



# Lesson 3.3

## Monitoring and Analysing Data related to MDMH

# Learning Outcomes


- Explain the importance of systematically monitoring information.
- Describe the tools, technologies and methodologies available to monitor and analyse information.
- Describe indicators and early warning signs of potential MDMH.
- Describe the challenges associated with monitoring and analysing information.

# Lesson Contents

- Monitoring as part of an peacekeeping-intelligence (PKI) process.
- The importance of monitoring MDMH activity.
- Data monitoring tools and methods.
- ABCDE analytical framework.
- Indicators and early warning signs.
- Challenges of monitoring MDMH activity.

# UN Reference Materials

United Nations  
Department of Peacekeeping Operations /  
Department of Field Support  
Ref. 2017.07



## Policy


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## Peacekeeping Intelligence

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Approved by: USG DPKO  
USG DFS  
Effective date: 2 May 2017  
Contact: DPKO-DFS/DPET/PBPS Policy Planning Team  
Review date: 2 May 2019

UNCLASSIFIED




United Nations  
Department of Peace Operations  
Ref. 2022.03

## Guidelines

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## Open-Source Peacekeeping- Intelligence (OPKI)

UNCLASSIFIED



United Nations  
Department of Peace Operations  
Ref. 2020.05

## Guidelines


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## Acquisition of Information from Human Sources for Peacekeeping-Intelligence (HPKI)

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Approved by: Jean-Pierre Lacroix, USG DPO  
Effective date: 1 September 2020  
Contact: DPO/USG/PICT  
Review date: 1 September 2022

Provide Feedback Here:



Approved by: Jean-Pierre Lacroix, USG DPO  
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Contact: DPO/USG/PICT  
Review date: 1 March 2026, or as needed

DECLASSIFIED, UNCLASSIFIED, CONFIDENTIAL or STRICTLY CONFIDENTIAL



United Nations  
Department of Peace Operations /  
Department of Political and Peacebuilding Affairs  
Ref. [Reference no., to be provided by GLU or KMG]

## Standard Operating Procedure

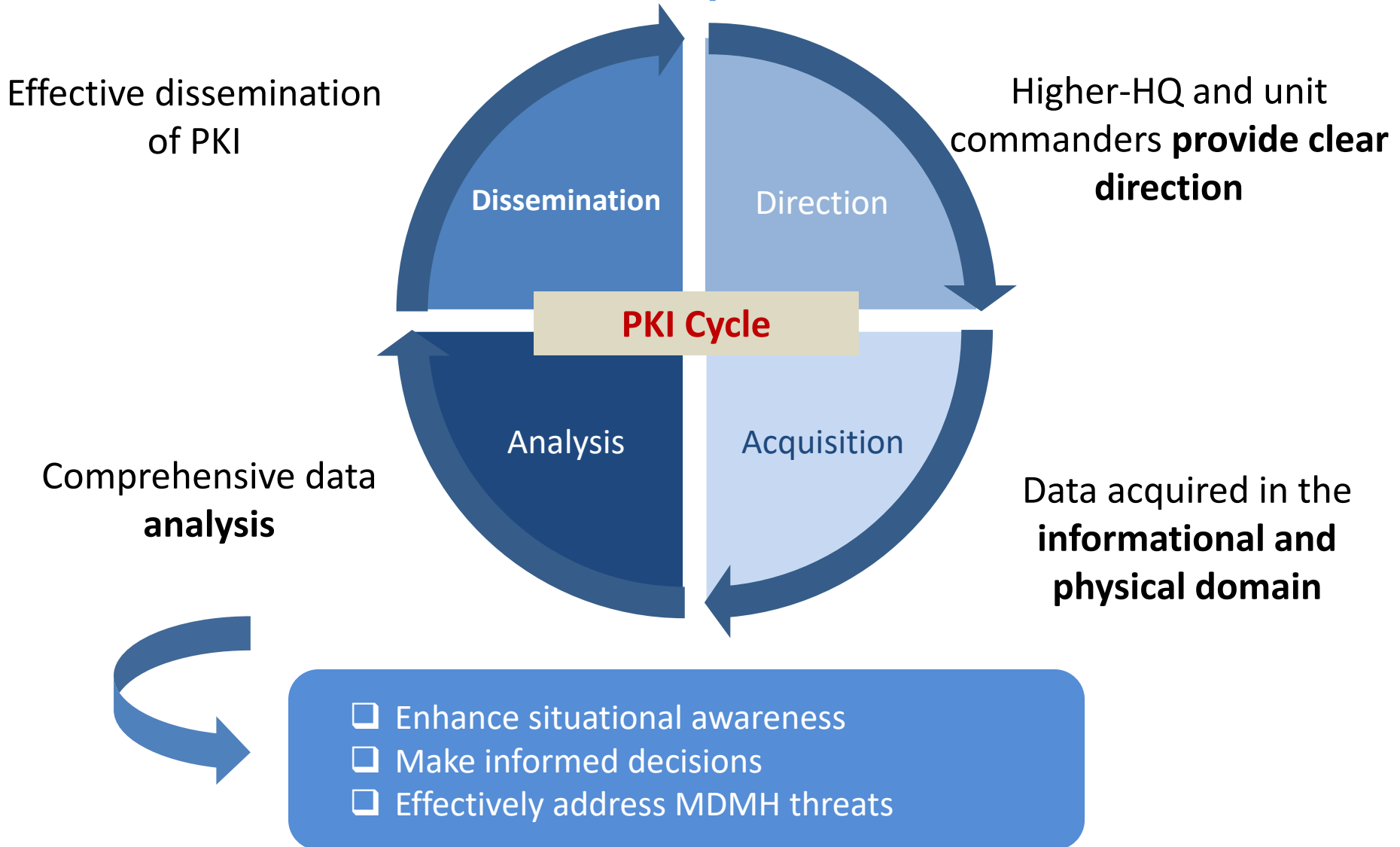
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## Operational Security in Monitoring and Analysis of the Digital Information Environment

