

# KTDI NLD Operational Concept Description



# Document History



| Date             | Remarks   |
|------------------|---|
| April 24th, 2019 | First version, distributed for review.  |
| May 8th, 2019    | Review comments processed: <ul style="list-style-type: none"><li>• KLM Lounge out of scope.</li></ul>   |
| May 7th, 2019    | Review comment processed: <ul style="list-style-type: none"><li>• Specified actor Schiphol as 'provider of the Seamless Flow Platform' (slide 5).</li><li>• Removed reference to Aztec Code and changed 'boarding information' into 'boarding pass information' (slide 13).</li></ul> |
| April 1st, 2020  | <ul style="list-style-type: none"><li>• Several updates.</li></ul>  |



# About Operational Concept Description and KTDI



The KTDI initiative has been set-up by a global consortium of governments, the World Economic Forum and the travel industry to enhance security in global travel. As a result, consortium partners can access verifiable claims of a traveller's identity so they can access their credibility, optimise passenger processing and reduce risk.

Several advantages can be expected, e.g. reduced waiting times, increased security and an even better passenger experience in a seamless and efficient journey through airports.

In order to validate this concept, the Dutch and Canadian Governments have agreed to run a KTDI pilot on KLM/ Air Canada flights between Amsterdam – Montreal and Amsterdam – Toronto.

This Operational Concept Description (OCD) highlights the process flow in the Netherlands.



Ministerie van Justitie  
en Veiligheid



Koninklijke Marechaussee



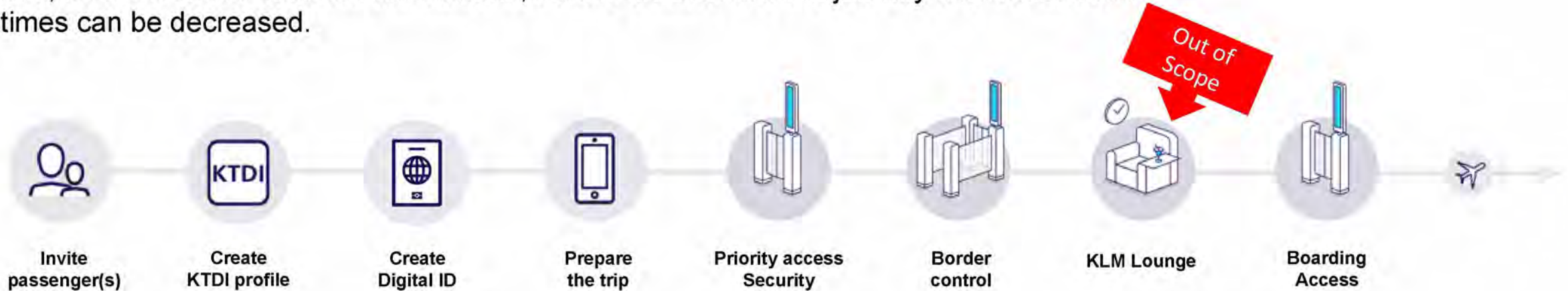
Rijksdienst voor Identiteitsgegevens  
Ministerie van Binnenlandse Zaken en  
Koninkrijksrelaties



# Main KTDI process steps in the Netherlands



Whether travellers travel from NLD to CAN or vice versa, there are various actors involved to ensure a seamless and secure process. The basic philosophy of the KTDI concept is that, as the traveller 'collects' attestations, trust is created and the journey and transactions times can be decreased.



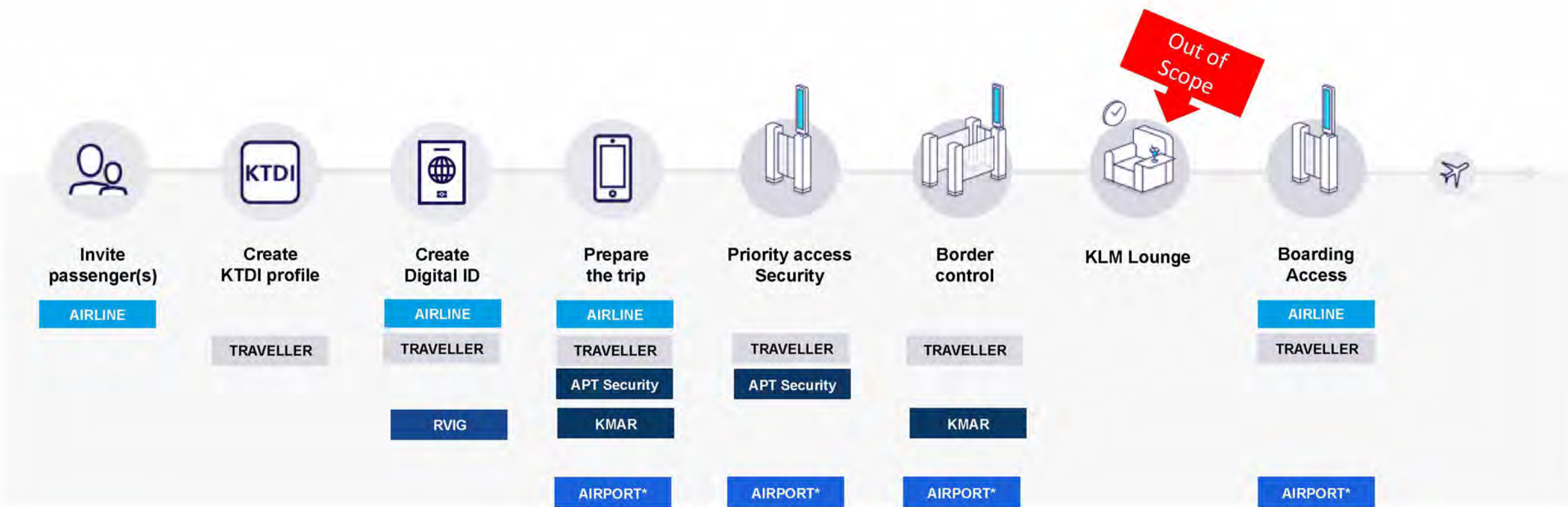
Travellers are invited to participate in the KTDI pilot by the airlines, as they will know who is travelling on the routes in scope for the pilot. The traveller will use digital ID which is issued by the government and airline. Travellers can use these identities at airport touchpoints access to security, border control and boarding access.



