

Appendix A

STRATEGIC PLAN FOR IDENTITY MANAGEMENT IN DIAC 2007-2010

Roadmap 2007 - 2010



Identity Matters Roadmap April – June 2007

Financial year 2006-2007

Identity continuum			
What we need to do to achieve expected outcomes – (see Note 1)			
At application (offshore or onshore for permanent or temporary visas, sponsorships, work permits or other services)	During border processes (when travelling in and out of the country)	Post-arrival (compliance, detention and removal)	Post-arrival (settlement and citizenship)
<p>Integrated visa processing (via <i>Systems for People VS02</i>)</p> <ul style="list-style-type: none"> enhanced client identity search available for DIAC officers processing applications – incorporates a minimum set of identity search criteria collection of at least the minimum set of identity biographic and POI document data – including national identity cards and passport details <p>Visas processed at onshore processing centres in Hobart and Adelaide (via identity services)</p> <ul style="list-style-type: none"> addition of facial image (if collected), collection of POI document attributes and POI images (note – this is being implemented in the ISR but is planned to be incorporated into portals commencing January 2008) 	<p>Secondary line processing</p> <ul style="list-style-type: none"> enhanced client identity search available for DIAC officers at secondary line (via <i>Systems for People BS02</i>) – incorporating a minimum set of identity search criteria addition of facial image (if collected), collection of POI document attributes and POI images at secondary line SKSA via identity services (note – this is being implemented in the ISR but is planned to be incorporated into portals commencing January 2008) 	<p>Case management (via <i>Systems for People CM02</i>)</p> <ul style="list-style-type: none"> enhanced client identity search available – incorporating a minimum set of identity search criteria <p>Detention processing</p> <ul style="list-style-type: none"> enhanced client identity search available (via <i>Systems for People DS01</i>) new identity management business processes will be operational, including procedures for collecting and matching finger scans and digital facial images to the required legal and technical standards interfaces with CrimTrac for sharing and checking finger scans <p>Compliance processing</p> <ul style="list-style-type: none"> addition of facial image (if collected), collection of POI document attributes and POI images via identity services (note – this is being implemented in the ISR but is planned to be incorporated into portals commencing Jan 2008) ability to view facial images via blackberry in the field. This is being implemented in the ISR, and will be migrated at some stage to the new environment 	<p>Citizenship processing (via <i>Systems for People CZ01</i>)</p> <ul style="list-style-type: none"> enhanced client identity search available for citizenship officers – incorporating a minimum set of identity search criteria

Business deliverables for April – June 2007

- Revised MSIs to support new and enhanced business processes
- Business rules to support enhanced client identity search
- Training plans to support new identity management capability
- Standards to support image capture of face, finger scan and document images
- Feasibility report for data sharing with Australian Customs Service (Customs), in relation to capturing facial images from passport readers and SmartGate and storing and accessing these in the identity management suite

IT deliverables for April – June 2007

- Biometric equipment installed at all detention centres and integrated with centralised identity services
- Centralised identity services capable of collection, storage, retrieval and matching of identity information including POI documents, biometrics (face and finger scans) and biographic data
- Tools to support enhanced client identity searching including name search and biographic data searches

Note: A critical success factor for implementing this strategy and roadmap is the availability of *Systems for People* technical resources to implement the IT deliverables, and effective integration of the identity deliverables into the *Systems for People* timeframes