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Approved by: Jean-Pierre Lacroix, USG DPO  
Effective date: [1<sup>st</sup> day of the month following approval]  
Contact: [Office responsible for holding & maintaining the Policy]  
Review date: [to be reviewed no later than this date (max 3 years)]

# Enhancing Security through a PKI cycle



# The Importance of Monitoring and Analysing Information

## **Goal:**

To inform decision making

**Enhance** situational awareness by understanding influences.

**Early Warnings: act** as a sensor to enable proactive and preventive responses.

# Monitoring Tools and Methods



IT tools

and



Personnel  
interactions

**Software licence**  
**Open services**

**Mission military and police**  
**assets (patrols, contact with**  
**population)**

# Deciding What to Monitor

- Deciding what to monitor will be determined by the component and unit commander as part of the intelligence process (Direction).
- As the primary sensors on the ground, units can gain valuable insights into primary audiences, influencers and broader discussions.



# Determining MDMH

- Is the story obviously false and lacking credibility?
- Has information / images been altered to mislead?
- Is the story amplifying social divisions by targeting a particular community?
- Is the story presenting true information in a way to cause confusion through a fake profile?
- Is someone trying to appeal to people's emotions to spread false information?
- Has technology been used to amplify harmful narrative?

# Data monitoring tools and methods: IT Methodologies and Tools



**Browser extensions**



**Digital monitoring**



**Web Scraping Tools**



**Social Media Analytics  
(X Pro)**



**Natural Language  
Processing**



**Sentiment Analysis**



**Data Visualization Tools**



**OPKI**



**Social Network Analysis**

# Constructing Boolean Queries

- Boolean queries are sets of keywords connected by 'Boolean operators' to enhance the precision and productivity of search results.
- Common 'operators' include: **'AND', 'OR', 'NOT', 'AND NOT'**
- Brackets can also be used to create more complex queries

"MINUSCA" **AND** "CAR"

"MINUSCA" **OR** "CAR"

"MINUSCA" **AND** ("CAR" **OR** "Centrafrique") = ("MINUSCA" **AND** "CAR") **OR** ("MINUSCA" **AND** "Centrafrique")

"MINUSCA" **AND** ("CAR" **OR** "Centrafrique" **AND** ("Central" **AND** "African" **AND** "Republic")) **NOT** "Toyota"

- **Exercise:** Formulate a Boolean query to answer the question *“What is being said about MINUSCA's involvement in the electoral process”*

# Google News



<https://news.google.com/>

Google News

Home For you

Your briefing  
Sunday, December 3

Top stories >

Search: "MINUSCA" AND "UN"

Narrow your search results

Exact phrase

Has words: "MINUSCA" AND "UN"

Exclude words

Website

Date: Past 24 hours

Clear Search

Science Health

Rabat-Salé-Kénitra 12°C  
More on weather.com

State left out of yoff

Who's Who Behind the Dawn of the Modern Artificial Intelligence Movement  
1 hour ago · Edward Moreno & J. Edward Moreno Del ...

FOX NEWS  
Montana grandpa whose jaw was ripped off by grizzly bear attacks recovery: 'he's going to be like...'  
11 hours ago · Christina Coulter

AP  
The Pentagon says a US Navy warship and multiple commercial ships have come...  
1 hour ago · Jon Gambrell

US warship, multiple commercial vessels reportedly attacked in Red Sea  
1 hour ago · Liz Friden, Danielle Wallace & Lucas Tomlinson

KTVU FOX 2 San Francisco  
American warship comes under attack in Red Sea  
2 hours ago

Fox News  
Israel presses southern Gaza after collapse of Hamas cease-fire  
8 hours ago · Anders Hagstrom

CNN  
New strikes hit Gaza as Israel-Hamas fighting resumes: live updates  
38 minutes ago · Andrew Raine, Heather Chen & Maureen Chowdhury

