TWIC – Implementation Challenges and Successes at the Port of LA

UNISYS

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Agenda

- Port of LA TWIC Field Test
  - Background
  - Objectives
  - Approach
  - Results
- Implementation Challenges…and Successes!
- Recommendations for Port Authorities and Terminals

Port of Los Angeles TWIC Field Test

Background:

- In 2008, the Port of LA began TSA's TWIC Field Test and identified three participant facilities in order to examine the impact of TWIC reader technology at different types of terminals:
  - APL – a large container facility
  - NuStar Energy – a liquid bulk energy facility
  - Port of LA World Cruise Center

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Port of Los Angeles TWIC Field Test

Background:

Unisys Corporation was hired to serve as the Port's Program Manager for the Field Test in order to provide:

- TWIC technical guidance, hardware / software selection, and design & implementation services
- Project management assistance to the 3 individual facilities
- Coordination with TSA for Field Test execution and test data collection

Unisys is a global information technology (IT) and security consulting company. Based in Pennsylvania, Unisys designs, builds, and manages IT systems; and provides outsourcing, systems integration and consulting services. Unisys provides security consulting and technology services to seaports around the world including:

- Strategic Security Guidance / Roadmaps / Grant Assistance
- Security Solution Deployments (PIDS, Video Surveillance, etc.)
- TWIC and Access Control

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Port of Los Angeles TWIC Field Test

Objectives:

- Conduct a thorough Field Test and meet the expectations of TSA
- Facilitate and ease participation by the terminals
- Use sustainable solutions that will last beyond the Field Test

Approach:

- Unisys conducted analysis and design activities to identify the specific TWIC technologies, solutions and configuration requirements to meet each individual facility's needs
- Solutions were designed to be comprehensive, covering all entry points, and to allow each facility to operate using TWIC card reading technology on a full-time basis

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Port of Los Angeles TWIC Field Test

Results:

- More than 200,000 TWIC card reads…and counting
- Terminals operated using TWIC readers on a largely full-time basis
  - 2 of the 3 terminals are continuing to use the readers in biometric mode after conclusion of the field test
- Few negative impacts to entry processes and operations
- Some benefits observed

Implementation Challenges…

TWIC implementation and project execution presented several challenges for the facilities:

- Facility management of project scope and prioritization; upgrading infrastructure (power, network, etc.) to support TWIC
- Acceptance (buy-in) and participation at facilities by stakeholders including truckers, union labor, and others
- Communicating the policy, process and technology complexities of TWIC to both stakeholders and facility personnel
- Training / learning curve required for both guards and users
- Some poorly performing or broken TWIC cards
- Immaturity of TWIC technologies and the “PACS mindset” of installers

…and Successes

At the conclusion of the Field Test it was broadly agreed amongst the participant terminals that:

- Facilities both large and small, and of various types can successfully operate using TWIC technology on a full-time basis…but it is not trivial
- There are potential benefits to operations and opportunities to improve efficiency:
  - ✓ One facility replaced an existing method of truck driver identification and has TWIC cards linked to bills of lading
  - ✓ One facility identified tangible security cost reductions
  - ✓ A facility that shares space with a Federal agency has the ability to read both TWIC cards and that agency's PIV-based credential with its solution

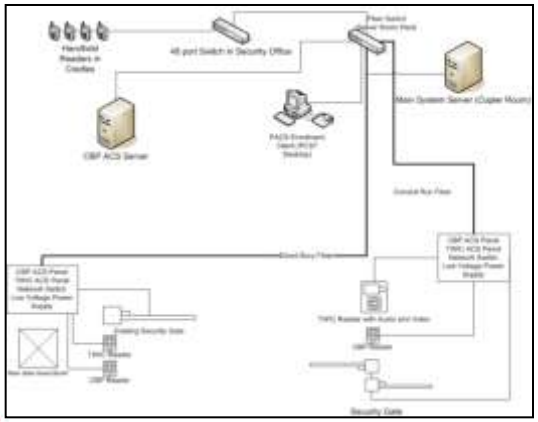
Recommendations

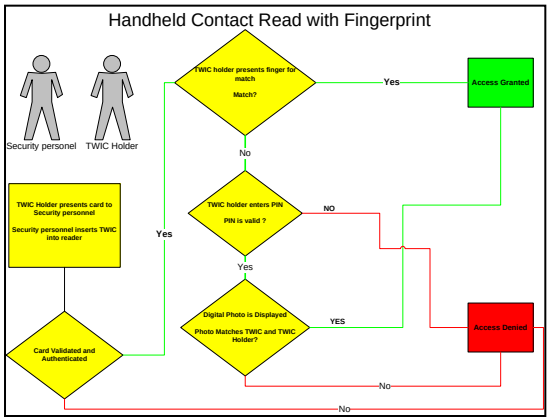
There are several things a port or terminal can do to increase the probability of a successful TWIC implementation:

- Structure TWIC compliance and implementation as a Program, not just a project for the FSO or IT Department
  - ✓ *There are implications for Security, Operations, IT, Labor Relations, and others*
  - ✓ *Identify responsibilities of each party for both implementation and the steady-state operation under TWIC*
- Use a technology partner/integrator that knows seaport operations and security regulations, understands PIV-based credentials like TWIC
  - ✓ *TWIC is not the same as access control, it is identity verification and authentication (biometrics and certificate authentication)*
  - ✓ *Balance compliance, security and operations!*
  - ✓ *Don't underestimate the importance of identifying a successful configuration for biometrics, certificate (PKI) authentication, etc.*

Recommendations

- Recognize that there are policy, process, people and technology requirements
  - ✓ *There is no single "best TWIC reader" but there is a best reader and configuration for your facility*
  - ✓ *Conduct an analysis to determine your specific needs and determine the right TWIC solution and configuration for you*
  - ✓ *Design with flexibility in mind so that your solution supports how you operate and how various groups enter your facility*
  - ✓ *Leverage TWIC as a component of your overall security and safety program (video surveillance, evacuation planning, etc.)*





Recommendations

- Communicate – internally and externally!
  - ✓ *Do not underestimate the learning curve for users (cardholders)*
  - ✓ *Use signage with pictures and secondary languages in advance of vehicle gates and pedestrian turnstiles to minimize human error*
  - ✓ *Plan training to cover TWIC policies, processes and technology with security guards and others*

- Understand the ongoing needs and responsibilities of operating under TWIC
  - ✓ *Simply hanging a TWIC reader does not make your facility compliant*
  - ✓ *CCL updating requirements*
  - ✓ *Security of transaction data and cardholder registration data*
  - ✓ *Training, FSP updating, reporting requirements*

Thank you

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