

## D7.2 – End User Workshop 1, Scenario’s assessment & Field Studies focus

### D7.2 – End User Workshop 1 – Scenario’s assessment & Field Studies focus - Summary

On 12 November 2015, CEIS organised and animated a workshop entitled “**Smart Border, Smarter Border Guards? – How will Border Control Professionals be impacted by the introduction of Smart Border?**”. VTT, UIC, CEA, Thales, the Hellenic Police and the Finnish Border Guards (Raja) also contributed with content.

**In addition to the consortium members, 17 End Users - public representatives from Border Guards and customs Agencies at operational and political level, security providers’ and security professionals’ representatives – attended this event.**

These professionals stemmed from public authorities of Finland, Belgium, Luxembourg, The Netherlands, Croatia, Bulgaria, Latvia, Portugal, Greece and Lithuania. **Frontex, the Eurosint Forum and the Aviation Security Services Association International** were represented as well.

During this event four types of presentations were given:

- Presentations of Smart Borders with return of experience from the Hellenic Police and the Finnish Border & Coast Guard Academy.
- Presentation of two scenarios to understand the daily tasks of border guards in 2015 and potential future changes
- Presentation on organisational aspects, human factors and field studies conducted in the framework of the BODEGA project.

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.

The public representatives were very satisfied with this workshop and rated it **4,15 out of 5** in terms of organisation. They also rated it **3,76 out of 5** in terms of interest of the discussions and presentations. Also 79% of the respondents have indicated that if possible, they would be interested in attending another BODEGA workshop.

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

- These end users indicated that the project should look beyond the mere implementation of the Smart Borders Package (SBP), **the key issue is the automation of border control processes in general and its impact on the tasks currently completed** by Border Guards
- The general framework of the presented scenario is adequate, some adjustments are nonetheless necessary to make it more acceptable to end-users - **positioning of the Border Guards and the e-gates, adding some details (lines on the floor)**
- The end users found the concept of **being in contact with the travellers in the traveller flow and monitoring the flow with mobile devices very beneficial**. The use of monitoring stations, where BGs would be only in contacts with monitoring screens, was not considered as optimal as being in direct contact with travellers.



Proactive Enhancement  
of Human Performance in Border Control

## D7.2 – End User Workshop 1, Scenario’s assessment & Field Studies focus

- The **ABC monitoring could be done with the help of a tablet** - an iPad for instance - to access the necessary information, while keeping in touch with travellers. This setting already is in place in several Member States.
- End-users **do not think that the tasks described for the “assistant role” (personnel in charge of explaining the travellers how to use the eGates) are tasks to be completed by BGs**. In their views, airport personnel should conduct such tasks.
- It is essential that **Border Guards remain well informed of the analysis performed by ABC Gates**. Also, Border Guards should understand the technology used in these gates.
- The **use of unmonitored kiosks is not optimal in terms of security**
- **Most End users did not perceive ethical issues at BGs’ level. According to them such issues – data protection for instance – should be addressed at the political level**

Main Author(s): Axel Dyèvre, Pierre Goetz, Asinetta Serban (CEIS)

Month of delivery: February 2016