

D7.5 - End-user Workshop 4 - Innovative Interaction Assessment - Summary

On 7 and 8 December 2017, CEIS organised BODEGA end-user workshop 4 entitled “**Smart Borders, Smarter Border Guards? – Future Border Control – Towards Smart Human/Machine Task Allocation**” within the DGA Lab space premises in Paris.

In addition to consortium members (CEIS, VTT, IN/Thales, AIT, CEA, Z&P), **15 European border management practitioners and experts stemming from national authorities of 9 Member States attended this event**. The European Union’s law enforcement agency - **Europol**, the **European Passenger Federation** and the **Eurosint Forum** were represented as well.

During this event four types of presentations were given: presentations of the key results of the BODEGA project by **VTT and CEIS**, presentations and demonstrations of solutions and tools developed by BODEGA’s partners (**AIT, Imprimerie Nationale, Thales**), presentation of an app by an end-user organisation (**Danish National Police, Police Operations Directorate**) and presentation of the return of experience of the deployment of a solution, a national entry-exit system by **Imprimerie Nationale**.

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. Their overall experience proved very positive considering that the average grade for **content** is **4,13 out of 5** and the organisation was rated **4,67 out of 5**.

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

- **Policies** (EES, ETIAS) and **technologies** developed (mobile devices, analytical tools) **often lack operational aspects**. There is a **need to do more field tests, proof of concept** to better adapt them to the operational context.
- **The empirical analysis of needs and knowledge from the field are necessary** -
- **It would be important to rely more on existing hardware and to develop state of the art software** running on existing devices such as mobile phones and tablets in particular – such solutions are way less costly and easier to develop and adapt. Adaptability is key.
- **The development of specific hardware solutions should be the exception**– Hardware solutions are very costly, since they are produced in small quantities, they can be useful in some cases (use of device in harsh environments), but in most instances new software solutions running on existing hardware will be sufficient.
- The **development of human / machine interfaces** should be done by addressing one key issue: which information is needed to serve which objective?
- It is important to improve **tests and to get lessons learned before deployment**, need for rapid cycle of development and to conduct more on-site pilots.



- All components of the border control process (**policy-makers, border forces, intelligence, manufacturer, travellers, etc.**) **should collaborate** to better address the challenge of digital transformation and balance the different requirements.
- There is a **need to raise awareness among travellers** about the rapid changes

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