

PROJECT NEWSLETTER 9 (5/2016)

On the 9th and 10th of May, 2016, the ABC4EU End User workshop with the topic “Pilot phase and lessons learned” took place in Amsterdam, jointly organized by Laurea University of Applied Sciences and PricewaterhouseCoopers. The workshop was split into two different sessions, on two consecutive days, focusing on the End User Integration Working Group (EUIWG) during the first day and on the External End-User Advisory Board (EEUAB) during the second one.

The ABC4EU Project would like to thank [FastPass EU project](#) and [BODEGA](#) which were represented in the workshop. Their active participation and relevant comments greatly enhanced the outcome of the meetings.

Since the meetings were held under the Chatham House Rule, we will be mostly focusing on the general topics that were discussed. For those of you wondering what the Chatham House rule is, we went to the [Chatham House website](#) and found the proper definition for you:

“When a meeting, or part thereof, is held under the Chatham House Rule, participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed. (Chatham House)”

The EUIWG & EEUAB

If you have been following our previous [newsletters](#), you will already be familiar that both groups are a core part of the project. They represent the end user community and help

comply with the demands of the general public. Both the EUIWG & EEUAB meetings are scheduled to be held in regular intervals during the whole duration of the project.

The EUIWG

The EUIWG meeting began sessions, and was held on Monday, May the 9th. It was led by Laurea University of Applied Sciences and was conducted in a workshop using Service Design methods which is another speciality of Laurea. The theme of the meeting was “The traveller as an end user”. The participants were divided into three mixed groups consisting of professionals from different backgrounds to maximize the variety of opinions.

The first phase:

Topics were discussed using the Service Design method “what we know”. This method allows service designers to map existing information on a given subject, aid discussions on the process and finally helps draw conclusions towards the end of the workshop. The method was originally developed for the development of services and it was seen as suitable for the project’s goals. Especially when discussing services from an end user’s perspective such as the traveller.

The main discussion subject among the end users has been that of ABC gates from the traveler’s perspective. It included the following subjects: technology, legislation and operational environment, meaning airports, terminals and so on.

It is worth mentioning that many questions were raised in the discussion, to mention a few:

- What are the current technology’s limitations regarding autonomous ABC gates?
- What is the level of human intractability required in order for the

gates to function normally?

- What is the current legislation regarding ABC gates?
- What are some of the limitations or the risks involved in the legislation?
- What level of signalling or guidance should be involved in the environment where ABC gates are operating?

The second phase

On the second phase, another method was used called “backcasting”. This is a participatory method which is used to plan an approach that will enable the achievement of a desired goal in the future. The basis of the method consists a visual description of the events and actions taking place in a timely fashion, which are a prerequisite for the materialization of desired future goals.

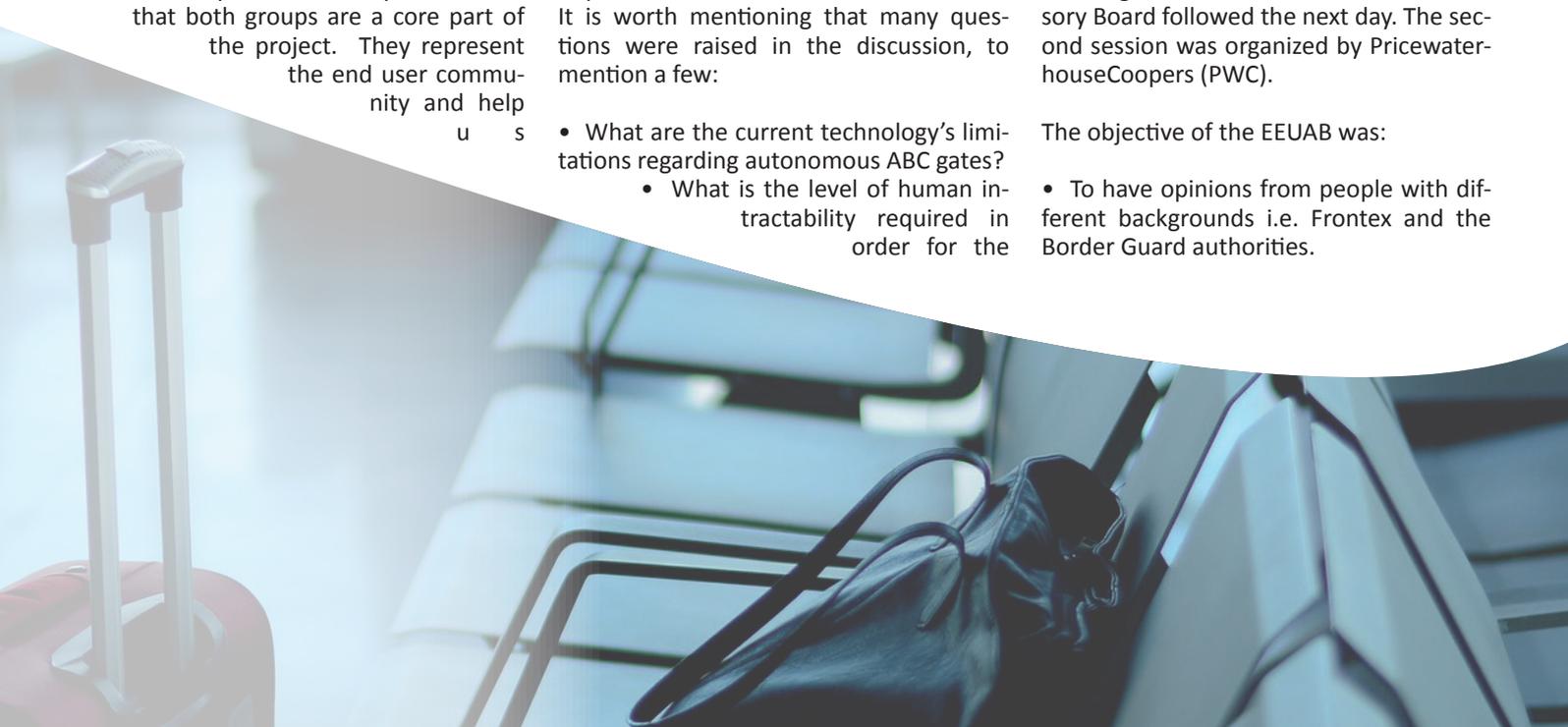
The three most important issues were chosen from the results of the first phase and discussed in different teams using this method. The teams were able to brainstorm and identify key obstacles regarding the development and also the actions to be taken to solve those issues. It is worth mentioning that each group had the opportunity to present their findings to the rest of the groups which led to a successful engagement in vivid discussions. Thus, a considerable amount of valuable information was derived from this phase which, unfortunately due to restrictions, we are unable to go into further detail.

