130
Nationalities represented

42%+
Customer-facing staff

4,600+
SITA staff

1,000+
Airports

>60
Different languages spoken

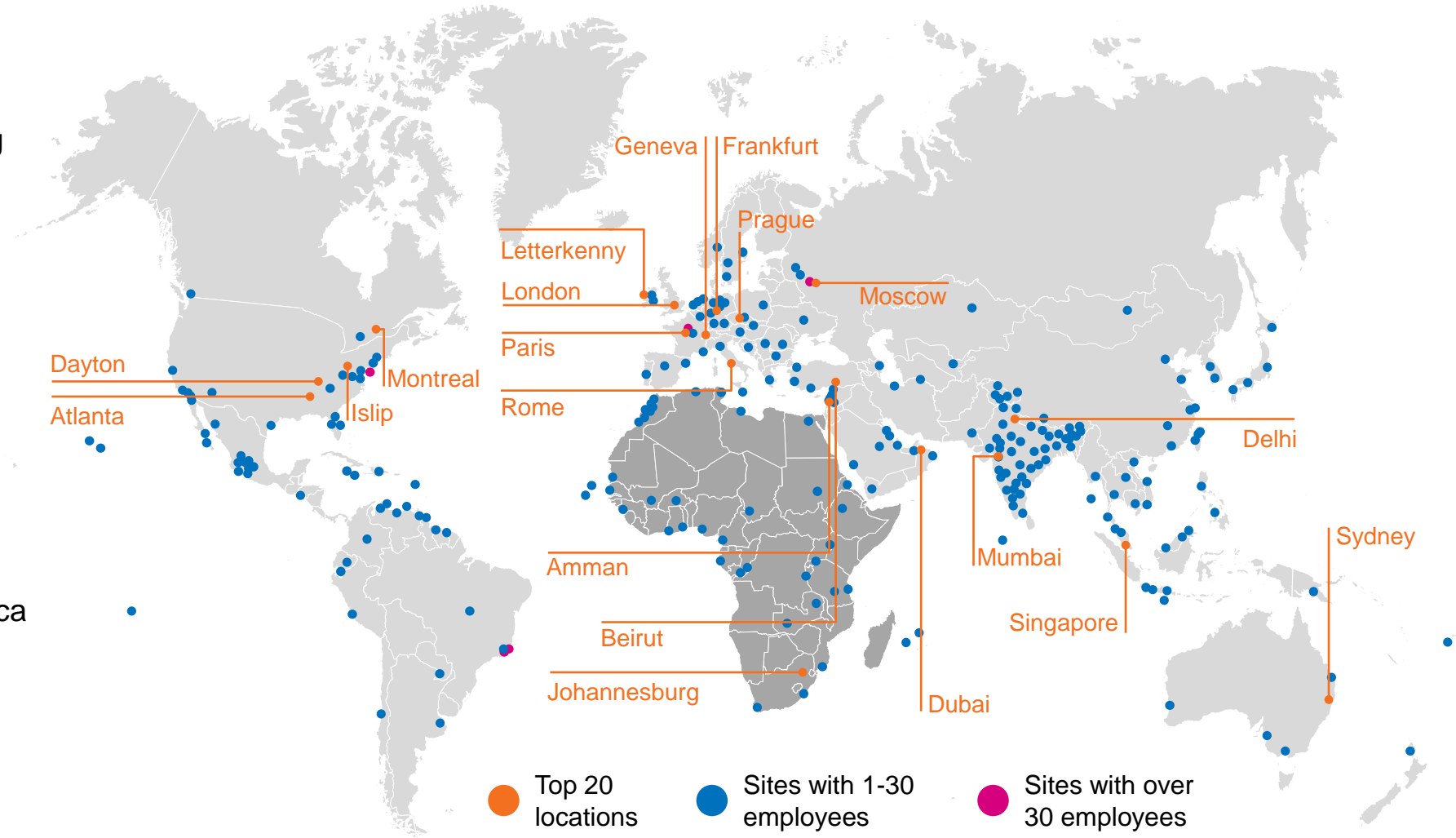**275+**
Cities

>40
Locations in Africa

>123
Countries have a SITA presence

Geneva | Frankfurt
Prague
Letterkenny
London
Moscow
Paris
Dayton
Montreal
Atlanta
Islip
Rome
Delhi
Amman
Mumbai
Sydney
Beirut
Singapore
Johannesburg
Dubai

● Top 20 locations
● Sites with 1-30 employees
● Sites with over 30 employees

SITA envisages a world of secure, safe and seamless travel

IMAGINE:

