

**IOM's Immigration & Border Management Programmes**

**PIRS - Personal Identification and Registration System**

## PIRS, THE INTERNATIONAL ORGANIZATION FOR MIGRATION'S PERSONAL IDENTIFICATION AND REGISTRATION SYSTEM

As the leading intergovernmental organization in the field of migration, IOM is increasingly called upon by States to assist in addressing today's complex migration and border management configurations. In order to support governments efforts to meet these challenges, the Immigration and Border Management (IBM) Team has developed its own Border Management Information System: the Personal Identification and Registration System (PIRS).

PIRS has been designed to enable States with no or inadequate data capture system to equip themselves and have the operational means to take up the challenge of enhanced migration management. The system enables to collect, process and store travellers' information, including bio-data, at entry and exit border points, for the purpose of identification, authentication, data collection and analysis. It contributes to better monitor border movements but also to shape reactive migration and border management policies.

Compliant with international standards, PIRS offers high-quality performances at an affordable price and is suitable for installation in remote areas. Requesting governments have full ownership of the system, which is entirely customizable according to their needs and expectations.

Already operational in 14 African states, PIRS will soon be running in Central American and Central Asian countries. Experience shows that the system can significantly change and enhance day-to-day border and migration routines. As a matter of fact, its user-friendly and intuitive interface makes identity checks easier and faster, and the database connection between border posts and headquarters permits the secure exchange of photographs, fingerprints and bio-data. The possibility to connect PIRS with national and international alert lists such as Interpol's I-24/7 Global Communication System gives PIRS the potential to detect suspect individuals or people travelling on false documents, and proves to be a useful means to fight organized crime.

### PIRS SEEN BY THE HEAD OF THE DIRECTORATE GENERAL FOR MIGRATION, DEMOCRATIC REPUBLIC OF THE CONGO



THE INSTALLATION AND IMPLEMENTATION OF PIRS IN THE DEMOCRATIC REPUBLIC OF THE CONGO IS A TRUE REVOLUTION FOR BORDER AND MIGRATION MANAGEMENT.

PIRS HAS STRONGLY CONTRIBUTED TO THE MODERNIZATION OF THE WORK CARRIED OUT BY THE DIRECTORATE GENERAL AND THE SYSTEM HAS BECOME A REFERENCE TOOL FOR BOTH OUR INTELLIGENCE COMMUNITY AND THE COUNTRIES WE WORK IN CLOSE COLLABORATION WITH.



IOM International Organization for Migration

## WHAT IS PIRS?

PIRS is a Border Management Information System which allows for the collection, processing, storage and dissemination of travellers' information when entering and exiting border points. Overall, PIRS enables improved border facilitation and border movement control. It supports better evaluation of cross-border flows and helps determine optimum deployment of human and financial resources at borders. The system is therefore a strong asset for policy development.

PIRS performs the following functions:

- Manual and automated capture of basic traveller and vehicle/vessel/airplane entry and exit data, such as traveller's photo and fingerprint;
- Extraction and storage of travellers' data from travel documents and data from Machine Readable Travel Documents (MRTDs);
- Analytical, comparative and storage/retrieval data functions;
- Uploading of travellers' data to headquarters data depository for consolidation;
- Production of customizable reports (daily/weekly/monthly/yearly/nationality/sex/age) at border posts for analytical purposes;
- National and international alert list functionality, with different levels of access, to check traveller's data and ensure entries and exits are in line with national interests and policy. PIRS can notably be connected to Interpol's I-24/7 Global Communication System and its Stolen and Lost Travel Documents database.

## HOW DOES PIRS WORK?

PIRS operates on commonly available servers and personal computers, which are equipped with a passport reader, a webcam, and a fingerprint reader. Both software and hardware can easily be deployed in remote and low-capacity locations and may also be installed in mobile patrol vehicles. The interface is currently available in English and French but can be adapted according to specific language needs.

PIRS intuitive interface provides officers with defined fields to fill out. When connected to the passport reader, the system automatically extracts the holder's information and bio-data from the travel document. Similarly, if webcam and fingerprint reader are connected, PIRS can capture travellers' photographs and fingerprints on the spot. The automation of data collection considerably alleviates border workload at borders.

Using this system, border officers can record, search and cross-check data, with direct access to national and international databases. The captured information is stored on a central data depository, and then shared with all border posts connected to PIRS - land, sea and air transit points - fostering information sharing and improving inter-service coordination.

