

**A UK perspective:
The use of modern technology**

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UKvisas Governance and Structure

- Joint Foreign Office and Home Office Department
- Joint Ministerial and senior official oversight

- Staff drawn from both parent departments
- Over 300 headquarters staff based in Central London and Croydon
- Over 3000 staff world-wide in 160 visa-issuing posts

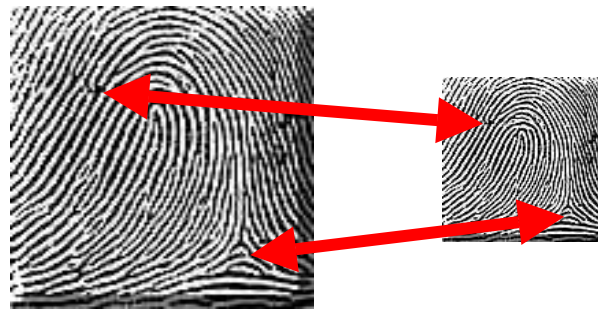
Mission Statement

“UKvisas is the overseas arm of the UK’s integrated border management. Our goals are to bring communities together and improve the UK’s competitiveness as a destination for travel, trade, migration and investment through programmes which prevent immigration abuse, deliver value for money and earn public confidence”

UKvisas Biometric Programme

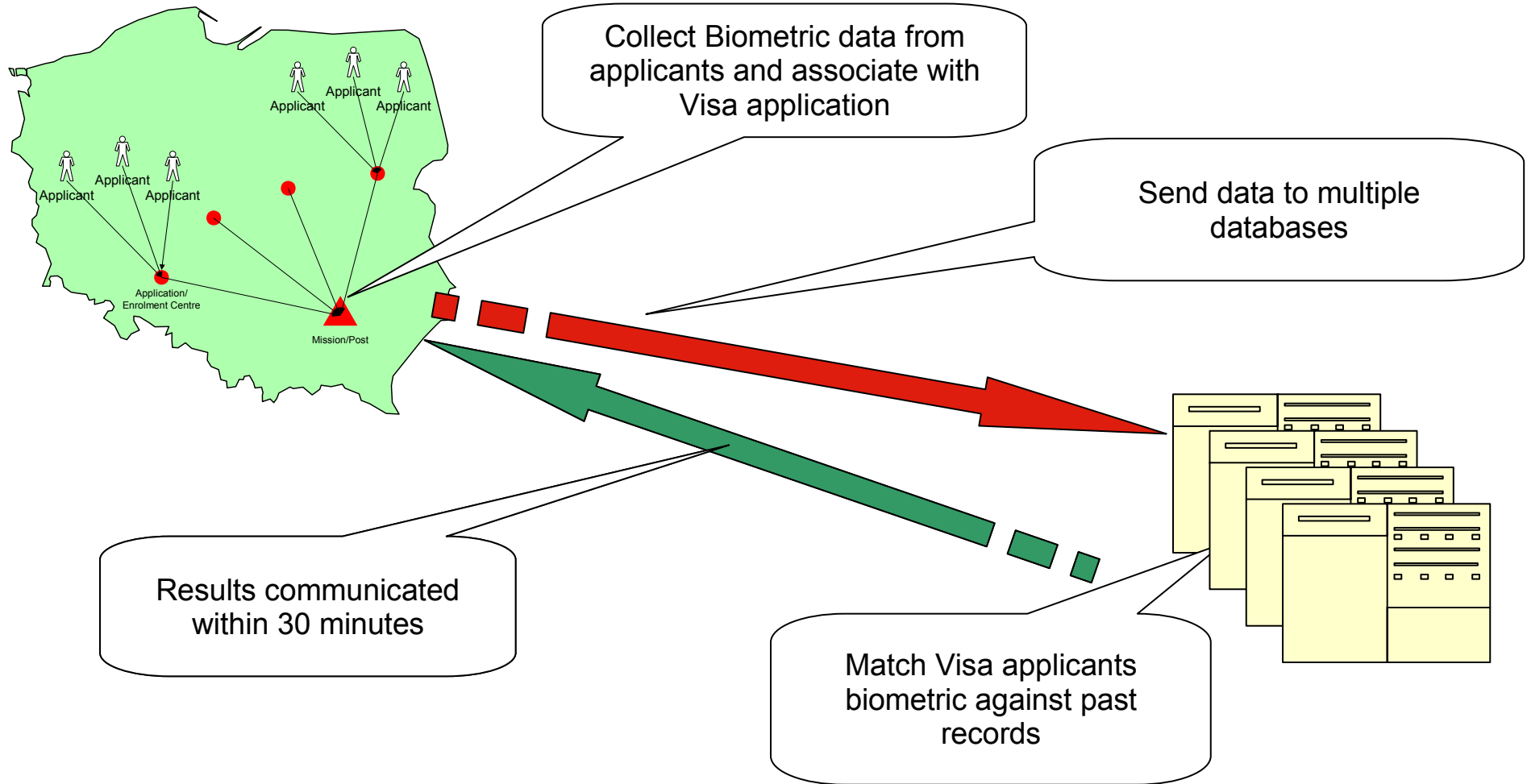
Objective

To modernise our operation with a restructured network delivering a fast, effective and comprehensive biometric enabled visa system to create a secure and integrated overseas immigration control



We will implement the people, process and technology to fingerprint and capture digital photographs of all visa applicants by 2008

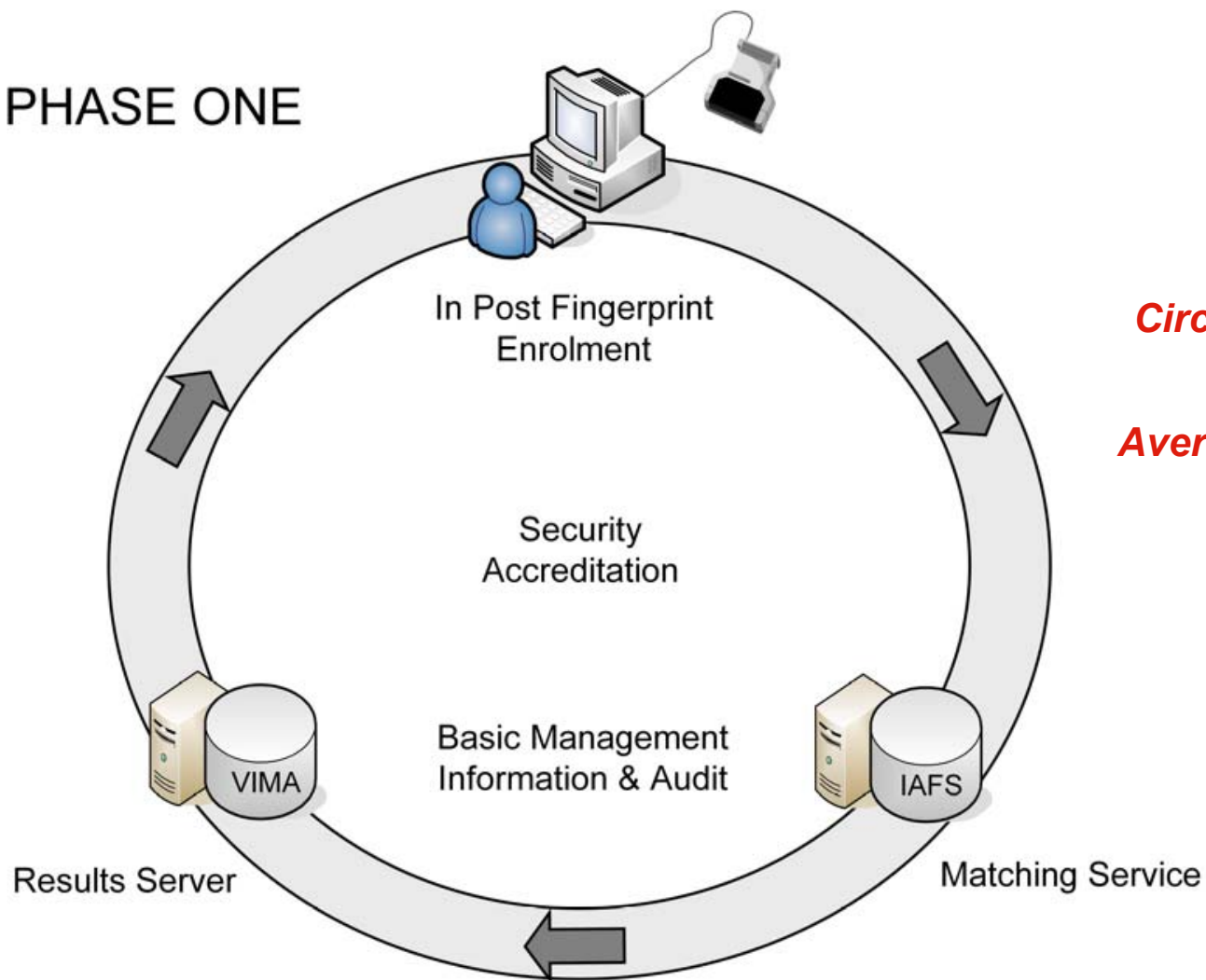
The size of the challenge



We have 2.5m applications per year, increasing by 10% annually

What will we deliver and when – Phase 1 (Sept '06 – Feb '07)