CBS Evening News  
Israel intensifies airstrikes on Gaza  
17 hours ago

REUTERS  
Israeli bombing of Gaza intensifies, clashes reported near southern city

# Advanced search

1

2

3

4

5

Connect to the platform

Enter your query

Use Advanced Operators

Validate search

Fill in needed filters

Search filters

- People
  - From anyone
  - People you follow
- Location
  - Anywhere
  - Near you

Advanced search

Trends for you

Trending in

1,809 posts

Politics · Trending

70.5K posts

Trending in

53.1K posts

Politics · Trending

45.1K posts

Trending in

4,789 posts

Only on X · Trending

Advanced search

Search

Words

All of these words

Example: what's happening · contains both "what's" and "happening"

This exact phrase

Example: happy hour · contains the exact phrase "happy hour"

Any of these words

Example: cats dogs · contains either "cats" or "dogs" (or both)

None of these words

Example: cats dogs · does not contain "cats" and does not contain "dogs"

These hashtags

Example: #ThrowbackThursday · contains the hashtag #ThrowbackThursday

Language

# Monitoring Tools and Methods: Unit Personnel

**Military unit**  
Engagement Platoon  
CIMIC section

**Police unit**  
FPU  
Individual Police officers

## Guidelines for monitoring MDMH among the community

- **Build and strengthen public confidence;**
- **Identify and maintain reliable and legitimate interlocutors;**
- **Map specific locations where the probability of occurrence of MDMH and its potential impact on the unit;**
- **Assessing potential risks and threats;**



# Monitoring Tools and Methods: Unit Personnel

## Meeting report

**1. DATE/TIME OF MEETING:** (.....)

**2. LOCATION OF MEETING:** (.....)

**3. PARTICIPANTS TO THE MEETING:**

a. (rank. NAME. assignment. ....)

b. (rank/title. NAME, assignment, org element)

**4. PURPOSE OF MEETING**

(Establish initial personal contact with ... / Regular information exchange... / Coordination of event...)

**5. OBJECTIVES / AIMS**

a. (acquire information..., gain insight into..., enhance coordination..., etc.)

**6. MEETING SUMMARY**

a. (narrative)

**7. DISCUSSION**

a. (provide relevant details of talks, sequenced according to the agenda or according to selected subjects ...)

**8. OTHER INFORMATION COLLECTED**

a. (about the person met)

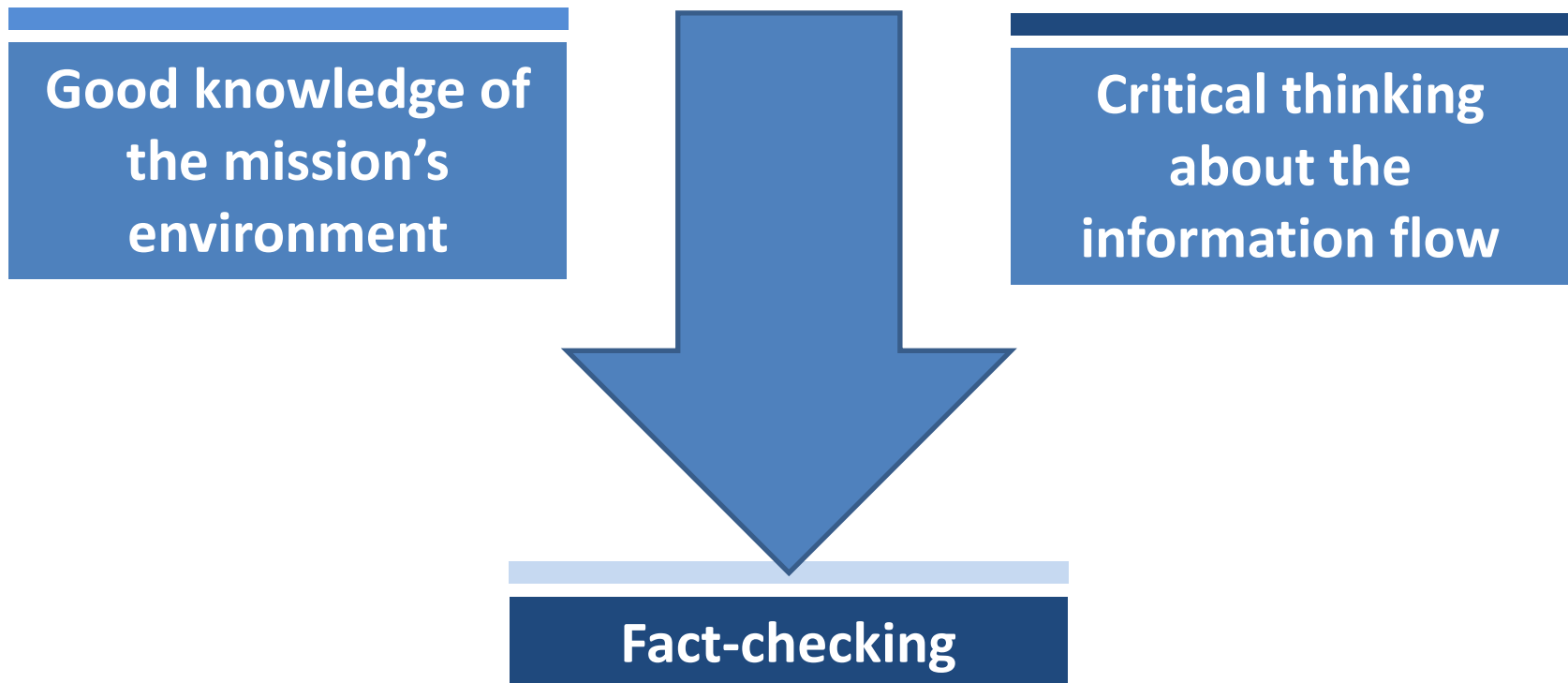
b. (about other subjects of interest)

