



Protection level PUBLIC

[28/07/2016]

Event report

Eu-LISA Industry Workshop, June 14th 2016, Strasbourg

General summary

The event focussed on the hotspots and the means to increase their efficiency and capacity to deal with high and sometimes unanticipated flows of migrants. eu-LISA and Frontex who had worked together in the field in Lesbos, Greece, in order to support the national authorities to effectively register migrants, described challenges that were encountered in this work. Given that future proof of concept exercises are being considered that may look at technical and operational innovations that could further improve the functioning of the hotspots and the scalability of processes so that they could better deal with such unprecedented flows, participants were invited to reflect on these challenges and to propose possible future approaches to registration of arriving migrants and applicants for international protection and topics for examination going forward. The goal, therefore, was to feed future planning of trials of technologies that could render hotspots more efficient.

The event was well attended, with 59 participants being present on the day.

Overview of presentations

The Executive Director of eu-LISA, Mr Krum Garkov, opened the workshop. Recent events have highlighted the fact that hotspots, although specifically a tool to ensure proper implementation of migration management approaches, must work properly if one is to ensure the internal security of the EU. The joint Frontex/eu-LISA/EASO proof of concept exercise highlighted challenges that need to be overcome if the hotspots are to be fully efficient. Technical solutions can help to bring such efficiencies, he argued, but such solutions needed to be integrated and holistic in order to address the complex nature of modern migration management and the inter-relations with border checks and law enforcement generally. At the moment, he suggested, we have tools and systems that allow collection of data, but we require the tools and systems that will convert this data into information.

He welcomed participants to the workshop, noting that such events were important for the Agency's necessary engagement with relevant actors working in domains of research, innovation and solutions development.

Presentation 1. eu-LISA

eu-LISA provided a presentation on the technical challenges encountered in the Agency's work within the context of hotspots. They noted that although processes differ between the hotspots located in various countries, the goals remain consistent – namely to fingerprint, register and identify the presenting migrant or refugee. When examining the processes in place for fulfilment of these goals, challenges encountered included availability of resources and expertise, stakeholder coordination, fluctuating traffic and language. Arrivals of unaccompanied minors and arrivals presenting possible dangers to the territory were particular challenges. Technologies were needed to address aspects related to IT security, interoperability, networks, mobility, infrastructure and data. The scalability of systems and processes was also of utmost importance.

Presentation 2. Frontex

Frontex followed with views on business challenges noted at the hotspots. They explained the inter-agency tests in more detail, providing an overview of their scope and aims. They described the difficult conditions prevalent and emphasised the need to bear these in mind. Frontex had installed containers for application of new processes and rearranged the whole queueing and registration process. In particular, the various steps in the process of registration, screening, fingerprinting and follow-up were organised successively and in a more logical manner. Challenges persisted, however, revolving around the need to act at short notice, process

mixed and variable flows and work in areas with limited infrastructure and with systems that differ across locations.

Presentation 3. Oracle

Oracle introduced the project undertaken by Germany (BAMF) to develop a system for the processing of asylum applications. The project to deliver a reliable system was concluded in just 6 weeks and Oracle worked with a variety of partners to provide the necessary system in such a timely manner and in order to meet the needs of the end users faced with a huge rise in asylum applications.

The quick development was said to be possible because of the existing partnership that increased trust in efforts, the establishment of clear governance and the use of open standards based on the existing BAMF reference architecture.

Presentation 4. Accenture

Accenture looked at the migrant's journey and proposed some possible uses of technologies at the various stages of the journey as well as looking at the UNHCR systems for migrant registration, the development of which has been supported by Accenture.

In terms of the migrant journey, technologies such as analytics, cognitive computing and mobile devices could provide for improvements at various stages, Accenture noted. The UNHCR solution introduced involved enrolment of iris, face and fingerprint biometrics for fair and transparent distribution of benefits at camps. All tools could be deployed in the field. The project was delivered in just 6 months.

Presentation 5. Sopra Steria

Sopra Steria noted that new modern systems are complex and take years to implement. One must therefore take a coherent but stepwise approach. This could involve building upon what is already there using orchestration layers to merge information from systems and make it accessible through portals or service gateways to internal and external users. The solutions provided would have to be scalable, adaptable, agile, sustainable and comprehensive in order to address both current and future needs of all end users.

Panel discussion

A panel discussion followed in which a number of themes were touched upon. They included the following:

- The concept of a European enrolment kit was frequently mentioned and needs to be looked into.
- Some form of broker or orchestration layer will need to be put in place at national and/or central levels in order to enable such functions.
- Analogies to other areas should be borne in mind.
- Cloud strategies may also be looked at as a source of inspiration.
- Panellists made suggestions regarding what should be looked at in future pilot efforts, including
 - The use of self-service kiosks and migrant-assisted technologies and processes (e.g. mobile phones)
 - The use of advance preparation tools
 - Testing of European enrolment kits with various connection possibilities, self-enrolment offerings etc.
 - New queue management technologies.
 - Implementation of quality improvement measures
 - Implementation of some form of hub between the Eurodac central and national systems
 - Redistribution of processes to match the possibilities offered by technology.