

# ICT for peace foundation



## ACTIVITY REPORT 2006-2013

## WHO WE ARE AND WHAT WE DO

ICT4Peace took root in 2003 with a pioneering research on the role of ICTs in preventing, responding to and recovering from conflict that led, two years later to the adoption of Paragraph 36 of the Tunis Commitment by the World Summit on the Information Society.

ICT4Peace is a policy and action-oriented international Foundation that explores and champions the use of Information Communications Technology (ICT) for crisis management, humanitarian aid and peace building.

Since its creation as a Foundation in spring 2006, it has offered insights, strategic guidance and conduct after-action reviews of ICT's designed and deployed for such purposes.

ICT4Peace aims to facilitate improved, effective and sustained communication between peoples, communities and stakeholders involved in conflict prevention, mediation and peace building through better understanding of and enhanced application of Information Communications Technology (ICT) including Media.

The Foundation focuses on original research and policy development, advocacy on key issues, advisory services and training as well as targeted networking.



The Foundation works on:

- Raising awareness about the contribution and potential of ICT and supporting the exchange of best practices in peace building and crisis management.
- Contributing to the establishment of broad principles derived from operational best practices, help integrate them into UN and multi-stakeholder processes and make ICT part of UN and global multi-stake-holder evaluation exercises.
- Developing and implementing ICT4Peace Training Modules for integrated and multi-stakeholder peacekeeping and peace-building missions.
- Building cooperation for a peaceful, secure, resilient and open ICT environment through the promotion of norms, rules and principles of responsible behavior by States and recommendations on confidence-building measures and exchange of information.
- Leading and contributing to research in the field of ICT for peace building and crisis management (publications, pilots, wikis).

Based in Geneva, Switzerland, the ICT4Peace Foundation is funded by the Swiss Government and Sweden as well as private foundations and individual donors. It has established close partnerships with many global institutions, organizations and agencies, both at the highest level of policy development and at the implementation level in the field.

The Foundation's Advisory Board consists of a Nobel Peace Laureate, senior diplomats, world-renowned practitioners, industry and domain experts, academics and researchers in the use of ICTs for peace- building and humanitarian aid. The Board members are increasingly called on by the Foundation to participate in the outreach and policy development work.

*To learn more about the ICT4Peace Foundation, its history, its partners, its initiatives, visit [www.ict4peace.org](http://www.ict4peace.org).*

## STRENGTHENING CRISIS INFORMATION MANAGEMENT AT THE UNITED NATIONS



*The ICT4Peace Foundation has established a long-term and trusted relationship with the UN and its various agencies.*

*It is the leading partner of UN DESA for the implementation and monitoring of Paragraph 36 of the Tunis Commitment of the WSIS. Based on its 2008 report on Stocktaking of UN Crisis Information Management Activities, Capabilities and Best Practice, the Foundation has supported the UN Office of Information and Communications Technology (OICT) in successfully completing the UN Crisis Information Management Strategy (CIMS) in August 2009.*

### Supporting the implementation of the UN Crisis Information Management Strategy

The UN CIMS is based on the recognition that governments, the UN, the International Financial Institutions (IFIs), non-governmental organizations, business and media have significant experience in crisis response. Yet, no single agency, department or actor has the capacity or sole mandate to address these crises.

This makes it vital that everyone involved in disaster prevention and response harmonize the use of tools and systems to produce, disseminate and archive information in a manner that can be scaled up or rapidly focused to deal with any type of crisis.

The CIM strategy is helping all actors, including the UN’s member states and agencies, to deal with all stages of a crisis lifecycle more efficiently and effectively. It covers data architecture, technology development, stakeholder management and capacity building issues.

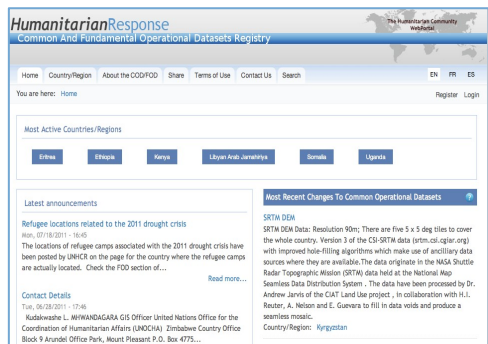
ICT4Peace facilitates consultations and meetings on these key issues to help the UN in implementing the CIMS.