Identity Matters Roadmap for July – September 2007

Financial year 2007-2008

Identity continuum			
What we need to do to achieve expected outcomes – (see Note 1)			
At application (offshore or onshore for permanent or temporary visas, sponsorships, work permits or other services, onshore applications for change of status)	During border processes (when travelling in and out of the country)	Post-arrival (compliance, detention and removal)	Post-arrival (settlement and citizenship)
<p>Integrated visa portal (via single client view and ISR)</p> <ul style="list-style-type: none"> facial images are viewable by portal and ISR users where images exist finger scan flag indicates whether a finger scan record exists for clients results of finger scan and facial image matching (of detainee records) are available for display 	<p>Secondary line processing (via single client view and ISR)</p> <ul style="list-style-type: none"> facial images are viewable by portal and ISR users where images exist finger scan flag indicates whether a finger scan record exists for clients results of finger scan and facial image matching (of detainee records) are available for display 	<p>Compliance, detention and case management (via single client view and ISR)</p> <ul style="list-style-type: none"> facial images are viewable by portal and ISR users where images exist finger scan flag indicates whether a finger scan record exists for clients results of finger scan and facial image matching (of detainee records) are available for display <p>Detention processing</p> <ul style="list-style-type: none"> enhanced searching techniques to find identities which include facial and finger scan matching business workflow operational to support escalation of identity resolution issues 	<p>Settlement processing (via Systems for People SS01)</p> <ul style="list-style-type: none"> enhanced client identity search available for DIAC officers incorporating a minimum set of identity search criteria <p>Citizenship processing</p> <ul style="list-style-type: none"> collection of digital facial images, POI document attributes, and POI images via identity services (note – this is being implemented in the ISR but is planned to be incorporated into portals commencing Jan 2008) Note – The Citizenship Taskforce has advised that new identity management business processes will be incorporated into citizenship processing subsequent to this release. Timeframes have yet to be confirmed but it is understood they will be needed before the current plan for citizenship portal – CZ02)

	<p><i>Biometrics at the Border</i></p> <ul style="list-style-type: none"> • commence NZ and DFAT access to biometric passport data • business case to support NPP for Customs – DIAC integrated biometric capability at the primary line • biometric enrolment and matching enabled with ISR 	<p>Identity resolution capability</p> <ul style="list-style-type: none"> • business workflow operational to respond to escalation of identity resolution issues • limited support for detention centre facial and finger scan matching • support for resolving discrepancies in identity / biographical information 	<p>Document Verification Service (support for WhOG initiative) – note this timeframe is tentative and dependent on DHS schedule</p> <hr/> <p>Stage one</p> <ul style="list-style-type: none"> • strengthen existing pilot capability to support enhanced operational processes
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Business deliverables for July – September 2007

- An organisational change management plan for identity management
- Communications plan for identity management strategy
- Training plan and strategy for single client view, identity resolution, citizenship testing and DVS
- New procedures and regulations for identity resolution processes
- Business rules for advanced data matching
- Business rules defined for one-one and one-many finger scan and facial matching

IT deliverables for July – September 2007

- Report providing cost estimates and business process change required to implement new NISS standards for POI documents – DFTTA, citizenship, and PLO56
 - Report providing cost estimates and business process changes required to implement biometric data collection and sharing between Customs and DIAC
 - Joint NPP between DIAC and Customs for implementing the recommended biometric solution for data collection and sharing
 - Initial identity risk model
- Centralised identity services capability is operational to support:
 - automated tools for cleansing client and identity records and resolution of discrepancies in biographic data
 - ability to link and un-link identity records
 - software to undertake facial and finger scan quality assurance
 - technical capability to tune facial and finger scan matching engines based on business rules
 - software tools to facilitate workflow for escalation of identity resolution

Identity Matters Roadmap for October – December 2007

Financial year 2007-2008

Identity continuum			
What we need to do to achieve expected outcomes – (see Note 1)			
At application (offshore or onshore for permanent or temporary visas, sponsorships, work permits or other services, onshore applications for change of status)	During border processes (when travelling in and out of the country)	Post-arrival (compliance, detention and removal)	Post-arrival (settlement and citizenship)
<p>Contact centre (via CC01)</p> <ul style="list-style-type: none"> Enhanced client and identity search available for DIAC contact centre officers incorporating a minimum set of identity search criteria <p>Integrated visa processing (Systems for People VS03)</p> <ul style="list-style-type: none"> collection of an extended set of identity data collection of facial images enhanced document examination techniques for detection of document fraud business processes to support detection and recording of identity fraud enhanced searching techniques to find identities – including facial matching business workflow operational to support escalation of identity resolution issues <p>Client self service (via Systems for People CSS03 and single client search)</p> <ul style="list-style-type: none"> collection of an extended set of identity data eg: telephone numbers and addresses ability to attach facial images and POI document images to applications automated business workflow operational to support escalation of identity resolution issues 	<p><i>Biometrics at the Border</i></p> <ul style="list-style-type: none"> business options for data access with NZ and DFAT NPP for integrated biometric capability at the primary line pilot for biometrics matching with alert lists identity management using biometrics enabled for refugee and humanitarian protection visa caseload 	<p>Case management (Systems for People CM03)</p> <ul style="list-style-type: none"> collection of an extended set of identity data collection of facial images enhanced document examination techniques for detection document fraud business processes to support detection and recording of identity fraud enhanced searching techniques to find identities – including facial matching business workflow operational to support escalation of identity resolution issues 	

