



CASE STUDY GLOBAL AFFAIRS CANADA

Passport Management System (PMP)

ISSUE

WorldReach has been providing the system for passport issuance abroad to Global Affairs Canada (GAC), formerly Department of Foreign Affairs, Trade and Development, using the Passport Management Program (PMP) since the mid 90's. In 2006/2007 GAC engaged WorldReach to help design and implement a new overseas passport process that would offer higher security features over the previous system by centralizing full validity passport (FVP) printing in Canada. At the time, GAC and the Passport Office were bringing all passport printing back into Canada in an effort to reduce costs as a result of the costs associated with placing printers in all embassies.

Canada transitioned from a system where passports were processed and issued at all or most embassies/consulates to a hybrid model of overseas application processing followed by home country personalization for the FVP, with an electronically prepared temporary passport (TP) or emergency travel document (ETD) at most posts overseas. The repatriation of passport personalization was a fundamental change in Canada's approach to overseas passport issuance and one that other agencies are considering in the near future.

All Canadian posts equipped to issue travel documents were already outfitted with the necessary hardware to print temporary passports, and no new hardware was necessary to issue ETDs. WorldReach also supported the transition by Canada to ePassport issuance by modifying the overseas processes in 2012/13.

SOLUTION

PassportReach is a cost-effective and scalable solution that helps countries provide their citizens with improved accessibility to obtain a secure travel document from a FVP to an ETD. The solution efficiently supports the passport process both in-country and overseas and supports local, regional and centralized printing, with additional checks and verifications against watchlists. Since 1994, PassportReach has been used to process millions of passport applications. PassportReach allows users to personalize emergency travel documents and create an electronic record of the travel document details for future reference and for transmission to Border Control Authorities.



ABOUT CANADA

Population: 37.06 million
[2018]

OFFICIAL NAME

Canada



CANADA



PROJECT FACTS

Contract Award: 2007
Operational: 2008

TECHNOLOGY DEVELOPMENT

Microsoft .NET;
Web application;
Photo QA Microservice

EXTERNAL INTEGRATION

With scanners for document capture and
printers for ETD personalization

OPERATES ON

SQL server
Windows IIS

To facilitate the reading of the ETD, the system has the capability to print machine readable data according to ICAO MRZ specifications. This helped to strengthen the security of these travel documents as well as increase the ability of data sharing in crisis situations (i.e. for use in the creation of electronic passenger lists). While ICAO 9303 does not require Machine Readable Zones (MRZ) in the production of emergency travel documents, it is recommended to do so. This added security features to strengthen one of the 'weakest links' of the secure document chain – the production of emergency and temporary passports overseas. Countries are quickly moving to mandating the use of MRZ on all travel documents. In terms of deployment, WorldReach provides the option for Cloud-based services.

In addition to PassportReach, Global Affairs Canada also uses WorldReach's AssistReach consular case management and CrisisReach crisis management solutions, with the ability to search for citizens across all products.



REFERENCE

WorldReach Software has demonstrated that they can overcome the technical challenges and meet the diverse operating requirements that are inherent in providing consular services globally... WorldReach Software has proven to be a reliable, flexible and innovative partner for our consular work.

GAR PARDY

Head of Department
Retired Director General, Consular Affairs Bureau,
Department of Foreign Affairs, Trade and Development

ABOUT WORLDREACH SOFTWARE CORPORATION

WorldReach Software helps ensure traveller safety and security globally through its systems for immigration, passport, border management, and consular organizations. Our innovative travel application and trademarked identity and document verification process, Know Your Traveller™ (KYT) helps improve the safety and security of international travellers and those living abroad. We supply passport/ePassport and eVisa/Electronic Travel Authorization issuance software worldwide. We are intimately familiar with the international technical standards for secure travel documents, based around ICAO Document 9303 and WorldReach staff are active participants in standards setting bodies for seamless borders, identity verification and identity documents as well as biometrics.



REACHING TRAVELLERS AND CITIZENS ABROAD

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