## HOW DOES IMPLEMENTATION TAKE PLACE?

On the request of governments willing to deploy PIRS along their borders, IOM rolls-out a standard procedure leading to the installation and operationalization of the system.

A needs assessment is first carried out to define the number of border crossing points concerned, the expected number of PIRS workstations, the network and server configuration needed and the number of officers to be trained to run the system. The system as such is then procured, installed and tested. The IBM Team deployed on the spot subsequently initiates the training course for PIRS Data Entry Officers, PIRS Field Coordinators and PIRS Administrators. Once this preparatory phase is completed, PIRS goes operational, with border officers controlling passports, registering travellers' data into the system, capturing facial pictures, fingerprints and MRTD information and checking it against alert lists. At headquarters level, the information stored on the central depository is shared with all border posts connected to the system, analysed and processed into migration intelligence reports that inform policy decisions. The government has full ownership of the system and the technical skills to manage it. IOM stands ready to provide on-site and off-site support and to upgrade the system.

## HOW DOES PIRS SUPPORT ENHANCED MIGRATION MANAGEMENT?

The information collected at border posts equipped with PIRS and then processed and analysed by trained officers, is key to understand migration dynamics and patterns. If properly analysed and shared, the raw migration data collected by PIRS can be the cornerstone of reactive migration management policies.



## TRAINING AND SYSTEM SUSTAINABILITY

### WHY IS PIRS TRAINING FOR BORDER OFFICERS IMPORTANT?

PIRS can only be fully operational and beneficial if end users are aware of all its functionalities and able to use them. Senior migration management officials must also be sensitized to the added value PIRS can bring to national policymaking. The IBM Team has designed a training programme to equip officials with the necessary skills to operate the system and ensure its sustainability.

### WHAT ARE THE OBJECTIVES OF PIRS TRAINING?

The PIRS training course has been designed to get the most from the Border Management Information System. It ensures that end users are fully qualified to understand and run the system and comprises a Training of Trainers component, which ensures that selected officers are able to train additional users, thereby enabling knowledge transmission.

- PIRS Data Entry Officers are trained in basic data entry skills.
- PIRS Field Coordinators are trained on more advanced tasks such as creating user accounts, extracting pre-established reports, backing-up data and basic trouble-shooting.
- PIRS Administrators are trained in maintaining PIRS central and field servers and network, and on how to best provide off-site support after the system has been rolled-out.

All course participants are provided with a PIRS training manual and a CD, which are used as reference once the training comes to an end and serve to support additional training sessions delivered by the newly educated trainers.

The PIRS training is often delivered with complementary courses that can be added to the curriculum, notably on border management, passport examination procedures, document fraud, data analysis, or countering people smuggling and human trafficking.

### HOW, WHEN AND WHERE IS TRAINING DELIVERED?

PIRS training is delivered in all countries operating the system, immediately after PIRS installation is completed. IOM trainers run the courses in small groups to ensure maximum interaction and ownership of the system. Courses are delivered *in situ*, at border posts and migration and border management agencies, to enable practical work on computers connected to PIRS. Striving to constantly improve the system and tailor it to users' needs and expectations, participants are strongly encouraged to share their opinions and comments with IOM trainers.

