



Proactive Enhancement  
of Human Performance in Border Control

Grant agreement n° 653676

**Deliverable D8.8**  
**BODEGA showcases: objectives and plan**

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2	CEA LIST	CEA	France
3	AIT Austrian Institute of Technology GmbH	AIT	Austria
4	University Of Namur	NAM	Belgium
5	Atos Spain, S.A	ATOS	Spain
6	Thales Communications & Security	TCS	France
7	European Strategic Intelligence Company	CEIS	Belgium
8	Zanasi & Partners	Z&P	Italy
9	International Union of Railways	UIC	France
10	Agenzia delle Dogane e dei Monopoli	ADM	Italy
11	Center for Security Studies – KEMEA	KEMEA	Greece
12	The Finnish Border Guard	RAJA	Finland
13	Ubium	Ubium	Finland

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14	HappyWise	Happywise	Finland
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1.0	24/05/2016	Z&P	Complete version for internal review
2.0	03/06/2016	Z&P	Final version

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## List of abbreviations

Acronym	Description
WP	Work Package
MS	Milestone
M	Month



## EXECUTIVE SUMMARY

An important contribution to the dissemination of the results of BODEGA will be provided by the two public showcases, which will be organised by the consortium, respectively, halfway into the project and in the months prior to its completion. The aim of this document is to define the objectives of the showcases and set out a plan of activities needed for their implementation.

The set of objectives identified for the two BODEGA showcases includes:

- Enhancing dissemination: the showcases will be aimed primarily at presenting the activities carried out and the results achieved during the project to an audience consisting of multiple stakeholders in the field of border control;
- Collecting feedback: the showcases will be exploited also to gather participants' feedback about the project. Access to such feedback will give the consortium the opportunity to refine and improve BODEGA's research direction as well as to ensure that its proposed solutions are in line with the specific needs of end-users;
- Exchanging knowledge: the presence of experts and stakeholders from multiple domains will allow consortium members to engage in an interdisciplinary exchange of knowledge with external participants, which may be beneficial to all the actors involved;
- Fostering networking: during the two showcases, interaction between consortium members and external participants may give rise to new opportunities for future cooperation, both within and outside the context of the BODEGA project.

The following activities have been identified as necessary for the achievement of the abovementioned objectives:

- Choosing location and venue: in order to maximise the number of participants to the showcases, the consortium will consider the option of running them in parallel to other border control/security related events. For the second showcase, the consortium will seek out specific opportunities represented by conferences and other events organised by Frontex. Aspects such as accessibility of the location as well as availability, suitability and costs of the hosting facility will also be taken into account before selecting the showcases' venue.
- Identifying and inviting participants: invitations to the first BODEGA showcase will be sent to members of organisations directly involved in border management activities as well as to representatives of travellers' and citizens' rights organizations/agencies. The target audience of the second BODEGA showcase will be broader in scope, encompassing also stakeholders such as EU decision-makers, technology providers, experts and researchers on human factors/ergonomics as well as members of the scientific community as a

whole.

- Elaborating the agenda: in addition to giving the consortium the opportunity to brief participants about the outcomes of the project, the agenda of the first showcase will provide room for external contributions in the form of invited/contributed presentations. The agenda of the second BODEGA showcase will reflect the event's primary focus on presenting and gathering feedback about the functionalities and features of the PROPER Toolbox.
- Preparing support material: in the months prior to the showcases, the consortium will prepare a collection of materials to be used by project partners and/or shared with external participants before and during each event.
- Reporting about the event: at the end of each showcase, the consortium will take care of preparing a written summary of the event's outcomes which will be made publicly available on the project website.



## 1. Introduction

The present document, Deliverable D8.8, constitutes the earliest outcome of the activities carried out by the consortium under task T8.4 'BODEGA showcases'. Its main purpose is to define the objectives of the two public showcases foreseen by the BODEGA project and propose a plan of activities for their implementation. D8.8 will be accompanied by two written reports summarising the outcome of the two showcases.

