



NATIONAL SAFE SKIES ALLIANCE

Program for Applied Research in Airport Security

PARAS 0038 Project Summary

Project Title:	Airport Guidance for Identity Management Systems (IDMS)
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BACKGROUND

A growing number of airports are exploring the use of Identity Management Systems (IDMS) to enhance the efficiency of their badging process and assist with badge control. However, like all technology solutions, many factors contribute to the usefulness and effectiveness of IDMS. These factors include assessment of business processes to determine opportunities for improvement, potential integration with existing systems, IT requirements, compliance with regulatory requirements, desired features, system customization, and ongoing maintenance needs/costs. If these and other factors are not considered early in the procurement process, implementation of an IDMS can lead to additional work, undesired process changes, and increased work and costs for added features or workarounds.

Each airport must evaluate their specific goals, available resources, and process needs to determine if IDMS use is merited. Considering the multitude of factors that contribute to the successful selection, implementation, and ongoing use of IDMS, a comprehensive resource is needed to ensure decisions are strategic and well informed.

OBJECTIVE

The objective of this research is to create guidance that will assist airports in making informed decisions during IDMS planning, procurement, implementation, and operation to ensure system effectiveness. The guidance should address:

- Is an IDMS right for your airport? (Process optimization and/or automation)
- Overview of IDMS, components, and applicable business processes
- Overview of related systems and potential integrations (internal and external)
- Best practices for procurement planning, including:
 - Stakeholder identification (internal and external) and associated roles
 - Evaluation of available personnel resources
 - Project management structure
 - System compatibility, cybersecurity, and infrastructure requirements
 - Documenting business practices
 - Conducting a needs assessment
 - Establishing minimum requirements
 - Initial and ongoing cost evaluation
- RFI considerations, including commercial-off-the-shelf functionality and customization options
- RFP considerations and best practices
- Considerations for vendor selection
- Contract considerations, including change management, maintenance agreements, and service level requirements
- Scope of work development
- Best practices for implementation, including:

- Identification of key milestones
- Testing considerations, including integrations and end-user testing
- Training needs and documentation for administrators, Trusted Agents, Authorized Signatories, and other end users
- Cutover/go-live process considerations