Facial Recognition Project Closeout Report
Presented to the IT Committee June 29, 2010

Project Name: Facial Recognition

Agency: Department of Transportation

Business Unit/Program Area: Driver License

Project Sponsor: Linda Butts

Project Manager: Mike Becker

Project Objectives		
	Measurements	
Project Objectives	Met/ Not Met	Description
1. Provide a database cleansing solution to assist in the identification of individuals who have received fraudulent DL/ID credentials	Met	Of the 1.2 million records sent to L-1 for enrollment and adjudication, we received approximately 4,800 cases that require further investigation. We have requested that 'logical' deletes be excluded `from the enrollment process which will be handled at no additional cost.
2. Provide a real-time investigative tool for fraud investigations and other unlawful activities.	Met	The investigative tool is quite simple to use but does require that the image is saved as a jpeg. Renaming a .bmp to a jpeg will automatically result in failure because the image quality is not there. We have tested multiple scenarios but unsure how effective it will be for images off a video feed i.e. security cameras.
3. Provide both 1:1 and 1:N fraud reduction capabilities for on-going DL issuance operations	Met	The functionality provided by the FR SmartClient meets all expectations. It is user friendly and provides a valuable tool for Driver License Division.

Schedule Objectives					
Met/ Not Met	Original Baseline Schedule (in Months)	Final Baseline Schedule (in Months)	Actual Schedule (in Months)	Variance to Original Baseline	Variance to Final Baseline
Met	7 months	7 months	7 months	0%	0%

Budget Objectives					
Met/ Not Met	Original Baseline Budget	Final Baseline Budget	Actual Costs	Variance to Original Baseline	Variance to Final Baseline
Met	$481,121.00	$481,121.00	$485,775.00	.9%	.9%

Major Scope Changes
1. The original server specifications were modified at ITD's request but had no effect on the schedule or budget.
2. The initial project called for the servers to be shipped to L1 Technology for the enrollment process. It was determined that L1 would be able to use their servers so we only sent the encrypted images.
3. In order to eliminate a huge number of duplicate false possible matches; we will only enroll alpha numeric driver ids which would only affect images taken prior to 1998.
4. L-1 was required to develop a delete procedure which would delete enrolled templates from the SQL server in order to keep our image databases in sync. Because of record retention requirements, we only keep images 10 years and the L-1 application had no automated delete functionality.
5. The existing functionality that exists within the Smartclient application would allow law enforcement investigators full access to the enrollment and internal processes. While L-1 was requested to develop a cost estimate of a new role which would limit them to

defined roles, the project team decided that the Bureau of Criminal Investigation would be the sole agency with access and would serve as the State's Investigator for all ND law enforcement agencies. A memorandum of Understanding was developed between DOT and the Attorney General's Office to that effect.

Scope changes had no negative impact on the schedule or budget.

Lessons Learned

- It would have been beneficial to see a working demonstration of the FR SmartClient application prior to user acceptance testing so the law enforcement investigator tool could have been addressed.
- Even though the end users were advised throughout the project that there would be a considerable time requirement for resolving the 1:1 and 1:n records, the volume of investigations that require review is a little overwhelming. The money spent for the first review by L-1 was well worth the dollars.
- The investigator tool is not 'NCIS' which is what the expectation was. You have to have a fairly good image quality before is brings back expected matches. Some individuals have too many probable matches so the matching image never displays.
- The functionality of the application does not provide for marking images and demographic data as 'resolved' except in the cases currently being reviewed. What this means is that at renewal or duplicate will return the possible match for review the following cycle.

Success Stories

- The implementation went smoothly and DL has a viable tool for preventing fraud but we won't know the full impact until the legacy data is closed out and we are working on the daily leads.
- The end users find the application intuitive in its functionality and have no issue resolving investigations. Procedures have been developed and implemented within Driver License.
- A Memorandum of Understanding was issued between the bureau of Criminal Investigation and The Drivers License division to act as the sole law enforcement agency with access and will serve as the contact point for all ND law enforcement.
- In the two months that the Facial Recognition application has been in place, the Driver's License Division has forwarded four dossiers of probable fraud to the Bureau of Criminal Investigations for further investigation and possible adjudication.
- Facial Recognition has also provided a means to resolve approximately 120 non-fraud cases where an incorrect image was stored on the wrong record. This will assist in eliminating any future confusion when those images are retrieved by staff or law enforcement.