**9. ASSESSMENT**

a. (referring to apparent attitudes, postures, feedback. etc.)

# Credibility, Reliability and Biases in Information

## Credibility and reliability assessment





# Credibility, Reliability and Biases in Information: Fact-Checking

## Information fact checking



IT Tools



Unit personnel



UN Official websites and Social Media



Official websites and media sources



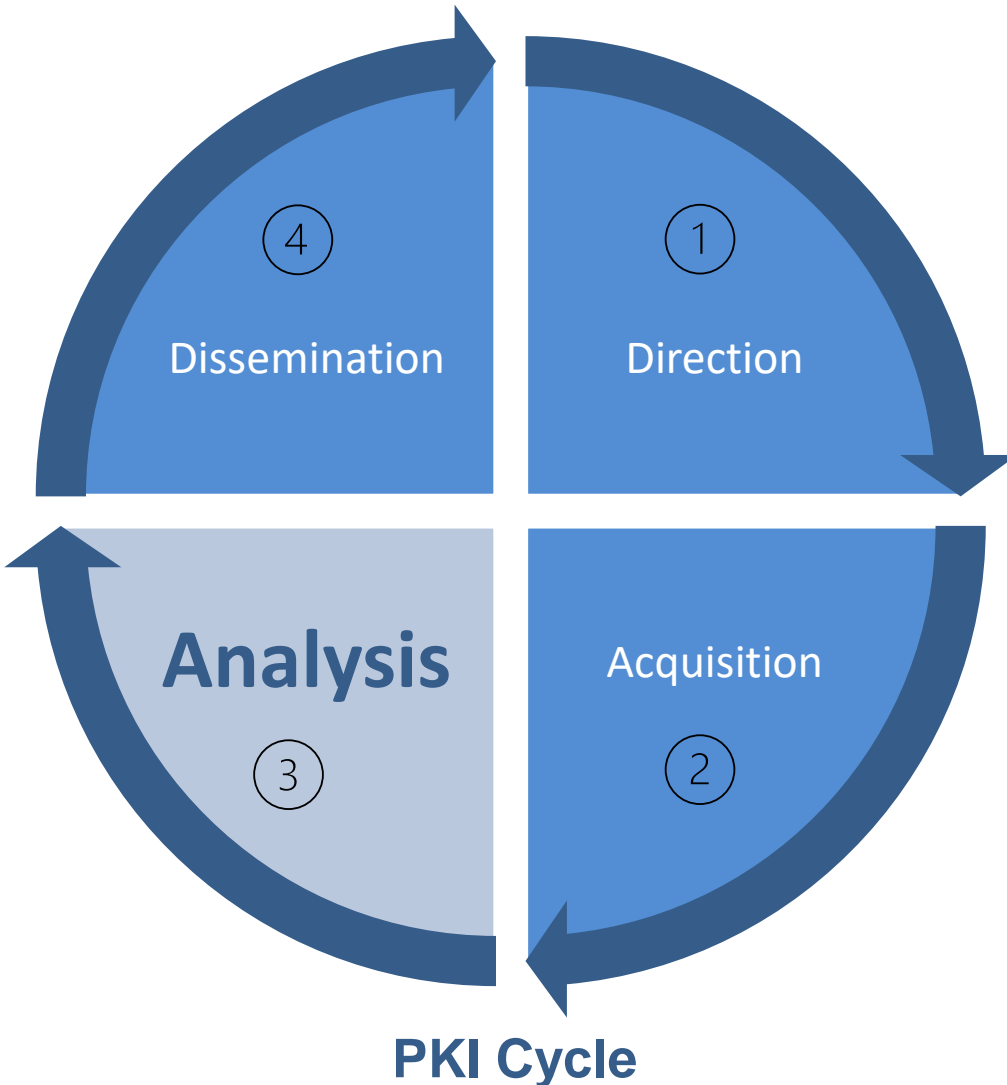
Patrols, contact with population

Cross-reference results



Reporting to unit & higher HQ

# Analysing Data



## Analysis

- ❑ Detailed examination of an item of collected information.
- ❑ Selection, combination and comparison of analysed information with other related items.
- ❑ Data interpretation.