01 Going from anywhere to everywhere without presenting physical travel documents

02 Frictionless borders

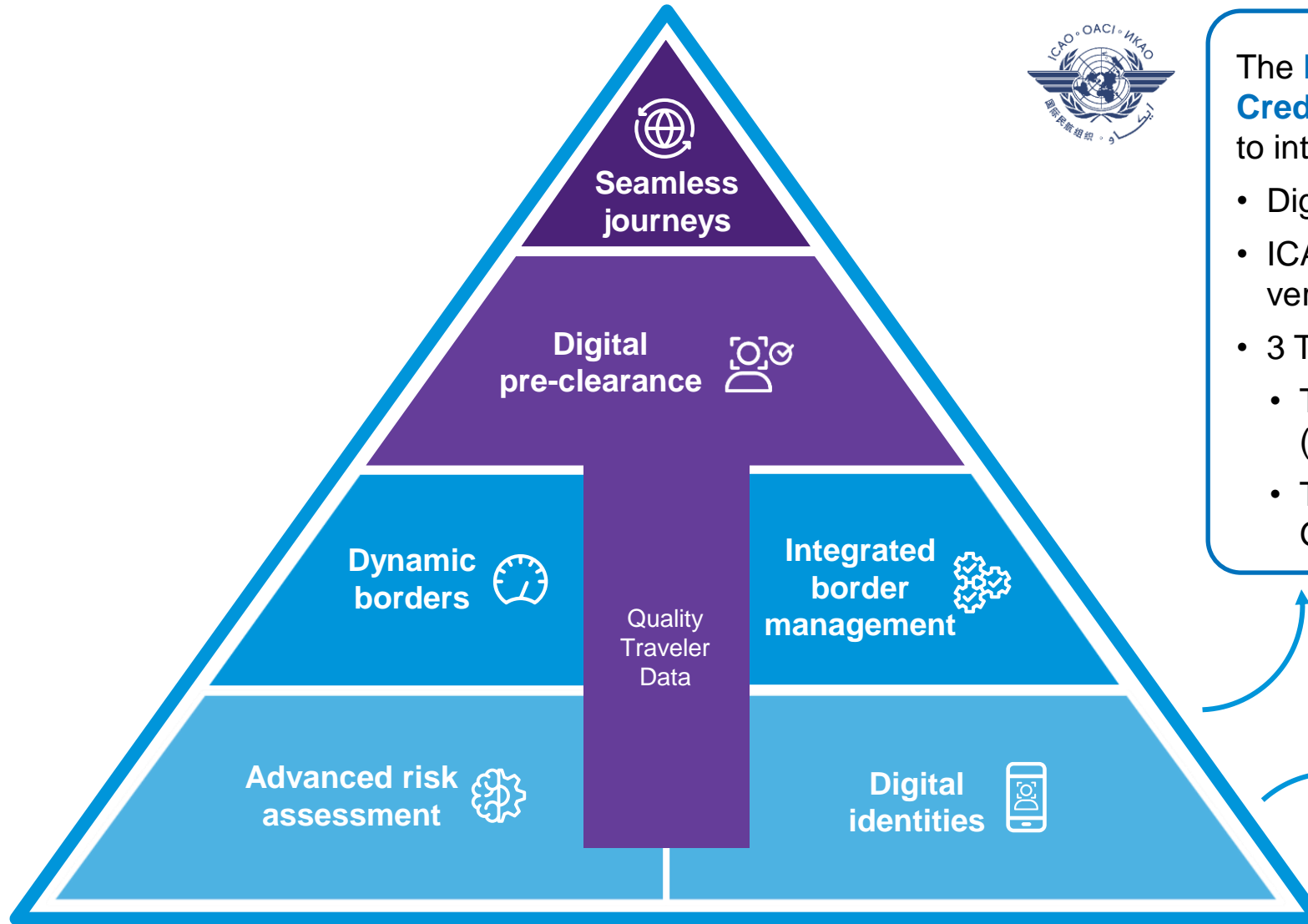**03** Every journey stage is unlocked through a seamless experience

PROTECTING

Terrorism

Trafficking

International crime

Geopolitical instabilities

Pandemics

PROSPERITY

Tourism

Trade

Regional integration

**Immigration**

Revenue protection

The **Digital Travel Credential (DTC)** will be key to international travel

- Digital version of passport
- ICAO standard and verified by ICAO PKD
- 3 Types:
  - Type 1 – User Created (available now)
  - Types 2 & 3 – Government Issued

Regional travel credentials for regional travel in Africa

Pyramid levels:
- Seamless journeys
- Digital pre-clearance
- Dynamic borders
- Integrated border management
- Quality Traveler Data
- Advanced risk assessment
- Digital identities

