

## Customs, Ports and Borders Candidate and Visitor Screening



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### Highlights

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- **Create an innovative candidate, visitor-centric, holistic approach to integrated border management and privacy management**
- **Provide border control agencies with a solution that supports and empowers them to make better, real time decisions during candidate and visitor credentialing and screening**
- **Detect and mitigate threats to manage risk and follow up on leads on persons, networks of interest**
- **Address growing public pressure to deliver holistic solutions to counter terrorism and secure our global economy**
- **Protect privacy of candidates/ visitor information internally and with external entities**
- **Utilize proven IBM technology and implementation methods to create an OnDemand solution**

### The Strategic Issues

The global economy of the 21st century is built upon a foundation of openness and mobility. Goods are shipped across oceans and continents, and delivered to consumers with efficiency and break-neck speed. People can travel by plane to the far corners of the world and information moves instantly around the world via the Internet and the global communications grid, connecting people and nations. Money flows across borders just as quickly through the global financial system by means of electronic transactions. Business is conducted collaboratively and virtually on a global basis.

All of these flows – of people, goods, conveyances, money and information – are the connective tissue of globalization and the foundation upon which the global economy is able to endure and grow.

However, this inter connectedness creates new risks. The impact of negative events, such as a terrorist attack in Europe for example, are no longer isolated, but can ripple through the system and have a profound and multiplying disruptive effect around the world. And various types of bad actors – rogue states, drug cartels, organized

crime syndicates, or terrorist groups – can exploit the system’s openness and anonymity to facilitate illicit and harmful activities.

Border management agencies are facing strategic issues which require major changes in the way they have traditionally done business. They need to innovate to deliver secure ports and borders more quickly, effectively, responsively and efficiently, and to deliver continuously improving service to citizens.

### **Why Now?**

Today’s intensifying border management challenges mandate a fresh approach to managing threat information. Some of the challenges faced by Ports, Borders and Customs officials across the globe include:

- Multiplication of threat types, and frequency
- Threats are increasingly asymmetrical
- Explosion in complexity of threat identification
- Frequency of interactions
- Transparency is clouding
- Regulatory pressures are increasing
- Intensifying budget pressures

Current approaches have become obsolete for a variety of reasons,

including:

- Information is compartmentalized – lack of full integration is obscuring visibility
- Query State limits ability to address complexity of threats-you need to know the right question to ask
- Untimely – threats identified ex-post facto (after the fact).
- Inaccurate – broad scale false positives and false negatives
- Out of context – lack of decision support/guidance once a threat is identified

### **Rapid Candidate Credentialing, Screening and Enforcement**

Ports, borders and customs officials strive to perform a credentialing function that asserts that, at a given point in time, people are who they claim to be. Generally, credentials are issued at points of surety, where a credentialing authority is convinced that certain standards have been met. These credentials are used at later points in time to help validate claims of identity, content, or other conditions. In the event that the integrity of an identity or shipping credential is determined to be intact, any information related to the individual, cargo, or shipper can be used more effectively to manage risk and allocate resources appropriately. Credentialing increasingly follows a model of registering trusted

and authorized frequent users of a system and pre-clearing them, such as the piloted Registered Traveler programs in the United States; the Border Crossing Card programs involving Canada, Mexico and the US (FAST, SENTRI, NEXUS).

Screening includes the business functions that conduct inspection and accounting activities to verify that flows that cross national borders are properly identified and registered. Screening and inspection helps to validate that only lawful or low risk people or things enter intentional openings such as ports of entry.

Enforcement and interdiction facilitates the integrity of a country’s borders and interdicts illicit activity within countries. It includes enforcement of the law at and between lawful ports of entry, identifies breaches in the perimeter, and takes action to prevent entry of illegal immigrants and terrorists. It includes the ability to respond to changes to changes in the at-entry conditions of people including the detention and removal of illegal entrants and investigations into the smuggling of terror-related activities.