PHASE ONE



Complete!
Circa 1000 applications a day
61 countries
Average response times ~5min

What it really looks like

The current Scanner and software being used for Phase 1

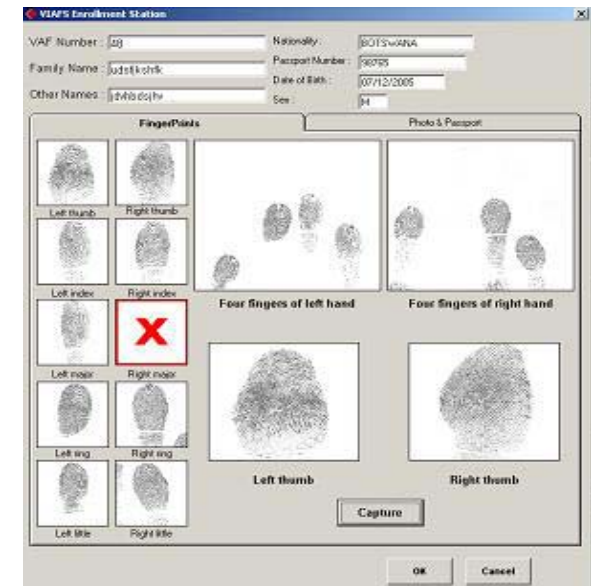
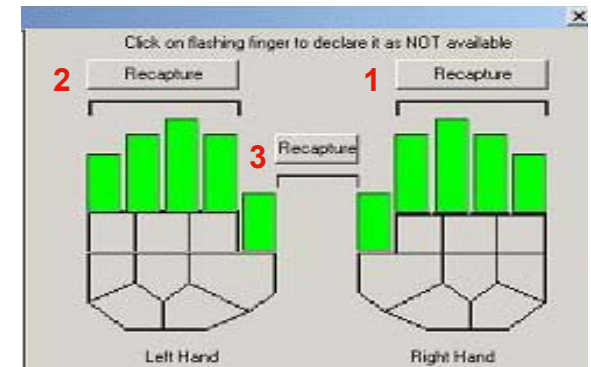
1. The applicant places the four fingers of their **right hand flat** on the capture plate, and presses gently downwards.



2. The applicant places the four fingers of their **left hand flat** on the capture plate in the same way.



3. The applicant finally places **both** of their **thumbs** on the capture plate in the same way.





Balancing control with service delivery

- Delivery of Phase 1 has been successful - process has been accepted by applicants but has limited capacity
- We need to do more to encourage people to come to the UK
- We need to make Biometrics accessible and straight forward
- Doing this with our existing estate would inconvenience customers

Only a joint delivery solution with partners provides the footprint and service standards needed to make Biometrics accessible

Success of Commercial Partnerships

- **Manages growing and variable demand**
- **Controls security risks and overcrowding**
- **Increases accessibility**
- **Frees key staff for other tasks**



