

D7.7 – End-User Workshop 6, Lessons Learned and Way Forward

D7.7 - Assessment of the project's results Report – End User Workshop 6 – Lessons Learned and Way Forward - Summary

On 4 & 5 October 2018, CEIS organised and animated BODEGA End User workshop 6 entitled **“Digital Transformation in Border Control – Lessons Learned and Way Forward”** within the premises of the DGA Lab, an Innovation Lab of the French Ministry of Defence. VTT, UIC and Z&P contributed with content as well.

In addition to consortium members representatives, **19 European border management practitioners and experts stemming from national authorities of 12 Member States attended this event.**

The European Border and Coast Guard Agency **Frontex**, the **Eurosint Forum** and the **European Passenger Federation** were represented as well.

During this event five types of presentations were given:

- Presentations of the key results of the BODEGA project by **VTT and CEIS.**
- Presentation of the return of experience of the deployment of eGates and the impact of digital transformation by an end user organisation, which does not belong to the BODEGA consortium (**UK Border Force – South East & EU – Eurostar-Brussels Midi**).
- Presentation of a representative sample of the key recommendations of the BODEGA project by **UIC.**
- Presentation of a solution developed by BODEGA's partners: the Bodegame **Z&P**
- Presentation of innovative solutions and tools related to the management of Identity by **two external companies** (United Biometrics and Serendp Tech), which do not belong to the BODEGA consortium.

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 feedbacks on the content and organisation of the workshop. Their overall experience proved very positive considering that the average grade for **content** was **4,37 out of 5** and the organisation was rated **4,74 out of 5**.

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

Men and Machines tasks allocation

- **The added value of machines to perform the tasks “document”, “eligibility” and identity” under Border Guards (BG)’ supervision was confirmed by participants.** Confidence in tools, the need to upgrade and adapt the machine to the environment and constraints of each border control point remain crucial.
- **Officers need to maintain the associated skills to be able to override the system and take over the lead on these tasks in case of doubt or technical failure.**
- **Both “purpose” and “threat assessment” tasks should be conducted by BGs considering that they imply complex tasks such as reading the body language of travellers.** Machines are not mature enough to conduct such tasks but **could nonetheless assist BGs** in providing relevant information to support the decision-making process.

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BODEGA Key recommendations

- The 10 recommendations presented were validated with minor comments from the audience – please refer to section 5.

Serious Games for training

- Serious Games could present an added-value for the **training of soft skills**, in particular the methods to interact with travellers in first line and the methods to interrogate suspicious travellers in second line.
- Serious Games could also be useful to train hard skills, mostly for **technical verification tasks** (document, eligibility and identity). It would help to maintain BGs skills.
- It is important to consider existing training processes and to evaluate how Serious Games might improve them.
- A **cost/benefit analysis** should be conducted before devoting resources to develop proper serious games for more operational staff.
- The **surveillance and monitoring of eGates** is also an area where serious games could provide added value.
- A Serious Game could be designed to cover some parts of the threat assessment task, such as training border guards to **perform behavioural analysis in particular**
- For both soft and hard skills, **experience and live training are key to increase the performance of BGs**. Serious Games have an added value, but they will however not replace experience in the field.

Future research Agenda

- In the context of Digital Transformation in Border Control, the following topics should be studied: new roles of BGs / required skills / processes, acceptability of technology, vulnerability of automated systems, BGs' mobility and interaction with travellers, requirements for knowledge and training.
- **An Innovation Lab for border control** could be created to do technology scouting and intensify the activities conducted by the Agency as an interface between BGs (end-users), Industry and Academia.
- Setting up a platform to foster exchanges among all Border Management stakeholders was seen as valuable considering that it could allow for avoiding duplication of efforts.
- **The negative impact of cognitive biases in the conduct of Border Management tasks** would be a particularly interesting research topic.

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Month of delivery: October 2018