Identification of potential MDMH threats

# ABCDE: Analytical Framework

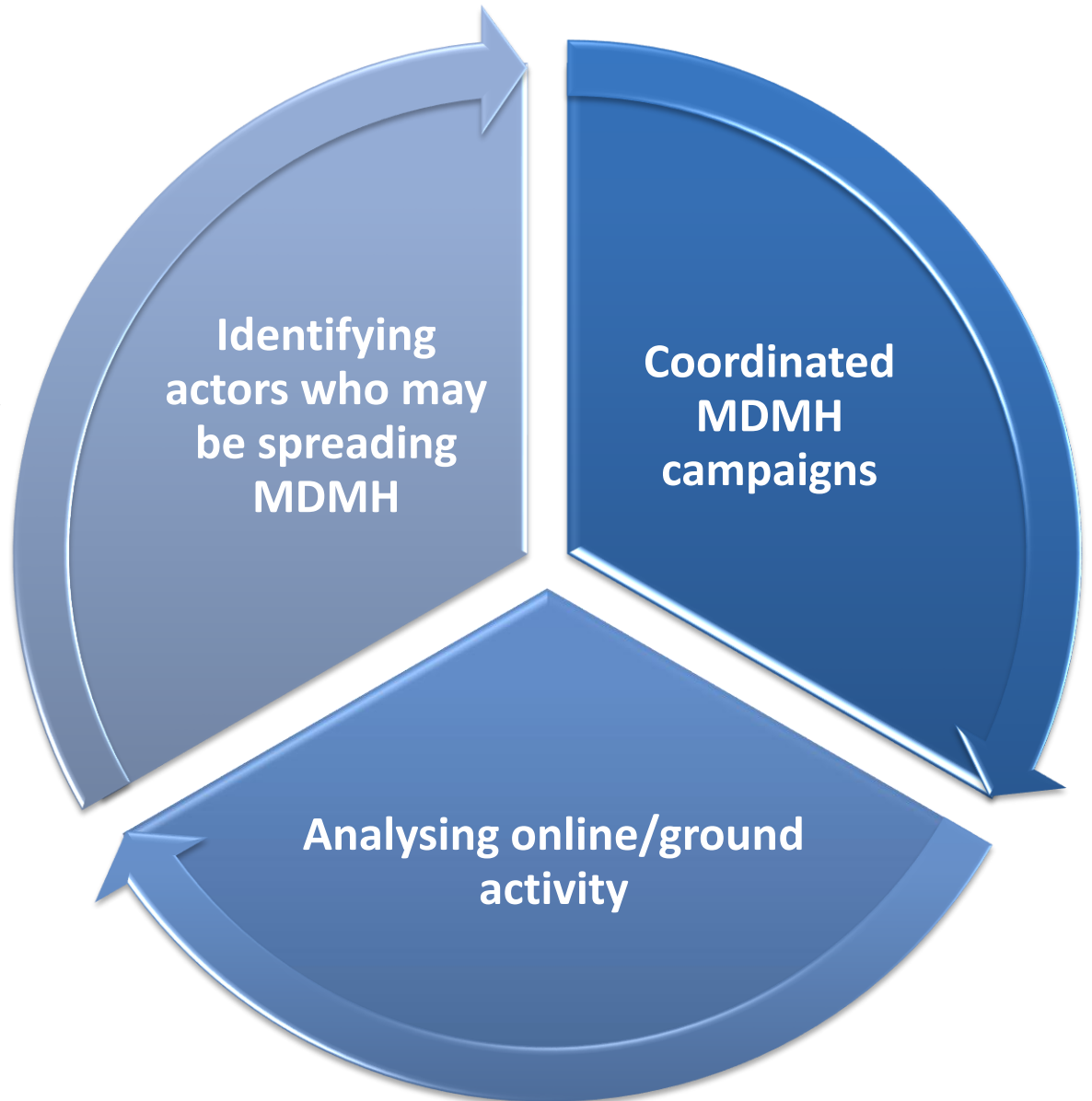


- **Actor** – who?
- **Behaviour** – how?
- **Content** – what?
- **Distribution** – scale of the problem and audience?
- **Effect** – impact?

# ABCDE Framework : Actors

## **Manipulative Actors**

Who are the originators and/or propagators of MDMH?  
Who are they linked to?