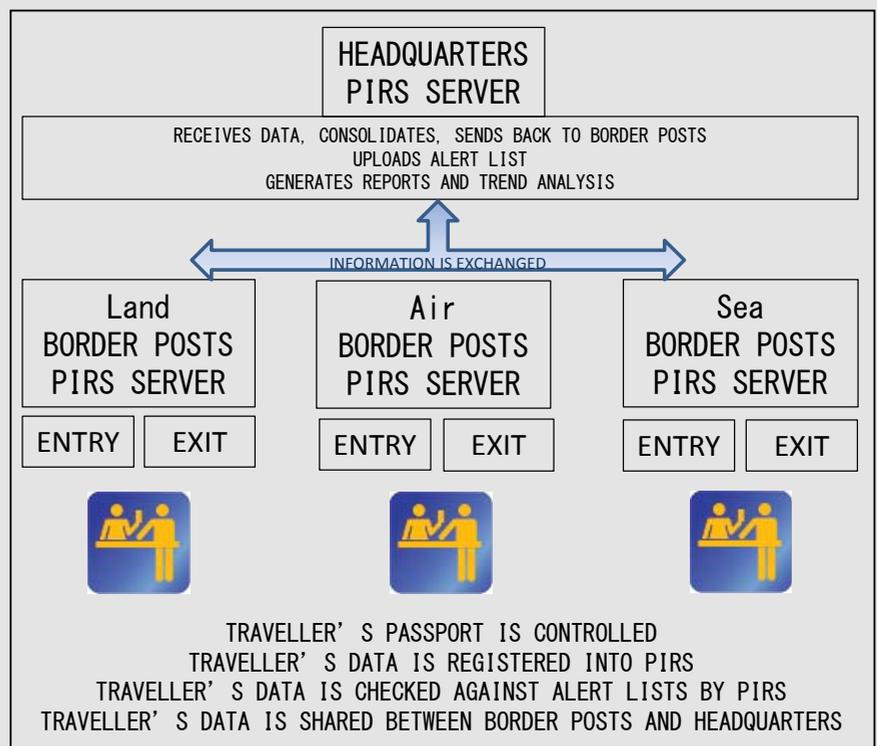
### FIRST IMPRESSIONS FROM A PIRS END-USER

"I have worked here for 17 years and it is the first time that I face a computer keyboard. I work at the immigration counter but we used to work manually. I am convinced that PIRS will modernize our working conditions and allow us to work more efficiently."

## SYSTEM FEATURES

PREREQUISITE	CORE	OPTIONAL
Definition of migration and border management strategy	✓	
Assessment of Border Control and Migration Management infrastructure		✓
ROLL-OUT	CORE	OPTIONAL
SOFTWARE		
Creation of client application on VB6	✓	
Creation of client application on Microsoft Dot.Net platform	✓	
Compatible with MS SQL 2005/2008 backend	✓	
Compatible with MS Office products	✓	
Compatible with Open Office products		✓
SYSTEM, SERVER, CONNECTIVITY		
Infrastructure upgrade to ensure compatibility with PIRS	✓	
Installation of Local Area Network (LAN) at selected sites	✓	
PIRS roll-out at main airport and border posts (local server)	✓	
PIRS roll-out at additional land/sea/air borders (local server)		✓
Connection of border posts to immigration HQ (central server)		✓
National real time interconnectivity		✓
National interconnectivity with backup device	✓	
PIRS WORK STATION		
PASSPORT READER		
Full page processing	✓	
Automatic data entry (data and picture)	✓	
Extraction of traveller's data (MRZ or barcode)	✓	
Extraction of e-data and biometric data (chip)		✓
Verification of security features with visible light source	✓	
Verification of infrared security features	✓	
Verification of UV security features		✓
Document verification and authentication (security features)		✓
WEBCAM		
Capture and storage of facial image	✓	
FINGERPRINT READER		
Capture and storage of fingerprint	✓	
Comparison of fingerprint in AFIS (Automated Fingerprint Identification System)		✓
PIRS INTERFACE		
Processing, storage and exchange of captured data	✓	
Data comparison with national travel document issuance data		✓
Data comparison with national alert lists	✓	
Data comparison with Interpol's Global Communication System I-24/7		✓
Generation of customizable reports	✓	
Generation of overstayed travellers list		✓
Comparison of facial image with passport's biopage	✓	
Comparison of facial image with chip data		✓
Bilingual English/French interface	✓	
User interface localisation supported		✓
TRAINING		
Assessment of end user skills (data capture officer/field coordinator/administrator)	✓	
Delivery of PIRS training	✓	
Delivery of document fraud training	✓	
SUPERVISION		
Remote real time supervision by administrators	✓	
Off-site support by IOM PIRS support team during project duration	✓	
Off-site support by IOM PIRS support team after project completion		✓

## DIAGRAM OF STANDARD PIRS INSTALLATION



**PIRS INSIGHTS:**

**CAPACITY BUILDING FOR MIGRATION MANAGEMENT ALONG TANZANIA'S NORTH WESTERN BORDERS WITH BURUNDI, KENYA, RWANDA AND UGANDA.**

With funding from the Finnish Government and the United Nations JP 6.1 Programme, IOM Tanzania has since 2003 instituted a Capacity Building for Migration Management (CBMM) project on behalf of the Tanzanian government, concentrating on the North Western Borders of Tanzania.