Today the Crisis Information Management Advisory Group (CIMAG) has become a unique platform for reflection, exchange on best practice and coordination. CIMAG meetings, workshops and retreats are regularly convened and chaired by the Foundation on behalf of the UN/OICT.

### Improving humanitarian information sharing

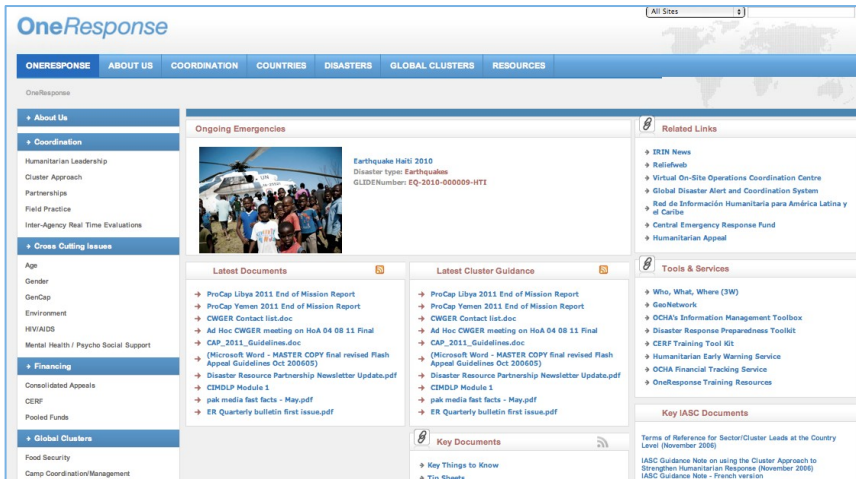
It is today clear that ICTs, new and social media as well as crowdsourcing offer great potential to strengthen planning and delivery of aid. Already in 2007, the ICT4Peace Foundation signed a partnership with the UN Office for the Coordination of Humanitarian Affairs (OCHA). It participated in the organization of the Global Symposium+5 that brought together a community of practice on humanitarian information and knowledge.

The Foundation and the Swiss Government supported OCHA in building the Humanitarian Response Common and Operational Datasets (CODs) Registry to make critical information during a humanitarian crisis available to the public.



The screenshot shows the website interface for the HumanitarianResponse Common and Operational Datasets Registry. The header includes the title and a navigation menu with links for Home, Country/Region, About the COD/POD, Share, Terms of Use, Contact Us, and Search. There are also language options for EN, FR, and ES. Below the header, there is a section for 'Most Active Countries/Regions' with buttons for Ethiopia, Eritrea, Kenya, Libyan Arab Jamahiriya, Somalia, and Uganda. The main content area is divided into two columns: 'Latest announcements' and 'Most Recent Changes To Common Operational Datasets'. The 'Latest announcements' section features a news item about refugee camps related to the 2011 drought crisis in Somalia, dated 07/18/2011. The 'Most Recent Changes' section lists a new SRTM DEM dataset for Kirgistan, dated 06/20/2011.

Ever since, the cooperation between the Foundation and OCHA has been growing on various fronts, including a participation in the evaluation of the OCHA OneResponse humanitarian web site.



## Fostering cross-fertilization with crisis mappers

In 2010 the Foundation invited UN/OICT to participate at the Crisis Mappers Meeting in Boston and to thus embrace an increasingly important community of actors in crisis information management. The Foundation was the first organization to publish a report on how to support cross-fertilization between the UN Interagency Standing Committee (IASC) Core Operational Data Sets (COD) and Information generated by Crisis Mappers during a given crisis.

In 2011, the Foundation co-hosted with the Swiss Confederation and the European Commission's Joint Research Center the 3rd International Conference of Crisis Mappers<sup>1</sup> (ICCM) in Geneva. It brought together the most engaged practitioners, scholars, software developers and policymakers at the cutting edge of crisis mapping.

