

Lesson 3.3
Monitoring and Analysing Data related to MDMH

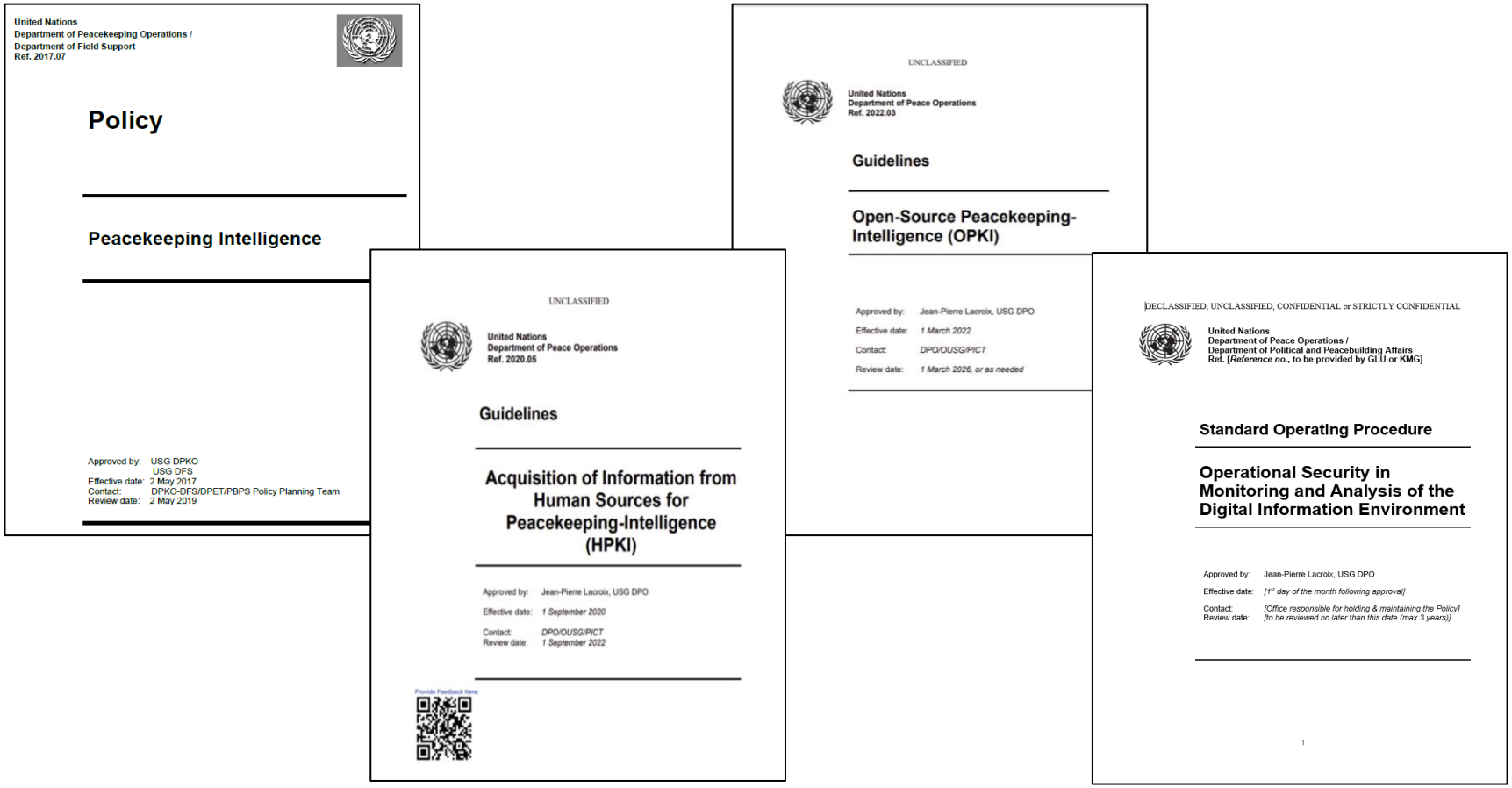
Learning Outcomes

- 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

Peacekeeping Intelligence

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. 2020.05

Guidelines

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

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

Provide Feedback Here:

UNCLASSIFIED

United Nations
Department of Peace Operations
Ref. 2022.03

Guidelines

Open-Source Peacekeeping-Intelligence (OPKI)

Approved by: Jean-Pierre Lacroix, USG DPO
Effective date: *1 March 2022*
Contact: *DPO/OUSG/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

Operational Security in Monitoring and Analysis of the Digital Information Environment

