

Department of Defense

# Biometric Identification System for Access (BISA)

## Challenge

Saving lives - that's what the DoD's new BISA system would do. BISA, the Biometric Identification System for Access, is a \$75 million DoD project that protects U.S. troops and installations in Iraq. With the launch of the new system came the need to rapidly train coalition members as well as local and third-country nationals. Without proper training, the system would not reach its potential.



## Solution

I-3 Training created two videos, in both Arabic and English, to teach users basic procedures. We created classroom training and self-paced computer-based training for coalition forces.

Our virtual team structure allowed us to work directly with subject-matter experts in Iraq. As the system was refined, we used internet-based collaborative tools to quickly update the training materials.



## Results

Several hundred were successfully trained on BISA, improving security and protection for US troops in Iraq.