<sup>1</sup> <http://crisismappers.net/page/iccm-geneva-2011>

## ICT4PEACE IN ACTION

*Beyond research and policy development, the ICT4Peace Foundation carries out a number of activities. It develops and supports innovative online tools such as the Crisis Information Management Platform or the inventorization and country specific Wikis. It also offers advisory services and training in cooperation with various partners involved in conflict resolution, peacekeeping and peace building. And to further raise awareness about ICT in crisis management, the Foundation's team members organize or contribute to a variety of global and regional events such as conferences, workshops, webinars, lectures and presentations.*

### Working on international cyber-security challenges

The Internet is a global common good, which has triggered an explosion of innovation, business activity, economic growth, social networking and exchange of ideas. Tackling a threat to this mainstay of modern society requires a global effort, a concerted open dialogue to find common ground and solutions.



ICT4Peace experts have contributed to this dialogue since 2006, asking for more international cooperation among states in order to reduce risks, enhance security and promote a peaceful, secure, open and cooperative ICT environment.

In 2011 it called for a Code of Conduct<sup>2</sup> to strengthen cyber-security. In 2013 it hosted a workshop<sup>3</sup> on Confidence Building Measures (CBMs) & international cyber-security. It also published a Cyber Policy Process Brief<sup>4</sup> as well as a report on «The reach of soft power in responding to international cyber-security challenges»<sup>5</sup>.

<sup>2</sup> <http://ict4peace.org/getting-down-to-business-realistic-goals-for-the-promotion-of-peace-in-cyber-space/>

<sup>3</sup> <http://ict4peace.org/?p=2871>

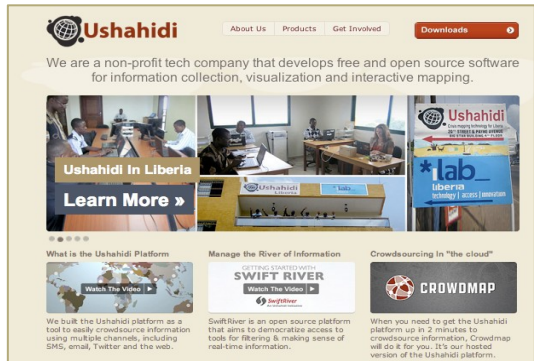
<sup>4</sup> <http://ict4peace.org/the-dramatic-rise-of-cyber-attacks-what-are-governments-doing-about-it/>

<sup>5</sup> <http://ict4peace.org/?p=2946>

## The ICT4Peace Matrix empowers Ushahidi

Ushahidi is a crowd-sourced information management platform that relays vital information to decision makers in crises.

After its initial support to Ushahidi through financing and intellectual input in 2009, the ICT4Peace Foundation contributed to develop a plug-in, called the Matrix, to validate information generated from the ground. Fully integrated into Ushahidi’s open source web platform, it was used successfully in the Egyptian parliamentary elections of 2010.



The use of crowdsourcing supported by the Matrix is being discussed with a number of partners in countries such as Kirgystan, Egypt, Tunisia, Morocco, Somalia and Kolumbia. ICT4Peace also plans to use this new functionality for crisis simulation exercises, disaster preparedness and risk reduction planning, as well as for other crisis information management training purposes and field pilots.

## Crowdsourcing applied during the Tunisia 2011 elections



The upgraded version of the Matrix was effectively used during the Tunisian elections in October 2011. The Foundation was mandated by the Tunisian Ministry of Interior and the Committee for the Supervision of the Elections to carry out, with Ushahidi, the development and implementation of a crowdsourcing-based security incidents monitoring and follow-up platform.



## Content rich Wikis boost crisis information on the web

In 2007, the ICT4Peace Foundation launched its inventorization wiki to catalogue existing ICT tools and mechanisms - operational, legal and conceptual - related to conflict early warning, mitigation, transformation and post-conflict recovery.

It offers a collection of unique and widely acclaimed wikis geared towards the humanitarianid community as well as media and policy makers.