IBM’s Real Time Candidate intelligence provides the following capabilities:

### *Recognizes Multi-Cultural Names*

- Kate, Cait, Catherine, Katherine, Kat
- Multiple name variations: name order, multiple titles, name variants, multiple prefixes, phonetic transpositions of nicknames

### *Recognizes Identities*

- Provides the ability to identify who people, and organizations are

### *Recognizes Relationships*

- Identifies what relationships exist between a visitor, and obvious, non-obvious people and organizations

### **Reducing Risk & Intelligent Resource Deployment**

Border personnel have a need to collect and analyze data about many different types of global movement – such as people, cargo, and financial transactions-to identify the level of risk for a given entity. The risk management approach processes information in the aggregate, illuminating anomalies and identifying otherwise imperceptible threats. Most importantly, risk management programs facilitate efficient resource management and the expedited movement of low-risk people, focusing limited resources on the entities that pose the highest risk.

With IBM's Real Time Candidate Intelligence, agencies are able to:

- Provide full attribution with a complete history of a candidate or visitor, never disposing of (or merging/purging) data about them
- Benefit from real time updates and self correcting to provide a current and a more accurate view of the individual
- Utilize multiple degrees of separation relationship insight (i.e. Person A knows Person B, and Person B knows Person C. Therefore ,the three are related by two degrees of separation)
- Segment candidates/visitors to detect who may be a higher risk to focus appropriate attention and resources where the suspect profile suggest such attention

### **Privacy Data Protection & Civil Liberties**

Privacy is a critically important civil and personal right around the world, and often leads to the creation of legal and regulatory constraints on the collection and use of personal and other sensitive information. There are valid reasons why certain activity should be regulated and constrained. However, it is often challenging to define where the line should be drawn, and for which activities the benefits of security outweigh the losses of privacy and personal freedom. Compounding this challenge is the fact that privacy is interpreted differently within to different societies.

IBM Candidate Intelligence solutions provide border management agencies the ability to :

- Share identity and relationship information with third parties without disclosing the identity of the person to whom the information relates
- Share identity information only when accurate counting or accurate linking of individual records is useful or where it is useful to be able to re-identify a record after the fact
- Share information whenever there are legal, business, or other disadvantages to sharing the information in identified form

### **Intelligence Sharing and Cooperation**

A critical challenge among border management agencies is international cooperation, and finding ways to overcome and resolve the disparate interests among sovereign national governments. Governments are wary of sharing information about their citizens with other nations, especially in cases where safeguards are not in place or countries have different attitudes about where to strike the balance between privacy and security. Another critical challenge is cooperation between public sector and private sector stakeholders.

IBM's Candidate Intelligence solutions allow agencies to:

- Exchange information between government agencies and the private sector
- Automate the resolution of identities in real time
- Discover and analyze relationships of gangs, and terror networks
- Identify new patterns and trends
- Receive real time alerts based on newly linked identity information
- Recognize multiple cultural variations of name data

### Proven methods, tools and techniques

IBM has invested significant resources in Real Time Candidate Intelligence to bring together a range of methods, tools and techniques all specifically designed to enhance security and speed of border management. By using these techniques and tools, IBM is able to implement an integrated credentialing, screening, risk management, and privacy protection tailored to individual ports, border and custom agency needs, using experience gained projects around the world.

### A solid foundation: World class technologies from IBM

IBM is one of the largest providers of solutions to government intelligence

and security organizations and has a dedicated team of subject matter experts, solution developers and industry consultants that are focused on border management. IBM has invested in a portfolio of candidate intelligence industry solutions and is taking a leadership role in helping organizations take advantage of global best practices in safety programs. The IBM Real Time Candidate Intelligence solution is built upon:

- IBM Global Name Recognition: recognizes names across multiple cultural variations
- IBM Identity Resolution: identities “Who is Who?”
- IBM Relationship Resolution: identifies “Who Knows Who?” across multiple degrees of separation
- IBM Anonymous Resolution: allows multiple organizations to share identity and relationship data anonymously that never exposes the identity of an individual

### For more information

To learn more about IBM's Real Time Candidate Intelligence, please visit: [ibm.com/db2/eas](http://ibm.com/db2/eas) or contact your IBM sales representative.



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IBM (United States of America)  
Entity Analytic Solutions  
6600 Bermuda Rd, Suite A  
Las Vegas, Nevada  
United States of America, 89119

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