

Deliverable D5.5 Guidelines, recommendations and specifications for management and supervision of ABC

The deliverable D5.5 is related to the Task 5.6, which aims at defining the role, process and limitation of the current system in order to propose a set of guidelines, recommendations and even requirements for the future design of Automated Border Control (ABC) supervision systems.

The work has focused on the human machine interface of the ABC supervision systems taking into account the conclusions presented by FRONTEX, International standards as well as the different findings following various activities held by BODEGA team, notably, site visit and operational discussions with border guards.

In this regard, a three steps methodology has been put in place in order to structure the analysis:

- **Step 1:** evaluation of FRONTEX recommendations on the basis of the literature and data from the BODEGA project
- **Step 2:** in addition to the FRONTEX guidelines, different workshops with end users have taken place allowing BODEGA teams formulate additional recommendations and best practices. In this regards, 8 recommendations are formulated (engineering process / BG role / BG Task / BG System / ABC main function / ABC other function / ABC HMI / ABC establishment)
- **Step 3:** As example of recommendations and requirement implementation, two mock-ups have been presented in order to provide a tentative view of a future operational supporting tools for BGs.

The methodology used above, has allowed BODEGA to provide some recommendations aiming at supporting the daily tasks of the border guards:

- The number of e-Gates to be supervised simultaneously and taking into account the fact that the ratio of e-Gates per officer required an assessment of the level of attention needed by the border guard to pre-serve full situational awareness.
- The role and specific tasks that BGs have to perform and which is structuring the number of e-Gates that a BG can monitor at the same time.
- The added value of Video CCTV cameras for ABC management and how innovative solutions developed in recent years may further enhance the value of video-surveillance systems as a support tool for e-Gates operators.

Finally, these recommendations have led to the presentation of 2 potential mock ups.

- The first mock up was dedicated to the ABC Supervision System with the presentation of how this interface could/should be ergonomically developed in order to maximize the efficiency of the daily tasks that a BG needs to perform
- A second mock up has also been presented, focusing on some additional tools related to facial recognition (ageing tool, overlapping, ...) that the BG should be able to use and which could support the BG in terms of decision making.



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