

ICAO 

2024 **TRIP**
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SYMPOSIUM

MONTRÉAL , CANADA | NOVEMBER 13-15



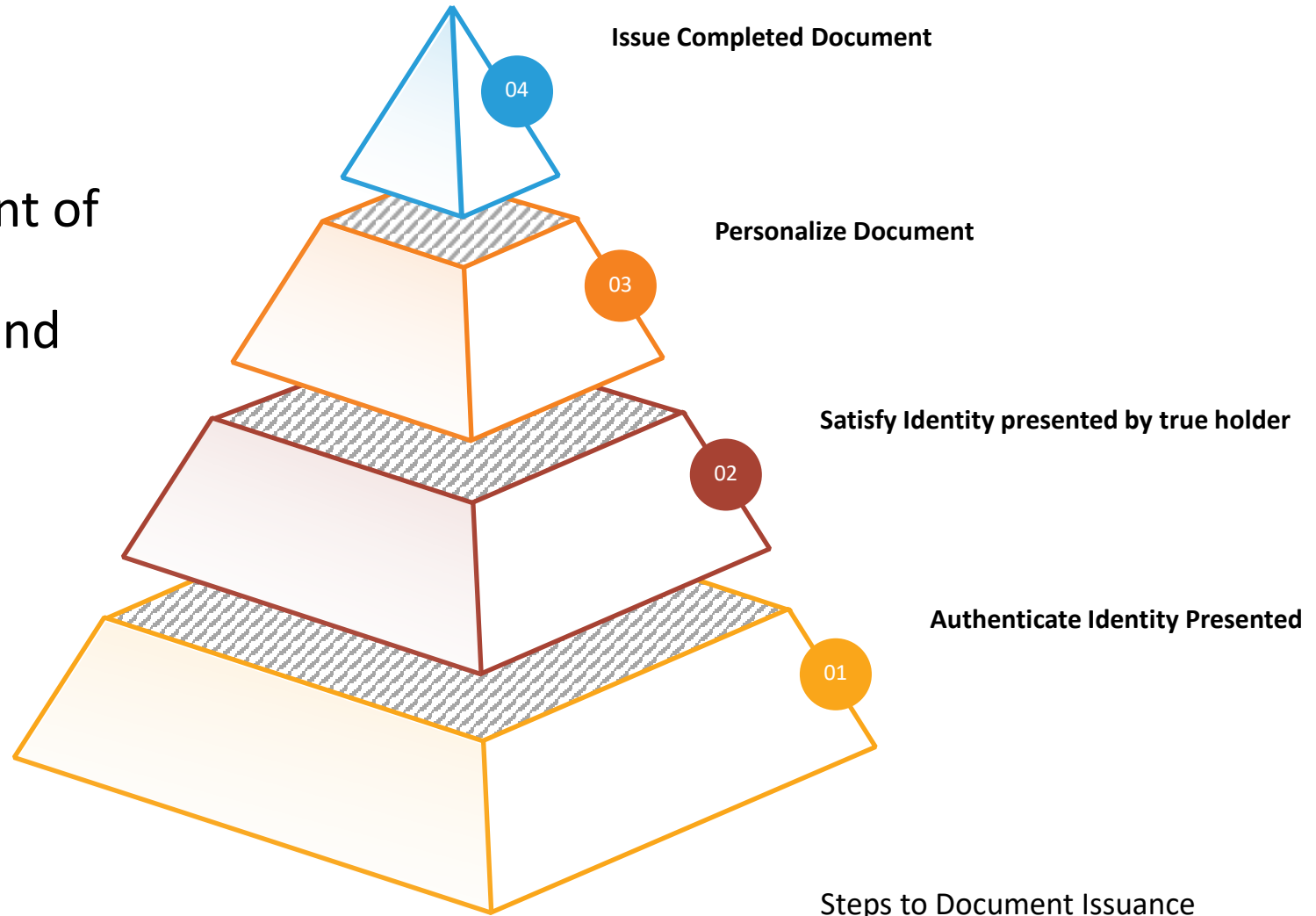
Garth Williams

Acting Chief Executive Officer, Passport
Immigration and Citizenship Agency, Jamaica

