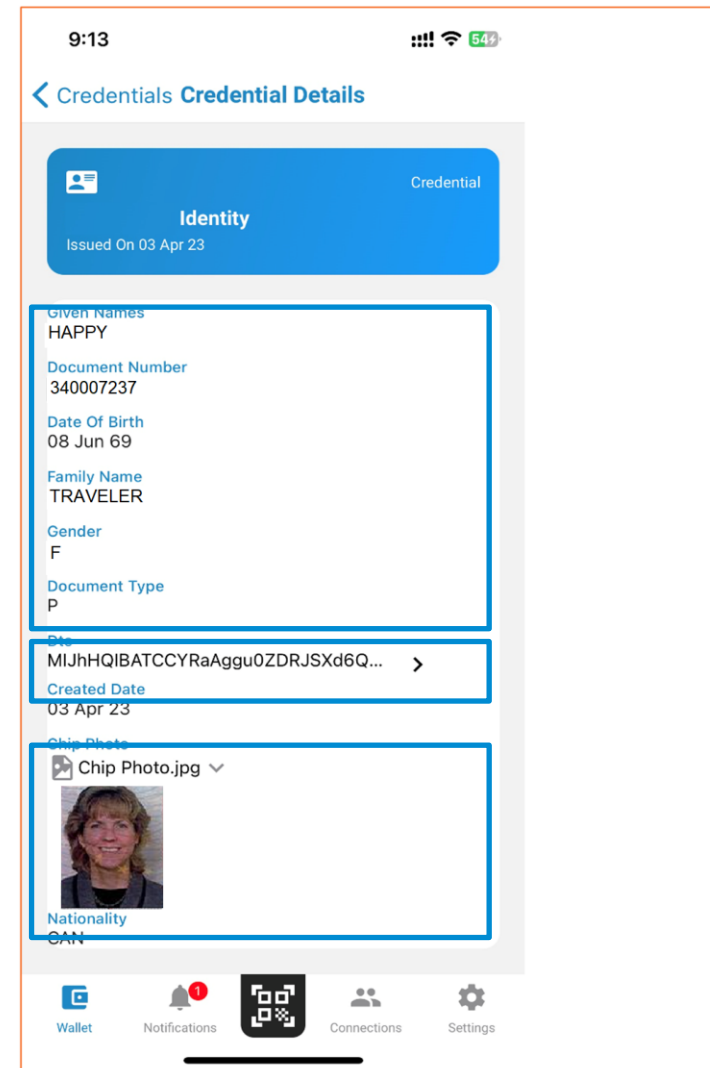
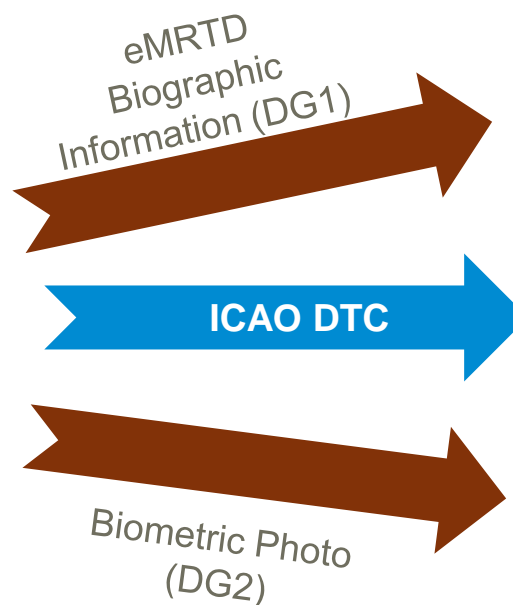
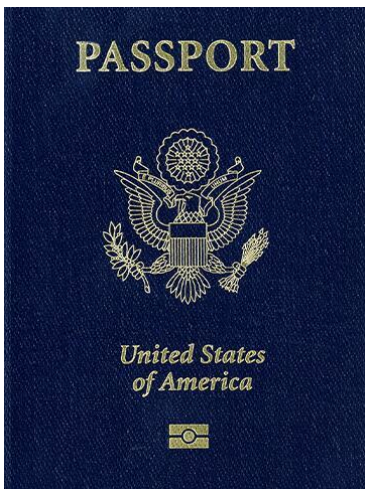
Proven in production

The Aruba HOP app was developed to support both iPhone and Android mobile devices consistent with the emerging standards from the EU, IATA, and Canadian digital wallets. The Aruba HOP App allows travelers to derive their DTC from their physical passport to be authenticated and secured as a Verifiable Credential. Relying party (e.g. government) are able to easily request that the travelers consent to share their personal information including biometric and biographic information to support travel and tourism.



