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BODEGA

Human factors approach to study border control automation impacts and needs: methodology and preliminary results of field studies



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H2020 Project : BODEGA consortium



































Context

- More and more travelers cross the borders
- The number of border guards stay stable
- European Union wants to deploy more automated border control systems to enhance passenger flows.



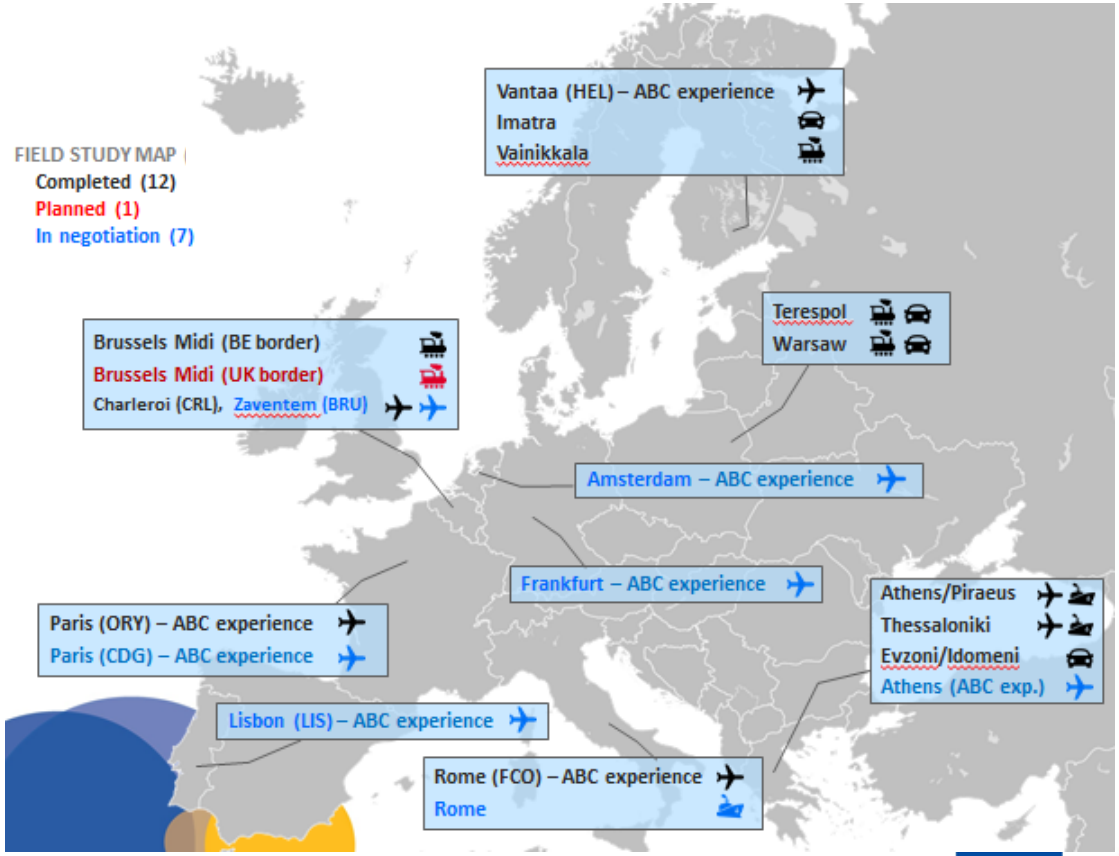


BODEGA's objectives

- Study of the impact of automation on border guards and travelers activities
- User centric approach to understand the current situation, catch the users needs and expectations about the future
- Give recommendations to the EU for the design and implementation of future automated systems



Field studies



- 6 European countries
- 4 types of border
- Observation at 10 border crossing points
- 50 interviews with border guards
- 5 interviews with the top management
- Questionnaire for travelers