# KTDI Actors in the Netherlands



Responsibilities of actors throughout the process.



**AIRPORT\*** Schiphol facilitates these process steps by providing the Seamless Flow Platform.

# KTDI departure flowchart



## First time



## Second time or more



# Invite traveller

AIRLINE

## What

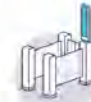
- Identify specific target group for the pilot.
- Link with passenger.
- Define the communication channel.
- Know the enrolment status (y/n).
- Explain the process to the passenger:
- Explain what the KTDI process covers and what it does not (e.g. eTA application is currently not part of KTDI pilot).
- What are the different steps in the end-to-end journey.

## How

- Based upon past and future travel, travellers known to airline will be invited.
- Prime example are the individual and corporate frequent flyers.
- In-mail information plus reference to a website for detailed explanation.

## Where

- Targeted mailings.
- Web content.





# Passenger creates a KTDI-profile

PASSENGER



## What

- Create KTDI profile.
- Explain KTDI concept to the traveller.
- Steps:
  1. Install the KTDI app.
  2. Create a KTDI profile.
  3. Enter all applicable non-Core Building Blocks.
  4. Instruct to import relationship with your airline (frequent flyer card) and your government (passport).

## How

- Download and install the KTDI app.
- Create username/password.
- Link KTDI app to biometric verification functionality of mobile device, e.g. Face ID.
- Plus public web-content for detailed information.
- Information:
  - Clearly describe:
  - What has to be done now.
- Possibility for questions:
  - Help.
  - FAQ.

## Where

- Anywhere and anytime at the convenience of the traveller.





# Airline account is imported

AIRLINE

## What

- Traveller imports his airline account in KTDI-app.

## How

- Traveler selects to import airline account in KTDI app.
- When prompted, traveler logs-in to his airline account. This imports the airline account in KTDI wallet.

## Where

- Anywhere and anytime at the convenience of the traveller.



# KMar creates a Gov. Issued Digital ID



## KMar What

- KMar creates a Government Issued Digital Identity (digital representation of passport) upon explicit request of the traveller for use in KTDI pilot.

## How

- The traveller shows their passport to an officer of KMar.
- The passport is read according to (inter-) national applicable laws and regulations.
- Biometric Face Verification of the traveller is performed against DataGroup 2.
- Digital ID with Unique ID is created and stored in KTDI Enrollment System (KES) of NOID.
- Traveller opens the KTDI App and scans the QR Code (UUID) displayed by KES station.
- **The traveler takes a selfie with their mobile device and performs a liveness detection activity. If the 1:1 facial recognition and liveness detection is successful, the enrollment is successful.**
- The UUID, attestations references and attestation for the passport is stored in travellers KTDI wallet on the mobile device of the traveler.

## Where

- KTDI Enrollment Desk of KMar at Schiphol Airport.



# Passenger prepares for trip

PASSENGER



## What

- Start of the travellers KTDI journey,
- inform passenger about the KTDI Services they can make use of.
- provide consent to share biometric (facial) information with parties.

Information:

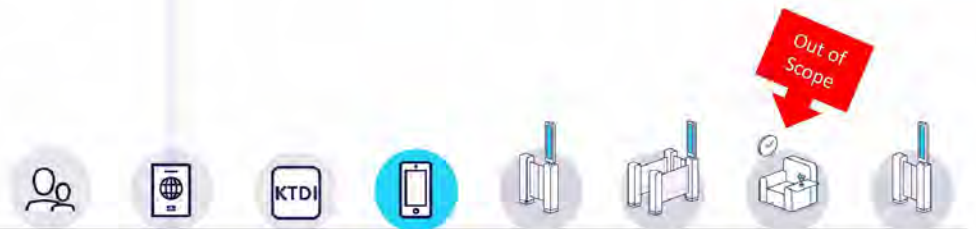
- Basic explanation.
- Checklist what has and has not been done.
- Where should the passenger go.
- Fall-back procedure.

