



Complexity in Border Control Implementations

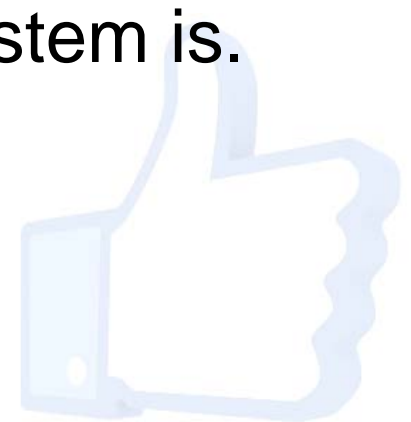


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Why this topic?

- ✦ Every time I assist to an event that has anything to do with Border Control it mainly focuses on eGates and new standards
- ✦ Hardly ever we have heard details how complex the development and full implementation of a Border Control system is.
- ✦ These projects are really challenging



Is it really complex?: YES!!!

- ✘ Offers for turn key projects made based on limited details available in tender documents.
- ✘ Surprises and changes during design phase
- ✘ Many actors involved makes hard to reach agreement in final specs and handle project implementation
- ✘ Massive System Integration
- ✘ Customized solution. Not 2 systems are the same
- ✘ Poor existing infrastructure and networking
- ✘ High resistance to change
- ✘ Country and area regulations in terms of data privacy
- ✘ Customer management is the key to reduce risk
- ✘ Lack of knowledge or too much knowledge from customers



Common Problems

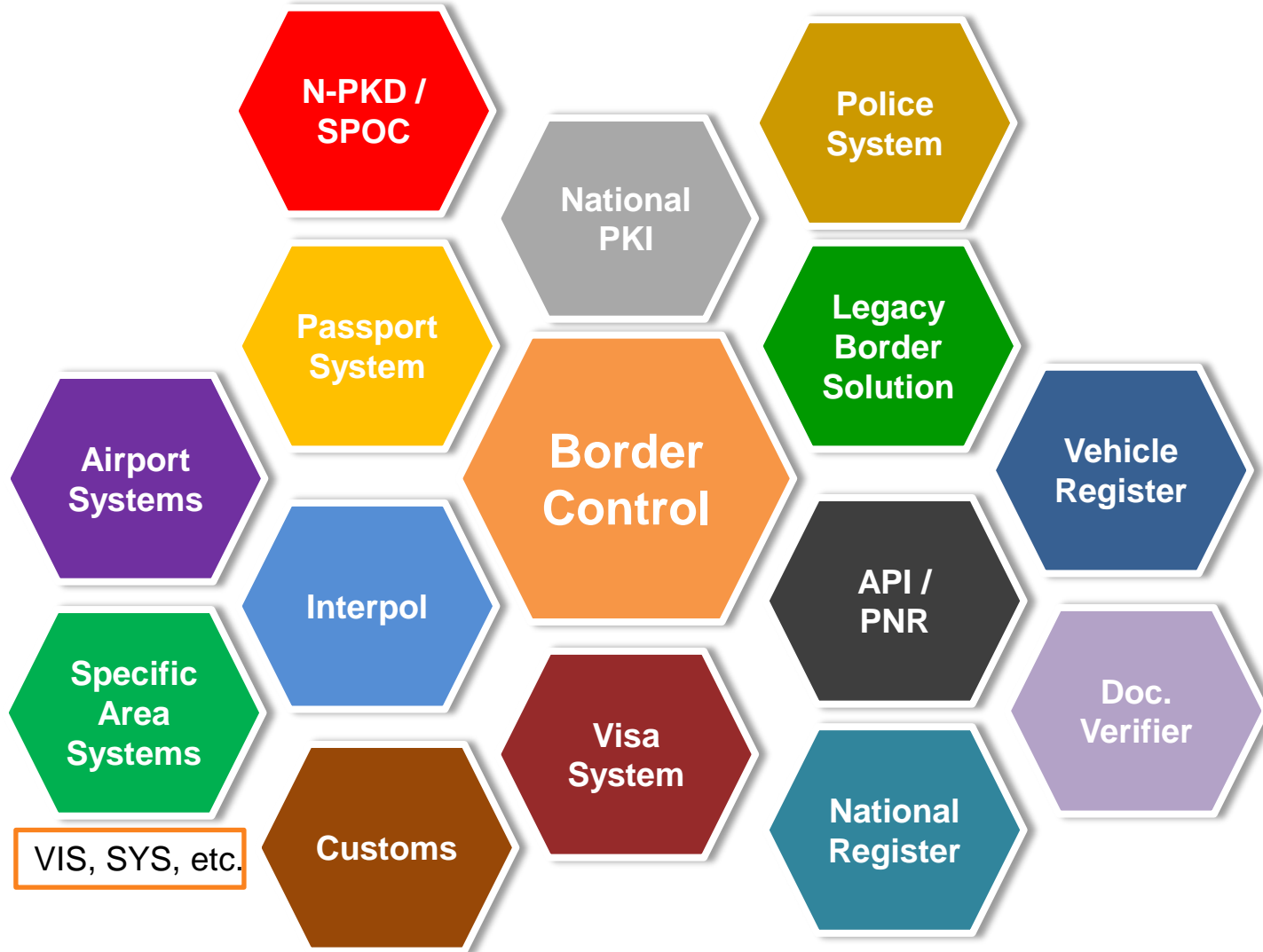
- ✦ Infrastructure, facilities and communications
- ✦ Special solutions for vicinity traffic
- ✦ Coordination with local partners
- ✦ Customers expects “turn key”
- ✦ Lack of integration capabilities of external solutions
No changes can be done to that specific system
- ✦ Tight budgets and not enough room for additional functions without compromising margin
- ✦ Misunderstanding the capabilities of certain devices
- ✦ New requirements found during design phase
- ✦ Complexity in the decision making process
- ✦ Delays



Complex in terms of actors



System Integration Complexity

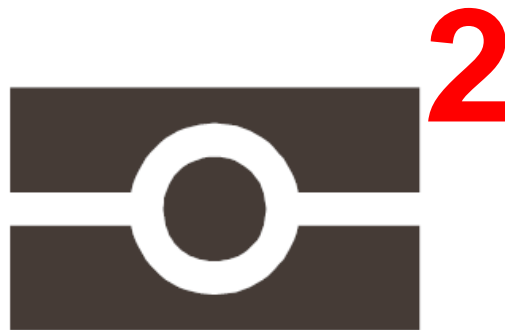


How to Succeed?

- ✦ Must have PATIENCE!
- ✦ Have control of the system source code and limit external dependencies
- ✦ Stick to a proper methodology and agree with end customer
- ✦ Record and track all agreements and specific decisions during meetings
- ✦ Flexible organization and human resource pool
- ✦ Strong and technically capable local partners
- ✦ Flexible and modular architectures
- ✦ Respect international standards and implementation best practices
- ✦ Customer management is a key!
- ✦ Involve end user during design, learn from existing processes and find improvements
- ✦ Manage resistance to change from the beginning of the project!
- ✦ Deliver incrementally on stages as soon as possible

New Challenges

- ✦ N-PKD, SPOC implementations
- ✦ Irruption of LDS 2
- ✦ Keep up with advances in document forgeries
- ✦ Dynamic integrations with API
- ✦ Automatic handling of certificates
- ✦ Increase of transnational crime
- ✦ Analytics and intelligence



THANK YOU!

Our Booth, #1, on the left hand side
as you exit