



U.S. Customs and Border Protection
Biometric Facial Debarkation
Business Requirements

Version 1.0
February 2019

Approval

Approved by: Colleen Manaher Date
Executive Director
Planning, Program Analysis and Evaluation
Entry/Exit Transformation
Office of Field Operations
U.S. Customs and Border Protection

Revision Summary

Version	Date	Remarks
1.0	02/14/19	Initial Document

Table of Contents

1. Introduction.....	4
2. Definitions.....	4
3. Business Requirements	5
Acknowledgment Declaration	11

1. Introduction

1.1 Background

U.S. Customs and Border Protection’s Traveler Verification Service (TVS) enables deployment of a biometrically facilitated passenger inspection process for cruise line passengers under the Intelligence Reform and Terrorism Prevention Act. TVS uses facial recognition software in a cloud environment to match traveler photographs captured at debarkation with facial photographs maintained in U.S. Government holdings. Business sponsor participation in TVS is voluntary and is not mandated by CBP. TVS is designed to facilitate business sponsor procured and maintained infrastructure to efficiently and effectively fulfill the biometric entry-exit requirement for in-scope passengers; however, TVS is not the sole method of complying with this requirement. Through partnerships with various business sponsors, CBP is facilitating a large-scale transformation that will make travel more secure, predictable, and able to build integrity into the immigration system.

1.2 Purpose

The purpose of this document is to identify, at a high level, the business requirements for cruise lines and port authorities to participate in Biometric Facial Debarkation. This document focuses on arrival and entry to the U.S. using biometric technology. The use of biometric technology related to the departure of travelers, especially crew members, will be addressed in either an update to this document or in a separate business requirements document.

In addition, this document is intended as a companion to the TVS Technical Reference Guide. The TVS Technical Reference Guide provides the interface specifications for integrating CBP’s TVS and external stakeholder technology supporting the Biometric Facial Debarkation operations. CBP’s Office of Information and Technology (OIT) will work closely with each stakeholder in developing, testing, and implementing software as part of deployment of biometric facial debarkation.

2. Definitions

Term	Definition
Match	Passenger photograph successfully matched to gallery
Gallery	A library of facial photograph templates of passengers based upon a given ship manifest.
Declared Outage	There is a known outage to biometric matching systems
Failure to Capture	Image capture was unsuccessful
Non-match	Passenger photograph did not successfully match to gallery
Alternative Processing Required	Passenger requires alternative or additional inspection

3. Business Requirements

This section describes the business requirements for Biometric Facial Debarkation. The term ‘system’ in this Section refers to any physical equipment and/or any interface associated with the Biometric Facial Debarkation process.

#	Requirement	Comments
1	The business sponsor and its systems integrator must adhere to the requirements outlined in this document and any on-boarding guidance provided subsequently.	A business sponsor is a port authority or cruise line that facilitates the integration with the Traveler Verification Service (TVS) for the purposes of biometric facial debarkation.
2	The business sponsor must return a signed copy of the acknowledgement found at the end of the document. The acknowledgement confirms receipt of the program’s business requirements and records the business sponsor’s agreement to comply with the requirements.	Any TVS-related contract between a business sponsor and another organization (e.g., a systems integrator, vendor, or other third party) must contain flow down language that ensures compliance with all relevant business requirements and technical reference guides.
3	The business sponsor and its systems integrator must submit and receive approval for a proposal that incorporates the use of TVS. For approval, the business sponsor is required to submit the following: schedules for development, network engineering, testing, and deployment plans. In addition, the business sponsor must provide CBP with the camera's manufacturer name, model and serial number, and firmware versioning.	Proposals should be submitted to the CBP Air and Sea Entry Transformation program manager. The TVS Technical Reference Guides (TRG) contains specific technical requirements. Any required infrastructure and equipment must be procured and maintained by the business sponsor and/or its vendor.
4	The business sponsor and its systems integrator may not use any equipment to collect and send data to TVS, that has been manufactured by, or has parts that have been manufactured by, any company that is banned by statute from being purchased by a Federal government agency for national security purposes, in particular section 889 of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (P.L. 115-232).	This covers video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, Dahua Technology Company, or any other entity owned or controlled by, or otherwise connected to, the government of a covered foreign country (or any subsidiary or affiliate of such entities), who the Federal government is banned from using for national security reasons.