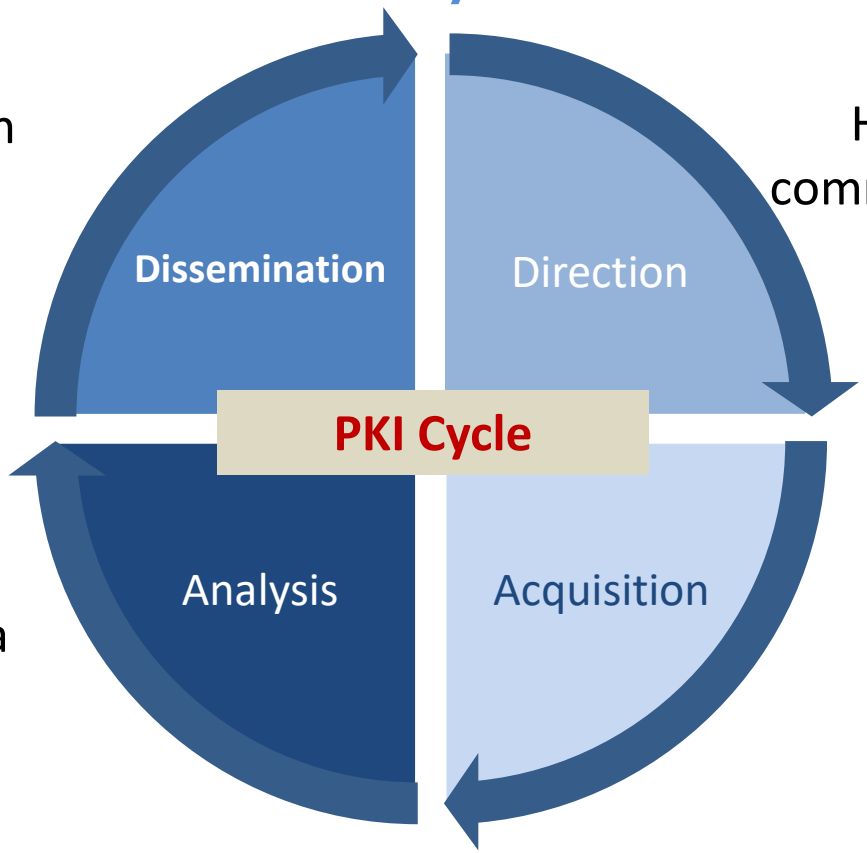
Approved by: Jean-Pierre Lacroix, USG DPO
Effective date: *[1st day of the month following approval]*
Contact: *[Office responsible for holding & maintaining the Policy]*
Review date: *[to be reviewed no later than this date (max 3 years)]*

1

Enhancing Security through a PKI cycle

Effective dissemination of PKI

Higher-HQ and unit commanders **provide clear direction**



Comprehensive data **analysis**

Data acquired in the **informational and physical domain**

- ❑ Enhance situational awareness
- ❑ Make informed decisions
- ❑ Effectively address MDMH threats

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"

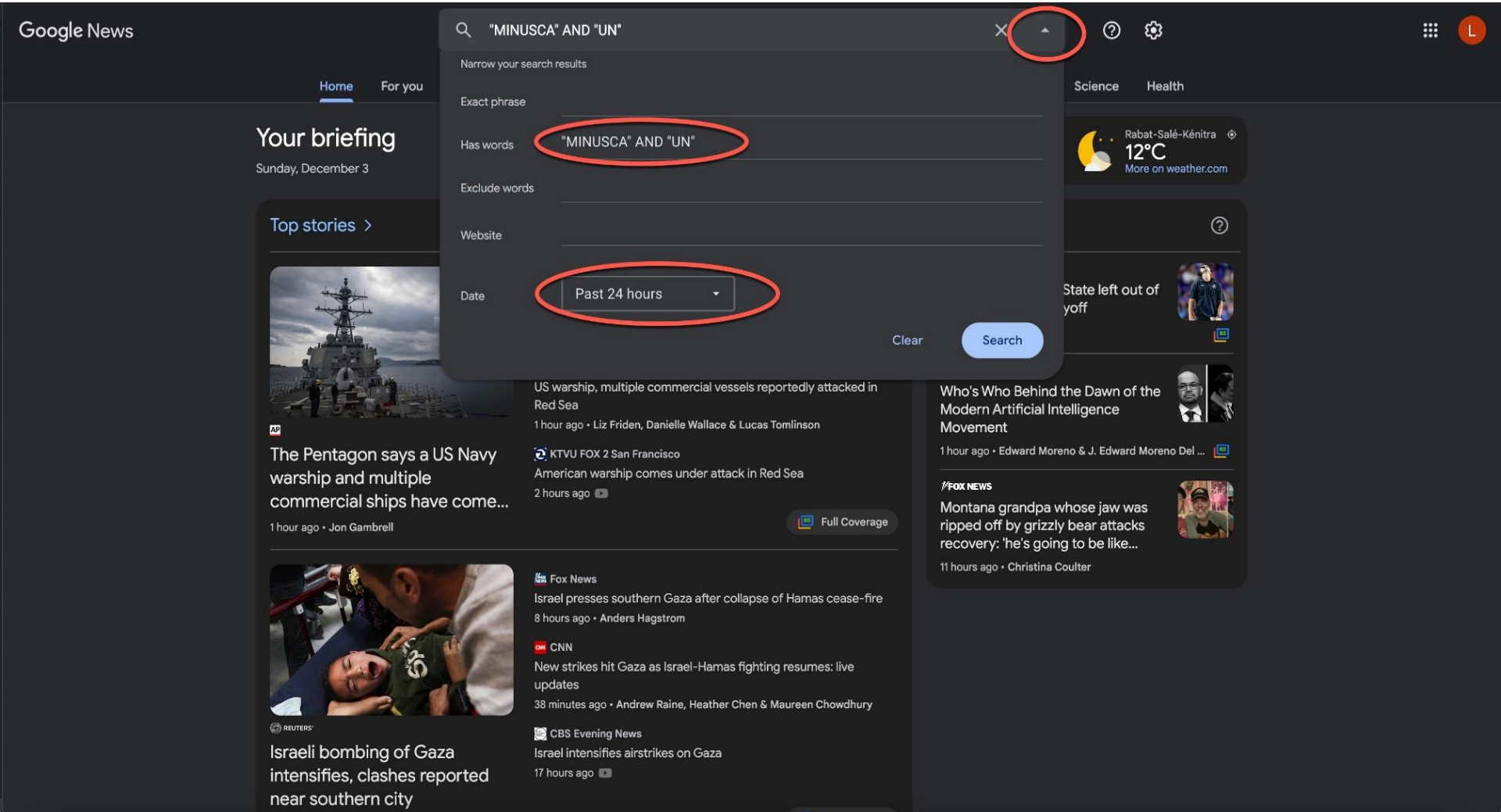
"MINUSCA" AND ("CAR" OR "Centrafrique") = ("MINUSCA" AND "CAR") OR ("MINUSCA" AND "Centrafrique")