Single client view (via CSS03 and VS03)

- ability to display extended set of identity data
- ability to display identity fraud information

Identity resolution capability

- support for escalation of identity issues in VS03 caseload related to resolving discrepancies in facial matching
- support for automated escalation of identity issues in CSS03 caseload related to resolving discrepancies in facial matching
- ability to record, monitor and report attempted and confirmed cases of identity fraud

Identity resolution capability

- support for escalation of identity issues in CM03 caseload related to resolving discrepancies in facial matching

Business deliverables for October – December 2007

- Training plans and strategy for integrated visa processing, client self service, case management, identity resolution capability
- New procedures and regulations for escalation of identity resolution including business rules for automated escalation of client self service cases

- New procedures to support enhanced document examination
- New processes to support fraud recording, reporting and monitoring
- Enhancements to the identity risk model
- Business options for biometric data sharing with DFAT and NZ completed

IT deliverables for October – December 2007

- Enhancements to centralised identity services to support:
 - recording, monitoring and reporting of identity fraud
 - enhanced document examination processes
 - collection, storage and display of additional identity data elements
 - upgrades to infrastructure to support additional capacity (including increased facial image matching) and availability requirements

Identity Matters Roadmap for January – March 2008

Financial year 2007-2008

Identity continuum			
What we need to do to achieve expected outcomes – (see Note 1)			
At application (offshore or onshore for permanent or temporary visas, sponsorships, work permits or other services)	During border processes (when travelling in and out of the country)	Post-arrival (compliance, detention and removal)	Post-arrival (settlement and citizenship)
<p>Client self service (via <i>Systems for People CSS04</i>)</p> <ul style="list-style-type: none"> enhanced identity management processes incorporating level of confidence identity management suite (see Note 2) available in CSS04 <p>Integrated visa processing (via <i>Systems for People VS04</i>)</p> <ul style="list-style-type: none"> enhanced identity management processes incorporating level of confidence identity management suite (see Note 2) available in VS04 <p>Identity resolution capability</p> <ul style="list-style-type: none"> enhanced identity resolution processes incorporating level of confidence advanced identity management reporting to support identity risk profiling 	<p>Biometric watch list</p> <ul style="list-style-type: none"> pilot biometric watch list capability <p><i>Biometrics at the Border</i></p> <ul style="list-style-type: none"> budget decision for integrated biometric capability at the primary line roll out biometric matching with alerts 		<p>Document Verification Service (support for WhoOG initiative)</p> <p>Stage two</p> <ul style="list-style-type: none"> complementary DIAC DVS service to support new WhoOG business processes for access card Note DIAC's DVS capability will be progressively extended in capability and capacity in line with the DHS schedule for the access card. Timeframes from DHS were not available at the time of writing.

