

*Powering the trusted identities of  
the world's people, places & things*



**Airport Identity Management**  
*Greater Orlando Aviation Authority*  
Florida Airports Council



## What We'll Cover

Common Airport Challenges – Security and Customer Service

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Explaining the Airport IDM Concept

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GOAA Journey

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Q&A

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## Security & Operational Challenges



### Establishing Balance

Business friendly vs. insider threat



### Disparate Systems and Sources

Training, vetting, employment, documents



### Protecting Areas

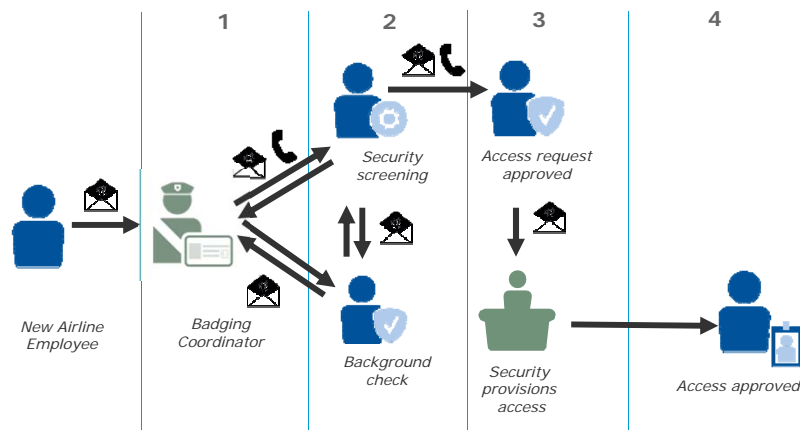
Door readers, cards, biometrics



### Maintaining Compliance

Audits, paper-based processes, tenant participation

## Typical Manual Processing





## What is Airport Identity Management?

A cross-airport, policy-driven solution for scaling the secure management of identities

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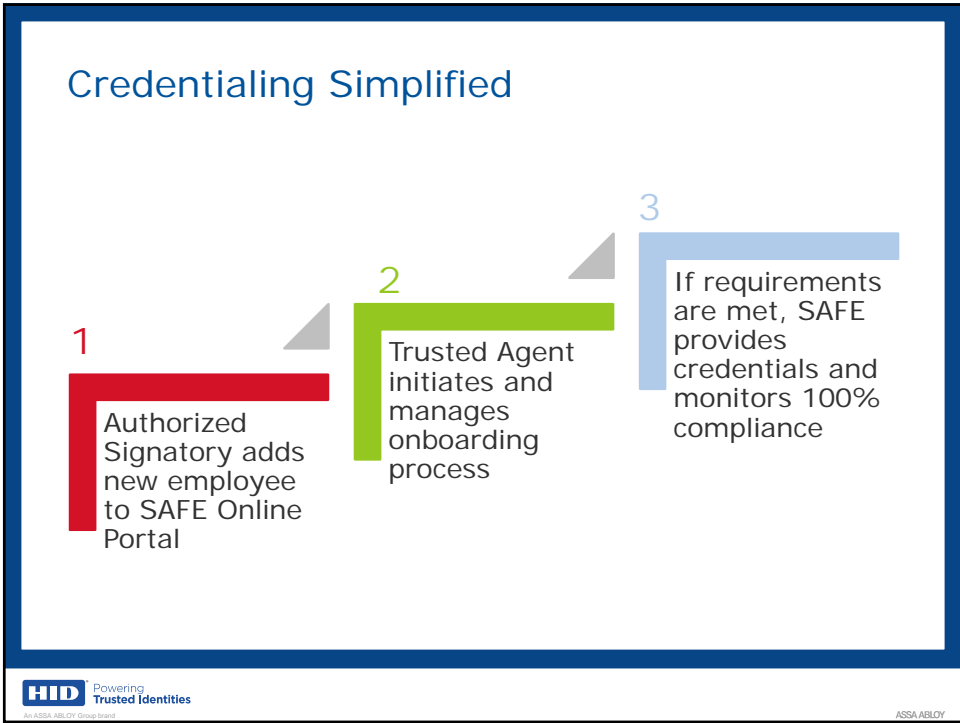
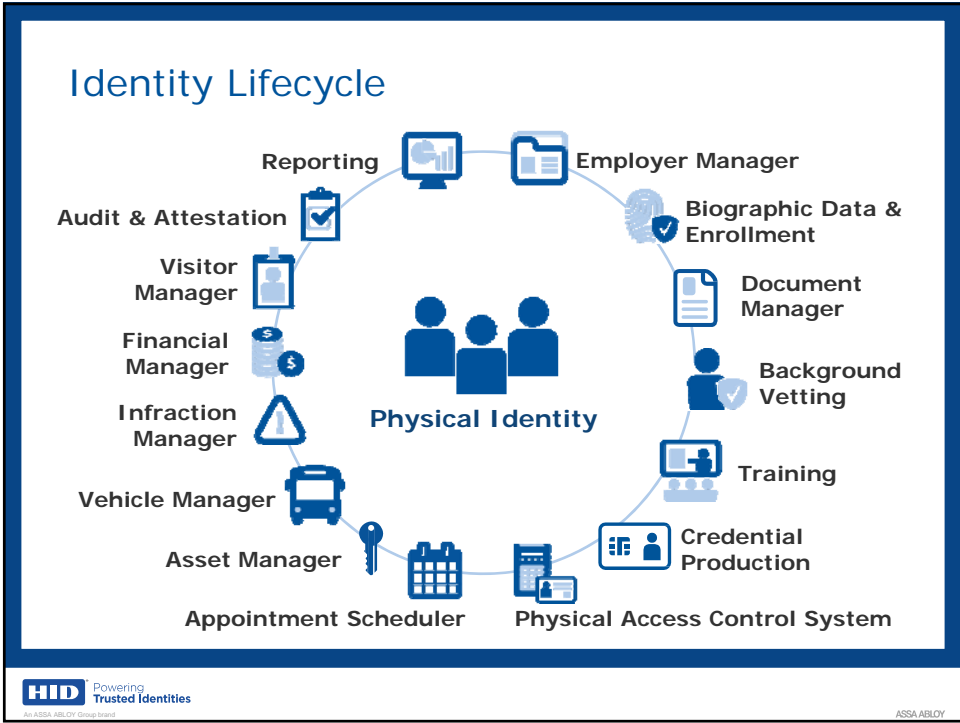
### Cross-Airport Roles / Actors



Authorized Signatories	Trusted Agents	SOC / Comms	Finance	Ticketing / Violations
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## 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**

**ORLANDO INTERNATIONAL AIRPORT | MCO**

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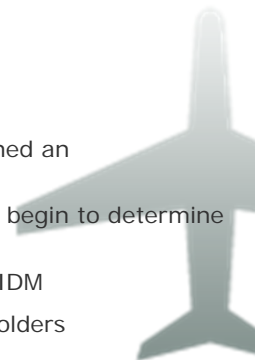
## MCO Landscape

- 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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