"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

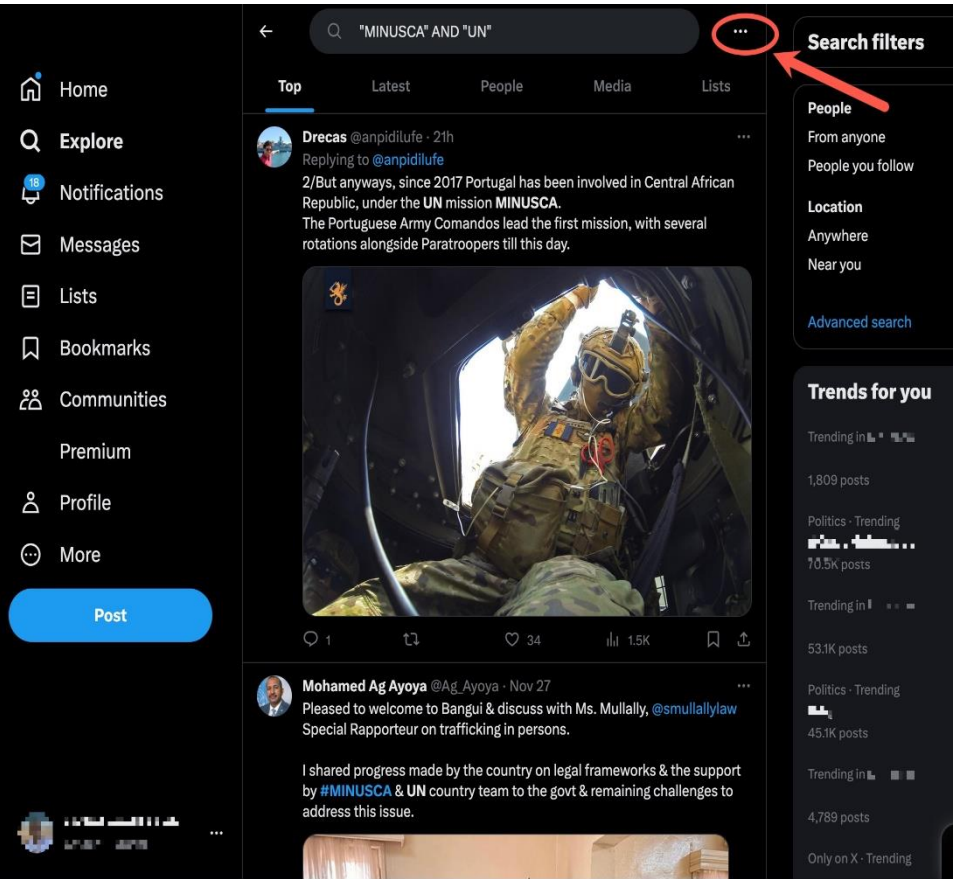
https://news.google.com/

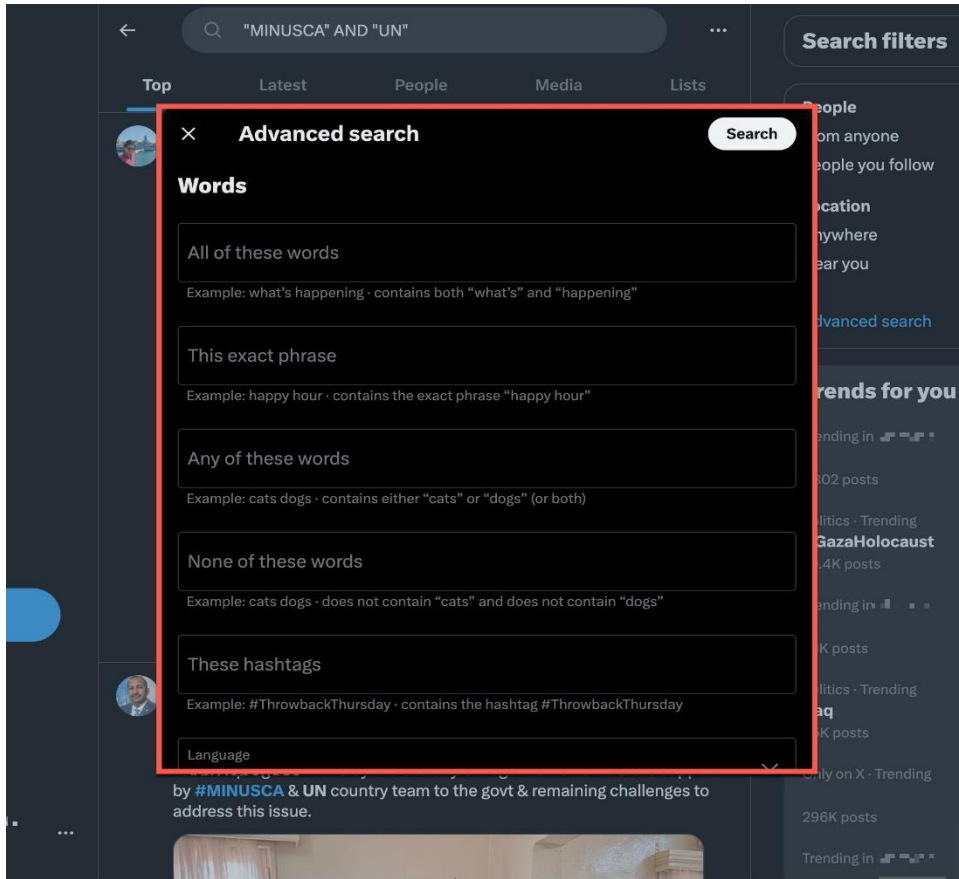


Advanced search

1 2 3 4 5

Connect to the platform → Enter your query → Use Advanced Operators → Validate search → Fill in needed filters





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 0F 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 ... / *R*egular information exchange... / *C*oordination 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)

