# The ICTS Experience as FLYSEC Partner

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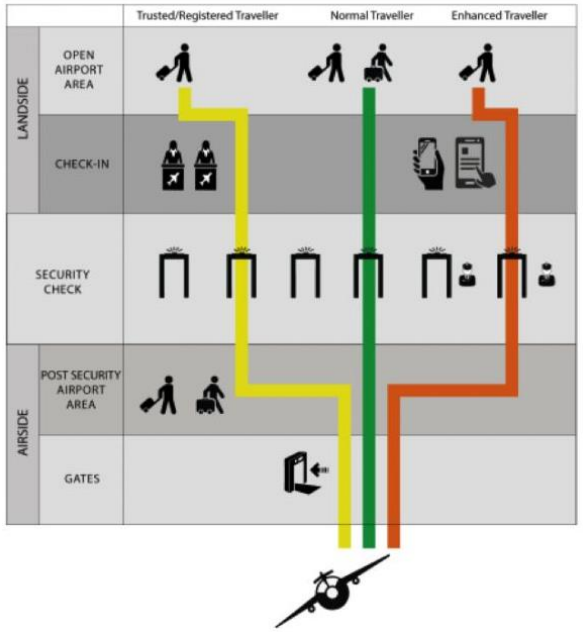
# ICTS As FlySec Partner

- **Passenger Differentiation**
  - ICTS: 30 years experience and expertise
  - Airline passengers: positive / negative indicators
    - Past experience
    - Intelligence
    - Risk analysis
  - Outcome of passenger process: assignment of security status
    - Regular screening and «ready to board»
    - Additional screening



# ICTS As FlySec Partner

- **Behaviour Observation**
  - Overt and covert observation, human and technology
  - Human behaviour indicators
    - Physiological, e.g. signs of fear
    - Pre-operational, e.g. collecting information
    - Tactical, e.g. testing security
    - Concealment, e.g. items in bulky clothing
  - Course of action and decision-making
    - Suspicion resolved
    - Continued observation
    - Engagement by security staff: conversation
    - Escalation: law enforcement

# ICTS As FlySec Partner

- **Operation-driven Technology**
  - TravelDoc:
    - Coping with complex immigration rules

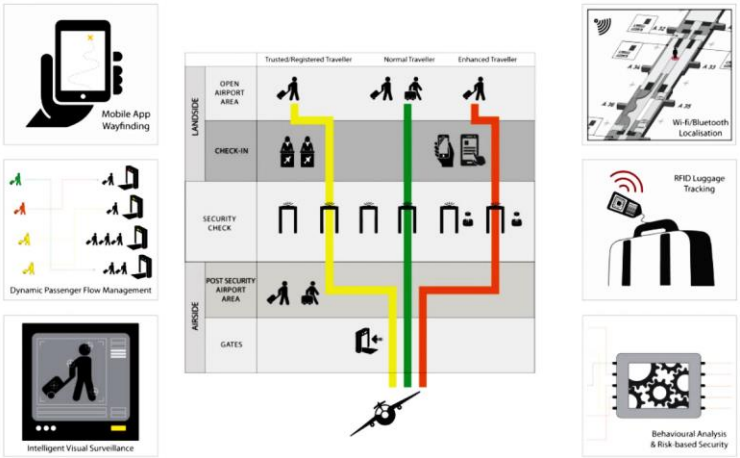
  - Tablets, kiosks
    - Passenger service
    - Reduction of errors
    - Flexible, time-efficient

  - SmartQ
    - Facilitation and improved passenger experience
    - Benefits security and flow management

# The Next Level: The FlySec Concept

- Logical extension of ICTS' approach
- Data-driven passenger differentiation
  - "Red-yellow-green" risk lanes for light-, regular-, and enhanced screening
  - Based on suspicion and trust indicators

- Technological support
  - SmartQ for lane assignment
  - TravelDoc and kiosks: layer for added-value (immigration, passenger data) and security
- Behaviour Observation
  - Integrated with technology: cameras, motion sensors



# What Lies Ahead?

- Capitalizing on FlySec experience
- Proof-of-Concept is input for product improvement
- Addressing future challenges
  - Landside security (preventing the next Brussels)
  - Fast changing regulations, impact on passenger flow (powder screening)
- Identifying market opportunities
  - SmartQ, TravelDoc and kiosks
  - Technology-supported Behaviour Observation

# Q & A