The EEUAB

Meeting with the External End User Advisory Board followed the next day. The second session was organized by PricewaterhouseCoopers (PWC).

The objective of the EEUAB was:

- To have opinions from people with different backgrounds i.e. Frontex and the Border Guard authorities.



- To identify the areas of improvement in order to correctly implement the pilots or to improve the future operational system.
- To improve the pilot testing frameworks.
- To enrich the content of future deliverables of the project.
- To allow external end users such as the airport operators border guards and travellers to benefit from the outcomes of the project, workshops and open discussions.

Moreover, in this meeting important issues regarding privacy of technology and information security of ABC gates were discussed: Safeguards that main manufacturers of ABC gates possess and implement in ABCs, ways in which the customer data is handled and so on.

As the participants have relevant experience and good knowledge about the internal processes and procedures at different types of borders such as land, sea and air, it was a great opportunity to share the knowledge and experience between the partners and external members who participated actively during the meeting.

Next steps

Currently there are still challenges. Technology lacks the artificial intelligence capable of displaying human intuition. Consider the following case scenario from a border guard; "There is this traveller, everything is normal with him. Passport checks out, background checks out. The gate opens. However, there is still something strange about that person that the guard finds suspicious, hence he must ask him a few more questions". – This is something what current ABC technology cannot do. Hence, human border guards will still be needed to oversee every ABC gate's operation.

Important facts were derived from these workshops. ABC will solve many issues regarding current border checks. As the number of travellers rises, border checks are rising as well. Air travel is no longer an exclusive novelty as it has become a necessity for the most of us. Hence, too often we find ourselves in long lines in border control. The way border crossing processes operate nowadays need to be re-thought.

Upcoming events

ICB-2016 – The 9th IAPR International Conference on Biometrics. June 13th – 16th 2016.

<http://icb2016.hh.se/Welcome>

ID at the Borders Seminar USA. June 14th 2016, Washington DC, US.

<http://www.biometricsinstitute.org/events.php/596/id-at-the-borders-seminar-usa>

Performance and Evaluation of Mobile Biometrics. July 22nd 2016, Afnor, Paris.

<http://eab.org/events/program/129?ts=1464680106248>

8th IEEE International Conference on Biometrics: Theory, Applications, and Systems.

September 6th -- 9th 2016.

<http://ieee-biometrics.org/btas2016/index.html>

EAB Research Projects Conference 2016. September 19th- 20th 2016, Dammstadt, Germany.

<http://eab.org/events/program/104>

IEEE BIOSIG 2016. September 21st - 23rd 2016, Dammstadt, Germany.

<http://www.biometricupdate.com/201601/ieee-biosig-2016>

Biometrics 2016 Conference. October 18th- 20th 2016 Westminster, London, UK.

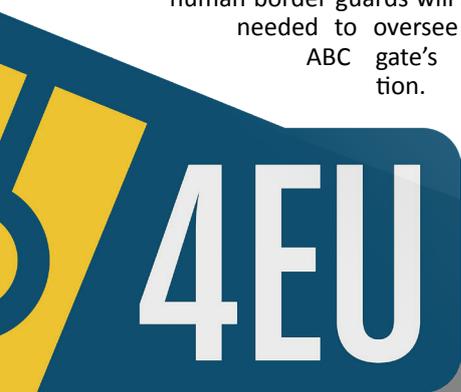
<http://www.biometricsandidentity.com/>

Biometrics 2016 Exhibition. October 19th- 20th 2016 Westminster, London, UK.

<http://www.biometricsandidentity.com/>

Preserving Privacy in an age of increased surveillance – A Biometrics Perspective. October 21st 2016, London, UK.

<http://eab.org/events/program/128?ts=1464680106249>



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