The BODEGA showcases foresee the participation of consortium members together with a range of attendees from outside the consortium, who will be selected from different categories of stakeholders in the border control domain. During the showcases, participants will be briefed about the BODEGA project and will be given the opportunity to interact with consortium members. While the main goal of the events will be the dissemination of the project's findings across the widest audience possible, the BODEGA showcases will be exploited by the consortium also for collecting feedback, exchanging knowledge and engaging in networking activities with external participants.

The document is divided into two main sections dedicated, respectively, to the first and the second BODEGA showcase. Each section begins by identifying the main objectives to be achieved through that particular showcase and explaining how such objectives will be pursued. The document proceeds by illustrating a set of activities that will be carried out by the consortium in order to ensure the success of each showcase.

## 2. First BODEGA showcase

### 2.1 Main objectives

The first BODEGA showcase is scheduled to take place halfway into the project, approximately at M18. Through the organisation of this event, the consortium will pursue the following objectives:

- Enhancing dissemination;
- Collecting feedback;
- Exchanging knowledge;
- Fostering networking.

#### 2.1.1 Enhancing dissemination

A key goal of the first BODEGA showcase will be to inform participants about the objectives of the project and update them about the status of the work. To this end, consortium members will present the activities carried out and the results achieved up until then to an audience consisting of relevant stakeholders in the border control domain. To further enhance the event's dissemination scope, a set of informational/promotional materials will be produced by the consortium and circulated amongst the participants prior and during the showcase.

#### 2.1.2 Collecting feedback

A fundamental feature of the BODEGA showcases is the possibility for the consortium to gather participants' feedback about the project. This will be collected formally, through dedicated forms that will be distributed to the audience and/or sent by e-mail to the participants after the showcase, as well as informally, through discussions taking place between consortium members and external participants during Q&A sessions, lunch and coffee breaks. Access to such feedback is likely to provide an important added value to the project, allowing the consortium to identify possible areas of improvement and accordingly refine and improve BODEGA's research direction.

#### 2.1.3 Exchanging knowledge

The presence of various experts and stakeholders in the area of border control may foster the exchange of relevant knowledge between consortium members and external participants. The latter will be able to play an active role in the first BODEGA showcase, either by giving invited talks or by engaging in fruitful discussions with consortium members. Such interaction may benefit the project by bringing outside perspectives, experience and ideas into discussions about the issues being ad-

dressed in BODEGA. To stimulate open and frank discussions, as well as to enable the sharing of confidential information, NDAs could be signed and/or Chatham House rules could be adopted if requested by either project partners and/or attendants.

### **2.1.4 Fostering networking**

Through the first BODEGA showcase, the consortium will bring together international experts and key stakeholders in the field of border control. While helping steer the project's research activities, the involvement of such network of participants may foster the creation of profitable links between the BODEGA consortium and other on-going border control related initiatives (e.g., other FP7 and H2020 projects).

## **2.2 Planned activities**

The organisation of the first BODEGA showcase will require the consortium to carry out the following activities:

- Choosing location and venue;
- Identifying and inviting participants;
- Elaborating the agenda;
- Preparing support material;
- Reporting about the event.

### **2.2.1 Choosing location and venue**

In order to maximise the number of relevant stakeholders attending the event, the first BODEGA showcase will be held at a location ensuring ease of travel for international participants. In addition to accessibility, aspects such as facility availability, suitability and costs will be taken into consideration before selecting the venue. For the time being, such decision is yet to be finalised by the BODEGA consortium. However, various options have so far been identified as likely to meet the abovementioned requirements. These include central European locations such as Brussels, Rome, Paris and Wien, which host the headquarters of partners of the BODEGA consortium and would grant easy access to stakeholders. The possibility to run the first showcase in conjunction with another border control-related event, rather than as an independent event, will also be considered by the consortium.

