intercede

HSPD-12/FIPS 201 compliance at the
Federal Aviation Administration

Features used

- PIV card health check for remote troubleshooting
- BIO PIN reset for self-service
- Fingerprint and facial biometric capture, validation and provisioning

- Flexible activation model to align with FAA business environment
- Core MyID PIV workflows extended to align with FAA business processes
- Integration with card production bureau

The customer

The Federal Aviation Administration (FAA) is an agency of the United States Department of Transportation and has the authority to regulate and oversee all aspects of civil aviation in the US. With over 47,000 permanent employees in many different locations distributed over a wide area, its aim is to provide "the safest, most efficient aerospace system in the world".

The challenge

As a US federal agency the FAA was mandated to use PIV cards for secure identity management in order to meet the requirements of HSPD-12. As well as adhering to the FIPS 201 standard, any solution would also have to align with FAA's current business practices, be flexible enough to adapt to evolving business and security policy requirements, and have the ability to facilitate physical access control (PACS) and logical access control (LACS). Key project requirements included:

- Issuance of PIV cards that comply with HSPD-12 and FIPS 201 standards
- Self-service capability
- Integration with card production bureau
- Flexible activation model to align with FAA business environment

The MyID solution

MyID® was implemented to act as a single management system for all card and credential issuance and post-issuance activities.

As a very flexible product with a wide range of capabilities, MyID from Intercede® was able to interface seamlessly with FAA systems straight out of the box. The implementation was designed to utilize extensive self-service capabilities to reduce cost and minimize help desk overheads; features available to users include self-activation, biometric PIN reset, card health check and on-card certificate updates.

Utilizing MyID's web services the FAA was able to import pre-existing sponsorship information, allowing them to leverage existing data. By using the enrolment capability of MyID, the FAA fulfils its need to securely capture all required data elements: fingerprints, facial biometrics and photographs of applicants. In addition to meeting FAA's requirements for PIV, the system is also capable of issuing cards at lower assurance levels (such as PIV-I and CIV cards) to individuals not eligible for PIV cards.

Once a card request has been made, MyID passes this to a central card personalization bureau that prints cards off-site. These cards are then shipped to the FAA for secure activation using MyID. Post-issuance management in MyID also allows the operator to issue temporary cards to staff whose card has been lost, forgotten or stolen, which saves time and money and minimizes end user frustration.

MyID has allowed the FAA to successfully comply with the latest updates to NIST standards and cryptographic key algorithms as well as integrating with back-end systems to enable PACS and LACS access. The project has been so successful that the FAA's parent agency now uses the FAA system for their own PIV card issuance and other US federal agencies are looking to FAA as an example.

Multiple mobile platforms

With your existing Cloud services

Using the latest mobile phone security features

How is MyID used?

1. Using an FAA system external to MyID, an applicant submits a request to begin the PIV card application and sponsorship process
2. After successful application approval and sponsorship, user data is programmatically posted to the MyID enrolment web service, eliminating the need to rekey it
3. The applicant visits the enrolment facility for identity validation, verification, photo and biometric capture.
4. The card request is prepared for validation; after the card request validation by another trusted role, the card request is queued for card personalization through the bureau request process
5. The card personalization bureau requests are batched and securely transported to the bureau for graphical card personalization.
6. At the card personalization bureau, cards are printed and locked for secure transport to the FAA
7. The cards are received from the bureau and prepared for activation
8. An issuer marks the card for delivery using MyID, which automatically sets up the self-activation job.
9. The card is delivered to the applicant, who then proceeds to securely activate the card using biometrics captured at enrolment

Post issuance

- PIV Card Health Check to remotely diagnose potential card content issues
- Self-service BIO PIN reset to reduce help desk calls and reduce any time that the user is unable to access systems
- Temporary card issuance for forgotten cards
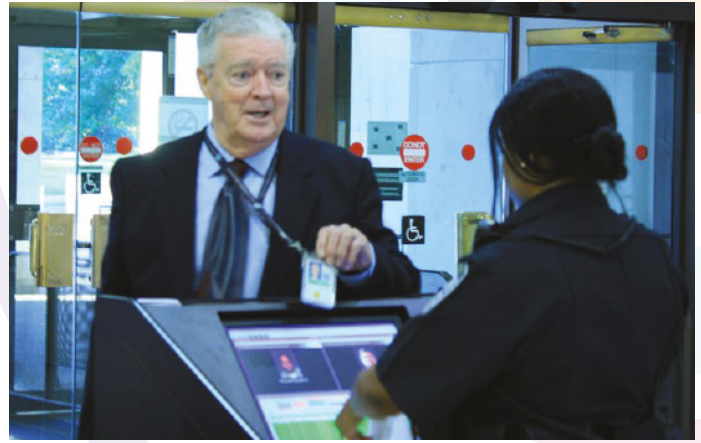
- New/replacement PIV card requests for stolen or expired cards
- Certificate updates, card reprovisioning and content update via self-service

Project status

The FAA began to issue PIV cards in late 2006, commencing agency-wide rollout in early 2008 with the successful issuance of over 81,000 PIV cards. This success is due to the fact that MyID is able to support PIV card issuance to a geographically dispersed user population. In the case of the FAA this ranged from large regional offices to small air traffic control buildings and comprised many thousands of users.

- Over 81,000 cards issued
- Approximately 150,000 certificates issued
- Over 400 locations using PIV cards issued by the FAA through MyID

MyID Card Health Check
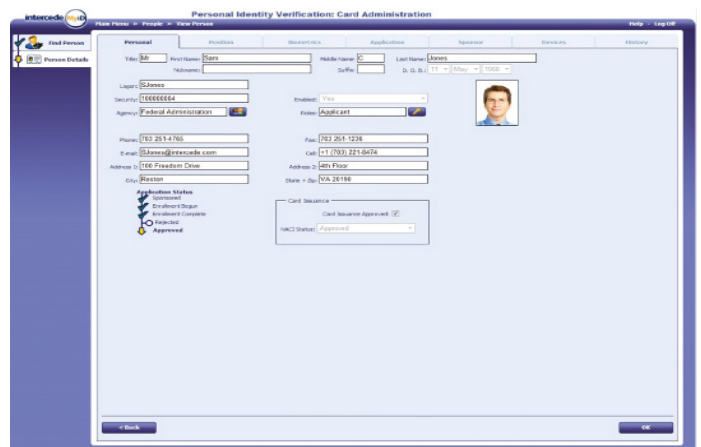
PIV enrolment using MyID

Solution benefits

- MyID allows the FAA to comply with HSPD-12, FIPS 201 and NIST standards
- Extensive capability for self-service saves time and help desk costs
- MyID Toolkit used to configure and customize MyID to meet the FAA's specific business processes

- Facilitates the issuance of PIV cards at geographically dispersed locations
- Utilizes existing data by importing it into MyID via an XML provisioning interface

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