SITA 2022 Passenger and Air Transport IT Survey's

Over **7/10 passengers** are comfortable using **biometric identity** at each stage of the journey
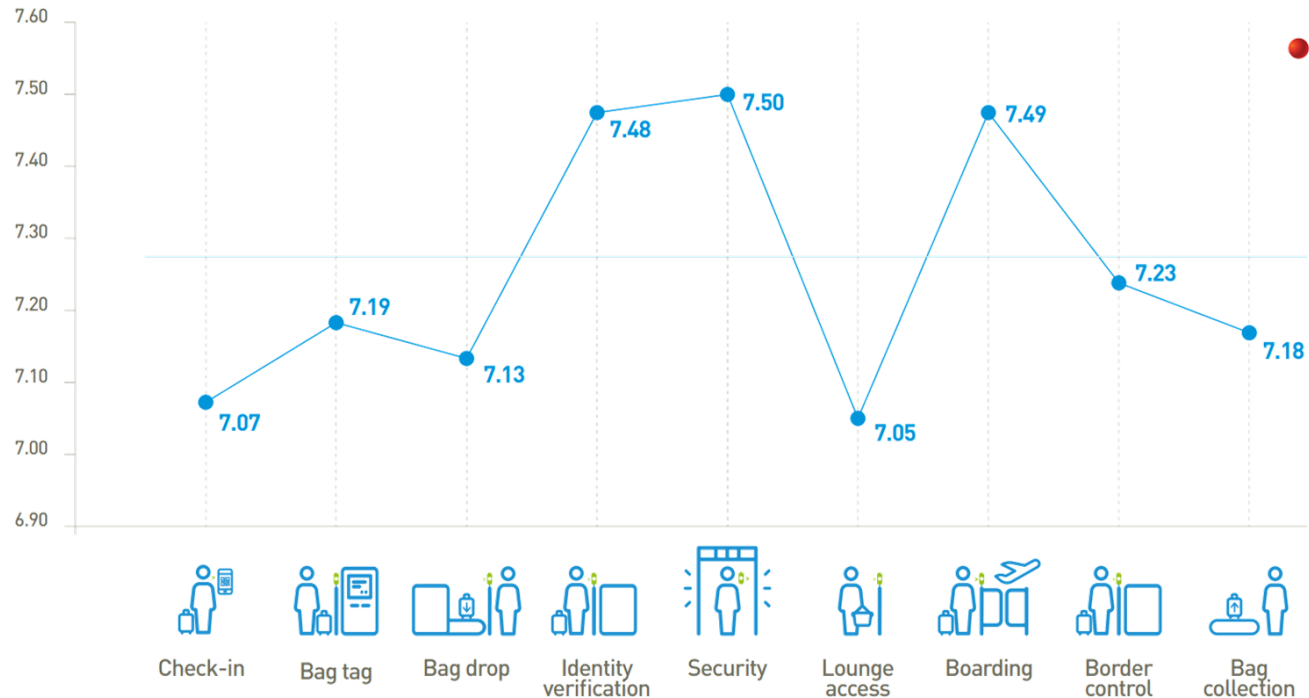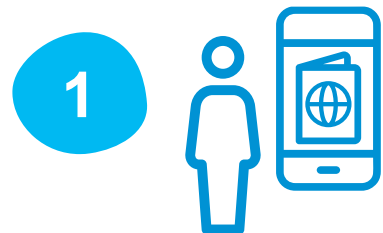

75% of airlines will invest in **biometric identity** solutions for passengers by 2025
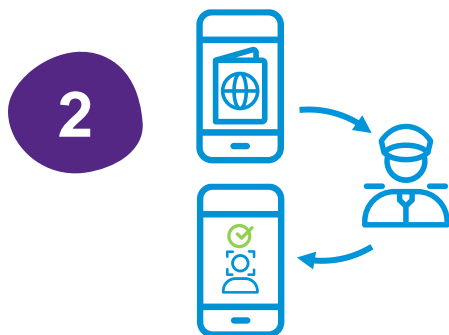
Over half of airports plan to use **biometrics** across **all touchpoints** by 2025

● DTC Creation   ● Digital Pre-clearance   ● Digital Travel verification

1

DTC Creation
Traveler **scans passport** using their mobile and creates a **Digital Travel Credential (DTC)** stored in **mobile wallet** and verified by **ICAO PKD**
Once created the DTC can be reused for future travel

2

Digital Pre-Clearance
The DTC is **digitally and securely** sent to destination government who **pre-clears traveler** to enter country