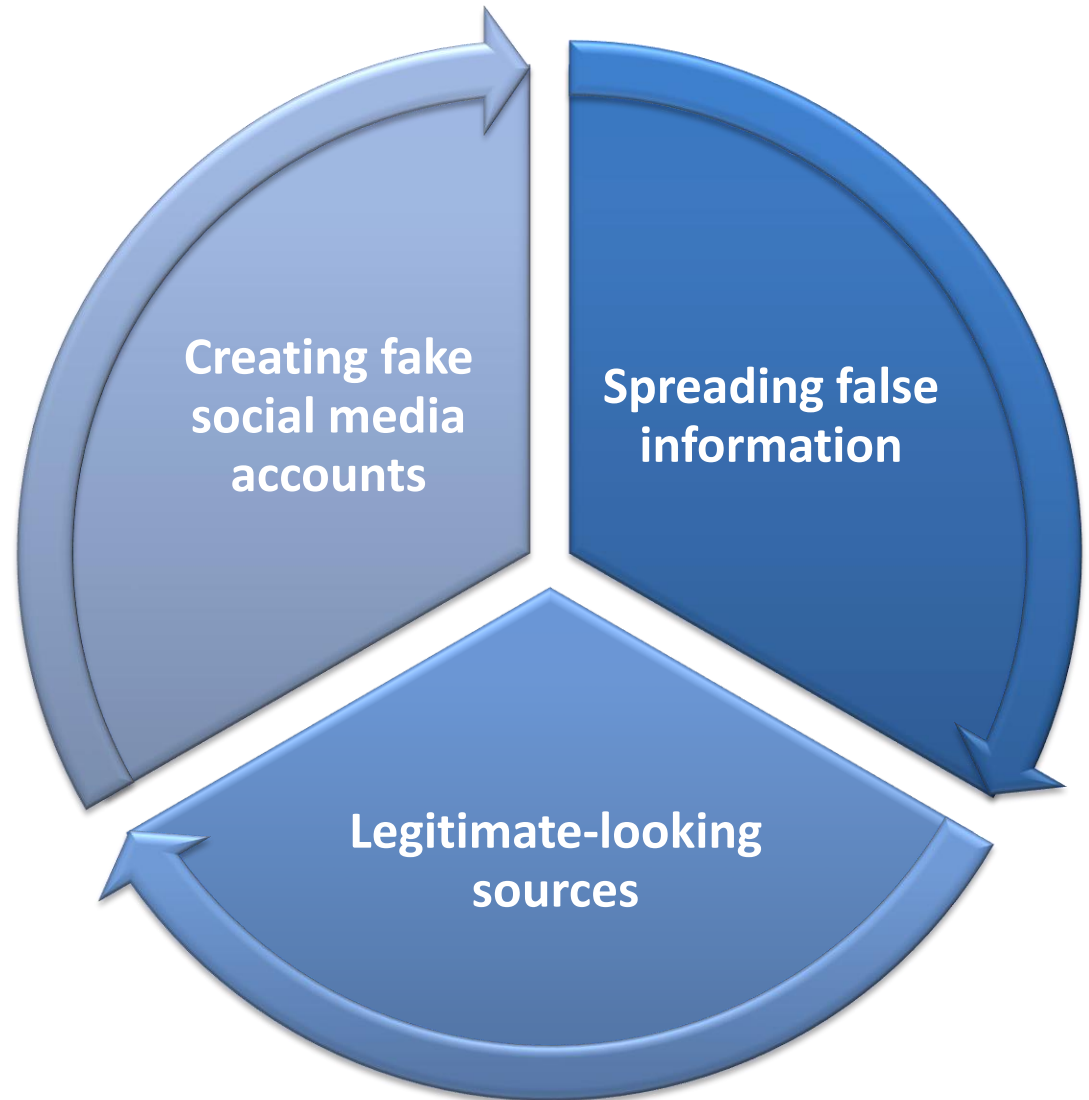
# ABCDE Framework : Behaviour

## Deceptive Behaviour

Network analysis – does the behaviour suggest malign intent? Is the actor employing improper communication techniques?

Which accounts are amplifying MDMH content?

Are they posting across platforms? Where does it originate?



# ABCDE Framework : Content

- Is the content verifiably untrue or deceptive?
- Will the content have an impact on unit operations or the safety of its personnel?
- Which languages are used in the spread of the MDMH?
- Is the content manipulated or artificial?
- Is the content reasonable self-expression protected by fundamental freedoms?
- What are the recurrent themes – posts vs comments?
- Are there new narratives being seeded?