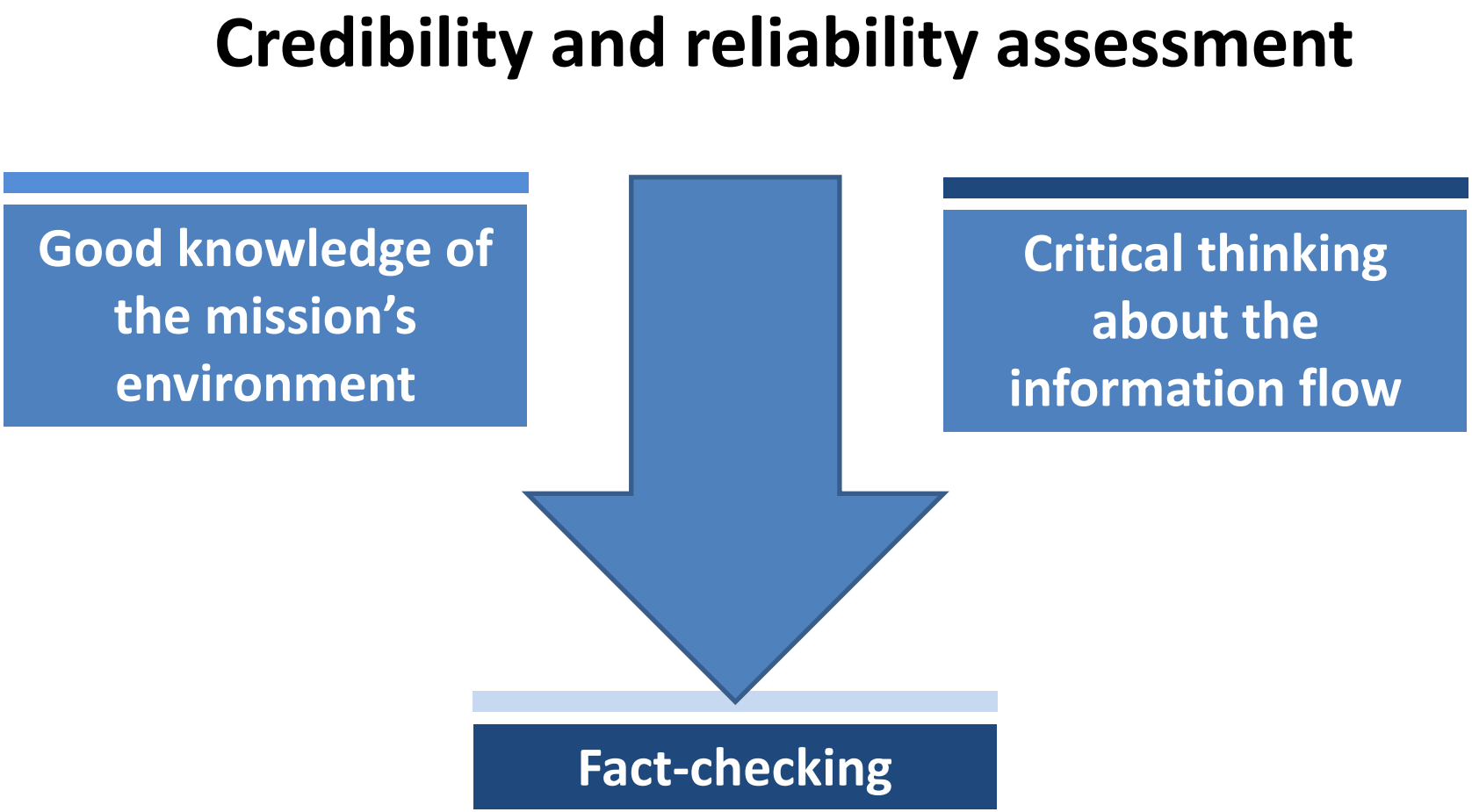
b. (about other subjects of interest)

