D7.3 – End-User Workshop 2 – Human factors requirements for future smart borders - Summary

On 29 June 2016, CEIS organised and animated a workshop entitled **"Smarter Border, Smarter Border Guards? – Human factor and organisational aspects in future border crossing scenarios"** VTT, UIC, CEA and the University of Namur contributed with content as well.

In addition to the consortium members, **18 European border management professionals** representing **12 Member States** attended the workshop.

These professionals stemmed from public authorities of Gibraltar, France, Croatia, Greece, Poland, Belgium, Bulgaria, Portugal, the United Kingdom, Czech Republic, Cyprus and Malta. **Frontex, the Eurosint Forum and the European Passenger Federation** were also represented.

During this event three types of presentations were given:

  • Confrontation of the research with the vision of the practitioners active in the field**.**

  • Discussion about on-going field studies**.**

  • Presentation of the scenario framework and confrontation of the findings of the consortium with the experience of the End Users.

Each presentation led to thorough exchanges with the audience and allowed the consortium for gathering fruitful remarks and return of experiences to refine the research process.

A questionnaire allowed the participants to provide their feedback on the content and organisation of the workshop. All the respondents were very satisfied with both aspects, which were rated **4,67 out of 5**.

In terms of results the key discussed ideas could be summarised as follows:

  • The practitioners provided a lot of information on the border guards' tasks. They shared their vision of travellers' assessment and of automated border controls. The discussion highlighted **a relevant tasks repartition between the man and the machine, and the main challenges that might arise.**

  • The **change management is one of the key challenges identified**. The practitioners proposed several solutions which would facilitate the change management such as **training of the personnel, adequate communication to travellers, and cooperation with airport personnel**.

  • The **collection of biometric data could also be an issue for some categories of travellers**, particularly with minors. It was considered important that travellers were reassured of the security of the databases and the fact that there will not be any secondary use of their biometric data. Furthermore**, it is important that the travellers are explained the necessity of such an operation**.

  • Finally, the last main challenge identified is technical. **The EES and the automation of a part of the border control should decrease the workload of the border guards and speed up the border control.** This is only possible with a robust and ergonomic system. The introduction of this system would require the deployment of large resources in particular for the initial registration of the travellers in the EES.

- Among the opportunities identified during this workshop, the practitioners were particularly enthusiastic about the possibility to speed up the border control process and to free up resources for other tasks such as travellers' assessment.

- The EES should also **facilitate the management of over-stayers and enable an improved monitoring of travellers** especially in case it could be coupled with other databases (for intelligence purposes, for instance). It would also improve the reliability of border control.

- The practitioners insisted that the implementation of **the "Stronger and Smarter Borders" legislation should require a change management and a particular emphasis on the training of the personnel.** A step by step approach should be the favoured option.

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