They feature vital information from government, the UN system in the disaster / crisis stricken area, other NGOs, the World Bank, as well as comprehensive situation reports, mapping information and GIS data, photos & videos, who/what/where information and links to domestic and international media coverage.

The Wikis are constantly updated and curated by the Foundation.

In 2010, the ICT4Peace Wikis covered the Haiti and Chile earthquakes, the Pakistan floods, the Deepwater Horizon oil spill in the Gulf of Mexico and the riots in South Kyrgyzstan.

In 2011, a Wiki focused on the Libyan unrest and in 2012 ICT4Peace published a Wiki on the crisis in Mali.



To follow up the latest ICT4Peace Wikis visit: <http://wiki.ict4peace.org>.

## Training key stakeholders in crisis information management

There is a general consensus among the peacekeeping, peace- building and humanitarian assistance community that there is a crucial need to foster and encourage communication and information exchange as well as a culture of cross-professional cooperation and partnership among all stakeholders - military, police and civilian - taking part in peacekeeping & peace-building, humanitarian & crisis management operations.

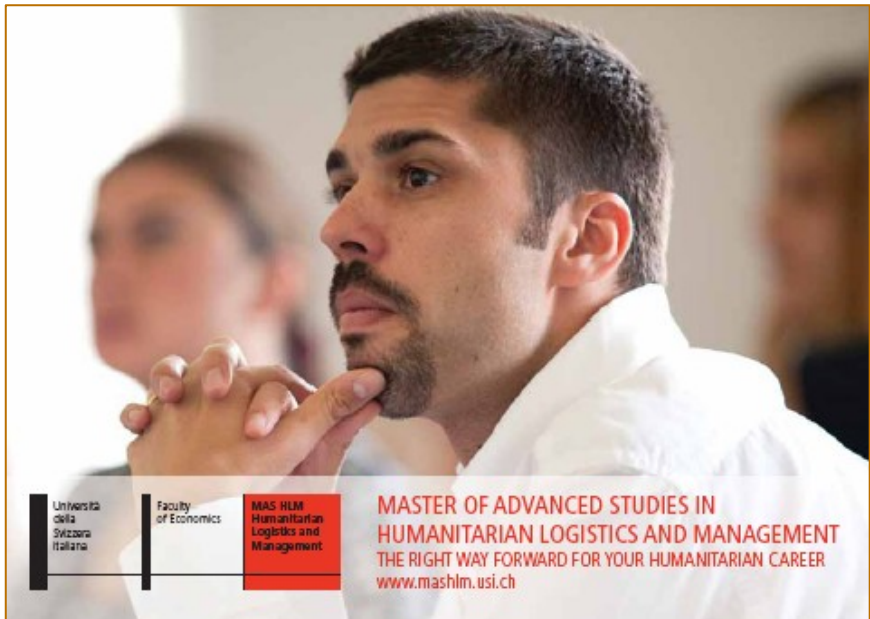
To develop and implement training programs that serve this vision of shared learning, the ICT4Peace Foundation has established initial partnerships with the Cairo Regional Center for Training on Conflict Resolution & Peacekeeping in Africa (CCCPA), the Ecole pour le Maintien de la Paix, (EMP) in Mali and the Kofi Annan International Peacekeeping Training Center (KAIPTC), in Accra, Ghana.



Today the Foundation develops and carries out training courses in Crisis Information Management (CIM) for multi-dimensional and multi-stakeholders missions in peacekeeping and peace building.

The content is anchored to new dimensions in peacekeeping and disaster management, including harnessing the potential of new media, the web, Internet and mobile technologies for increased situation awareness.

So far Crisis Information Management training courses were developed and implemented for staff members of Joint Mission Analysis Centers (JMAC) and for humanitarian operations managers as part of the Executive Master Program for Humanitarian Logistics and Management of the University of Lugano, Switzerland.



ICT4Peace also participated, with the case of the Haiti Earthquake, in the ISCRAM Summerschool on Humanitarian Information Management and Logistics in Tilburg, The Netherlands.