# ABCDE Framework: Distribution

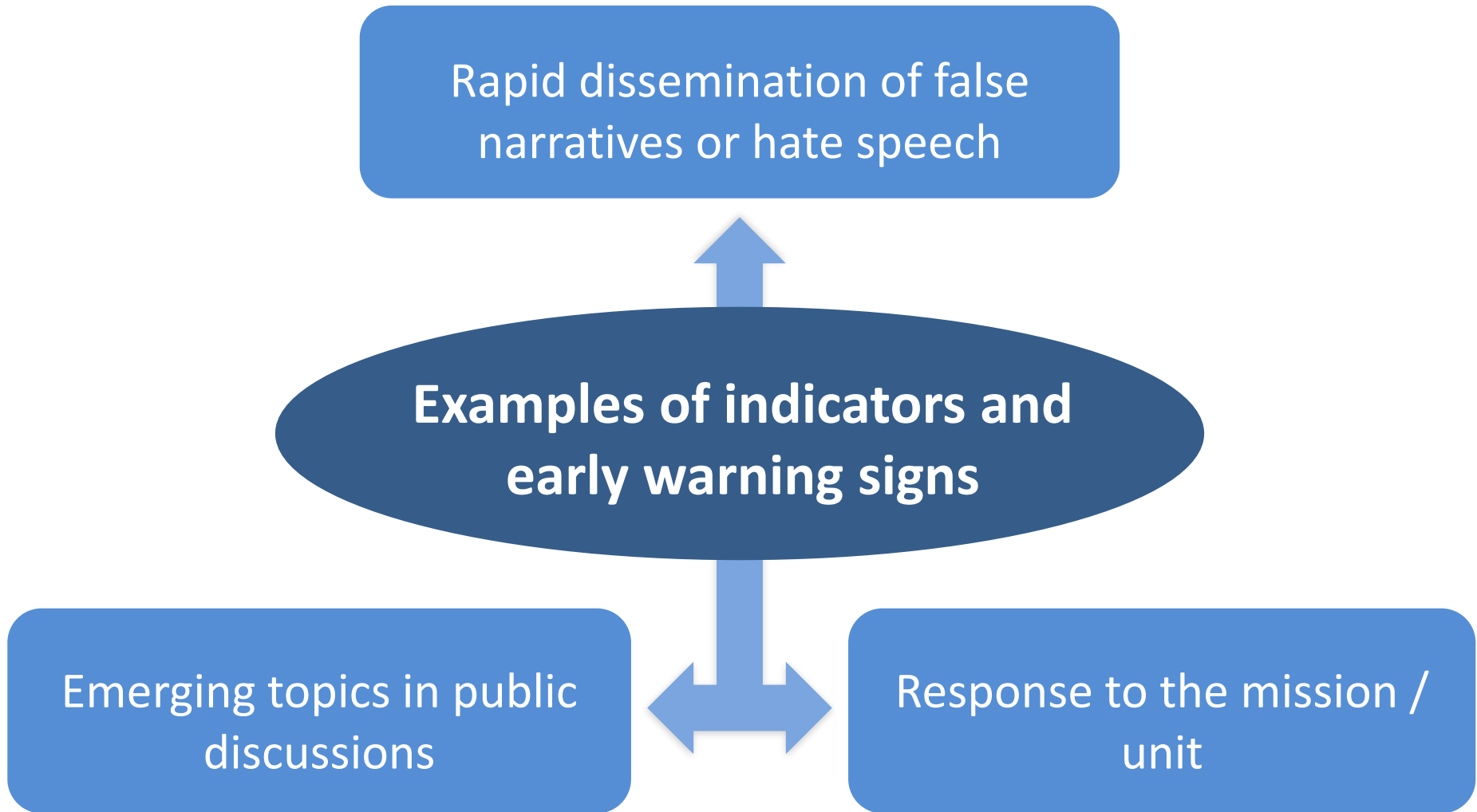
- Who constitutes the content's main target audience(s)?
- Is it possible to map which channels or platform(s) are used to distribute the content and how they interact?
- Is the content going viral and likely to be prevalent in the unit's area of operations?
- Is the content tailored or microtargeted, and, if so, to which audiences?
- Does the scale indicate a single operation or an ongoing campaign?

# ABCDE Framework: Effect

- The **effect** component uses indicators of impact to understand how much of a threat a given MDMH campaign poses.
- Indicators can be drawn together on the basis of the first four components of the framework to reach an assessment of the overall impact of the MDMH.
- The analysis informs risk analysis and management.
  - Is the content aimed at the UN or unit?
  - Does it undermine UN strategic communications?
  - Does the content threaten a unit's ability to implement its mandate and protect UN personnel?

