



Home Office

# Identity & Passport Service

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Xxxxx XXXXXXXX

Reference: FOICR 20431/11

22 November 2011

Dear Xxxxx

## FREEDOM OF INFORMATION REQUEST

Thank you for your email of 25 October in which you ask for information on the introduction of biometric information to British Passports. Your request has been handled as a request for information under the Freedom of Information Act 2000.

I confirm that the Identity and Passport Service (IPS) holds most of the information you request and I am able to disclose it as set out in the enclosed Annex.

In keeping with the Freedom of Information Act, we assume that all information can be released to the public unless it is exempt. In line with normal practice we are therefore releasing the information which you requested via the Home Office website.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference FOICR 20431/11. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Access Team  
Home Office  
Ground Floor, Seacole Building  
2 Marsham Street  
London SW1P 4DF

e-mail: [FOIRequests@homeoffice.gsi.gov.uk](mailto:FOIRequests@homeoffice.gsi.gov.uk)

As part of any internal review the Department's handling of your information request will be reassessed by staff who were not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely

**Xxxxx Xxxxxxx**  
**Head of Parliamentary & Correspondence Management Team**



## Annex- Response to FOI Request 20431/11 from Michael Yohanis

### Who was/were the project sponsor/s?

The Project Sponsor was Kevin Sheehan, Director of Identity Assurance and Document Services.

### What was the project management structure within IPS?

The project followed standard government and Home Office procedures for large projects. A Project Board, made up of key stakeholders and chaired by the Project Sponsor oversaw the project. A Project Manager led the project with Workstream Managers reporting in to him. All projects in the Identity and Passport Service (IPS) reported into the IPS Programme Office.

### How were stakeholders identified?

Stakeholders were identified via a workshop at which all project members had an input.

### What consultations took place with stakeholders and when?

IPS had regular consultation with external stakeholders such as travel companies, airlines and other governments. At these meetings, ePassports were an item on the agenda. Other government departments were consulted where appropriate. The Foreign and Commonwealth Office (FCO) ran a parallel programme to update their passport issuing systems and worked closely with IPS, including attending regular meetings and membership of the Project Board. Internal Stakeholders were involved in the projects at a level appropriate to their requirements. This could include attendance at project meetings, Project Board membership for closely concerned stakeholders to briefings and newsletter updates for those less affected by the changes. Key external suppliers attended regular meetings while other suppliers were kept informed and involved as and when required.

### What is the breakdown of project costs for the contractors involved in producing the passports and researching/providing technological advice?

We do not hold the exact information you require. However, we believe that some information relevant to your request is already reasonably accessible to you. A breakdown of costs can be found in the figures at page 10 of the National Audit Office (NAO) report, at the link below:-

[http://www.nao.org.uk/publications/0607/introduction\\_of\\_epassports.aspx](http://www.nao.org.uk/publications/0607/introduction_of_epassports.aspx)

Section 21 of the Freedom of Information Act exempts IPS from having to provide you with this information, because it is already in the public domain.

### What Staff training was carried out and at what stage was this done?

Training was carried out appropriate to the impact the ePassport had on staff. Most staff were only minimally affected and received briefings on the changes. Other staff involved in actual personalisation of the passports received fully training in using the new equipment and procedures.

### Any other information you feel may useful to my research.

Please see the NAO report on the project, at the link provided above.