The Foundation also entered a partnership with Folke Bernadotte Foundation, Zentrum für Internationalen Friedensdienst, the Crisis Management Centre of Finland and APSTA to develop the JMAC-CiM Pilot Training course at CCCPA in Cairo.

Together with its partners, the Foundation conducted a first of its kind training course on CIM for African Peacekeeping and Peacebuilding missions using ICT and new media in October 2011.

It aims to develop African capacities for peace operations and to strengthen the skills and capabilities of present and future senior level staff of UN, African Union and other mission analysis centres, be they civilian, military or police.

The course also demonstrates the opportunities and challenges of ICTs and new media tools while providing reality base simulation exercises.

Others partners in training projects are the Peacekeeping School of Bamako, Chilean Joint Peacekeeping Operations Centre, UN OCHA, UNITAR and DPKO.

In autumn 2011, the Foundation also designed and delivered a tailored training program to the local crisis mappers and supervision teams in preparation of the Tunisia elections on Oct.23<sup>rd</sup> 2011.

## The 2013 CiMAG meeting and the MONUSCO mandate



ICT4Peace organized the 2013 Crisis Information Management Advisory Group (CiMAG) meeting in May in New York<sup>6</sup>.

Led by the UN OCIT, it gathered 30 participants: UNOCC, UNITAR, UNDP BCPR, UNICEF, OHCHR, OICT, OCHA, DFS/DPKO, UNHCR and WFP as well as representatives from Google Crisis Response, Human Rights Watch, Sahana Software Foundation, Standby Volunteer Task Force and World Bank OpenDRI.

During the meeting, ICT4Peace was invited to make a field visit at the peacekeeping mission MONUSCO<sup>7</sup>, to carry out a base-line survey on the mission's CiM capabilities and practices.

After an initial CiMS workshop at MONUSCO, the Foundation will implement a tailored training program in 2013 & 2014.



The main objectives for ICT4Peace are:

- To train middle and senior staff of the MONUSCO and UN Country Team in CiM, including situational awareness.
- To carry out a CiM Training Course at the Entebbe RSCE Training Center for the staff of the UN PK and PB Missions in Eastern Africa.
- To define the specific information and data required to more efficiently support MONUSCO senior decision making and reporting, to improve information collection, validation, and analysis and to support the ongoing operations.
- To review and define options of innovative and collaborative approaches, tools and best practices in CiMS using ICTs.

<sup>6</sup> <http://ict4peace.org/report-of-crisis-information-management-advisory-group-cimag-retreat-2013/>

<sup>7</sup> <http://monusco.unmissions.org> - United Nations Organization Stabilization Mission in the Democratic Republic of Congo

## Developing advisory and cooperation partnerships

Since its creation in 2006, the ICT4 Peace Foundation has developed winning partnerships with a variety of organizations such as ITU GCA HLEG, Geneva Security Forum, GCSP, Gulf Research Institute, Strategic Foresight Group, the Institute for Diplomatic Studies of the Ministry of Foreign Affairs of the Arab Republic of Egypt, WHO Geneva, International Committee of the Red Cross, ETH Zürich... to name just a few.



The screenshot shows the homepage of the Crisis Management Initiative (CMI). The header features the CMI logo with the tagline "Every Peace Matters". Navigation links include "HOME", "ABOUT US", "ACTIVITIES", "OFFICE OF PRESIDENT AHTISAARI", "PUBLICATIONS", "MEDIA", and "CONTACT US". A search bar is located in the top right corner. The main content area is divided into two columns. The left column features a photograph of a woman with dreadlocks and a man in a suit, with the heading "CRISIS MANAGEMENT INITIATIVE (CMI)" and a brief description: "Crisis Management Initiative (CMI), a Finnish independent non-profit organization, works to resolve conflict and to build sustainable peace. [Read more...](#)". The right column is titled "WHAT'S NEW" and lists three recent news items: "CMI receives a significant donation from a Finnish foundation", "CMI Establishes a New Partnership", and "The Economist: Non-governmental organisations (NGOs) are playing an ever greater role in conflict resolution...". Below this is a "RECENT UPDATES" section with two items: "New report from the AU Mediation Support team" and "New staff member profiles added".