With regards to the specific venue in which the showcase is to take place, the consortium will search for a facility with the following characteristics:

- Availability of a conference room with a seating capacity of at least 50 people, equipped with functioning audiovisual equipment (e.g., digital projector, screens, etc.) and an Internet connection;

- Presence of a common area in which participants can register at the beginning of the showcase and meet informally during lunch and coffee breaks. The availability of a sufficient number of tables to be used for registering participants as well as for serving food and beverages will also be required.

### 2.2.2 Identifying and inviting participants

The audience of the first BODEGA showcase will consist mainly of members of organisations directly involved in border management activities (e.g., border control authorities, law enforcement agencies, etc.). Representatives of travellers' and citizens' rights organizations/agencies will also be invited to the event. The rationale behind this particular target is to enable the collection of feedback allowing the consortium to tailor the activities scheduled for the second half of the project according to the end users' specific needs. Together with members of the end-user advisory board, the public nature of the showcase will allow to extend participation also to end-users who have not yet been involved in the project. Members of the end-user advisory board will be sent invitations by the Project Coordinator, with individual consortium members being in charge of inviting their affiliates and relevant contact network.

Invitations will be sent also to a few domain experts to be identified by the BODEGA consortium, who will be requested to join the event as invited speakers. These may include high-level members of organisations involved in border control activities, whether at European or national level, and individuals with a recognised expertise in this domain (e.g., researchers, academics, etc.). In addition to providing valuable feedback on the work carried out during the BODEGA project, such participants will be asked to contribute to the showcase by either sharing relevant experience or presenting their research work. Traveling expenses and other costs incurred by external contributors in order to attend the event will be covered in full by the consortium.

Table 1 below offers a preliminary list of organisations whose members may be invited to the first BODEGA showcase.

*Table 1. List of organisations which may be targeted for participation in the first BODEGA showcase*

Name of organisation	Type of organisation	Country
Police Fédérale	Police agency	Belgium
Гранична полиция	Border police	Bulgaria
Služba cizinecké a pohraniční policie	Border police	Czech Republic
Politsei-ja Piirivalveamet	Border police	Estonia





Police Aux Frontières	Border police	France
Λιμενικό Σώμα	Coastguard agency	Greece
Guardia Costiera	Coastguard agency	Italy
Valsts robežsardze	Coastguard agency	Latvia
Valstybės sienos apsaugos tarnybos	Border guard authority	Lithuania
Border Control Services	Border guard authority	Malta
Straż Graniczna	Border police	Poland
Serviço de Estrangeiros e Fronteiras	Border agency	Portugal
Politia de Frontieră Română	Border police	Romania
Úrad hraničnej a cudzineckej polície	Border police	Slovakia
Kustbevakningen	Coastguard agency	Sweden
The Swiss Border Guard	Border guard authority	Switzerland
Border Force	Border police	United Kingdom
eu-LISA	EU agency for the management of ICT systems	n.a.
Fundamental rights agency (FRA)	EU human rights agency	n.a.
Frontex	EU border management agency	n.a.

### 2.2.3 Elaborating the agenda

The agenda of the first BODEGA showcase will reflect the consortium's intent to foster interaction between project members and external participants. During the showcase, WP leaders will be given the opportunity to present the activities carried out and the results achieved under their WP. At the same time, external participants will engage with consortium members by asking questions and sharing relevant knowledge and experience. In order to support a bidirectional exchange, a specific time slot on the event's agenda may be dedicated also to external contributions in the



form of invited/contributed presentations. Presented in Table 2 is a tentative version of the agenda of the first BODEGA showcase.