Business deliverables for January – March 2008

- Training plans and strategy for new capability – level of confidence and DVS
- New procedures for incorporating level of confidence into visa processing and identity resolution
- New procedures to support DVS processes
- New procedures to support pilot biometric watch list

IT deliverables for January – March 2008

- Enhancements to centralised identity services to support:
 - level of confidence
 - DVS functionality
 - identity risk model
 - advanced identity risk and profiling
- New system services to support DVS functionality not related to identity
 - eg: visa status
- Enhanced system support for pilot biometric watch list capability
- Technical options for biometric data sharing with DFAT and NZ completed

Identity Matters Roadmap for April – June 2008

Financial year 2007-2008

Identity continuum			
What we need to do to achieve expected outcomes – (see Note 1)			
At application (offshore or onshore for permanent or temporary visas, sponsorships, work permits or other services)	During border processes (when travelling in and out of the country)	Post-arrival (compliance, detention and removal)	Post-arrival (settlement and citizenship)
<p>Integrated visa processing (refugee and humanitarian, onshore protection and SFP VS05, CSS05)</p> <ul style="list-style-type: none"> • collection of finger scans for refugee and humanitarian and onshore protection • identity management suite (see Note 2) available, including identity risk support • 3rd parties and other government agencies collecting identity data on DIAC behalf at selected offshore posts <p>Integrated visa processing (test candidate case load drawn from ETA or other e-Visa application)</p> <ul style="list-style-type: none"> • feasibility of matching biographical data against commercially available data holdings • feasibility of establishing external interfaces with commercially available data holdings 	<p><i>Biometrics at the Border</i></p> <ul style="list-style-type: none"> • technical options for data access with NZ and DFAT • biometric alert systems linked to CrimTrac 	<p>Compliance processing (via CS02)</p> <ul style="list-style-type: none"> • identity management suite (see Note 2) available, including identity risk support <p>Detention processing (via DS02)</p> <ul style="list-style-type: none"> • identity management suite (see Note 2) available, including identity risk support <p>Case management (via CM04)</p> <ul style="list-style-type: none"> • identity management suite (see Note 2) available, including identity risk support 	

Contact centre (via CC02)

- **identity management suite (see Note 2)** available

Identity resolution capability

- new and enhanced processes to support escalation of identity issues from refugee and humanitarian and onshore protection, CSS05 and VS05 caseloads
- enhanced reporting capability to cater for above

Identity resolution capability

- new and enhanced processes to support escalation of identity issues from compliance processing and detention, refugee and humanitarian, and onshore protection processing
- enhanced reporting capability to cater for above

Business deliverables for April – June 2008

- Training plans and strategy for new capability – capturing of finger scans in refugee and humanitarian and onshore protection and use of relevant components of the identity management suite in integrated visa processing (VS05, CSS05 case loads), contact centre (CC02), case management (CM04), detention processing (DS02)
- New procedures and regulations for use of third parties or other government agencies to collect identity information at selected offshore posts

- New procedures for escalating identity resolution in VS05, CSS05, refugee and humanitarian, offshore processing, contact centre (CC02), case management (CM04), detention processing (DS02)
- Business specification of reporting requirements and follow-on processes
- Updates to identity management related standards (face, finger scan, POI documents and any others required)
- Feasibility report on incorporating matching biographical data against external commercially available data holdings into identity management suite
- Report on outcome of biometric watch list pilot

IT deliverables for April – June 2008

- Enhancements to centralised identity services to support:
 - collection, storage and display of additional identity data elements
 - additions and enhancements to identity resolution processes
 - upgrades to infrastructure to support additional capacity (including increased facial and finger scan image matching) and availability requirements
 - external interfaces to third parties or other government agencies

Identity Matters Roadmap for July – September 2008

Financial year 2008-2009

Identity continuum			
What we need to do to achieve expected outcomes – (see Note 1)			
At application (offshore or onshore for permanent or temporary visas, sponsorships, work permits or other services)	During border processes (when travelling in and out of the country)	Post-arrival (compliance, detention and removal)	Post-arrival (settlement and citizenship)
<p>Integrated visa processing (SFP VS06, CSS06)</p> <ul style="list-style-type: none"> • identity management suite (see Note 2) available Stakeholder/partner (SP02) • Appropriate aspects of identity management suite (see Note 2) available to relevant stakeholders/partners <p>Identity resolution capability</p> <ul style="list-style-type: none"> • new and enhanced processes to support escalation of identity issues CSS06 and VS06 caseloads • enhanced reporting capability to cater for above 	<p>Biometric watch list</p> <ul style="list-style-type: none"> • deliver fully operational biometric watch list integrated with <i>Systems for People</i> and existing alert systems <p><i>Biometrics at the Border</i></p> <ul style="list-style-type: none"> • biometric enrolment and matching enabled with ISR 		

