

SITA Border Management Summit

Digital Border of the Future

06th – 08th June 2023, Singapore

Agenda

Tuesday 06th June 2023

- 18.45** Registration at [Crowne Plaza Hotel](#), Chengal 1, Level 1
- 19.30** Welcome Dinner and Drinks
- 22.00** End of Dinner
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Wednesday 07th June 2023

- 08.30** Registration at [Crowne Plaza Hotel](#), Chengal 1, Level 1
- 09.00** Introduction, Agenda and Objectives
- 09.05** Presentation by Jeremy Springall, SVP SITA at Borders
- Border Market Drivers & Trends**
- Today's border management activities span beyond the actual act of crossing a border, and requiring involvement at various stages of each traveler's journey.*
- *Having earlier insight on who is travelling allows governments to plan their activities much before a traveller arrives at the border.*
 - *Increasing amounts of data gathered through a variety of processes on each step of this journey should be turned into actionable intelligence that can be applied at the right location and time.*
 - *Securing the border and facilitating national prosperity demand a digital transformation of this end-to-end process.*
- 09.30** Presentation by Peck Yong Tat, Head (Future Ops & Transformation), Immigration & Checkpoints Authority (ICA), Singapore
- ICA's New Clearance Concept**
- At the checkpoints, ICA's New Clearance Concept (NCC) aims to have all travelers cleared through automated lanes when they enter and leave Singapore. This provides both efficient immigration clearance and ensures the security of our borders. Under NCC, Singapore Citizens and residents can look forward to a contactless immigration clearance experience where they will be identified by their facial and iris biometrics without the need to present their passports. For foreign visitors, NCC will leverage advance arrival information, data analytics and biometrics to allow them to use the automated immigration gates.*

10.00 Presentation by Laura Scorretti, Senior Regional Specialist for Immigration and Border Governance, IOM Regional Office for Asia and the Pacific

Border Management Responses to Irregular Migration in Asia Pacific: an IOM perspective

- *An overview of irregular migration in Asia Pacific region*
- *Challenges that make it hard to detect from border management perspectives*
- *Smuggling of migrants, trafficking of human beings*
- *Current modus operandi of transnational criminal networks, with specific focus on document and identity fraud*

10.30 Coffee Break

11.00 Presentation by Andy Smith, Director, Government & Industry Relations, SITA at Borders

Digital Borders of the Future

The borders of the future will be seamless yet secure. They will be a highly effective and agile, digital and integrated borders with decisions made well in advance of reaching borders – in essence, that will drive a focus to evolve dimensions, such as:

- *Increased usage of biometrics, AI, data and automation to strengthen a seamless experience, enhance security and optimize operations*
- *Advance risk assessment and passenger processing – Trace and ‘clear’ travelers and goods before they reach a nation’s border*
- *Differentiated approach - Enabling dynamic change of entry-rules being in real-time to protect against world events*
- *Collaboration and standardization – further integration through joined-up processes and interoperability across border types and between nations, from the point the traveler applies for entry into a country, during travel, across the border, through to their in-country activities and departure*

11.20 Presentation by Andrew A. Wynter, CEO, Jamaica Passport, Immigration & Citizenship Agency

How digitizing border operations has assisted in the balancing of Border Security and Travel facilitation - the Jamaican experience

- *Introduction (Jamaica and the Caribbean Region)*
- *Introduction of the agency and overview of the operations*
- *Balancing border security with economic responsibility*
- *Focus on tourism - why this is important*
- *Setting the context (Current Security threats, operational challenges and passenger volumes, the value of the tourism sector to the economy of the island)*
- *Current Digitization program and the impact*
- *Plans for the further and projected outcomes to include road map*

11.40 Presentation by Hussain Shaaz, Chief Deputy Superintendent, Maldives Custom Service
Border Management in Maldives: A Comprehensive Approach

- *Scenario of Border Management in Maldives: Overview of the past and current state of border management in the Maldives, including the challenges, infrastructure, and procedures in place for managing the borders.*
- *Interagency Coordination and Role of Maldives Customs Service: Importance of collaboration among government agencies and the specific responsibilities of the Maldives Customs Service in border control.*
- *Coordinated Border Management Policy: Discussion on the policy framework promoting harmonized procedures, information sharing, and cooperation among border management agencies.*
- *Future Plans of Maldives Customs Service towards Integrated Borders: Highlighting the key milestones, current status and the way forward in implementing an integrated border management system.*

12.00 Panel Discussion – Enhancing Security while Encouraging Tourism

For many nations, tourism represents a significant and growing contributor to GDP. This panel will discuss how effective border management can both enhance security and contribute to increasing the desirability of the nation as a tourist destination.

