IBM `Information Management` software

IBM Real-Time Candidate Intelligence: Help prevent threats at customs, ports and borders

Highlights

- ■ *Create an identity-centric approach to integrated border management*
- ■ *Help agents make informed real-time decisions during candidate or visitor credentialing and screening*
- ■ *Help manage risk by detecting and mitigating threats and following up on leads for persons or networks of interest*
- ■ *Address growing public pressure to deliver effective solutions to help fight terrorism*
- ■ *Protect the privacy of candidate and visitor information*
- ■ *Receive perpetual and preemptive alerting for persons of interest (POI) and their relationships*

The high-stakes world of airline and border security

When border security organizations fail to identify and stop threats from entering national borders, the consequences can be catastrophic. The impact of negative events such as a terrorist attacks are no longer isolated, but can ripple throughout the system to generate a profound and multiplying disruptive effect around the world.

What's more, various types of unlawful individuals or organizations—rogue states, drug cartels, organized crime syndicates and terrorist groups—can exploit the system's openness and anonymity to facilitate illicit and harmful activities. The lack of an integrated view of visitors across entry and exit points into a country can result in both false positives—a person who is not truly a threat appears on a no-fly list—and false negatives—a person who should be on the no-fly list is allowed to fly.

A variety of factors contribute to this situation. Customs and border officials often have difficulty in identifying unsophisticated low-tech threats—"good guys" turned "bad guys"—because the signs are subtle. Spotting a threat often requires reliance on "soft" factors—knowing with whom a person has relationships, for example—rather than the more traditional analysis of transactional patterns. For these reasons, airline and border security agencies must find new and innovative ways to deliver secure ports and borders more quickly, effectively, responsively and efficiently.

A fresh approach to threat management

In many agencies, information about individuals is compartmentalized, and this lack of full integration can obscure visibility. Law enforcement officials have a limited ability to address complex threats because they need to know the right questions to ask. Yet, they frequently lack complete information about individuals and relationships. In addition, information is often out of context and officials lack appropriate decision support and guidance once a threat is identified.

Officials have a variety of tools available to help them identify and preempt threats—including biometrics, physical security, credentialing, flight screening, background checks, watchlist filtering, name matching, data mining, identity management, predictive analysis, link analysis and human intelligence. But these tools are only as good as the information that drives them. That is why today's intensifying airline and border security challenges mandate a fresh approach to managing threat information.

Recognizing suspects after they have entered the system—and having to chase them down afterward—is far more expensive and dangerous than stopping them before they enter a country's borders. In response to this evolving challenge, port, border and

customs officials are focusing on three key areas: candidate credentialing, screening and enforcement.

- *Credentialing processes are designed to verify that people are who they claim to be. Credentials are generally issued at points of surety, where a credentialing authority is convinced that certain standards have been met. These credentials are used later to help validate claims of identity, content or other conditions. If the integrity of an identity or shipping credential is determined to be intact, any information related to the individual, cargo or shipper can be used more effectively to manage risk and allocate resources appropriately.*

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- *Screening supports inspection and accounting activities by helping to verify that entities crossing national borders are properly identified and registered. Screening and inspection helps to validate that only lawful or low-risk entities enter intentional openings such as ports of entry.*
- *Enforcement activities help maintain the integrity of a country's borders and interdict illicit activity within countries. These activities take place at lawful ports of entry as well as between these ports. The objective is to help identify breaches in the perimeter and take action to prevent entry of illegal immigrants and terrorists. Enforcement measures must be adjusted in response to changes in the at-entry conditions of people—including the detention and removal of illegal entrants and investigations into the smuggling of terror-related activities.*

The IBM solution for candidate credentialing, screening and enforcement

Border personnel must rapidly collect and analyze enormous volumes of data about not only people, but also cargo and financial transactions. The IBM risk management approach processes information in the aggregate, which helps illuminate anomalies and identify otherwise imperceptible threats. Most importantly, IBM risk management technologies are designed to facilitate efficient resource management and the expedited movement of low-risk people, allowing security personnel to focus limited resources on the entities that pose the highest levels of risk.

