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Migration4.0 / to do-list (to be continued…)
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As part of the German EU Presidency from July – December 2020, the German Federal Ministry of the Interior, Building and Community initiated the Migration4.0 series addressing the changes that digital transformation and new technologies will bring to the field of migration policy. In different formats, the process engaged EU member states and EU institutions on different aspects of digitalization in migration management, looking at issues such as forecasting, digital tools to enhance migration management processes and procedures, and communication aspects in a digital migration world.

In Brief

- **The use of digital technologies will require an overhaul of how administrations develop migration policies and tools**
- **Digital technologies and their employment should always keep the human being at the center of the process**
- **The goal and purpose of using new digital tools should be clear from the get-go in order to avoid the pitfalls of "technosolutionism" – of trying to solve every issue with technology**
- **Digital transformation will require co-creation between data scientists and migration policy makers and experts, as well as "bilinguals" – those who can translate between the tech and policy**

The below list reflects a summary of key elements and insights from this process. It is meant as a starting point, and we hope it will grow and develop under future EU-presidencies.

++Developing Digital Tools++

The development of digital tools requires new forms of cooperation, while developing and implementing new digital tools:

Do

- create diverse teams (migration experts, tech experts, and including diverse views in terms of culture and gender)
- try agile processes, with the freedom to fail (constructive trial and error culture). Thich is not traditionally a part of ministries' work culture (for good reasons, but for digitalization processes it is crucial)
- evaluate your tools and correct them, if necessary!
- use user-centric design when developing digital tools and put the human at the heart of the process!
- think about data privacy and data ownershipcommunicate with public and civil society on what you are doing and why

Don´t

- try to replace the human decision maker: any final decision must be taken by a human being, but parts of a process might be assisted by automation or the use of algorithms
- think algorithms are free of bias…they are only as bias-free as the data they are based on
- digitalize processes just for the sake of digitalization…there has to be a clear purpose and added value at the end of he day

++Communication++

Communication is a two-way process – that´s even more true for digital communication:

Do

- know and learn about your audience. Reaching people is not only about translating information into different languages; „one message fits all" does not work
- develop an understanding of „why people do what they do" – often people themselves cannot explain their own decision-making process. We need to include a psychological view of behaviour, in order to see where digital communication tools are useful.

Don`t

- underestimate the complexity of migration process;it´s not a linear process, adapt your way of communicating to reflect this
- fully replace counsellors and human interaction with AI systems, instead asses where digital tools can be of most help
- However, interactive anonymity might be useful for getting in touch with migrants

++Migration Forecasting++

There is no such thing as a crystal ball (Teddy Wilkin), but… forecasting tools can foster evidence-based decision-making and accelerate cooperation:

Do

- start by asking yourself: What is it *exactly* that I want to find out?
- take your time to analyze the process of migration, identify the relevant factors and the data you need
- care for data quality
- combine quantitative data analytics and qualitative analysis
- focus on a realistic time period of 6-12 months
- link your forecasting tool to other existing tools
- make sure to create a link between your findings, the policy process, and decision-makers

Don't

- forget to explain what you´re doing to the public and to the decisionmakers
- focus too much on results in the development phase, the process matters!
- expect exact numbers, expect a better understanding of probabilities
- forget about black swans (failure to predict) and grey rhinos (failure to act)!
- forget that migration forecasting is not about numbers, it´s about people!

++Conclusions++

Wisdom is in the systems…
- Looking ahead, a structured exchange on the digital transformation of migration management is key, especially in post Covid-19 times, where public budgets are likely to shrink
- Exchange should regularly take place in the General Directors of Immigration Services Conference (GDISC), the High-level Expert Group on Artificial Intelligence (AI HLEG), the Blueprint NETWORK, the UN networks and of course in Migration4.0 sessions under the Portuguese Presidency.