3

Advance Passenger Processing
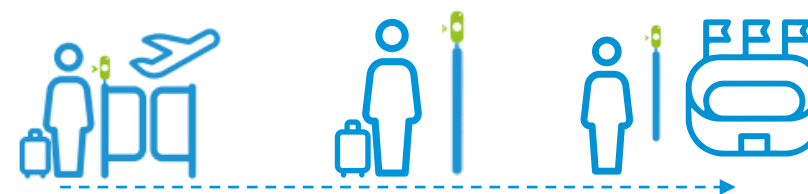At **check-in**, identity is verified and government issues an '**ok to board**' to airline

4

Traveler Shares DTC for Travel
The **traveler chooses to selectively share** their biometric identity with the **carrier, port and travel providers**

5

Seamless Experience
The traveler has a **seamless experience** using their face at each stage of the outbound journey

Seamless Port
(bag drop, security, lounge, boarding)

Frictionless Border

Seamless Destination
(hotel, car hire, venues)

Aruba: Digital Transformation Pilot

ENABLING DIGITAL TRAVEL WITH VERIFIABLE CREDENTIALS AND DIGITAL WALLETS

PRINCIPLES

Traveler holds their **personal information**

Privacy preservation with selective disclosure

Technology follows **standards**

SITA code developed for Aruba Pilot wallet is **open sourced**

PILOT SUCCESSFULLY DEMONSTRATED

- Digital wallets and ICAO compliant **Digital Travel Credentials (DTC)** are ready for travel

- Government can **pre-clear travelers** using trusted and biometric identities

- **Integrating** travel with government infrastructure can be easy

- Reduction in **fraud and data quality** issues can be mitigated

- The value proposition for the **tourism** industry can be demonstrated

- **Travelers** saw the benefit of seamless travel and were comfortable with Digital Identities

The list goes on!

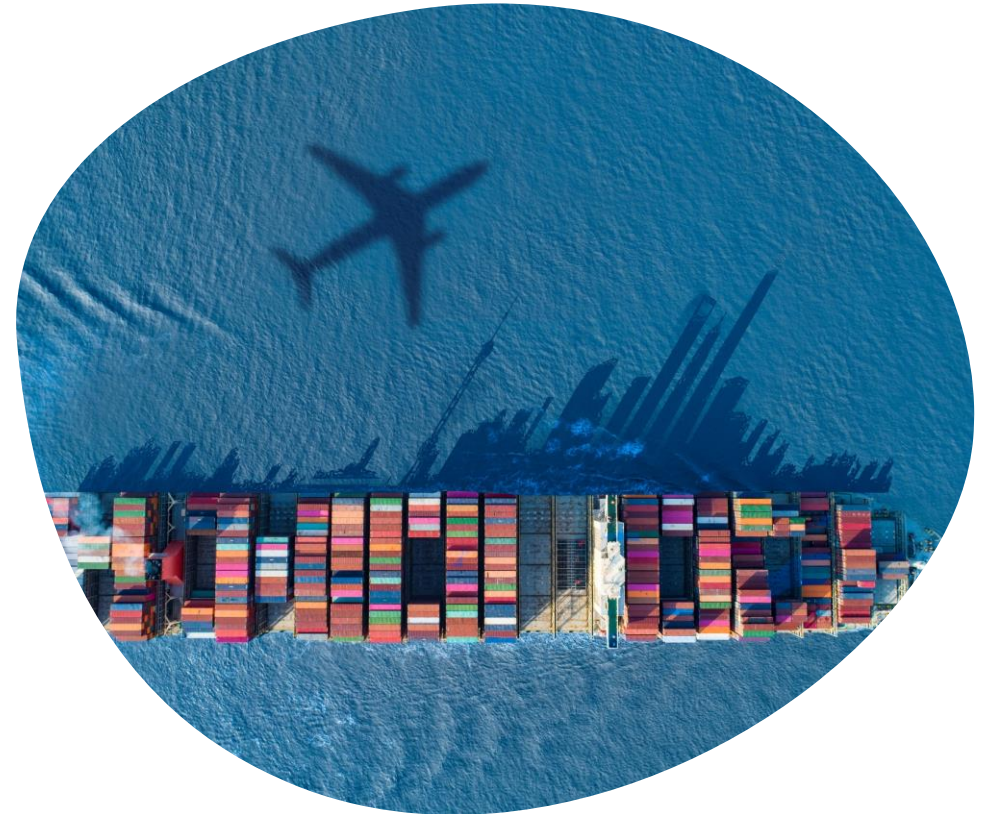# We must go a few steps further to achieve big things

Start planning for the digital transformation of the border

Strong collaboration across governments and travel stakeholders required

Work together with industry to shape the future Digital Travel network prioritizing the traveler

SITA

Thank you

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ID4AFRICA 2023
23-25 May | Nairobi | Kenya