Business deliverables for July – September 2008

- Training plans and strategy for new capability – use of relevant components of the identity management suite in integrated visa processing (VS06 and CSS06 case loads)
- New procedures for escalating identity resolution in VS06, CSS06 processing
- New procedures for use of identity management suite in VS06, CSS06 processing
- New procedures to support fully operational biometric watch list
- New procedures for use of identity management suite for external stakeholders/partners
- Business specification of reporting requirements and follow-on processes

IT deliverables for July – September 2008

- Enhancements to centralised identity services to support:
 - collection and storage of additional identity data elements if necessary
 - additions and enhancements to identity resolution processes
 - upgrades to infrastructure to support additional capacity and availability requirements if required
- Systems support for fully operational biometric watch list capability
- Solution design completed for integrated border control processes using biometrics from Customs, DFAT and NZ databases and DIAC identity services

Identity Matters Roadmap for October – December 2008

Financial year 2008-2009

Identity continuum			
What we need to do to achieve expected outcomes – (see Note 1)			
At application (offshore or onshore for permanent or temporary visas, sponsorships, work permits or other services)	During border processes (when travelling in and out of the country)	Post-arrival (compliance, detention and removal)	Post-arrival (settlement and citizenship)
<p>Integrated visa processing (SFP VS07, CSS07)</p> <ul style="list-style-type: none"> • identity management suite (see Note 2) available <p>Identity resolution capability</p> <ul style="list-style-type: none"> • new and enhanced processes to support escalation of identity issues from CSS07 and VS07 caseloads • enhanced reporting capability to cater for above 	<p><i>Biometrics at the Border</i></p> <ul style="list-style-type: none"> • report on passport data access capability with NZ and DFAT 		<p>Settlement processing (via SS02)</p> <ul style="list-style-type: none"> • identity management suite (see Note 2) available <p>Identity resolution capability</p> <ul style="list-style-type: none"> • new and enhanced processes to support escalation of identity issues from settlement processing • enhanced reporting capability to cater for above

Business deliverables for October – December 2008

- Training plans and strategy for new capability – use of relevant components of the identity management suite in integrated visa processing (VS07 and CSS07 case loads) and settlement services (SS02) and use of new DIAC POI documents
- New procedures for escalating identity resolution in VS07, CSS07, SS02 processing
- New procedures for use of relevant components in the identity management suite in VS07, CSS07, SS02 processing
- Business specification of reporting requirements and follow-on processes
- DIAC POI documents with enhanced security features are available and in use (DFFTA, Citizenship, PLO56)

IT deliverables for October – December 2008

- Enhancements to centralised identity services to support:
 - collection and storage of additional identity data elements if necessary
 - additions and enhancements to identity resolution processes
 - upgrades to infrastructure to support additional capacity and availability requirements if required

Identity Matters Roadmap for January – March 2009

Financial year 2008-2009

Identity continuum			
What we need to do to achieve expected outcomes – (see Note 1)			
At application (offshore or onshore for permanent or temporary visas, sponsorships, work permits or other services)	During border processes (when travelling in and out of the country)	Post-arrival (compliance, detention and removal)	Post-arrival (settlement and citizenship)
<p>Integrated visa processing (SFP VS08, CSS08, SP03)</p> <ul style="list-style-type: none"> • identity management suite (see Note 2) available <p>Identity resolution capability</p> <ul style="list-style-type: none"> • new and enhanced processes to support escalation of identity issues from CSS8 and VS08 caseloads • enhanced reporting capability to cater for above 	<p><i>Biometrics at the Border</i></p> <ul style="list-style-type: none"> • identity management using biometrics enabled at airports 		