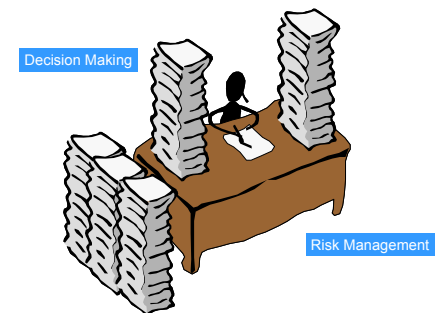
10% annual growth



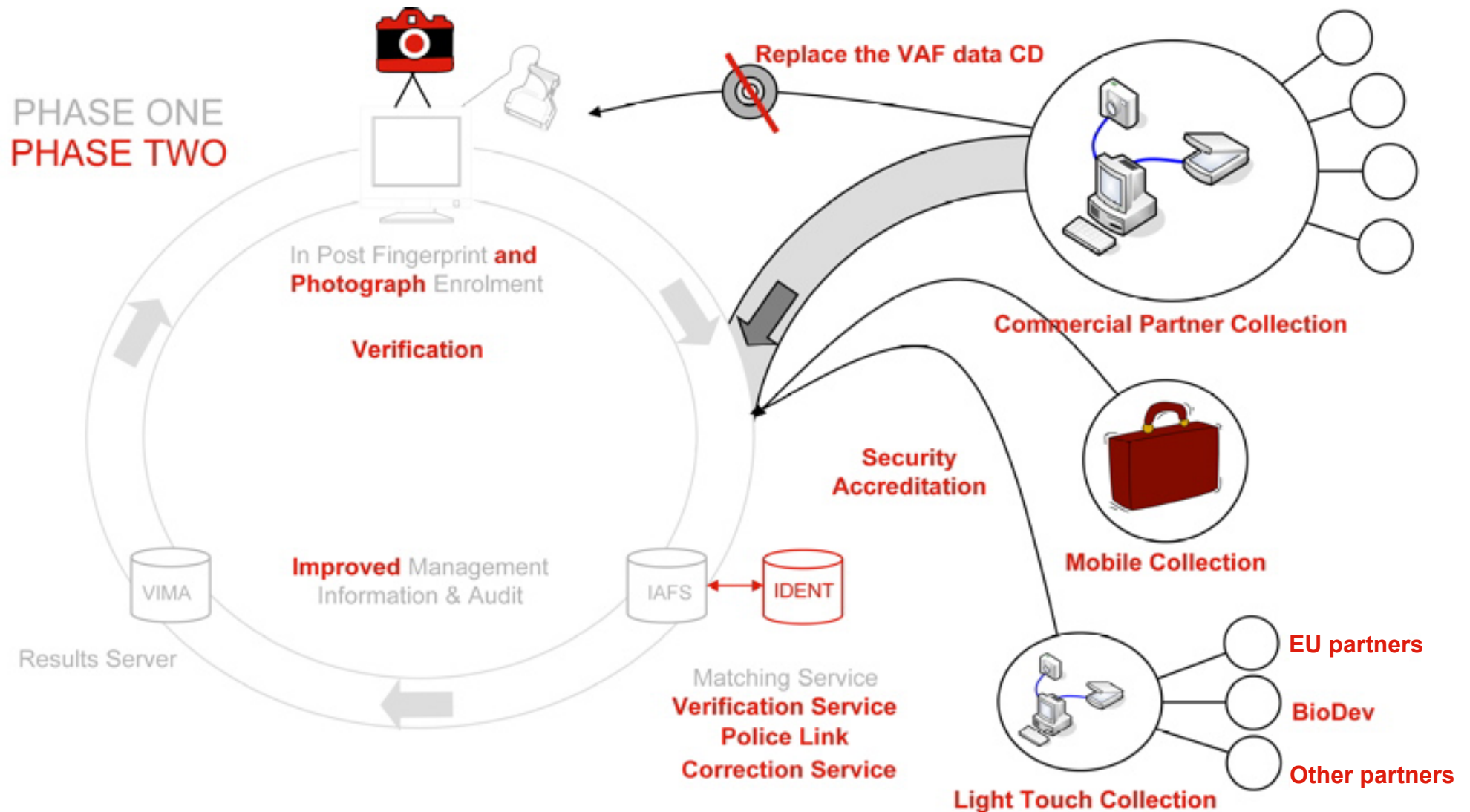
Few missions in large countries



Limited space in missions



A solution for 3rd parties – Phase 2 (Apr '07 – Dec '07)





How we will ensure Security and Integrity

Maximising trust in technology rather than relying on trust in individuals;

- No data is stored on site and results are returned to Post
- The deployment of encryption and signing technology that would thwart local attempts to modify or steal sensitive data collected on-site;
- The use of 'Live' Digital photos and Verification in post at interview
- Providing 'Black box' solutions that are locked down
- Confidence boosting remote auditing that will allow UK staff to monitor for and react to suspicious user or partner activity
- Mandated on-site CCTV systems that will provide point and area CCTV coverage, with the recorded footage being made readily available to UK staff so that the accuracy of the biometric collection process can be verified
- Auto capture – enabling integrity of data with exceptions managed by supervisors
- The use of mystery shoppers that will also support confidence in the commercial partners' adherence to UKvisas' strict biometric collection and processing terms and conditions