Airport Identity Management
Greater Orlando Aviation Authority
Florida Airports Council

What We’ll Cover

Common Airport Challenges – Security and Customer Service
Explaining the Airport IDM Concept
GOAA Journey
Q&A
Security & Operational Challenges

Establishing Balance
Business friendly vs. insider threat

Disparate Systems and Sources
Training, vetting, employment, documents

Protecting Areas
Door readers, cards, biometrics

Maintaining Compliance
Audits, paper-based processes, tenant participation

Typical Manual Processing

1. New Airline Employee
2. Badging Coordinator
   - Security screening
   - Background check
3. Access request approved
   - Security provisions access
4. Access approved
What is Airport Identity Management?
A cross-airport, policy-driven solution for scaling the secure management of identities

Cross-Airport Roles / Actors

- Authorized Signatories
- Trusted Agents
- SOC / Comms
- Finance
- Ticketing / Violations
Identity Lifecycle

Credentialing Simplified

1. Authorized Signatory adds new employee to SAFE Online Portal

2. Trusted Agent initiates and manages onboarding process

3. If requirements are met, SAFE provides credentials and monitors 100% compliance
SAFE for Aviation Value Proposition

- Immediate operating cost reduction
- 100% real-time compliance & flexibility to meet future regulations
- Improved customer service & increased productivity
- Single cross-airport solution sitting on top of access control
- Trusted solution among large and small airports worldwide

GOAA IDM Case Study
MCO Landscape

- 20,000+ identities under management
- Many disparate systems
- Manual processes were difficult to manage and raised risk concerns
- Legacy system challenges:
  - Facing end of life with an unsupported system
  - Process was slow and highly customized leaving no clear path to upgrade
  - Customer Service was suffering under the current system
  - Concern for keeping up with regulatory compliance

Procurement

- Researched Identity Management options and gained an understanding of what systems can provide
- Engaged with select vendors to demo product and begin to determine scope requirements
- Spoke with other airports who have implemented IDM
- Established budget and engaged executive stakeholders
- Developed scope requirements
- Posted invitation to negotiate (ITN)
  - This process allowed proper negotiations with the selected vendor for financials and scope
- Selected Quantum Secure SAFE for Aviation
  - Go-live 2016
Implementation Best Practices

- Data gathering - don’t shortcut
- Understand resource requirements for each department
- Open communication with vendor and all airport project team members provides for a positive project experience
- Be careful about customizations
  - Openness to a COTS process provides a platform for clean upgrade processes and minimizes issues with custom applications
- UAT-plan for dedicated resources and don’t rush this process
  - Use real-time scenarios in addition to scripts
- Strong IT participation is critical to project success

Realized Value

- Improved communication with Authorized Signatory Community
- More efficient paperless processes
- Reduced processing time
- Better system integration
- More accurate and centralized flow of information
For more information...

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