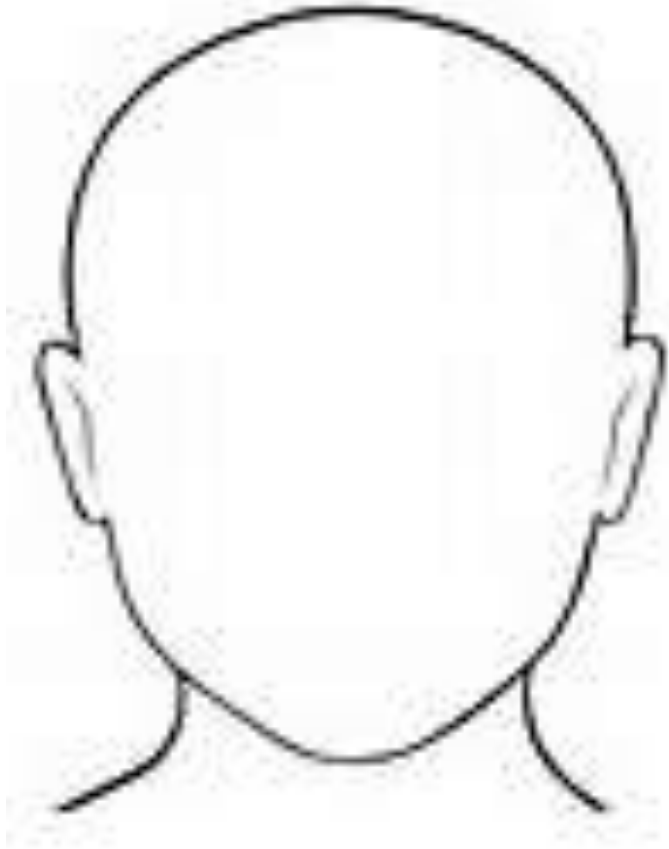


Research has shown that the presentation of fraudulent identities and documents not only impacts traveller facilitation, it also enables criminality. Therefore it is crucial that robust identification management protocols and processes are in place to support document issuance.

Identification management is a critical component of document personalization and issuance.



Steps to Document Issuance



Authenticating the identity being presented. To achieve this there is often times a high degree of reliance on documents or information from Civil Registries. This may involve implementing steps in the process to authenticate or verify documents or information presented, whether through trained and competent staff or information sharing agreements.



Satisfying that the identity presented belongs to the individual presenting it. This is best achieved through the correlation of Civil Registry records and a secondary document that supports additional biometric information or a combination Civil Registry records.



By authenticating the identities presented and the individuals presenting them allows for the creation and maintenance of **Credible Database**. Having established an identity and associating this identity to an individual it enables the Issuing Authority confidence in responding to any subsequent claims to an identity.



Institute system to **detect fraud and attempts at fraud**. Having established an identity there should be pre-requisite unique identifier(s) associated with each which would cause a prompt should there be any instance where identities are being claimed more than once. Develop and institute protocols to be activated in such instances.



Deployment of a **robust production process** which maintains the integrity of the systems and deliver a high quality, secure document.



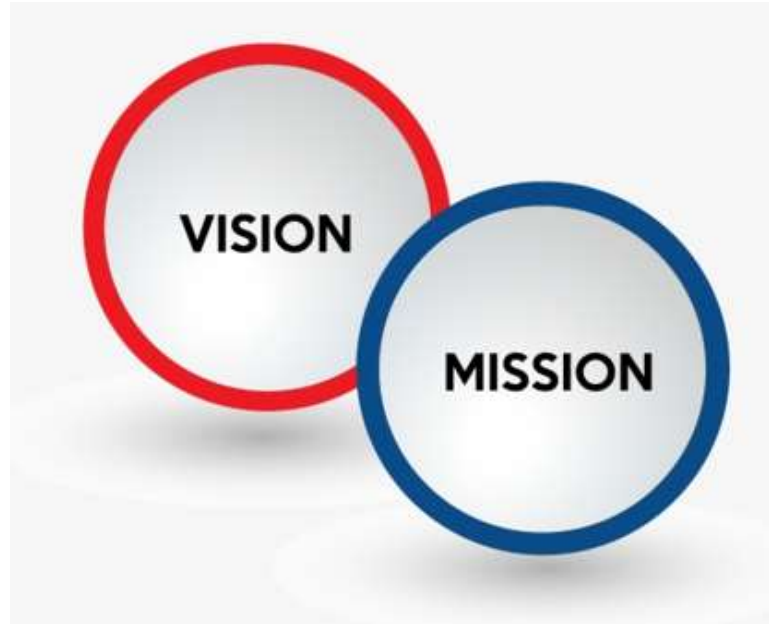
Implement an **investigative process** which probe and resolve any instances of fraud or misrepresentation which may be uncovered from a past event. Establish protocols to treat with such instances whilst seeking minimize any impact to true identity holders.

Have issued the final document, it now becomes a component to evidencing an identity. This document will now be relied on as support to an established identity. Therefore to process of creating this document must be of a high standard.

At PICA we have achieved ISO 9001, 2015 certification for our passport production and issuance operations. This is to assure our citizens and stakeholders that our robust systems and processes are able to produce a high quality secure identity document that facilitates travel. Additionally, we are a participant to the ICAO's Public Key Directory.



We are drivers of our nation’s border security architecture which is evidenced through our agency’s vision and mission statements.



To be an innovative, customer-oriented, strategy-focused and technology-driven organization that, through strategic partnerships, will contribute to Jamaica being among the most secure countries with the best international travel experience in the Americas.

We contribute to a safe, secure and prosperous society by safeguarding Jamaica’s borders, enhancing a sense of belonging and facilitating cross-border travel.



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Closing Statement

Thank You

