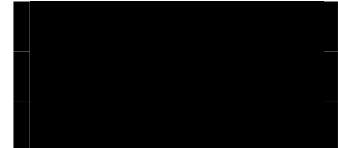**Project IRIS**

(Iris Recognition Immigration System)

PILOT REVIEW REPORT

Status   **V3.0**

Date   **30ᵗʰ November 2006**

Senior Responsible Owner

IRIS Project Director

IRIS Project Manager

PILOT REVIEW REPORT

1. The pilot conditions are set out in Schedule 3 of the IRIS contract signed between Sagem and IND on 30th April 2004.

2. The requirements relating to IRIS Pilot stage were set out in the original statement of requirements.

3. The agreed pilot success criteria relating to the contractor are set out in Annex A

4. Chronology of events.

   - Pilot go live date scheduled for 20th June 2005.
   - Pilot acceptance date originally planned for 27th July 2005.
   - Enrolment rooms closed following terrorist attacks on London on 7th July 2005 and staff redeployed to front line, higher priority work.
   - IRIS Project Board agreed on 9th August 2005, that the pilot should be extended as insufficient passengers had been enrolled to prove the pilot due to enrolment room closure, and problems with usability of the barrier.
   - Agreement reached on 2nd December 2005 to further extend the pilot to 16th March 2006 and incorporate a third terminal, Heathrow Terminal 1, into the pilot.
   - Pilot further extended on 27th March 2006 due to system instability.
   - Decision taken at the IRIS Project Board meeting on 5th May 2006 to exit the pilot.

5. The decision to exit the pilot phase was a balanced one. There were areas where the system fell short of requirements and others where the system exceeded them. Performance was disrupted by a server crash at Heathrow during the final observation period but the Board accepted that the circumstances surrounding this were exceptional. On balance the Board took the view that it was correct to exit the pilot at this point. Details of the system's performance against criteria that informed the decision to exit the pilot is set out in Annex B.

Annex A – Pilot Success Criteria

| REF	Success Criteria	IRIS Pilot : Success Criteria		
		Criteria Definition		
		Major issues to address: Pilot to continue	Performance not as required, but issues addressed: Roll Out to be considered	Performance as required. Roll Out to proceed
1	**System & Contacted Performance**			
1.1	Failure to enrol rate (FTE)	Performance shortfall to be rated and given severity ranking. Action plan to be developed and agreed	Performance shortfall to be rated and given severity ranking. Action plan to be developed and agreed	<2%
1.2	Crossing Time (airside door open to barrier ready)			<15 sec
1.3	Fixed enrolment time - standard enrolment			<4 min 30 secs
1.4	Enrolment false accept rate (FAR) - M191			<0.001%
1.5	Barrier biometric false reject rate (FRR) - M191			<2%
1.6	Barrier sensor false reject rate			<2%
1.7	Severity 1 faults outstanding	1 action not agreed	1 and agreed action	0
1.8	Severity 2 faults outstanding	1 action not agreed	1 and agreed action	0
2	**Sagem Support Performance**			
2.1	Enrolment station down-time to fix (4.1.23)	>8 hrs - no planned resolution	>8 hrs - planned resolution	<8 hours
2.2	Arrivals system down - time to fix (4.1.22)	>8 hrs - no planned resolution	>8 hrs - planned resolution	<8 hours
2.3	Central site - time to fix (4.1.20)	>8 hrs - no planned resolution	>8 hrs - planned resolution	<downtime 8 hours
2.4	Scheduled downtime of entire system	>6 hrs - no planned resolution	>6 hrs - planned resolution	<6 hours once per week
2.5	Severity 1 problem - required resources on site (ver 2 only)	>2 hrs - no planned resolution	>2 hrs - planned resolution	<2 hours
2.6	Severity 2 problem - required resources on site (ver 2 only)	>4 hrs - no planned resolution	>4 hrs - planned resolution	<4 hours
2.7	Documentation and Quick Guides - feedback	<3.0 - no remedial action agreed	>3.1 or <3.0 with agreed actions	>3.5
2.8	System availability – Arrivals – M171	Performance shortfall to be rated and given	Performance shortfall to be rated and given	<99.8% per port
	System availability – Enrolment – M171			<99.5% per port

		severity ranking. Action plan to be developed and agreed	severity ranking. Action plan to be developed and agreed	

Annex B – Performance against Pilot Acceptance Criteria

On 5th May 2006 the IRIS Project Board considered performance over the period from 03/04/06 to 30/04/06. The findings are listed below.