Business deliverables for January – March 2009

- Training plans and strategy for new capability – use of relevant components of the identity management suite in integrated visa processing (VS08 and CSS08 case loads) and stakeholder/partners
- New procedures for escalating identity resolution in VS08, CSS08, SP03 processing
- New procedures and regulations for use of relevant components of the identity management suite in VS08, CSS08, SP03 processing
- Business specification of reporting requirements and follow-on processes

IT deliverables for January – March 2009

- Enhancements to centralised identity services to support:
 - collection and storage of additional identity data elements if necessary
 - additions and enhancements to identity resolution processes
 - upgrades to infrastructure to support additional capacity and availability requirements if required

Identity Matters Roadmap for April – June 2009

Financial year 2008-2009

Identity continuum		
What we need to do to achieve expected outcomes – (see Note 1)		
At application (offshore or onshore for permanent or temporary visas, sponsorships, work permits or other services)	During border processes (when travelling in and out of the country)	Post-arrival (settlement and citizenship)
	<p>Border processing – secondary line airports and seaports (via BS03)</p> <ul style="list-style-type: none"> • identity management suite (see Note 2) available • incorporate capability for integrated border control processes using biometrics from Customs, DFAT and NZ databases and DIAC identity services <p>Identity resolution capability</p> <ul style="list-style-type: none"> • new and enhanced processes to support escalation of identity issues from border processing • enhanced reporting capability to cater for above <p><i>Biometrics at the Border</i></p> <ul style="list-style-type: none"> • implement passport data access capability with NZ and DFAT • identity management using biometrics enabled at the border 	<p>Settlement processing (via SS03)</p> <ul style="list-style-type: none"> • identity management suite (see Note 2) available <p>Identity resolution capability</p> <ul style="list-style-type: none"> • new and enhanced processes to support escalation of identity issues from settlement processing • enhanced reporting capability to cater for above

Business deliverables for April – June 2009

- Training plans and strategy for new capability – use of relevant components of the identity management suite in border processing (BS03) and settlement processing (SS03)
- New procedures for escalating identity resolution in BS03 and SS03 processing
- New procedures for use of identity management suite in BS03 and SS03 processing
- Business specification of reporting requirements and follow-on processes

IT deliverables for April – June 2009

- Enhancements to centralised identity services to support:
 - collection and storage of additional identity data elements if necessary
 - additions and enhancements to identity resolution processes
 - upgrades to infrastructure to support additional capacity and availability requirements if required – including equipment and infrastructure at seaport and airport secondary lines
- upgrades to communications infrastructure from secondary line at airports and seaports
- upgrades to communications infrastructure between DFAT, Customs, NZ

Identity Matters Roadmap for July- September 2009

Financial year 2009-2010

Identity continuum			
What we need to do to achieve expected outcomes – (see Note 1)			
At application (offshore or onshore for permanent or temporary visas, sponsorships, work permits or other services)	During border processes (when travelling in and out of the country)	Post-arrival (compliance, detention and removal)	Post-arrival (settlement and citizenship)
Integrated visa processing (SFP VS09, CSS09) <ul style="list-style-type: none"> • identity management suite (see Note 2) available Identity resolution capability			
<ul style="list-style-type: none"> • new and enhanced processes to support escalation of identity issues from CSS9 and VS09 caseloads • enhanced reporting capability to cater for above 			

Business deliverables for July – September 2009

- Training plans and strategy for new capability
 - use of relevant components of the identity management suite in integrated visa processing (VS09 and CSS09 case loads)
- New procedures and regulations for escalating identity resolution in VS09, CSS09 processing
- New procedures and regulations for use of identity management suite in VS09, CSS09 processing
- Business specification of reporting requirements and follow-on processes

IT deliverables for July – September 2009

- Enhancements to centralised identity services to support:
 - collection and storage of additional identity data elements if necessary
 - additions and enhancements to identity resolution processes
 - upgrades to infrastructure to support additional capacity and availability requirements if required