*Table 2. Tentative agenda of the first BODEGA showcase*

Time	Activity	Partners involved
08.30 - 09.00	Registration & Welcome	All
09.00 - 09.30	General project overview	VTT
09.30 - 10.00	Ethical framework underlying the BODEGA project	Namur
10.00 - 10.30	End-user requirements for future Smart Borders	VTT
10.30 - 11.00	Analysis of the human factors affecting border guards' performance	CEA
11.00 - 11.15	Coffee break	
11.15 - 11.45	Innovative interaction between technologies and humans in the border control domain	Thales
11.45 - 12.15	Innovative border control related processes and organisation	Atos
12.15 - 12.45	Stakeholders in EU border control process and validation of the PROPER Toolbox	CEIS
12.45 - 13.15	Dissemination and exploitation of the results of BODEGA	Z&P
13.15 - 13.30	1 <sup>st</sup> Q&A session	All
13.30 - 14.30	Lunch break	
14.30 - 15.30	External contributions	Invited speakers
15.30 - 15.45	2 <sup>nd</sup> Q&A session	All
15.45 - 16.00	Conclusion	VTT

#### 2.2.4 Preparing support material

In the months prior to the showcase, the consortium will prepare a collection of materials to be used by project partners and/or shared with external participants before and during the event. Such materials may include:



- An official invitation letter signed by the project coordinator;
- Agenda of the showcase, including short biographies of speakers;
- Attendance sheet;
- Feedback forms;
- NDA forms (if required);
- Posters/banners;
- Showcase promotional brochures/flyers;
- Additional support documents (e.g., presentation slides).

### **2.2.5 Reporting about the event**

After the showcase, consortium members will prepare a written report summarising the results of the event. The report will be published on the project website and will provide a general overview as well as specific information about the showcase, including number of attendees, name and position of speakers, etc.. A summary of the feedback received by external participants will also be provided in the report.

### 3. Second BODEGA showcase

#### 3.1 Main objectives

The second BODEGA showcase will be organised in the months prior to the project's completion, approximately at M30. The second showcase will have the same set of objectives as the first showcase. However, as the events will be held at different stages of the project, the extent to which each goal will be pursued will vary between the two showcases. The paragraphs below discuss how the four objectives identified for the first BODEGA showcase will be further advanced by the consortium through the organisation of the second BODEGA showcase.

##### 3.1.1 *Enhancing dissemination*

Scheduled for the final months of the project, the second BODEGA showcase will give the consortium the opportunity to present in advance the final, though not yet published, results of the project. The primary goal of the showcase will therefore be the dissemination of the project's findings across the widest audience possible. To this end, the consortium will explore the possibility to organise the showcase in the context of a broader European event dedicated to border control or security more in general. Given the connections already existing between the BODEGA consortium and the European agency Frontex, the option of running the showcase in parallel to a Frontex event will be considered with interest as an opportunity to boost the event's impact.

##### 3.1.2 *Collecting feedback*

The activity of feedback collection foreseen during the second BODEGA showcase will focus on ensuring that the PROPER Toolbox matches the requirements of the different categories of the end-users it aims to address. Participants will be requested to provide – through both formal and informal channels - concrete feedback on the content of the PROPER Toolbox and the extent to which it is suitable to meeting their specific challenges and needs. Access to such feedback may be highly beneficial to the project's success, as it will allow the consortium to make targeted improvements on the PROPER Toolbox and thus maximise its practical value.

##### 3.1.3 *Exchanging knowledge*

Compared to the first BODEGA showcase, the second showcase will see the participation of a wider range of stakeholders, including members of organisations involved in domains other than border control. The presence of participants coming from multiple fields may foster an interdisciplinary exchange of knowledge between consortium members and external participants, allowing the former to further improve the

quality of their research and the latter to incorporate into their own initiatives some of the insights produced by BODEGA.

### **3.1.4 Fostering networking**

Due to the proximity of the second BODEGA showcase to the end of the project and to the heterogeneity of its expected audience, the event may foster the establishment of new connections between consortium members and external participants. Such connections may give rise to new opportunities for future cooperation (e.g., participation in new EC-funded research projects) in the border control domain as well as beyond.

## **3.2 Planned activities**

Listed below are the activities to be carried out by the consortium for the organisation of the second BODEGA showcase.

