



Mitigating  
Misinformation / Disinformation  
Impacting UN Unit Operations  
Lesson 3.5

# Content



- Information Landscape
- Using the “MAD’ assessment framework
- Risk Mitigation
- Partnerships

# Learning Outcomes



- Explain the misinformation/ disinformation threat assessment methodology using the “MAD” framework
- Describe the development of CoAs to mitigating misinformation/ disinformation risks to unit operations



A news outlet in Central African Republic published a false story that the government had intercepted military equipment that the UN mission was sending to armed groups

Disinformation began circulating in Facebook in the Democratic Republic of the Congo that the UN provided M23 rebels transportation

A disinformation video of a helicopter in Mali was posted on social media that the UN was delivering supplies to terrorists

# Context is Everything



**Peacekeepers provided assistance during pandemic.**



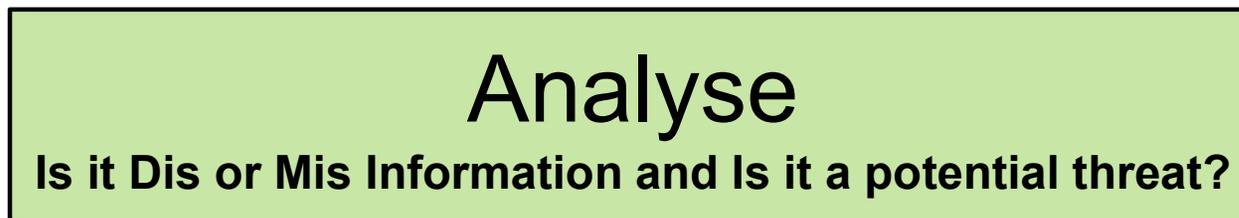
**REAL**

**UN Peacekeepers exploiting starving girls using food**



**FALSE**

# Monitor-Analyse-Determine "MAD"



**Yes**



**Report / implement mitigation Courses of Action / Info offensive operation**

# What to Monitor

- Social
- Printed
- Digital
- Audio
- Visual
- Interactive

# Monitor

- Train personnel to monitor and report
- Establish internal staff cells to monitor
- Collaborate with fact-checking organisations
- Use artificial intelligence (AI) tools and algorithms
- Assistance- Intelligence cells and subject matter experts
- Include in unit acquisition plan
- Engage stakeholders, local communities in a multi-pronged approach to help monitor

# Analyse



- **Reliable**
- **Not reliable**
- **Questionable**
- **Unknown**
- **IP address**

**Verify  
Media  
source  
Check  
Images**

- **Armed**
- **Unarmed group**
- **Organised?**
- **Purpose/reason**
- **History / Target**