The IBM® Real-Time Candidate Intelligence platform is designed to help officials perform critical tasks by allowing them to:

The IBM risk management approach processes information in the aggregate, which helps illuminate anomalies and identify otherwise imperceptible threats.

- *Recognize identities to understand the true identity of people and organizations*
- *Recognize relationships to help uncover connections between a visitor and other people or organizations*
- *Achieve relationship insight in cases of multiple degrees of separation (for example, John knows Mike, and Mike knows Sam—therefore, the three are related by two degrees of separation)*
- *Recognize multicultural names (such as Jörg, Egor or Juergen) and multiple name variations (such as Elizabeth, Beth or Betty), including name order, multiple titles, name variants, multiple prefixes and phonetic transpositions of nicknames*
- *Segment suspects to detect those who may be a higher risk, enabling agencies to focus appropriate attention and resources on these individuals*
- *Provide a single, complete history of each individual*
- *Never dispose of, merge or purge data*
- *Receive real-time, self-correcting updates to enable a current, more accurate view of each visitor*

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Privacy protection and civil liberties

Privacy is a critically important civil and personal right around the world—which is why state, federal and international bodies have placed legal and regulatory constraints on the collection and use of sensitive personal information. While there are valid reasons for certain activities to be regulated and constrained, the challenge often facing governments is to define when the benefits of security outweigh a loss of privacy and personal freedom. Compounding this challenge is the fact that privacy is interpreted differently within different societies.

IBM Real-Time Candidate Intelligence solutions enable organizations to share sensitive information securely. Key capabilities include:

IBM Real-Time Candidate Intelligence solutions enable organizations to share sensitive information securely.

- *Share identity and relationship information with third parties without disclosing the identity of the person to whom the information relates*
- *Share identity information only when accurate counting or accurate linking of individual records is useful*
- *Share information anonymously whenever legal, business or other disadvantages preclude sharing the information in its identified form*

Intelligence sharing and cooperation

International cooperation and cooperation between public and private agencies pose difficult challenges to border management agencies. Governments often can be wary of sharing information about their citizens with other nations or private organizations, especially in cases where safeguards are not in place or countries have different attitudes about the balance between privacy and security.

Still, border management organizations must find ways to overcome and resolve the disparate interests between sovereign national governments and private organizations.

To help address these challenges, IBM Real-Time Candidate Intelligence solutions help agencies to:

- *Securely exchange information between government agencies and the private sector*
- *Automate the resolution of identities in real time*
- *Discover and analyze relationships within gangs and terror networks*
- *Identify new patterns and trends*

IBM has created an integrated credentialing, screening, risk management and privacy protection solution that can be tailored to individual ports, border and customs agency requirements.

- *Receive real-time alerts based on newly linked identity information*
- *Recognize multiple cultural variations of name data*

Proven methods, tools and techniques
IBM has invested significant resources in the Real-Time Candidate Intelligence platform. By bringing together a range of methods, tools and techniques specifically designed to enhance security and speed of border management, IBM has created an integrated credentialing, screening, risk management and privacy protection solution that can be tailored to individual ports, border and customs agency requirements.

A solid foundation: World-class technologies from IBM

IBM is committed to helping port, border and customs officials make the world a safer place. As one of the world's largest providers of solutions to government intelligence and security organizations, IBM offers a dedicated team of subject matter experts, solution developers and industry consultants that are focused on border management. IBM has invested in a portfolio of candidate intelligence solutions and is taking a leadership role in helping organizations take advantage of global best practices in safety programs.

The IBM Real-Time Candidate Intelligence solution is built upon:

- ***IBM Global Name Recognition:*** *Recognizes names across multiple cultural variations*
- ***IBM Identity Resolution:*** *Identifies and organizes information on individuals so law enforcement officials know who is who*
- ***IBM Relationship Resolution:*** *Identifies who knows who across multiple degrees of separation*
- ***IBM Anonymous Resolution:*** *Allows multiple organizations to share identity and relationship data anonymously so individual identities are never disclosed*

For more information

To learn more about the IBM Real-Time Candidate Intelligence platform, please contact your IBM marketing representative, call toll-free (U.S.) 1-866-382-9774 or visit **ibm.com**/software/data/ips/solutions/tfi

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