### **3.2.1 Choosing location and venue**

The second showcase will be preferably run in parallel to some other important European security/border control event. The selected venue for the second showcase will depend thus on the specific wide-purpose event being targeted. Frontex events (e.g., conferences, fairs, exhibitions, workshops, etc.) taking place in a central European location may represent a suitable venue for the second BODEGA showcase. As result, in the coming months the consortium will carefully monitor the Frontex website and other platforms listing upcoming border control related events in search of specific opportunities. Once that a suitable event will be identified, the consortium will proceed to contact the organising institution and, if granted permission to host the BODEGA showcase, discuss with it on the necessary logistic arrangements.

### **3.2.2 Identifying and inviting participants**

The audience of the second BODEGA showcase will be wider and less technical in scope than that of the first showcase. This is because the primary purpose of the event is to present the solutions and recommendations developed throughout the entire duration of BODEGA to all project stakeholders. In addition to the specific categories of end-users targeted by the first BODEGA showcase (e.g., law enforcement agencies, travellers and citizens' associations, etc.), participation to the second showcase will be extended also to:

- EU decision-makers/stakeholders (e.g. EU agencies, EU institutions, etc.);
- Experts and researchers on human factors and ergonomics (e.g., universities, research centres, etc.);



- Members of the scientific community as a whole (e.g., universities, research centres, etc.)
- Technology providers (e.g., private companies); <sup>1</sup>

Table 3 below offers a preliminary, non-exhaustive list of the stakeholder organisations whose members may be invited to the second BODEGA showcase.

*Table 3. List of organisations which may be targeted for participation in the second BODEGA showcase*

Name of organisation	Type of organisation	Website
Accenture	Private technology company	<a href="http://www.accenture.com">http://www.accenture.com</a>
Agencia Nazionale del Turismo	National tourism agency	<a href="http://www.enit.it/en/">http://www.enit.it/en/</a>
Antwerp Port Authority	Port authority	<a href="http://www.portofantwerp.com/en/antwerp-port-authority">http://www.portofantwerp.com/en/antwerp-port-authority</a>
Consiglio Nazionale delle Ricerche (CNR)	Research Centre	<a href="https://www.cnr.it/">https://www.cnr.it/</a>
Ente Nazionale per l'Aviazione Civile	National aviation agency	<a href="https://www.enac.gov.it/Home/">https://www.enac.gov.it/Home/</a>
ETOA (European Tourism Association)	European citizen association	<a href="http://www.etoa.org/">http://www.etoa.org/</a>
European Commission	EU institution	<a href="http://ec.europa.eu/index_en.htm">http://ec.europa.eu/index_en.htm</a>
EUROPOL	EU Law enforcement agency	<a href="https://www.europol.europa.eu/">https://www.europol.europa.eu/</a>
Frontex	EU border management agency	<a href="http://frontex.europa.eu">http://frontex.europa.eu</a>
Italian Ministry of Trans-	Ministry of transportation	<a href="http://www.mit.gov.it/">http://www.mit.gov.it/</a>

<sup>1</sup> A discussion of the importance of targeting the listed categories of stakeholders is offered in D8.1 'Dissemination Strategy'.

portation		
INTERPOL	International law enforcement agency	<a href="http://www.interpol.int/en">http://www.interpol.int/en</a>
SITA	Private technology company	<a href="http://www.sita.aero">http://www.sita.aero</a>
Techno sky	Private technology company	<a href="https://www.technosky.it/">https://www.technosky.it/</a>
Transport Malta	National transportation authority	<a href="http://www.transport.gov.mt/">http://www.transport.gov.mt/</a>
Trialog	Private technology company	<a href="http://www.trialog.com/home/">http://www.trialog.com/home/</a>
United Nations University	University	<a href="http://unu.edu/">http://unu.edu/</a>
UNWTO (World Tourism Organisation)	International agency	<a href="http://www2.unwto.org/">http://www2.unwto.org/</a>

### 3.2.3 Elaborating the agenda

As one of the last dissemination events foreseen during the BODEGA project, a major slot on the showcase's agenda will be devoted to presenting the various functionalities and features of the PROPER Toolbox. A possible way in which this session may be arranged is through a series of presentations/demonstrations to be given by individual consortium members, each addressing a specific aspect of the PROPER Toolbox or category of targeted end-users. Dedicated time-slots on the agenda may be reserved also to the provision of a general overview of the project as well as to the collection of participants' feedback about the PROPER Toolbox. Table 4 below presents a tentative version of the agenda of the second BODEGA showcase.