9. ASSESSMENT

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

EXAMPLE

Credibility, Reliability and Biases in Information



Credibility, Reliability and Biases in Information: Fact-Checking

Information fact checking



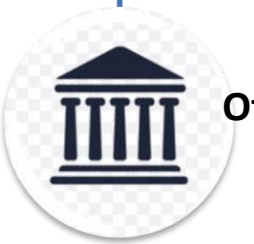
IT Tools



Unit personnel



UN Official websites and Social Media



Official websites and media sources

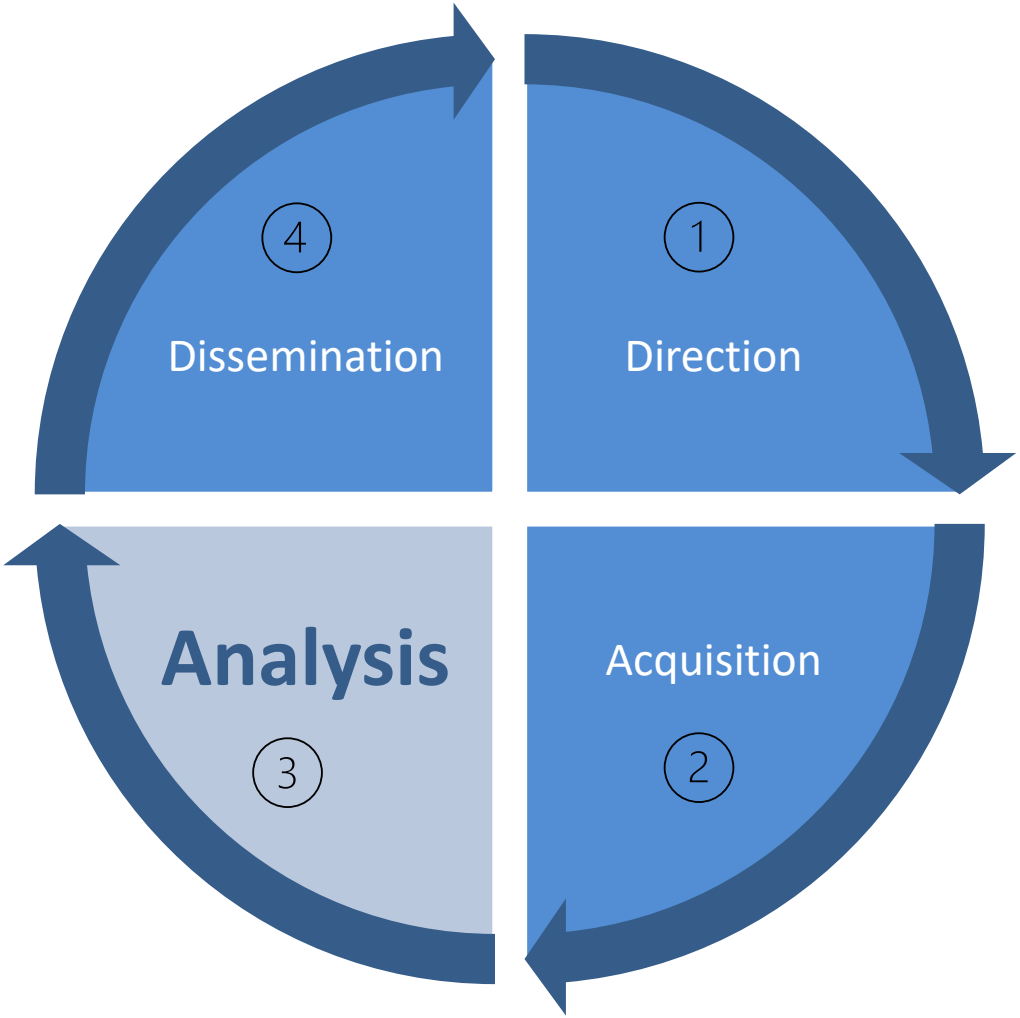


Patrols, contact with population

Cross-reference results

Reporting to unit & higher HQ

Analysing Data



PKI Cycle

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

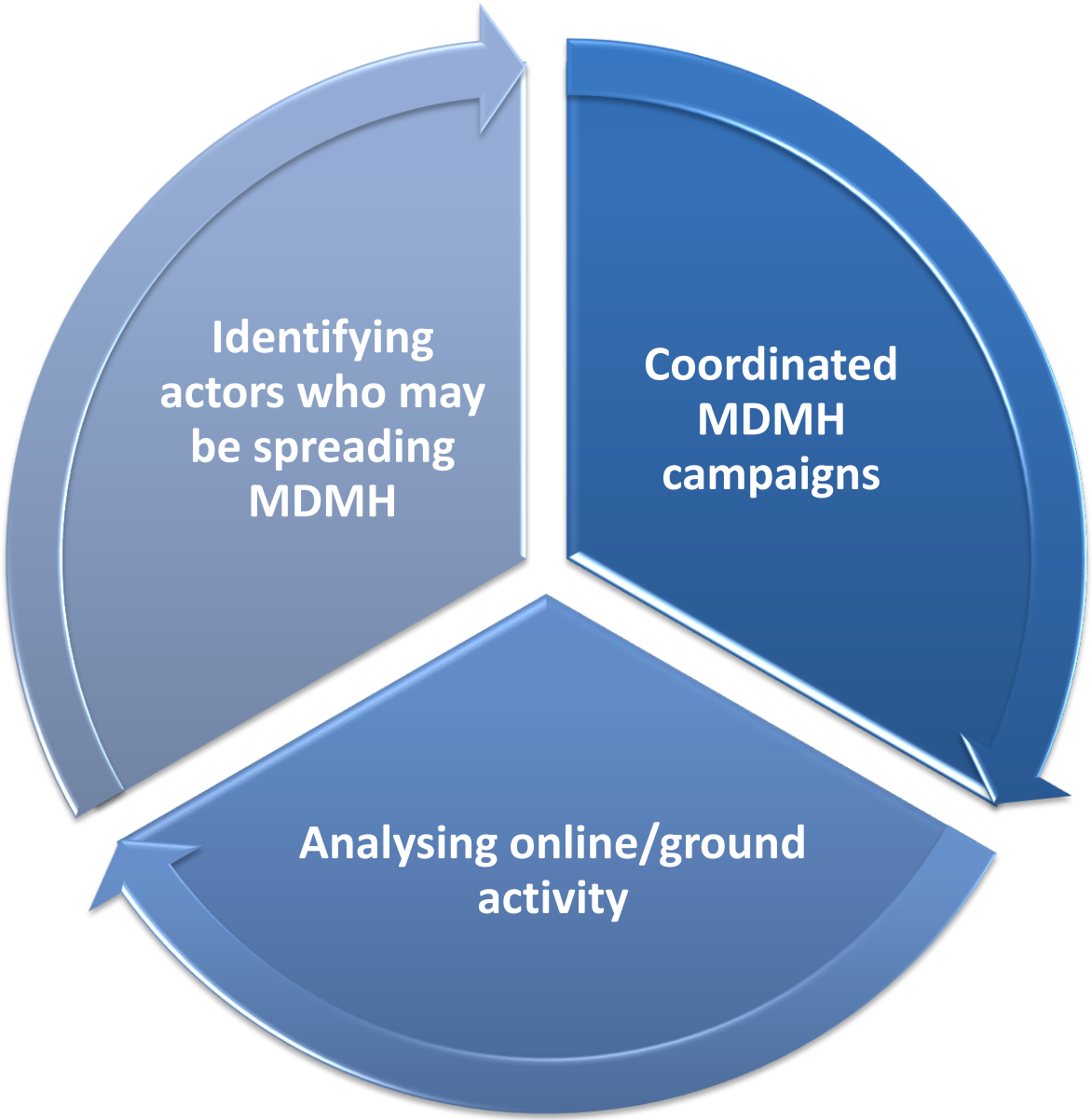


- **Actor** – who?
- **Behaviour** – how?
- **Content** – what?
- **Distribution** – scale of the problem and audience?
- **Effect** – impact?