#	Requirement	Comments
5	The business sponsor and/or port authority must provide the necessary electrical power and reliable and secure network access (e.g., high-speed internet and/or cellular) for technology using TVS.	The TVS Technical Reference Guide contains specific internet access requirements and states, “Reliable, high-speed internet access is required. A hard-wired connection is preferred, but high speed wireless will be adequate if the connection can be reliable.” Cellular networks are also required to support CBP Officer mobile devices that will receive alerts related to biometric processing of travelers.
6	The business sponsor and its systems integrator/vendor must submit and receive approval for the proposed operational plan for biometric facial debarcation using TVS-enabled technology. The operational plan should include the following: the name of the vessel, port location, average number of passengers and crew on vessel, percentage of travelers with WHTI-compliant vs. non-WHTI-compliant documents, number gangways/exit points to be used, number of TVS-enabled cameras, location where TVS-enabled technology will be deployed, queue management and coordination with cruise line security checkpoint protocols, passenger management (segregation of passengers, e.g. by document type, status (downliner) etc.), schedule for deployment, terminal/facility layout diagram.	Operational plan proposals should be submitted to the CBP Air and Sea Entry Transformation program manager. For approval, the business sponsor is required to coordinate with CBP officials from the local Port of Entry in developing the operational plan. Biometric facial debarcation using TVS-enabled equipment may only be used for closed-loop cruises, until further notice. Furthermore, it is highly recommended that TVS-enabled technology is placed prior to baggage; however, the location will be determined by conditions/ constraints at the terminal facility and in coordination with CBP officials from the local Port of Entry.
7	The business sponsor and all relevant third parties (e.g., cruise lines, port authorities, system integrators) must comply with applicable DHS/CBP and TVS privacy policies and compliance documentation. Business sponsors and participating organizations should ensure their own privacy policies and notices are updated with relation to the use of TVS for biometric facial debarcation processing.	The TVS Privacy Impact Assessment (PIA) contains a complete list of applicable privacy policies (e.g., posting DHS-branded signs and facilitation of exemption processing for opt-out and out-of-scope travelers). The PIA is available at: https://www.dhs.gov/publication/dhscbp-pia-056-traveler-verification-service-0

#	Requirement	Comments
8	<p>CBP is providing business sponsors the ability to participate in a TVS-enabled facial debarcation process to facilitate passenger inspections. The business sponsor (and all relevant cruise lines or port authorities) must comply with all CBP requirements for inspection of passengers.</p> <p>Pursuant to their contractual or other business relationship with travelers, business sponsors (e.g. cruise lines, port authorities) may mandate that passengers provide a facial photograph as part of their international arrival process. Business sponsors that elect to use TVS-facilitated inspections must assist travelers in complying with the biometric facial debarcation requirements and facilitate the capture and transmittal of a photograph for all participating travelers. Any passenger attempts to deceive the system (e.g., spoofing and intentional failure) should immediately be reported to CBP.</p>	<p>As it pertains to passenger inspections using TVS-enabled facial debarcations, participation by travelers is currently voluntary; however, participation may become mandatory in the future. In the event that a traveler declines to be photographed (i.e., opts out from the facilitative process using TVS), the cruise line must direct the traveler to a CBP Officer immediately for alternative manual inspection. However, unless otherwise exempted, foreign nationals are required to submit their biometrics to the U.S. Government as part of their admittance to the U.S. CBP personnel will respond to any law enforcement concerns related to the inspection of passengers for admission to the U.S. regardless of biometric facial debarcation operations.</p>
9	<p>Any photographs taken to facilitate TVS matching at the facial debarcation technology must not be stored and/or retained by the business sponsor or its vendor. All photographs must be immediately purged following transmittal to CBP's TVS. The business sponsor's system (including its systems integrator) must provide a mutually agreeable method by which CBP is able to audit compliance with this requirement.</p> <p>Photographs captured by the business sponsor pursuant to their contractual or other business relationship with travelers for use with internal business processes not related to TVS matching, must be managed according to the cruise line's privacy policies.</p>	<p>CBP will consider requests to retain the Advanced Passenger Information System Unique Identification Number and matching result (assuming compliance with DHS/CBP privacy requirements).</p>
10	<p>In the event that a traveler does not match through TVS, the cruise line personnel (or their designee) facilitating the use of the TVS-enabled technology will direct the traveler to a CBP Officer to confirm identity (i.e. alternative manual processing). To minimize the number of non-matches, the cruise line will segregate travelers based upon the document used to travel.</p>	<p>The business sponsor and all relevant third parties must ensure all personnel operating TVS-enabled technology are trained on standard operating procedures for biometric facial debarcation operations. Cruise lines will determine how to segregate travelers using a WHTI-compliant document from travelers using a non-WHTI compliant document to improve the efficiency of the biometric facial debarcation process.</p>