*Table 4. Tentative agenda of the second BODEGA showcase*

Time	Activity	Partners involved
08.30 – 09.00	Registration & Welcome	
09.00 - 09.45	BODEGA project overview	VTT
09.45 - 11.15	PROPER Toolbox presentations/1	Consortium members
11.15 - 11.30	Coffee break	
11.30 - 13.00	PROPER Toolbox presentations/2	Consortium members

13.00 - 13.15	Q&A session	All
13.15 - 14.15	Lunch break	
14.15 - 15.15	Feedback Collection	All
15.15 - 15.30	Conclusion	VTT

### **3.2.4 Preparing support material**

In addition to the dissemination/promotional material already produced for the first BODEGA showcase, the following material may be prepared by the consortium specifically for the second showcase:

- Final report summarising the results of the BODEGA project;
- PROPER Toolbox's user manual;
- Press release to be disseminated after the showcase.

### **3.2.5 Reporting about the event**

Following the second BODEGA showcase, the consortium will prepare a written report similar to the one produced for the first showcase. The report will summarise the outcomes of the event and will be made available to the public through the project website.



## 4. Conclusion

The present document has set out the main objectives of the two showcases foreseen by the BODEGA project as well as the activities planned for implementing them. The outcome of the showcases will depend to a significant extent on the successful execution of the proposed set of activities. Nevertheless, it is important that the consortium also takes into consideration the risks that may arise as such activities are being carried out. The ability to promptly identify risks and the necessary mitigation actions is indeed crucial in order to prevent the quality of the consortium's work from being undermined by possible deviations from plan.

For what concerns the BODEGA showcases, failure to anticipate risks may end up reducing the effectiveness of the two events, especially from a dissemination and feedback collection perspective. The events' impact may be blunted, among other things, by problems associated with the nature of the audience attending the showcases (e.g., the audience may be overly limited in size) as well as with the contents being presented therein (e.g., contents may be of limited interest to the selected audience).

Careful and timely planning is likely to help the consortium ensuring the participation of an adequate number of relevant stakeholders. Finalising key decisions such as the choice of the events' location and venue as early as possible in the planning process may prove highly beneficial from this point of view, allowing the consortium to select and invite participants sufficiently in advance. Such an approach would not only grant the consortium the opportunity to target the individuals whose profiles better match the requirements of the showcases, but also the time needed to adequately cope with unexpected occurrences such as possible difficulties in securing participation from a specific category of stakeholders of interest to the BODEGA project.

Another important risk to be considered concerns the possibility that the results being presented during the showcases lack the necessary level of maturity and, therefore, be unable to spur participants' interest and/or the provision of relevant feedback on their part. Such problem is more likely to arise with regards to the first BODEGA showcase, as this will be organised at an earlier stage of the project. Recent events unrelated to the consortium's work (i.e. the attacks carried out at Brussels Airport in March 2016 and the resulting disruptions caused to the European air transportation network) have delayed to some extent the execution of a fundamental part of the research foreseen by the BODEGA project, namely, the WP3 field studies at various EU border-crossing points, including airports. The insights gained from the field studies are expected to play a major role in informing the subsequent steps of the project and shaping its final research results. As such, delays in the field studies may limit the scope of the results that will be ready for presentation during the showcases. In order to address the problem, the consortium will closely monitor such risk and as-

sess the need for a contingency plan directed at minimising its negative repercussions on the events' outcome.