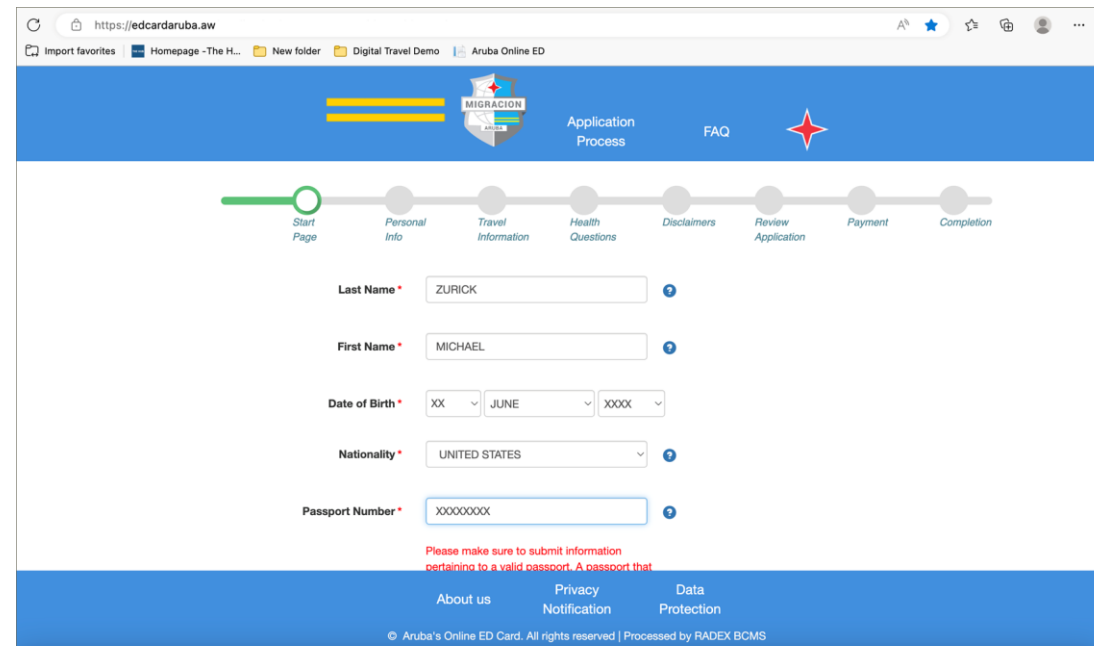
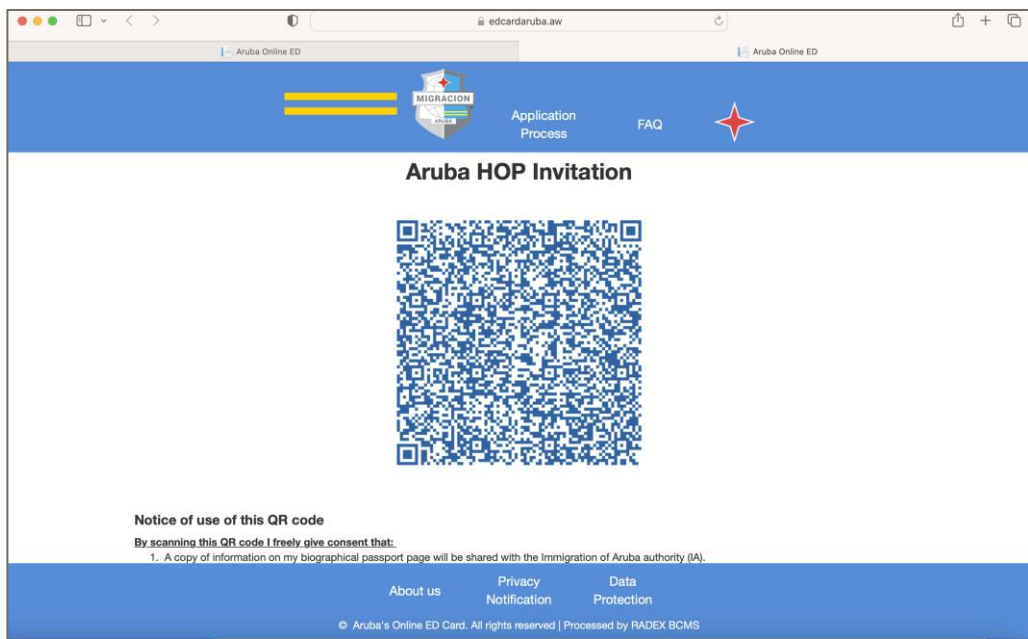
Proven in production

The Aruba HOP app pilot was open to travelers holding US, Canadian, or Dutch passports. Once the ICAO DTC was authenticated against the ICAO Public Key Directory (PKD) and other trusted services, a Verifiable Credential was issued to the travelers Aruba HOP app. To support selective disclosure, while maintaining DTC integrity, the VC is compromised of several attributes that can be required to be shared as described below.



Proven in production

Travelers application are about to submit their Aruba ED Card application with their DTC (biometric and biographic information) . A simple QR code allowed a traveler to connect their Aruba HOP digital wallet to auto-populate identity information in advance of their trip.



Travelers are able to easily consent to share their personal information from the comfort of their home

Government is able to address historical data quality issues by travelers

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- 1) The ED Card application process was quicker for the traveler, reducing data entry of passport information by 90%.
- 2) IT integration was low, taking weeks as opposed to months to deploy.
- 3) No identity data quality issues were flagged between APIS data and ED Card data.
- 4) Biometric was successfully demonstrated to be shared from the DTC to the Aruba government. No advance biometric risk assessment.
- 5) eGates were not modified, following existing entry processing.
- 6) Immigration system was not modified as focus was improving data quality using the DTC.

Two travelers referred to an officer due to:

- 1) Misdeclaration of flight number; and
- 2) Visa overstay from previous visit



Border Officers focused on higher-value duties

Confidence in being small but we make a point in the value of working with others



Aruba Happy Flow



ED Card – Health App – Pandemic Innovations



Aruba Happy One Pass (HOP)





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Thank you

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