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?



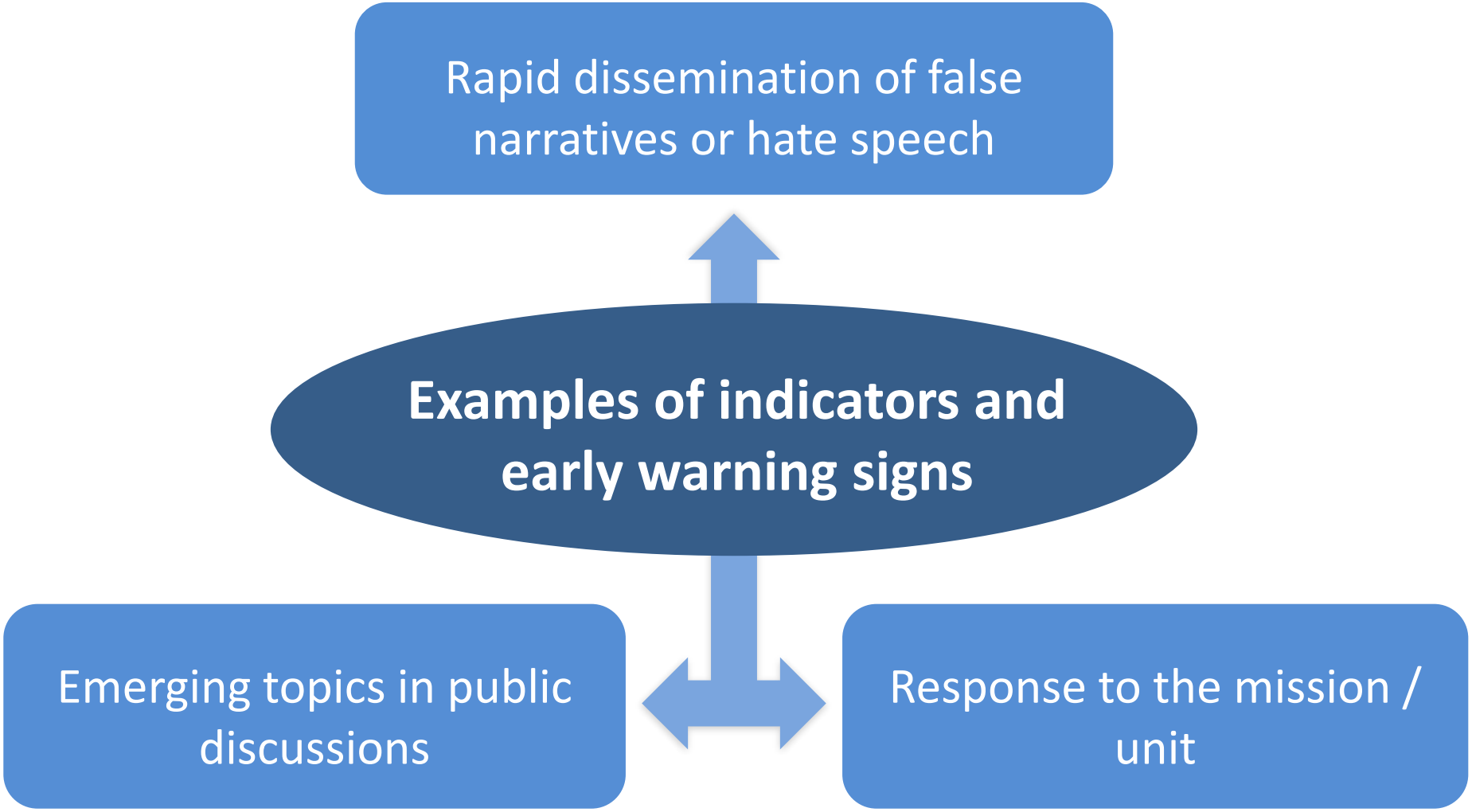
ABC**D**E Framework: Distribution

- 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?

ABCD**E** Framework: Effect

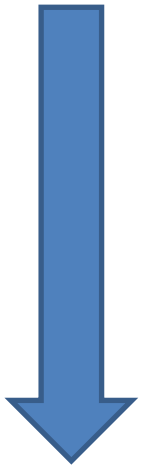
- The **effect** component uses indicators of impact to understand how much of a threat a given MDMH campaign poses.
- Indicators can be drawn together on the basis of the first four components of the framework to reach an assessment of the overall impact of the MDMH.
- The analysis informs risk analysis 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?