Identity Matters Roadmap for October – December 2009

Financial year 2009-2010

Identity continuum			
What we need to do to achieve expected outcomes – (see Note 1)			
At application (offshore or onshore for permanent or temporary visas, sponsorships, work permits or other services)	During border processes (when travelling in and out of the country)	Post-arrival (compliance, detention and removal)	Post-arrival (settlement and citizenship)
			<p>Citizenship processing (via CZ02)</p> <hr/> <ul style="list-style-type: none"> • identity management suite (see Note 2) available <p>Identity resolution capability</p> <hr/> <ul style="list-style-type: none"> • new and enhanced processes to support escalation of identity issues from citizenship processing • enhanced reporting capability to cater for above

Business deliverables for October – December 2009

- Training plans and strategy for new capability – use of relevant components of the identity management suite in citizenship processing (CZ02)
- New procedures and regulations for escalating identity resolution in CZ02 processing
- New procedures and regulations for use of identity management suite in CZ02 processing
- Business specification of reporting requirements and follow-on processes

IT deliverables for October – December 2009

- Enhancements to centralised identity services to support:
 - collection and storage of additional identity data elements if necessary
 - additions and enhancements to identity resolution processes
 - upgrades to infrastructure to support additional capacity and availability requirements if required

Identity Matters Roadmap for January – March 2010

Financial year 2009-2010

Identity continuum			
What we need to do to achieve expected outcomes – (see Note 1)			
At application (offshore or onshore for permanent or temporary visas, sponsorships, work permits or other services)	During border processes (when travelling in and out of the country)	Post-arrival (compliance, detention and removal)	Post-arrival (settlement and citizenship)
<p>Integrated visa processing (SFP VS10, CSS10)</p> <hr/> <ul style="list-style-type: none"> • identity management suite (see Note 2) available <p>Identity resolution capability</p> <hr/> <ul style="list-style-type: none"> • new and enhanced processes to support escalation of identity issues from CSS10 and VS10 caseloads • enhanced reporting capability to cater for above 			

Business deliverables for January – March 2010

- Training plans and strategy for new capability – use of relevant components of the identity management suite in integrated visa processing (VS10 and CSS10 case loads)
 - New procedures and regulations for escalating identity resolution in VS10, CSS10 processing
 - New procedures and regulations for use of identity management suite in VS10, CSS10 processing
 - Business specification of reporting requirements and follow-on processes
- collection and storage of additional identity data elements if necessary
 - additions and enhancements to identity resolution processes
 - upgrades to infrastructure to support additional capacity and availability requirements if required

IT deliverables for January – March 2010:

- Enhancements to centralised identity services to support

Notes

Note 1

Expected outcomes for each identity continuum

As stated in the *Strategic Plan for Identity Management in DIAC 2007-2010*, the identity management strategy aims to deliver the following outcomes:

- a greater confidence in the identity of our clients
- improved and consolidated identity information that is readily accessible to decision makers
- an increased capacity to detect fraudulent identities
- strengthened client identity resolution through the implementation of identity resolution services.

Note 2

Identity management suite

The full identity management (IDM) suite consists of the following elements. However, only relevant components will be implemented for each case load. The relevant components will be determined by the identity risk model.

- Enhanced searching techniques to find identities – including name search, biographic matching, facial and finger scan matching.

- Collection of an extended set of identity data relevant to case load (based on an identity risk and business context):
 - this could include facial images, finger scans, POI document images, telephone numbers, addresses, family relationships, signatures and other biometrics (eg: voice) where applicable.
- Ability to view **all** identity data available for the client, in the business context in which it was collected. (This may be restricted depending on the user's role).
- Support for the following business processes:
 - enhanced identity management processes incorporating level of confidence
 - enhanced document examination techniques for the detection of document fraud
 - business processes to support the detection and recording of identity fraud
 - enhanced searching techniques to find identities – including facial and finger scan matching
 - business workflow to support escalation of cases to the identity resolution capability.
- Depending on the outcome of feasibility studies the following may also be included in the identity management suite:
 - facial images captured from passport readers and SmartGate
 - the matching of biographical data collected by DIAC against external commercially available data holdings.