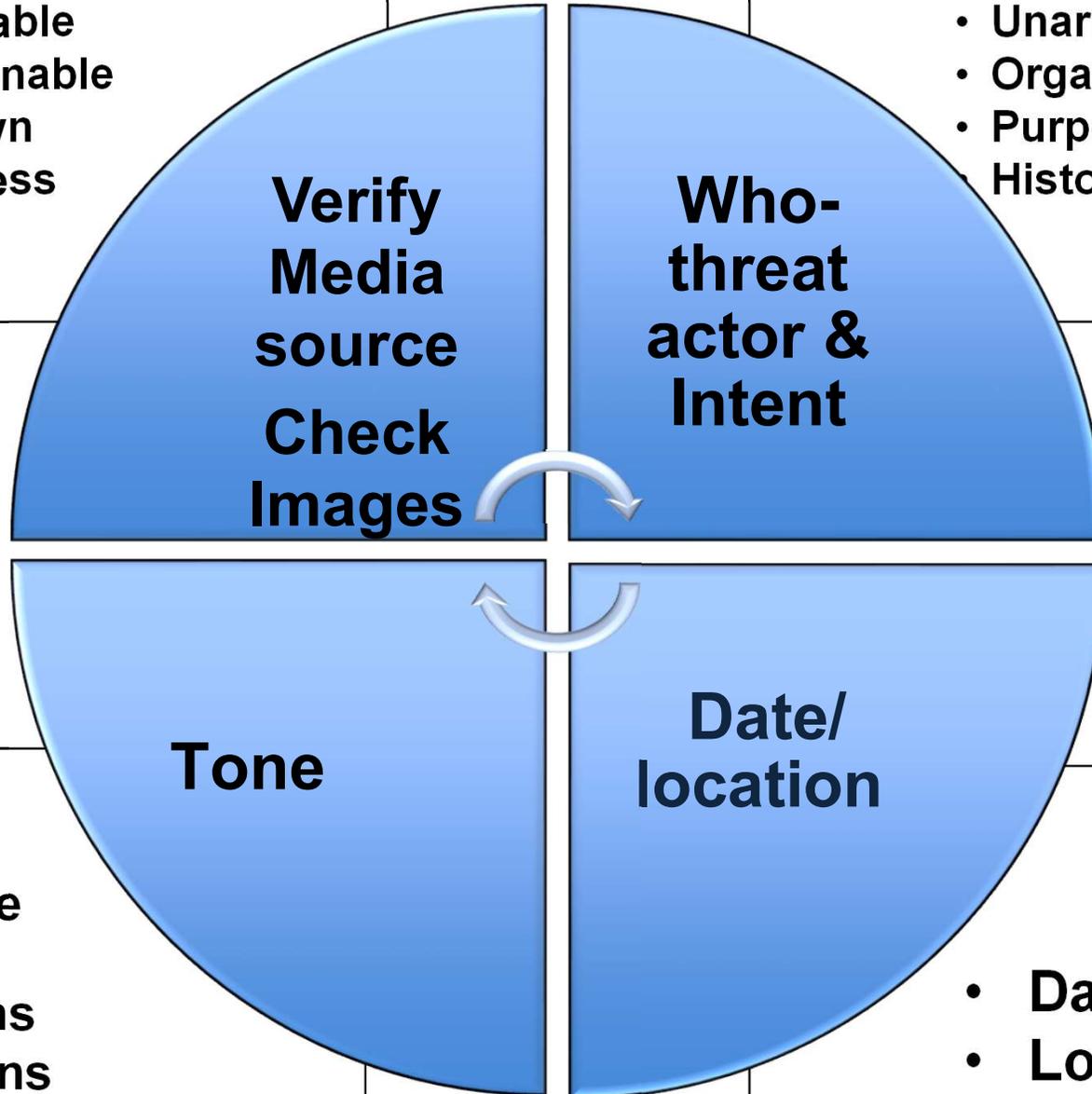
**Who-  
threat  
actor &  
Intent**

**Tone**

- **Negative**
- **Targets emotions**
- **Reactions**
- **Argues**

**Date/  
location**

- **Date / time**
- **Location**



# Determine

- Determine if it is it an attack or incident that may have an impact
- UN or your unit targeted; does incident have second order effects
- Potential to impact your current or future operation
- Situational changes your area of operations
- Collateral or secondary harm from the incident
- Can threat actor exploit
- Can it compromise your information security
- Mis/disinformation poses a risk – develop a FP plan to mitigate

# Once Determine as a Threat- Mitigate Risks

- Assessment unit vulnerabilities against threats manifested by mis/disinformation
- Danger level assessment for threats identified
- Determine risk
- FP plans to reduce the likelihood or reduce the impact
- Resources required requested
- Coordination with support actors
- Higher HQs briefed / consultation / approval

# Partners



- Governmental Organisations
- non-governmental
- UN Agencies and programs
- Journalist or civil society organisations



# Take Away

- Know where misinformation/disinformation comes from will provide a better understanding of the threat
- For tactical operations; use the MAD framework to assist in Misinformation/disinformation threat identification and risk assessment
- UN Peacekeeping units cannot ignore the impact that dis/misinformation can have on operations, for this reason a continuous threat and risk analysis and mitigation is important

# Learning Activity Situation

Protecting civilians is difficult when civilians do not want the UN in their area, fueling a crisis of legitimacy

In Mali, residents were afraid of peacekeepers who come to their villages. This is attributed to disinformation on social media that the UN mission is in league with terrorists' groups

In CAR, a disinformation campaign falsely accused UN staff members as “genocidal mercenaries” trafficking weapons to armed groups and called for violence against the UN

# Learning Activity- Tasks

Break into 3 groups and discuss (30 minutes); using the MAD assessment framework / methodology:

1. Group 1- Given the examples on the situation slide, describe potential direct or indirect (collateral) impacts that a disinformation campaign may have on your unit tactical operations
2. Group 2- Explain the components and processes that you might establish in your unit to help monitor disinformation
3. Group 3- Describe an engagement / collection plan to help determine possible threats and mitigate risks

Group leaders report back to the plenary your group's findings / discussion points

# Questions