Thanks to the close relationship of the Foundation with former Finnish President Martti Ahtisaari, joint projects are regularly developed with his Crisis Management Initiative (CMI), such as the publication of *PeaceIT*, an online journal and an upcoming workshop on ICT and Conflict Mediation.

In November 2010, the Foundation participated in the Early Warning for Protection Conference in Phnom Penh, Cambodia. The focus was on how private, public and civil society institutions can harness early warning ICTs and mechanisms to contribute to the prevention of mass atrocity crimes.

The Foundation issued a report on what is being done to support the prevention of mass atrocity crimes as well as reconciliation, healing and justice. It led to an informal advisory partnership with the UN Special Advisor on the Prevention of Genocide to explore the utilization of ICTs for early warning.

### Raising awareness about ICT and crisis management

The Foundation is present and active in many events, conferences, workshops (including panels at the 2010 & 2011 WSIS Forums), webinars, lectures and presentations around the issues of crisis information management and ICTs.

All its reports as well as partners reports are published on [www.ict4peace.org](http://www.ict4peace.org), the Foundation's official web site that registers today more than 38000 visits from 184 countries in the world. Naturally the Foundation is active on Facebook and Twitter. Mainstream and specialized media regularly cover the Foundation's activities.

Furthermore, the Foundation's team is regularly invited to speak about its various initiatives and research in a number of events and locations worldwide.

Early 2011, it launched with the Harvard Berkman Center Geogitech the first edition of the ICT4Peace Paper Series: Peace-building in the Information Age: Sifting Hype from Reality.



## LOOKING TO THE FUTURE

It is now a given that ICTs are front and centre in crisis prevention and management as well as in relief and aid work, irrespective of the nature of the disaster and where it occurs.

Several significant challenges remain. Issues of sustainability, clear relationships with the United Nations, Governments, the role of crisis mapping in complex political emergencies, ownership and use of data, data architecture, and stakeholder management are some of these.

Today, the CIMs process is well recognized within the UN system, and has moved from championing the use of ICT in relief work to championing a more robust framework for their adoption and use.

Senior leadership in many agencies are embracing social networking and web-based tools, but this is still haphazard, with little or no organizational vision. Interoperability is still an issue—data created in some platforms, no matter how good they are, are still difficult to export and use in other systems. Financial and knowledge resources to train information management workers, especially at the field level, remain scarce.

The Foundation's engagement with UN agencies over the years on CIM suggests enduring challenges over data sharing between the crisis mapping community, which is itself fractured, and United Nations agencies.

With ICT constantly evolving, the UN system needs to remain agile and aware of how these technologies can help prevent, mitigate, and respond to crises.



The ICT4Peace Foundation will therefore continue to support the CIMS process and the international community at large, to improve and sharpen the collective response to crisis and foster better information management and data sharing.

Capacity building and tailored training development is another path on which the Foundation has made good progress, with a range of successful field experiences and upcoming projects.

The Tunisia elections in October 2011 gave the Foundation the opportunity to demonstrate its ability to develop and implement focused training modules in crisis information management.



The Foundation will continue to design, test and implement tailored training programs in crisis information management targeted to the peacekeeping, peace-building and humanitarian assistance community. It will encourage cross-operation sharing of knowledge and best practice and support all constituents in better coordinating their efforts before, during and after a crisis.

The ICT4Peace Wikis have proven their effectiveness and will be enriched with on the pulse verified data and content. Through them ICT4 Peace is not only on the forefront of global crisis information sharing but also setting a benchmark in publication and dynamic information aggregation from a variety of sources.

The Foundation will continue to develop its Wikis and demonstrate that abundance of new information sources will improve crisis information management for the international community.

Cooperation with partners such as Ushahidi will also be strengthened in order to support and broaden the use of crowd sourcing and crisis mapping for prevention, management and monitoring of various events. The Matrix plug-in will be further enhanced and implemented.