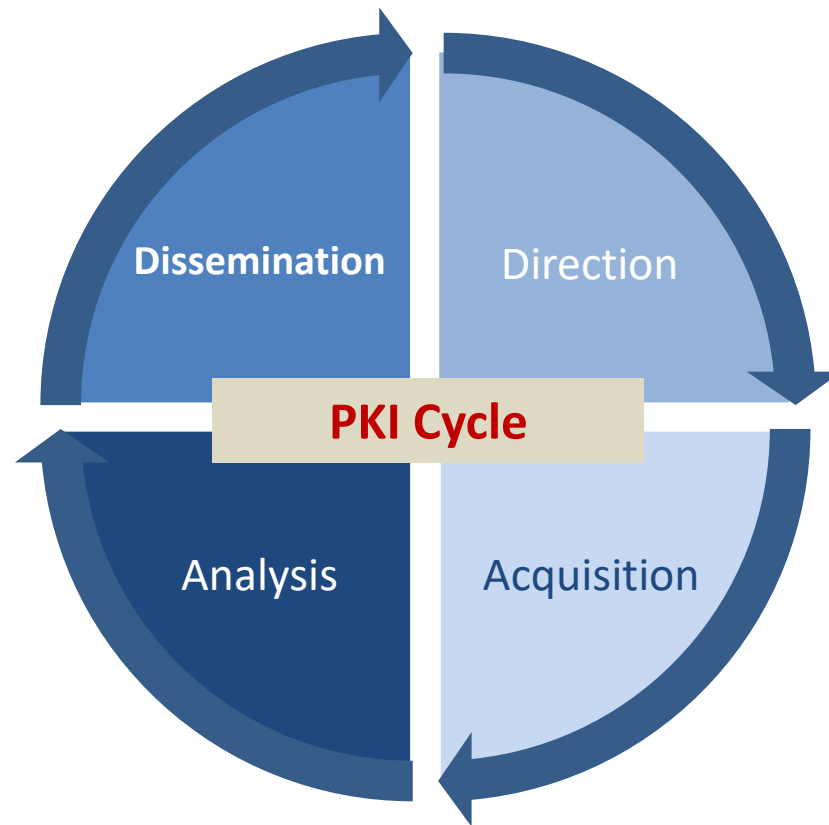
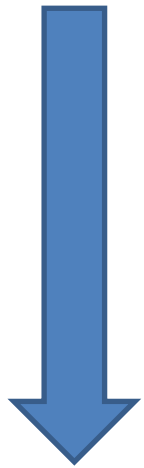


# Indicators and Early Warning Signs



# Effective Communication in Peacekeeping-Intelligence

Effective PKI  
**dissemination**



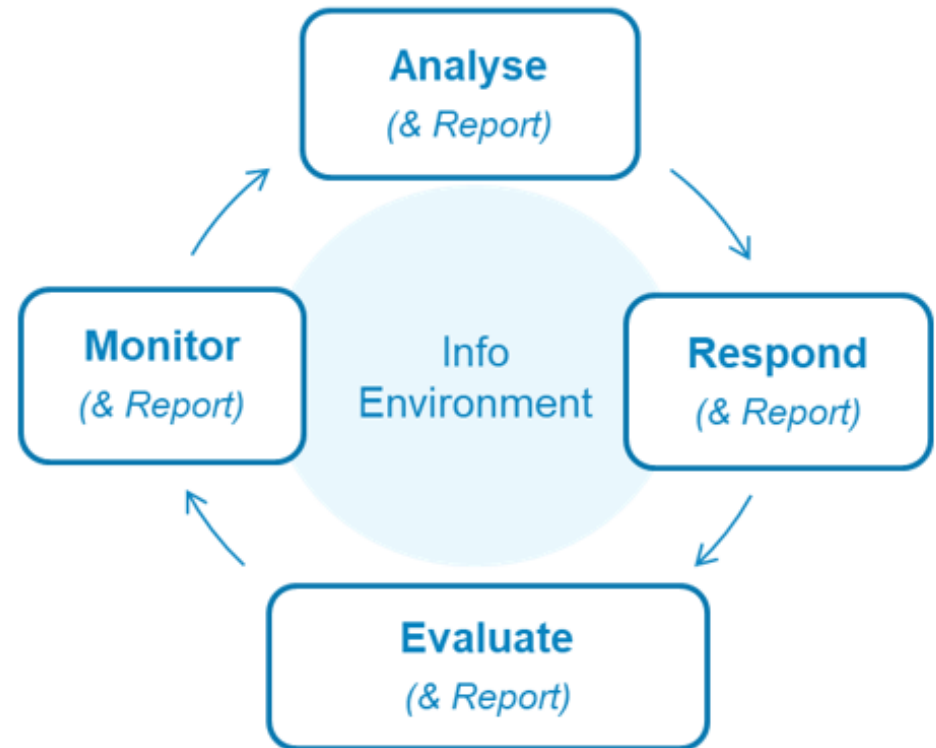
- Creating comprehensive reports
- Briefing that answer information requirements
- Enhance decision making

# Challenges of Monitoring and Analysing MDMH Activity

- Unit capabilities.
- Prioritising information requirements.
- Cost of technical solutions.
- Scale and complexity of information networks.
- False positives and negatives.
- Understanding language and context.
- Access to and engagement with communities.
- Legal considerations of data collection.

# MDMH Monitoring, Analysis, Response and Evaluation Cycle

- The cycle should be **integrated at the mission level into existing processes** for daily situational awareness and forward-looking assessments.
- Strengthening information integrity should be **embedded in early warning, conflict prevention, protection, and peacebuilding efforts**.
- The cycle should be subsumed into the military and police planning and peacekeeping-intelligence processes at the unit level.



# Take Aways

- Comply with PKI policy and guidelines.
- Train unit staff to monitor and analyse MDMH activity.
- Early warning signs are crucial for proactive and preventive responses to MDMH threats.
- Timely dissemination of PKI on MDMH threats is paramount.

# Questions