1   System and Contracted Performance

1.1   Failure to enrol (FTE). The observed average was 1.47% which was inside the requirement of 2%.

1.2   Barrier crossing time. The requirement was for an average of 15 seconds from barrier open to barrier ready. The supplier stated that this incorporated time taken by the user to interface with the system over which they had no control. The supplier argued that the mean average operating time of 14.11 seconds was acceptable and within boundaries. The board accepted this. It was noted that 79% of crossings were completed in less than 15 seconds.

1.3   Fixed enrolment time. The supplier was inside the requirement of 270 seconds (256) and it was also noted that figures were nevertheless skewed during alpha capture.

1.4   Enrolment False Acceptance Rate. There were no instances of false acceptance recorded (the requirement was less than 0.001%).

1.5   Barrier biometric rejection rate. The requirement was an average of below 2%. The supplier presented as follows:
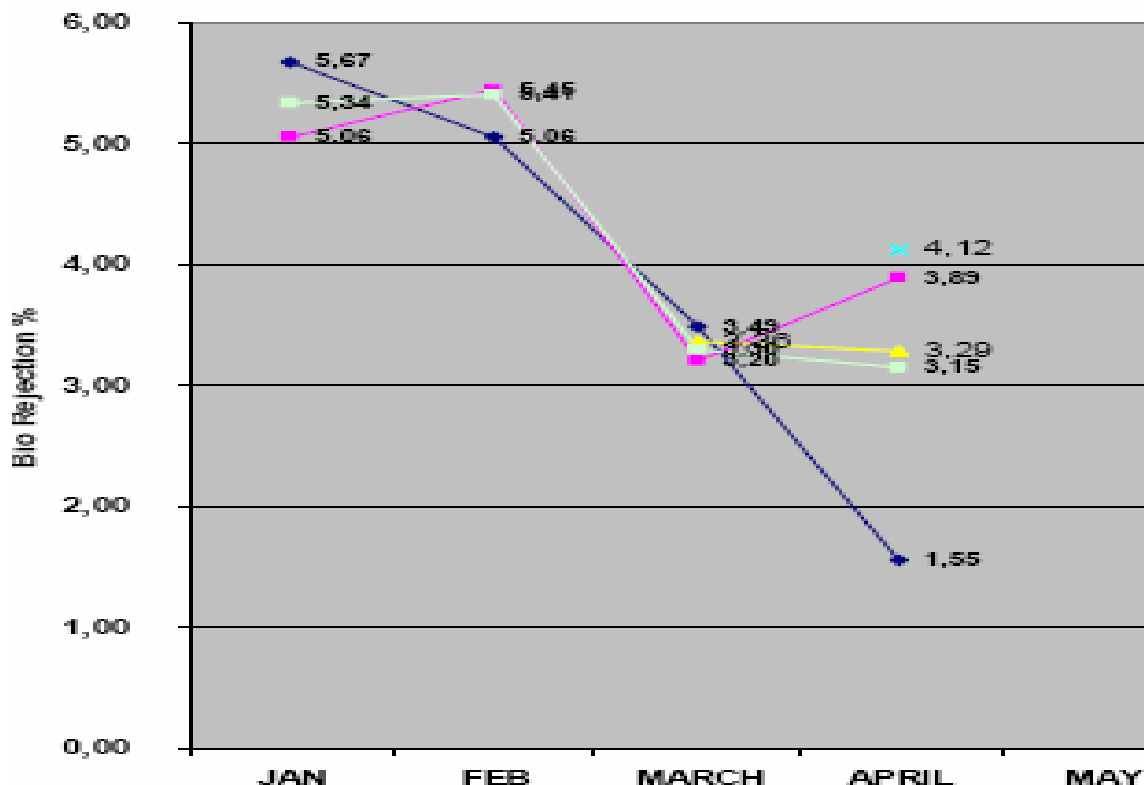
The supplier contended that though the mean average during April was 3.57% the figure was decreasing over time and was likely to continue to do so as numbers using the barrier increased. The board also accepted that there was no way of differentiating between a genuine biometric rejection and non-enrolled passengers attempting to use the barrier. The board therefore accepted this level of performance.

1.6   Barrier sensor false reject rate. This requirement was not applicable given the software release being used.

1.7   Severity 1 faults outstanding. There were no severity 1 faults outstanding

1.8   Severity 2 faults outstanding. There were two severity 2 faults outstanding. The board accepted that progress was being made to resolve them and that this in itself did not represent a reason not to exit the pilot.