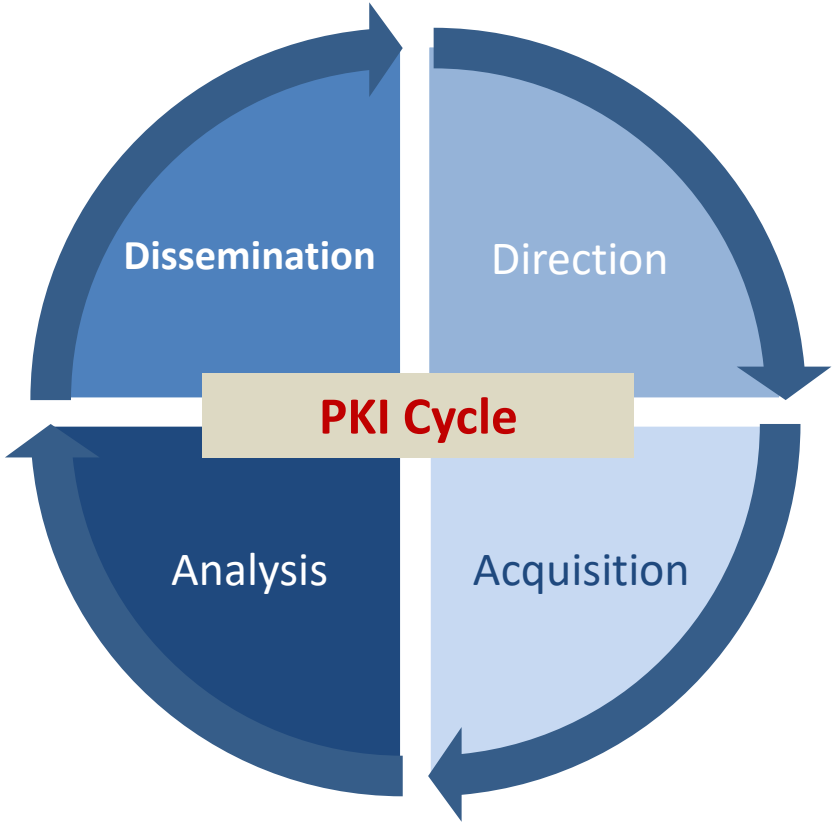
Indicators and Early Warning Signs



Effective Communication in Peacekeeping-Intelligence

Effective PKI **dissemination**





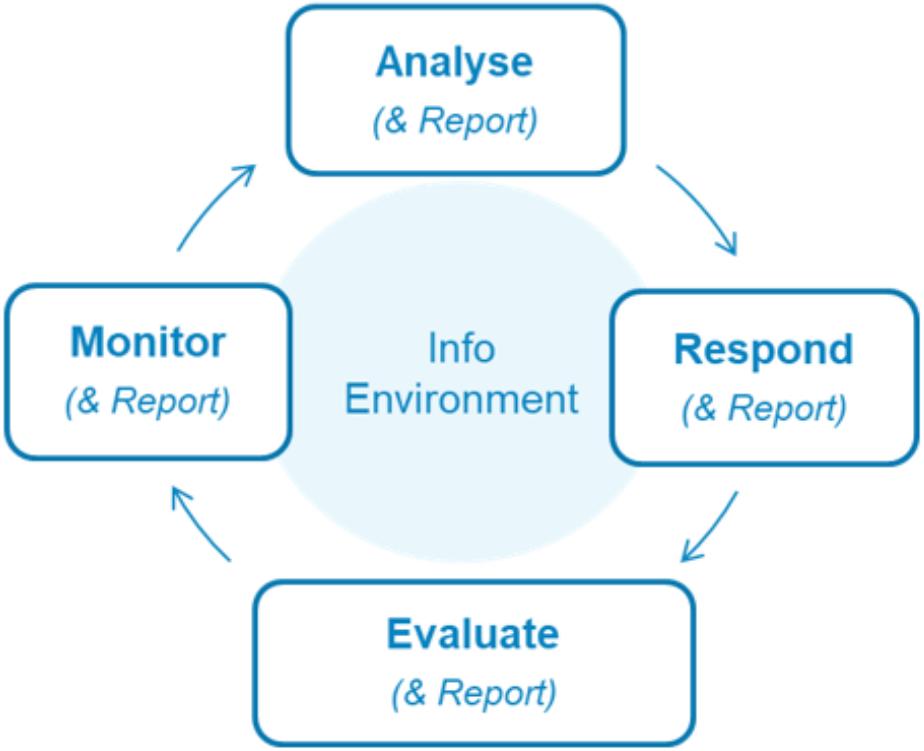
- ❑ Creating comprehensive reports
- ❑ Briefing that answer information requirements
- ❑ Enhance decision making

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