IATA | One ID

Fact Sheet

Definition

The Issue

Over the past decade, limited airport physical infrastructure and enhanced security requirements have resulted in a complicated and at times unsatisfactory passenger experience.

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 Covid-19 pandemic and industry crisis, with its confusing and fast changing border requirements showed the need to provide a contactless and seamless airport experience to passengers. One ID aims to address this while providing a passenger centric experience.

The Vision

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

One ID seeks to introduce a digital identity 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.

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.

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.

Objectives

1. Bring industry and government stakeholders together in establishing a common vision and roadmap for robust and efficient digital 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 trust frameworks, processes, data models, and data interchange protocols

Status

- One ID Recommended Practice RP1701p Digitalization of Admissibility has become effective in September 2022 and will be published in the Passenger Services Conference Resolution Manual in June 2023. This details the process where the passenger can demonstrate to the airline that they have all the required documents to travel (passport, visa, health documentation) and that these documents are valid. The airline can then proceed with an automated digital document checking and continue with remote check-in/boarding pass issuance (web/mobile check-in as it is done today). One ID Recommended Practice RP1701o Contactless Travel is expected to be published in Q1 2023. This allows passengers to use biometric recognition for their identity verification throughout the process in full respect of their privacy and protecting their personal data. This removes the need for passengers to physically present documents at various touchpoints where proofs of identity or travel documents are currently required and thus enables passengers to pass through the airport at a walking pace.

- A One ID Working 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 Task Forces, composed of actively involved industry and government representatives, have been formed in order to support the project deliverables, such as guidance, implementation documents and Standards and Recommended Practices

- A number of preliminary documents 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 Enabling passengers to arrive at the airport ready to fly in nearly every travel scenario

    o It supports a **contactless** process by limiting physical interaction with people and equipment and minimizing the exchange of documents.

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

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

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

    o Potential commercial opportunities for the industry

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

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

    o Contribution to the elimination of queues and crowds in airport landside areas

- Enabling the possibility of risk-based assessment and differentiated handling at border and security checkpoints including pre-departure verification.