2   Sagem Support Performance

2.1   Enrolment station downtime – time to fix. The requirement was less than 480 minutes. The supplier stated that although figures significantly above this figure had been recorded during week 15, this was due to a server problem at Heathrow Terminal 1. The unexpected nature of the server crash, the time taken to transport the replacement hardware and lack of immediate access to the server room made this case exceptional. The board accepted this level of performance.
2.2   Arrivals System downtime – time to fix. The requirement was less than 480 minutes. The board noted again that incident at Terminal 1 during week 15 had an adverse affect on the figures. The board accepted this level of performance.
2.3   Scheduled downtime of central system. No incidents occurred.
2.4   Scheduled downtime of entire system. No incidents occurred.
2.5   Severity 1 problem – required resources on site. In all cases the supplier or its contractors were on site within the required 2 hours.
2.6   Severity 2 problem – required resources on site. The requirement was less than 4 hours. The board accepted performance below requirements during weeks 13 and 15 due to the exceptional nature of the server crash at Heathrow Terminal 1.
2.7   Documentation and Quick Guides. The board accepted that these had been provided.
2.8   System availability – Arrivals. The requirement was 99.8% per port. Performance as follows.

		Barrier															
		HT2			HT4			HT1			MN1					
		Down	Open	Avail	Down	Open	Avail	Down	Open	Avail	Down	Open	Avail	Down	Open	Avail
WO9	27/02-05/03	369	10080	96.3%	148	10080	98.5%	363	2880	93.7%	N/A	N/A	N/A	1094	4	274
W10	06/03-12/03	0	10080	100.00%	381	10080	96.2%	794	10080	92.1%	N/A	N/A	N/A	1175	9	131
W11	13/03-19/03	0	10080	100.00%	196	10080	98.1%	160	10080	98.4%	N/A	N/A	N/A	358	4	89
W12	20/03-28/03	0	10080	100.00%	278	10080	97.3%	64	10080	99.4%	N/A	N/A	N/A	340	2	170
W13	27/03-02/04	46	10080	95.50%	0	10080	100.00%	1814	10080	82.0%	0	4320	100.0%	1880	3	620
W14	03/04-09/04	0	10080	100.0%	56	10080	99.40%	136	10080	98.7%	155	10080	98.5%	347	3	118
W15	10/04-16/04-	168	10080	98.3%	0	10080	100.00%	1574	10080	84.4%	155	10080	98.5%	2025	3	675
W16	17/04-23/04	0	10080	100.00%	0	10080	100.00%	141	10080	98.6%	0	10080	100.00%	141	1	141
W17	24/04-30/04	0	10080	90.80%	275	10080	97.3%	566	10080	94.4%	166	10080	98.4%	1007	9	112

Key: Down = Downtime
Avail = Availability

2.9 System availability – Enrolment. The requirement was 99.5% per port. Performance as follows:

For both 2.8 and 2.9 above the supplier fell short of requirements. Performance was

Enrol												
HT2		HT4			HT1			MN1				
Open	Avail	Down	Open	Avail	Down	Open	Avail	Down	Open	Avail	Down	
5880	100.0%	0	2520	100.0%	0	2880	100.0%	N/A	N/A	N/A	0	
5880	100.0%	0	2520	100.0%	214	5040	95.8%	N/A	N/A	N/A	214	
5880	100.0%	0	2520	100.0%	0	5040	100.0%	N/A	N/A	N/A	0	
5880	100.0%	0	2520	100.0%	0	5040	100.0%	N/A	N/A	N/A	0	
5880	98.8%	70	2520	97.2%	70	5040	98.6%	70	2430	97.1%	70	
5880	95.1%	169	2520	93.3%	169	5040	96.6%	169	5670	97.0%	459	
5880	100.0%	0	2520	100.0%	1034	5040	79.5%	0	5670	100.0%	1034	
5880	100.0%	0	2520	100.0%	0	5040	100.0%	0	5670	100.0%	0	
5880	90.8%	302	2520	88.0%	442	5040	91.2%	442	5670	92.2%	543	

exacerbated by the server crash at Heathrow but performance had improved since the previous board meeting. It was noted that there were often unforeseen problems with IT projects in their early stages and this had happened with this project. Given that the options available were to exit the pilot stage or abandon the rollout the board took the decision to exit the pilot. Following the decision to exit the pilot stage David Oldroyd, on behalf of the contractor, expressed his commitment to making the project a success.