The Foundation aims to respond to real needs and to develop solutions that have a direct implication, at policy level and in the field, on the efficiency and effectiveness of all stakeholders i.e. the UN and its agencies, governments, businesses, civil society and NGOs. With the Foundation's support and knowledge, their collective response to crisis management, natural and manmade crisis will continue to improve.

In order to concretize the evidence of its vision and mission in CIM, the Foundation will selectively enter into more and more concrete projects, thus demonstrating in the field the validity of its purpose

We believe we can build stronger and more resilient societies while enabling in particular young people to move from economic despair to a positive contribution for business and society.

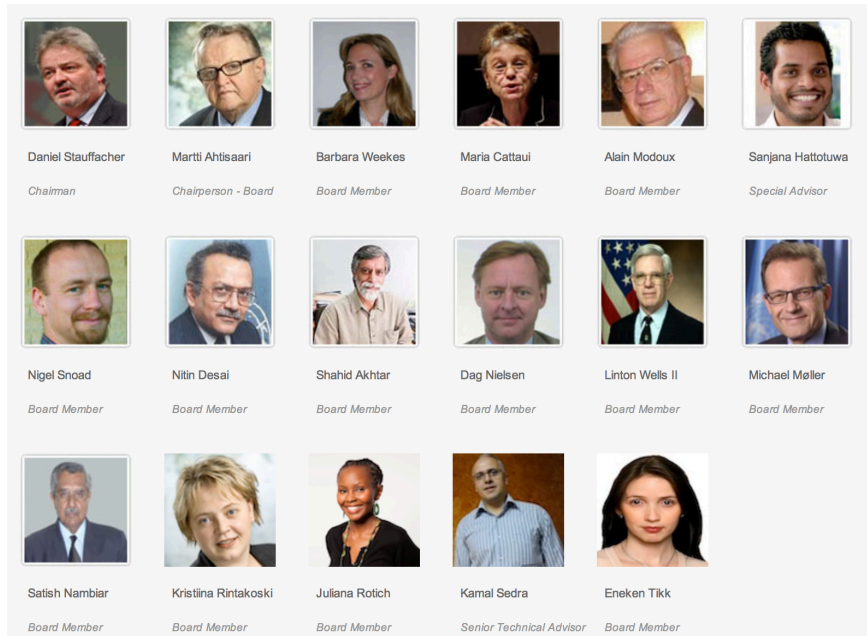
Through ICT4Peace they can become the pillars of their respective communities and countries and take up the challenge of a more peaceful future.



## SOME ABBREVIATIONS

UN CITO	Office of the UN Chief Information Technology Officer
DPKO	Department of Peace-Keeping Operations
DPA	Department for Political Affairs
IASC	Interagency Standing Committee
IFI	International Financial Institutions
OCHA	Office for the Coordination of Humanitarian Affairs
UNDP	United Nations Development Programme
UNHCR	UN High Commissioner for Refugees
UNITAR	UN Institute for Training and Research
WFP	World Food Programme

## THE ICT4PEACE FOUNDATION TEAM



The ICT4Peace Foundation is expressing its deep gratitude to the Swiss Government (Secretary of State Peter Maurer, Amb. Thomas Greminger, Amb. Claude Wild, Col Jacques Baud, Ms. Claudia Moser, Ms. Claudia Rizzo, Swiss Federal Department for Foreign Affairs) and the Karl Popper Foundation. Without their political, intellectual and financial support the work would have been impossible. A special thank also goes to UN/CITO Dr. Soon Hong Choi, President Martti Ahtisaari, Chairman of the ICT4Peace Policy Advisory Board, Maria Cattau and Alain Modoux, founding members of the ICT4Peace Foundation Board, Gen. Satish Nambiar, Lin Wells, Nitin Desai, Michael Moeller, Sanjana Hattotuwa, Barbara Weekes, Dag Nielsen, Nigel Snoad, Juliana Rotich, Kamal Sedra and Eneken Tikk, Special and Senior Advisors of the Foundation.

*To learn more the people at ICT4 Peace Foundation, visit <http://ict4peace.org/whoweare/our-people>  
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