Systemic approach



Technologies



Environment

Organization



Interactions

Training



Management





Schengen code





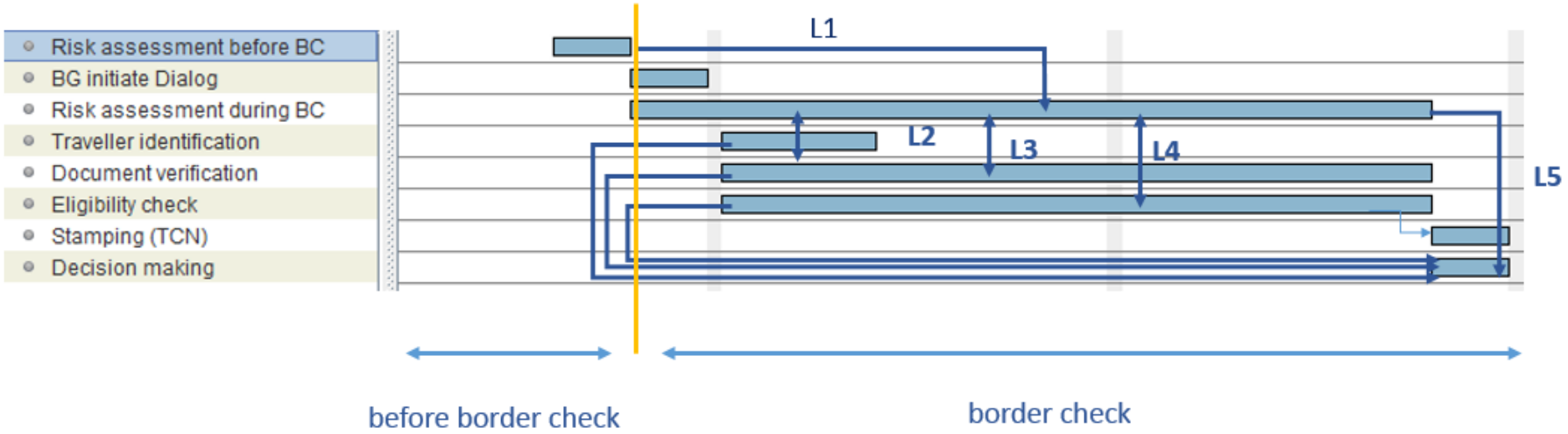
Border guards activities

Border guards' main tasks



- Risk assessment
- Traveler identification
- Document verification
- Eligibility check

Timeline of border guards' main tasks



Importance of risk assessment

Organization : Key success

- Management investment and confidence in his/her team
- Autonomy of border guards and possibility to perform different tasks regarding their job to avoid routine
- Importance of teamwork and communication



Technologies

- BG like tools because they make them feel more confident about their decision
- BG do not have information about the future technology but they think that it is not possible to replace them
- To be accepted and used technologies have to be reliable
- Importance of training and change management

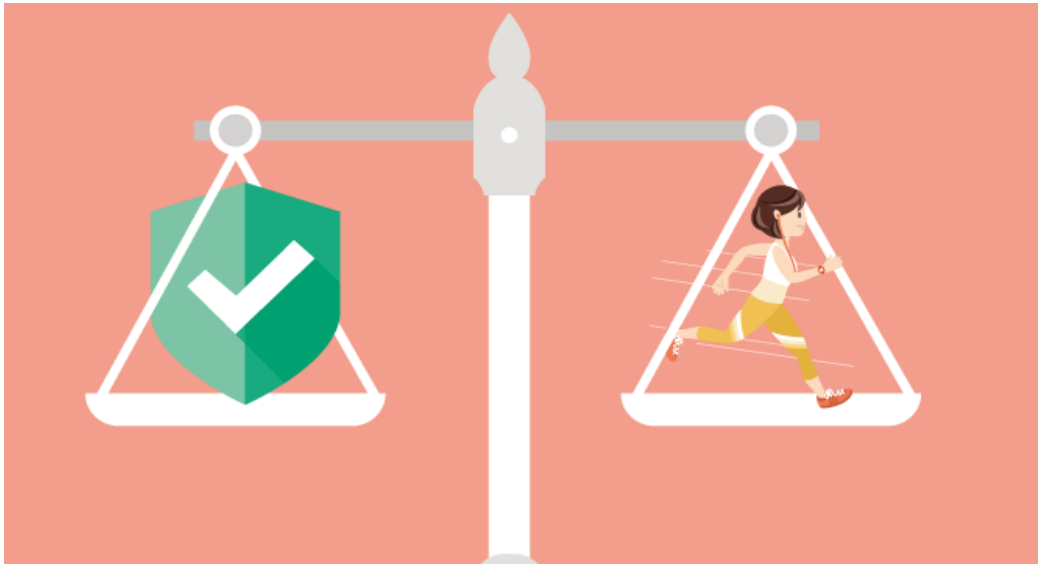






Next step

Security versus speed



Co-design with end-users



Focus group
& workshop



User test

Thank you



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