## How

- Push message from airline via KTDI app after check-in process is completed.
- Goal: to select the KTDI Services the traveller wants to make use of on this trip and to send the required Building Blocks.
- **The traveler takes a selfie with their mobile device and performs a liveness detection activity. If the 1:1 facial recognition and liveness detection is successful, the attestations are retrieved.**
- The traveller pushes the required data to Airport Security, airline, KMar and CBSA.

## Where

- Only after check-in, this can be done location independent and 'anytime' at the travellers convenience.





# Priority access to security

APT Security

## What

- Traveller is allowed priority access to the security restricted areas based on facial recognition.

## How

- Passenger is biometrically identified based on facial recognition. This gives access to boarding pass information on which decision is based to grant access.
- Via Seamless Flow Security Access Gate, boarding pass can be used as alternative.
- NB. most passengers are already frequent flyer or business class passengers.

## Where

- Departures 2 – Amsterdam Airport Schiphol.



# KTDI Border Control

KMAR



## What

- Traveller crosses Schengen border making use of automated border control e-gates.

## How

- After check-in the Government Issued Digital Identity was pushed to the KMar by the traveller.
- KMar performs the background checks based on this data.
- Biometric Face Verification is used against the Digital ID for crossing the border.
- The attestation for crossing the border is stored in the KTDI wallet on the mobile device of the traveler.

## Where

- Departures 2 border control– Amsterdam Airport Schiphol.



# KTDI Traveller boards plane

AIRLINE

## What

- Passenger boards the airplane making use of facial recognition.

## How

Seamless Flow boarding access gate.

After facial image is captured, information of the boarding pass is sent to the DCS.

When all conditions are met, the passenger is granted access.

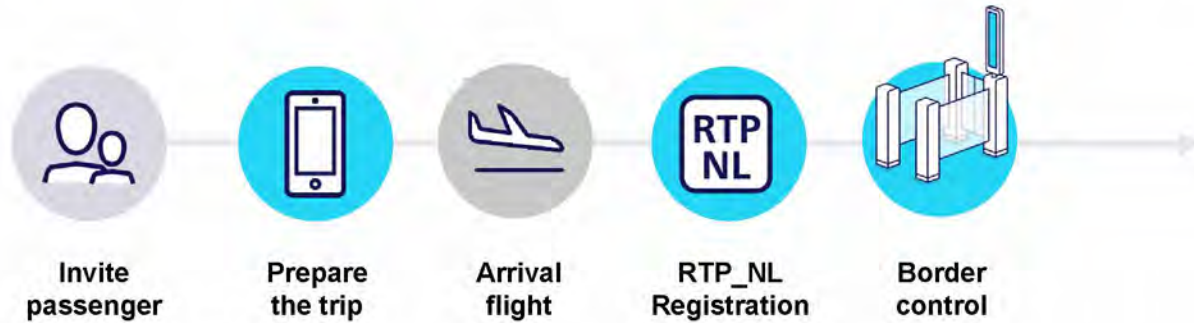
## Where

G3/4 or F-pier.





# Generic Process steps flights arriving from Canada to Schiphol Airport



# KTDI traveller prepares trip for arrival in NL



PASSENGER

## What

- Traveler can request KTDI-facilitation over Dutch border on arrival.
- Dutch travellers can share Government Issued Digital Identity and will be recognized on arrival.
- Canadian passport holders must share their RTP-NL/3L membership in addition to Government Issued Digital Identity.
- Or if they are not a member of RTP-NL/3L yet: they must submit their RTP-NL/3L application, including the Schengen entry declaration (purpose, duration, means of stay).

## How

- KTDI-app prompts traveller with options when preparing his trip, and facilitates to share.

## Where

- Anywhere and anytime at the convenience of the traveller, with access to mobile device.



# Arrival of KTDI traveller in the Netherlands



KMAR

## What

- Traveller arrives at Amsterdam Airport Schiphol.
- Upon arrival KMar informs Canadian passenger if finalization of RTP-NL/3L application is required or traveller can proceed to the border without any further action.
- Passenger crosses the Schengen border making use of automated border control e-gates. Canadian passengers still require a stamp in their passport.

## How

- KMar informs traveller on next step by push message via KTDI app.
- Upon arrival at the border control filter, the traveller can use the Seamless Flow border access gate right away or is required to finalize RTP-NL/3L application at the RTP-NL/3L registration desk.
- The attestation for RTP-NL/3L registration is stored in the traveler's KTDI wallet on the mobile device of the traveler.
- The attestation for crossing the border is stored in the traveler's KTDI wallet on the mobile device of the traveler.

## Where

- Arrivals gate at Amsterdam Airport Schiphol or border access filter.

