



THE TWO SIDED DICE: COMMUNICATIONS & CYBER



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Role of cyber space in modern conflicts

Infrastructure

- Cyber-attacks
- Hacking
- Infrastructure disruption

Information

- Propaganda
- Manipulation
- Psychological warfare





New information environment

- Information spreads on high speed and volumes
- Social media as effective information multiplier
- Empowering different actors (individuals becoming as powerful as organisations)
- Social media used for - information collection, propaganda, disinformation, deception, recruitment, fundraising
- **Social cyber attack** – spread of disinformation and rumours to manipulate with crowds



Cyber attacks elements of Influence campaign

- Hacking personal information.
- Using hacked information to underpin narrative.
- DDoS – statement
- False information



Internet trolling

Web slang
meaning for
the word

TROLL =



A **MESSAGE** OR A **PERSON**,



whose primary objective is to

**ANNOY AND
PROVOKE
PEOPLE**

**CAUSE
CONTROVERSY**

**WRITE
POINTLESS
MESSAGES**

“PRO-RUSSIA TROLLING”



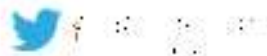
usually refers to **aggressive and anonymous web communication supporting the agenda of the Russian leadership.**

Source: kioski.yle.fi



Russian trolls in Latvia

- Analysis on trolling in Latvian web comments by the COE (August 2014)
- **Main conclusions:**
 - Russian trolling is identifiable - around 3% trolled web comments;
 - Focus on political news (Ukraine, EU, USA);
 - Latvian society overall resistant to trolling messages;
 - Most vulnerable group: seniors (poor knowledge of Internet media);
 - Most dangerous: less emotional trolling messages (links from Wikipedia, news sites).



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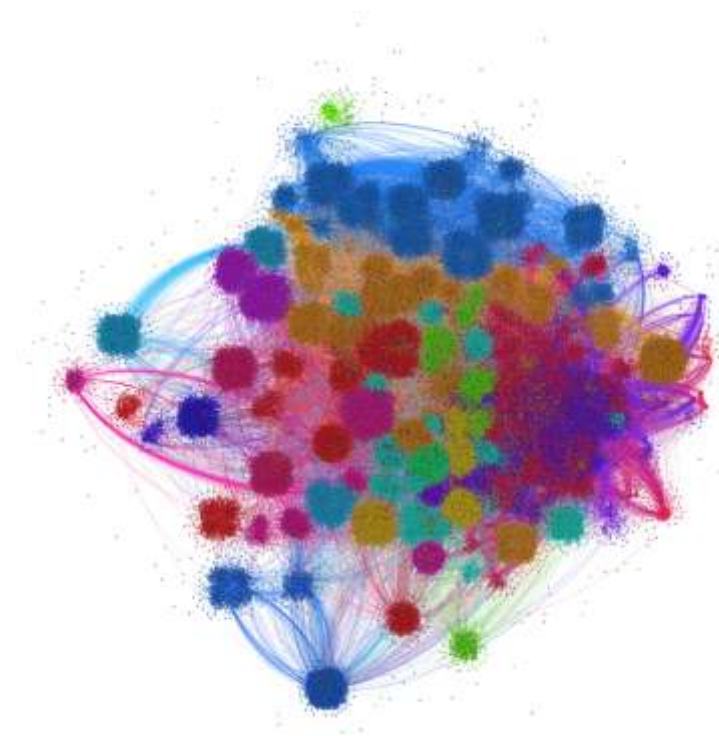


oti interesanti speci cenšas apkrāpt visu normālo cilvēci, iestāstot, ka Krievija tikai vainīga!Varbūt pie amerikāņu vēstniecības var aiziet ukraiņi un nolikt ziedus un pateikties par to, ka pseidodemokrātijas ieviesēja kurina karus visā pasaulē...par maz



DAESH Twitter network

- Social Network Analysis by the COE (July – August 2015)
- **Main conclusions:**
 - Twitter as umbrella to gather info from different sources;
 - Network is flexible, self – repairing and self – reinforcing, ready to adjust with great speed;
 - Behaviour of «organised disorganisation»;
 - No reason to block separate accounts without removal of entire communities;



*Nodes: 159,000 Relations: 504,000
Collected: 2 August, 2015*



What to do about it?

- **Understand threat landscape**
- **Identify** – fake personas (bots, «trolls»), information campaigns, their sources and aims
- **Challenge** – reveal false facts and disinformation (civic journalism), challenge with humour, develop own narrative
- **Learn and prepare** – analysis from current conflicts, long-term efforts on critical thinking, social media literacy



Thank you for your attention!

Questions?



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