Moderated by:

- Andy Smith, Director, Government & Industry Relations, SITA at Borders

Panellists:

- Hussain Shaaz, Chief Deputy Superintendent, Maldives Custom Service
- Andrew A. Wynter, CEO, Jamaica Passport, Immigration & Citizenship Agency

12.30 Lunch Break

13.30 Presentation by Paul Cross, Head of Border Management Sydney Practice, SITA at Borders

The Evolution of Identity for Travel

- *Challenges facing the traditional approach to identity management*
- *Where biometrics fit, and don't fit into the border continuum*
- *Different models of Digital Identity*

What's next for Digital Identity?

13.50 Presentation by Mark Schofield, Director, Department of Home Affairs, Australia

The Mobile Transformation

- *The concept – how we combined various capabilities to achieve our outcomes. A combination that had never been included in an app before.*
- *The deployment – how we piloted, capabilities in silent mode, what we learnt about chip reads, liveness, image quality. How we overcame issues with improved and tailored instructions.*
- *The demo.*
- *The workings – how we check, retry and validate. That is, how liveness, one-to-one, scan and chip reads fit together. Phone numbers, email addresses and location validations.*
- *The future – where we are going and what more is possible.*

14.10 Presentation by Alvin Ram, Border Manager, Immigration Border Operations, Immigration New Zealand**Planning for a Pandemic**

- *Background in terms of eg previous health related incidents internationally, that highlighted risks to New Zealand's biosecurity & border*
- *COVID19 - Planning for different scenarios/severity levels/traveller types/geographic locations*
- *Planning for swift changes to policy and systems - the design and configuration of the APP capability was a particular highlight from the SITA perspective*
- *Stakeholder management considerations (eg staff/travellers/airlines/airports etc)*
- *Inter-agency and inter-government collaboration before and during the crisis*
- *Any intersections with other biosecurity threats and controls (eg to agriculture/unique flora and fauna etc)*
- *Lessons learned*

14.30 Panel Discussion – Innovating for Better Border Management

We have become comfortable with the fundamental border management capabilities required for today's world. However, as we have seen in recent years, the world continues to change and some developments can have massive impacts for border protection and public safety. We need to keep borders secure while we facilitate more and more border crossings, and be able to change our systems very quickly when changes are required.

This session will explore:

- *Foundational components of today's Border System*
- *Thinking ahead – identifying potential challenges and capabilities to address them*
- *How to innovate in a high volume, mission critical and time sensitive environment*
- *Planning for the necessary agility*

Moderated by:

- Paul Cross, Head of Border Management Sydney Practice, SITA at Borders

Panellists:

- Alvin Ram, Border Manager, Immigration Border Operations, Immigration New Zealand
- Mark Schofield, Director, Department of Home Affairs, Australia

15.00 Coffee Break**15.30 Presentation by Michael Zureik, Senior Digital Travel Architect, SITA LAB****Digital Travel – Success with SITA**

Governments, airlines, and travelers have been anxiously anticipating the day that Digital Travel is readily available. Change takes time, but as demonstrated by SITA it is upon us. SITA, in close collaboration with the government of Aruba, have been able to demonstrate how easily a traveler is able to use their mobile device to embark on that seamless journey. By taking a look at what SITA and the government of Aruba were able to pilot in March 2023, it's possible to see that the technologies are here and benefits can be quickly realized:

- *A simple Digital Wallet can store the travelers ICAO Digital Travel Credential (DTC) along with issued government electronic Travel Authorization (eTA) token;*
- *Governments are able to receive biographic and biometric information prior to a traveler presenting to primary inspection;*
- *Data Quality is addressed, improving APIS information, so that preliminary risk assessment are more meaningful;*

- Existing infrastructure investments can be leveraged, reducing changes to operating procedures; and
- Border control officers are able to reduce their administrative duties, focusing on higher value activities.

16.00	End of Day 2 – Free and Easy
18.00	Dinner at TONITO Latin American Kitchen , Changi Jewel
22.00	End of Dinner

Thursday 08th June 2023

08.30	Depart from Hotel to SITA Singapore Office
09.00	Arrive at SITA Singapore Office <i>Welcome Note by SITA APAC President</i>
09.15	Solutions Showcase The Future State of Digital Borders <i>The Customer Experience Centre in the Singapore SITA office is where we showcase technology that supports the Future State of Digital Borders. This includes pre-clearing travelers before travel using Mobile eVisa or electronic Travel Authorisation, to assessing travelers' risk before they even reach a nation's border, i.e. 'exporting the border' through the use of Advance Passenger Processing, as well as our newly enhanced Intelligence & Targeting solution.</i>
10.30	Coffee Break
11.00	Solutions Showcase (continued)
11.45	Transport to External Lunch
12.15	Lunch at LeVeL33 Restaurant, Marina Bay Financial Centre Tower 1
14.30	Transport back to Crowne Plaza Hotel, Chengal 1, Level 1
15.00	Bringing it all together
15.30	Wrap up by Jeremy Springall, SVP SITA at Borders
15.45	End of Summit