#	Requirement	Comments										
11	<p>To provide a consistent passenger experience, TVS enabled equipment must apply a set of consistent traveler-facing indicators. The following indicators must be used and visible to passengers, personnel operating/facilitating the use of the equipment, and CBP staff:</p> <table border="1"> <thead> <tr> <th>Color</th> <th>Meaning</th> </tr> </thead> <tbody> <tr> <td>Blue</td> <td>No Match</td> </tr> <tr> <td>Yellow</td> <td>Unable to Capture/ Recapture</td> </tr> <tr> <td>Green</td> <td>Match</td> </tr> <tr> <td>Other Colors</td> <td>TBD</td> </tr> </tbody> </table>	Color	Meaning	Blue	No Match	Yellow	Unable to Capture/ Recapture	Green	Match	Other Colors	TBD	<p>CBP reserves the right to alter and update the indicators. CBP will consider requests by the business sponsors to alter the defined list of indicators. The message and any accompanying symbols associated with the color indicator displayed on the TVS-enabled technology interface will be coordinated with and approved by the CBP Air and Sea Entry Transformation program office. The color indicator must be visible to personnel (cruise line employed or CBP officers) from an angle beyond the traveler-facing interface.</p>
Color	Meaning											
Blue	No Match											
Yellow	Unable to Capture/ Recapture											
Green	Match											
Other Colors	TBD											
12	<p>Any system log files associated with a TVS-enabled biometric facial debarcation solution must be approved by CBP to ensure compliance with DHS and CBP privacy and security policy.</p>	<p>The log files may be subject to select privacy and security policies depending on the content, retention period, and purpose.</p>										
13	<p>CBP must be allowed to review and/or audit any code, encryptions, network connections and any other TVS related technical specifications.</p>											
14	<p>Cruise lines and/or port authorities must ensure all voyage schedules and arrival times are updated within the relevant systems as soon as possible.</p>	<p>TVS is designed to ensure galleries are staged and removed "just in time". If a voyage arrival is significantly changed without a corresponding update with a new arrival time, biometric facial debarcation processing may not be available.</p>										
15	<p>Business sponsors who incorporate TVS as part of a single stop configuration, (i.e. combined traveler check out and biometric identity verification) will ensure the sequence of the process does not negatively impact the CBP TVS process or unnecessarily inconvenience the traveler.</p>	<p>If a single stop solution is proposed, CBP recommends that all cruise processes are completed, (e.g. resolution of outstanding balances, final debarcation, etc.) prior to submitting traveler photograph to TVS for matching.</p>										
16	<p>TVS performance standards for system availability and maintainability are provided on the TVS Service Level Statement.</p>											

#	Requirement	Comments
17	<p>CBP must be notified of any cybersecurity related incidents that occur on networks and hardware maintained by business sponsors (or other third party, e.g system integrator, vendor) which are integrated with CBP's TVS system. All known or suspected incidents shall be promptly reported to the CBP Air and Sea Entry Transformation program office and CBP Security Operations Center within one hour of discovery.</p>	<p>This requirement commences immediately once TVS integration is operational. Contact information will be provided by the CBP Air and Sea Entry Transformation program manager.</p>
18	<p>The business sponsor must produce and post CBP approved signage at locations proximal to where photographs are captured for TVS-matching.</p>	<p>The CBP Air and Sea Entry Transformation program manager will provide an electronic version of the signage to the business sponsor. Sign locations must be posted in close proximity to the collection points in order to provide travelers notice their photographs are being taken and the primary purpose for which the biometric is being collected.</p>
19	<p>CBP will distribute TVS performance data to the business sponsor (and other relevant stakeholders) on an agreed upon frequency that is operationally sustainable.</p>	<p>However, it is recommended that the business sponsor request their system integrator develop a mechanism wherein certain data reports can be produced independently.</p>
20	<p>Business sponsors are responsible for ensuring their participation in biometric facial debarcation using TVS is in compliance with applicable laws and contracts.</p>	<p>The business sponsor must confirm that equipment and traveler management processes are compliant with applicable fire codes, the Americans with Disabilities Act (ADA), etc. and meet the requirements of CBP officials from the Port of Entry where biometric facial debarcation operations occur. For ADA compliance, it is recommended that a camera is provided at a height that is able to capture a photograph for individuals in wheelchairs or other mobility devices or whose height is below 48 inches.</p>
21	<p>All maintenance of the equipment provided by the business sponsor or relevant stakeholder in support of the TVS-related program is the responsibility of the business sponsor and/or the relevant participating stakeholders (e.g., port authorities, cruise lines, system integrator, or vendor). All maintenance personnel are required to meet all port security screening requirements.</p>	<p>Port security screening requirements may include criminal history, background and fingerprint check. Additionally, personnel may be required to obtain, possess, and display appropriate identification credentials/badge.</p>

#	Requirement	Comments
22	Any public communications regarding TVS performance or CBP's biometric facial debarkation program must be coordinated with CBP prior to release to the public or media. Any marketing campaigns and multimedia content related to CBP, TVS, or the biometric facial debarkation program must be approved in advance and in writing by CBP.	Public releases that do not reference CBP (or any of its programs and systems such as TVS) do not require CBP coordination or approval.
23	All documentation provided by CBP related to development of biometric facial debarkation capabilities or data sharing is only intended for the business sponsor and relevant third parties (e.g., cruise lines, port authorities, system integrators, etc.) and may contain privileged, confidential, and proprietary data that should not be copied, forwarded or distributed beyond the intended parties without approval from the Air and Sea Entry Transformation program manager.	Documentation includes, but is not limited to: <ul style="list-style-type: none"> • Biometric Facial Debarkation Business Requirements; • Traveler Verification Service Technical Reference Guide(s); • Service Level Statement; Letter of Commitment; • XML schema, Business Rules, etc.

Acknowledgment Declaration

I, _____, acknowledge that I have received the Biometric Facial Debarkation Business Requirements Document (BRD) and Traveler Verification Service Technical Reference Guide (TRG) on behalf of _____, and will comply with the contents of each document.

Signature: _____

Printed Name: _____

Title: _____

Date: _____

Please return a signed copy of this document to the Director or Program Manager of the Air and Sea Entry Transformation Office.