

The applicant might fill out a "form" with personal information on a keyboard & screen or electronic tablet (it will still be necessary to have a means of processing paper based or electronically transmitted applications from remote areas).

The applicant might then sign a release form (via electronic tablet if allowed by law) authorising vital statistics checks and release of biometrics to foreign countries for passport authentication purposes.

As is required at present, the applicant will probably still be required to submit documentary evidence - birth/baptism certificate, Declaration of Guarantor with signature, etc.

The passport office (application processing):

As personal data is entered, automatic checks could be done on previous passports, PCL and other watch lists. Any matches or alarms could be resolved by an examiner on the spot (for the majority of cases).

Figures 4 (page 46) and 5 (page 51) show schematically how the application captured in digital form and linked to biometrics is centrally available and automatically routed to various work stations as required. All stations are connected on local area networks to the same resources and common data files. A supervisor's station can review undue time delays and be automatically called in problem cases. In these latter circumstances the application would appear in the supervisor's queue, and on his/her screen, and be dispatchable from there to the next logical station. Work flow controls would be able to track, report on, and maintain schedule flow status of all applications.

Previous passport biometrics (head-and-shoulders image, fingerprint, signature) could be automatically brought to an examiner's screen within minutes as an aid to faster processing of passport renewals.