

# Tanzania Passport



*“Tanzania is taking a leap forward in providing an electronic passport for our citizens. Our people will be proud knowing they are carrying one of the most secure and modern passports in the world and can take advantage of some of the most advanced technologies available.”*

**Dr. Anna Peter Makakala,**  
Tanzania’s Commissioner  
General of Immigration.

## Tanzania

### Modernizing Tanzania’s Passport and Border Control Solution

The government of Tanzania has an ambition to modernize government services and raise security by completely upgrading their existing passport services. They were looking for faster, more secure electronic verification of citizen identities as a part of Tanzania’s transformative e-Immigration program. The immigration department of Tanzania partnered with HID Global to implement modern electronic passport solutions, improving the security, efficiency and user experience of the e-Passport application, enrollment, adjudication, approval and personalization processes.

#### Challenges

**A new e-Passport solution in only four months.** The government had made commitments to implement the e-Immigration project by a specific date. This meant there were ambitious timelines for changing from the existing machine-readable passport to an e-Passport incorporating biometric identification.

**Modernization with minimal change of processes.** To minimize changes to existing processes, the new workflows had to be adapted to mirror the ongoing paper-based operations while delivering new technologies and functions such as the public key directory (PKD) holding national cryptographic keys, and the automated biometric identification system (ABIS).

**Implementation in parallel with service rollouts.** On top of modernizing the e-Passport issuance system in-country, the e-Immigration program needed to roll out the new services to embassies around the world. It also needed to prepare new services such as e-Visa and e-Permits driven from a new web portal.

#### Solution

**HID Global cooperated with local partners.** Working with Softnet for local support and DLRS Security Concepts (now Smurfit Kappa Security Concepts), HID Global delivered a complete issuance system including enrollment, personalization and border control.

**A state-of-the-art e-Passport solution with electronic datapage.** The e-Passport booklet encompasses a polycarbonate datapage, 48 visapages, plus a flexible acrylic cover with UV printing. Electronic security is delivered with HID Global’s SOMA™ operating system residing on a contactless RFID chip embedded in the polycarbonate datapage.

**HID Global’s in-house designers created a unique datapage design.** The design of the book incorporates security features such as Intaglio printed endpapers, tri-colored sewing thread with lock stitched binding, optically-variable inks, MLI/CLI and HID Global’s Imageperf technology. The booklet is notable for its stunning landmark imageries and themes which capture the traditions and heritage of the Tanzanian people.



HID Integrale™ software suite enables the new solution. The e-Passport solution was delivered using HID Global's Integrale software suite. It contains a set of well-defined and flexible software modules that can adapt to complex business environments including handling centralized or decentralized personalization.

**Enabling mobile enrollment and standardized processes.** The enrollment solution equips the main application centers and embassies and also facilitates mobile enrollment to cover remote locations. The data capture system supports the input and validation of application data and allows capturing of photo, fingerprint, signature and document scanning. The captured application data is securely transferred to a central backend system, including ABIS, for application processing.

**Modern passport personalization in two locations in the country.** The personalization solution covers all aspects of data preparation, key management, production management and quality control. Personalization of the booklet is carried out at the facilities in Dar Es Salaam and Zanzibar, using IAI Bookmaster® Pro and Imageperf equipment for high-quality laser personalization. Automation of the border processes is enabled through readers, a national PKD system and key distribution system, which are delivered by Integrale.

**Expansion of the e-Passport system to e-Visa and e-Permit.** The administration services which bind the passport issuance processes together also include a web-based application portal which not only allows passport applications but also adds e-Visa and e-Permit capabilities. This allows visitors and residents to apply for and receive properly vetted IDs for traveling or living in the country.

### Implementation

**Step-by-step delivery in phases.** Despite the challenges of such an implementation, HID delivered the first stage of the project on time, including the issuance of the first e-Passports, only four months after the contract award. The remainder of the project, including roll-out to the embassies and remote facilities, was then completed in a phased approach.

**Ready for mobile identity.** The additional phases also equipped the Immigration Department of Tanzania for future identity challenges by embedding a mobile identity infrastructure. This can be used to provide additional services to travelers and citizens.

**The importance of partnership—strengthening local economy and benefitting from local support.** A project such as this can only be achieved in such short timelines by adopting a collaborative approach. Initially, HID worked closely to define the requirements and scope of the project with the Department of Immigration, ensuring the solution was customized to their needs. HID's local partner Softnet was engaged to manage the local aspects of the project including equipment delivery, commissioning and support, while guaranteeing that there was always someone on hand, in country, to quickly deal with issues. Meanwhile, DLRS Security Concepts brought their extensive experience in booklet design and manufacturing to combine with HID Global's technologies and features to deliver a truly outstanding e-Passport.



## Result

New e-Passport system offers services worldwide to Tanzanian citizens. Tanzania now has a modern and efficient e-Passport system available to all citizens and travelers wherever they may be located globally. The enhanced web portal is delivering access to e-Passport, e-Visa and e-Permit services for citizens, while Immigration officers now have a convenient and efficient toolset for completing their vital mission of vetting and granting electronic visa and residence permit documents to applicants.

**Transforming border control through automated processes.** The efficiency and security of border crossing has been transformed by automated services enabled by the introduction of the e-Passport. Meanwhile, the foundations have been laid for future innovative digital services, such as mobile identity.

## Summary

HID Global has enabled the government of Tanzania to realize its ambitions as set out in its visionary e-Immigration program. By truly understanding the customer's needs in terms of user experience, technology and support, it has been able to deliver this transformational project through close collaboration with all stakeholders. The country now has a single citizen identification system that spans the entire identity journey from data capture to issuance and can be used to support e-Passports, e-Visas, e-Permits and other physical electronic documents. Additionally, Tanzania is well prepared to address future identity challenges and further expand the services available to citizens.



[hidglobal.com](https://hidglobal.com)

North America: +1 512 776 9000  
Toll Free: 1 800 237 7769  
Europe, Middle East, Africa: +44 1440 714 850  
Asia Pacific: +852 3160 9800  
Latin America: +52 55 5081 1650

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2019-06-05-hid-emea-tanzania-passport-cs-en PLT-04524

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