

PASSENGER BEHAVIOURAL PROFILING THE USE OF HUMAN FACTORS AND THE NEED FOR TRAINING INNOVATION

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Now you're really flying.



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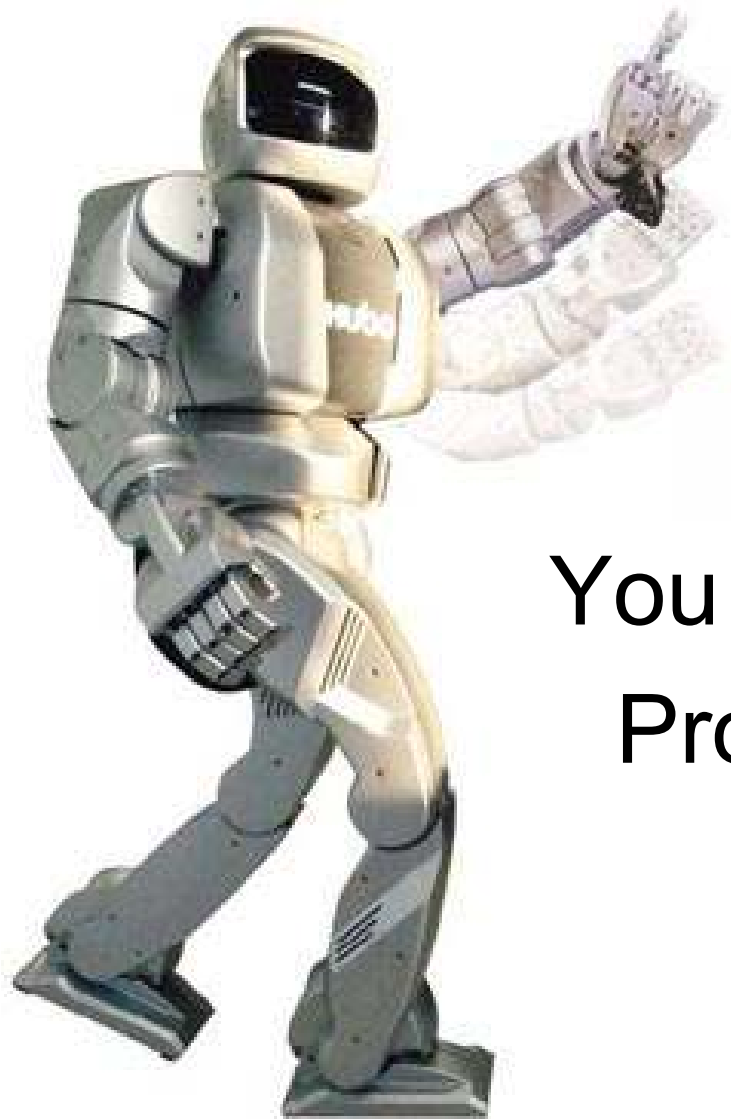
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PROFILING

ASSESSMENT
LOOKING FOR SOMETHING NOT
QUITE RIGHT



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Halt !
You have been
Profiled out!



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The Human Factor

Checks along the journey

- Check-in
- Immigration
- Screening Point
- Boarding Gate



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Difficulties

- Manpower Intensive
- Saving Money
- Self Check-in
- Self Boarding
- Less interface opportunities



Problem is that profiling is an assessment of something in a moment in time.

Things, people can go bad thereafter, there is no guarantee that they are safe always



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Passive Profiling

- Need to train everybody at the airport
- Constant surveillance



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Equipment:

- Bar code readers for passports
- Smart chips and Smartcard readers
- Biometric readers

A reconciliation process of something and is not an assessment of someone!



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THE USE OF HUMAN FACTORS

Training:

- Participation
- Role Play
- Experience Sharing
- Experience ignition



- Can be circumvented
- Concentration Lapse
- Complacent
- Inconsistent
- Subjective



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- Behavioural profiling addresses the real threat – the Human Being.
- Technology has not reached the level of sophistication to conduct profiling and so we need the Human factor.
- There are limitations. Behavioural profiling is not the silver bullet to security and it is not 100%.
- It is another layer to the layered approach to security.



THANK YOU



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