



**ENTRUST**

# Irish Passport Office Selects Entrust to Provide Photo QA for Passport Renewal

## Challenge

In 2016, the Irish Department of Foreign Affairs and Trade's Passport Office initiated a project to change how Irish citizens were able to renew passports. To improve customer service, online passport renewals were to be introduced, including the ability for applicants to submit their own digital photos. This self-service process should not compromise photo quality, so a method would be required to assess photo image quality as per ISO 19794-5 standards on facial imaging, as well as the provision of feedback to applicants.

In March of 2017, Ireland introduced the Online Passport Application Service (OPAS), which permitted those citizens over 18 years of age to renew their passports online from anywhere in the world. In late 2018, the ability to submit applications for children and infants was added to the service.

## Solution

Entrust received a contract to provide photo quality assurance for the new Irish online passport renewal process. This crucial service ensures that citizen-uploaded passport photos meet all ICAO Document 9303 image standards for machine readable travel documents (MRTDs).

### About Ireland

Population: 5.1 million

Official name: Ireland/Republic of Ireland

### Services deployed

- Photo quality assurance
- Passport facial validation service

### Project facts

- Contract award: November 2016
- Operational since: March 2017

### Technology development

- Photo QA API
- Dynamic facial QA engine

### External integration

- Irish Passport Office online passport
- Application website

### Operates on

- Windows IIS



# Ireland Passport Photo QA Case Study



**The launch of the Online Passport Application Service is one of the most significant innovations in customer service that this department has delivered over the past 15 years.**



Charlie Flanagan, TD  
Minister for Foreign Affairs and Trade in Ireland 2014-2017

## THE TRANSFORMATION

### Passport renewal simplified

Entrust's involvement in the QA system built upon an existing Entrust capability, while adding specific configurations to allow for optimum image size, a face-find threshold, and to detect non-conformities with international facial image standards. In 2019, an update added specific calibrations for children and infants.

Entrust, in conjunction with our Irish partner Absolute Graphics (AG2), recognized the benefit of providing easy-to-follow guidance back to applicants, to drastically reduce the amount of manual adjudication of passport applications based on poor quality photo submissions. Entrust's experience with the configuration process for the photo QA software tool was critical in establishing an acceptable pass rate as well as completing a sufficient QA check.

## MEASURES OF SUCCESS

### Self-service process expands

Internal testing of the photo QA system went relatively smoothly with a few issues to be addressed. Entrust and AG2 conducted a calibration test using over 2,000 sample photos to improve performance of the technology in the Irish context.

Together, Entrust and AG2 implemented and continue to support the photo QA system.

In addition to allowing applicants to submit their own digital photos from home, another option is available. The Irish Passport Office has agreements with photo-booth operators whereby passport applicants obtain a reference number for photos taken at a photo booth. This reference number is subsequently entered in OPAS allowing the Entrust system to transfer the photo directly from the photo-booth central server to OPAS. This service can also provide valuable feedback information to the photo-booth provider with respect to the performance of specific booths, which may indicate calibration or lighting adjustment is necessary.



Learn more at  
[entrust.com](https://www.entrust.com)



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