Working within the framework of Integrated Border Management principles and with due consideration to the One-Stop-Border-Post concept, this project is multifaceted in its approach. Its main objectives are to build capacity of border officers, to upgrade border infrastructure and equipment, and to reduce processing times at entry and exit points through the installation of PIRS.

To date, 21 locations in three States have been upgraded to IOM's Border Management Information System, enabling data to be recorded and stored securely, for the first time in many cases. The Rusomo crossing point, at the border between Tanzania and Rwanda, is for instance working at full capacity and has processed 60,000 people travelling through the Democratic Republic of the Congo and Rwanda to Tanzania from June 2010 to July 2011. Border posts equipped with PIRS will soon be connected to regional offices and headquarters of the respective immigration agencies, thereby enabling information to be shared and analysed to help inform both operational deployment and wider migration policy.

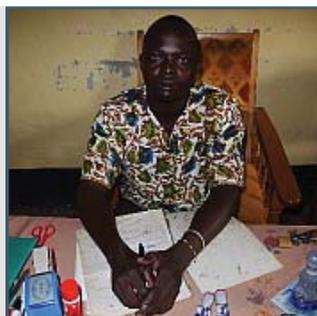
All border officials from relevant agencies of neighbouring East Africa Community States (Rwanda, Burundi, Kenya and Uganda) have been invited to take part in migration management training courses, with the overall objective to better manage flows through enhanced cooperation and information sharing. In this very same CBMM framework, the National Immigration Steering Committee has been established to facilitate advise on migration matters in the region. Representatives from police, immigration and custom offices of Tanzania, and from November 2011 from other EAC states, work together to fine-tune national and regional migration policies.



**BEFORE PIRS:** MANUAL INFORMATION PROCESSING, NO AUTOMATED DATA CAPTURE AND STORAGE IN PLACE



**AFTER PIRS:** DATA IS STORED ON COMPUTER AND PIRS SERVER, SHARED WITH OTHER BORDER POSTS AND HQ



**BEFORE PIRS:** MANUAL RECORDING OF THOSE PASSING THROUGH THE BORDER AND NO POSSIBILITY TO CHECK ALERT LISTS OF WANTED PERSONS



**AFTER PIRS:** TRAVELLER DATA CAPTURE, STORAGE AND SHARING. CAPACITY TO CHECK TRAVELLERS AGAINST REGULARLY UPDATED WATCH LISTS

PIRS WAS INSTALLED IN



BURUNDI, DEMOCRATIC REPUBLIC OF CONGO, GUINEA CONAKRY, ISLAMIC REPUBLIC OF MAURITANIA, KENYA, LIBERIA, REPUBLIC OF CONGO, SIERRA LEONE, SOMALIA (PUNTLAND), SOUTH SUDAN, UNITED REPUBLIC OF TANZANIA, UGANDA, ZAMBIA AND ZIMBABWE...



... AND WILL SOON BE RUNNING IN

BELIZE, KYRGYZSTAN, SWAZILAND AND SOUTH CENTRAL SOMALIA



... THANKS TO THE SUPPORT OF OUR PARTNERS



FOR ADDITIONAL INFORMATION ON PIRS OR TO PLAN FOR AN ASSESSMENT PLEASE CONTACT

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**IOM TODAY**

MORE THAN **140** MEMBER STATES  
 MORE THAN **400** FIELD LOCATIONS  
**7,300** STAFF WORKING ON **2,900** ACTIVE PROJECTS  
 MORE THAN **USD 1.4 BILLION** EXPENDITURES IN 2010

IOM IS COMMITTED TO THE PRINCIPLE THAT HUMANE AND ORDERLY MIGRATION BENEFITS MIGRANTS AND SOCIETY. AS AN INTERGOVERNMENTAL ORGANIZATION, IOM ACTS WITH ITS PARTNERS IN THE INTERNATIONAL COMMUNITY TO: ASSIST IN MEETING THE OPERATIONAL CHALLENGES OF MIGRATION, ADVANCE UNDERSTANDING OF MIGRATION ISSUES, ENCOURAGE SOCIAL AND ECONOMIC DEVELOPMENT THROUGH MIGRATION, AND WORK TOWARDS EFFECTIVE RESPECT OF THE HUMAN DIGNITY AND WELL-BEING OF MIGRANTS.