
Information technology — Guidance for biometric enrolment

*Technologies de l'information — Directives pour l'inscription
biométrique*

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by ISO/IEC JTC 1, *Information technology, SC 37, Biometrics*.

This second edition cancels and replaces the first edition (ISO/IEC TR 29196:2015), which has been technically revised.

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Introduction

One of the most important contributions to a successful biometric-based recognition system is a consistent enrolment service that generates the biometric data required for subsequent recognition of individuals. Subsequent verifications or identifications will be compared with the biometric data collected at enrolment. If the quality of capture at enrolment is not maintained consistently, the operators of a recognition system which depends on a good enrolment are likely to experience unreliable performance. For those who are enrolled in a verification system, a poor quality enrolment will result in inconvenience should they fail to be recognized. (Readers of this document should note that quality has a specific meaning when applied to biometric systems; a high quality capture is one that results in biometric data that provides good comparison scores when compared with other high quality images from the same biometric feature.)

By analysing the requirements for a good enrolment from the perspectives of a range of stakeholders, it is possible to derive a set of principles to guide the development of a biometric enrolment policy and the deployment of a service. Where enrolment is outsourced to a third party, it is extremely important to be able to measure quality metrics rather than quantity metrics, since the technical and business objectives of the two organisations (the relying party and the Enrolment Authority as defined in this document) may, in general, not be aligned.

Although the recommendations and guidelines in this document are directed primarily to the parties responsible for the enrolment itself and for management of the enrolment service (noting that these two entities may be one and the same), they will also be of value to the designers and developers of enrolment systems.

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Information technology — Guidance for biometric enrolment

1 Scope

This document consolidates information relating to successful, secure and usable implementation of biometric enrolment processes, while indicating risk factors that organisations proposing to use biometric technologies will should address during procurement, design, deployment and operation. Much of the information is generic to many types of application, e.g. from national scale commercial and government applications, to closed systems for in-house operations, and to consumer applications. However, the intended application and its purpose often have influence on the necessary enrolment data quality and are intended to be taken into account when specifying an enrolment system and process.

The document points out the differences in operation relating to specific types of application, e.g. where self-enrolment is more appropriate than attended operation. This document focuses on mandatory, attended enrolment at fixed locations. In summary, this document consolidates information relating to better practice implementation of biometric enrolment capability in various business contexts including considerations of process, function (system), and technology, as well as legal/privacy and policy aspects.

The document provides guidance on collection and storage of biometric enrolment data and the impact on dependent processes of verification and identification. This document does not include material specific to forensic and law enforcement applications.

This document does not contain any mandatory requirements. The following terms are used in this document to provide guidance.

The terms “should” and “should not” indicate that among several possibilities one is recommended as particularly suitable, without mentioning or excluding others, or that a certain course of action is preferred but not necessarily required, or that (in the negative form) a certain possibility or course of action is discouraged but not prohibited.

The term “may” indicates a course of action permissible within the limits of the publication.

The terms “can” and “cannot” indicate a possibility and capability, whether material, physical or causal.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 2382-37, *Information technology — Vocabulary — Part 37: Biometrics*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 2382-37 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <https://www.iso.org/obp>