

WORKSHEET

EXPLORING NEEDS AND
OPPORTUNITIES FOR DIGITAL
PEACEBUILDING

01

Start here by choosing the track below you are interested in.

- *Focus on one or both if you have the resources and scope.*
- *Note that this is the beginning of design process and isn't comprehensive.*

I WANT TO...

Increase opportunities for connection collaboration, or inclusion by integrating digital technology into my peacebuilding work

CONTINUE TO PG 2

I WANT TO...

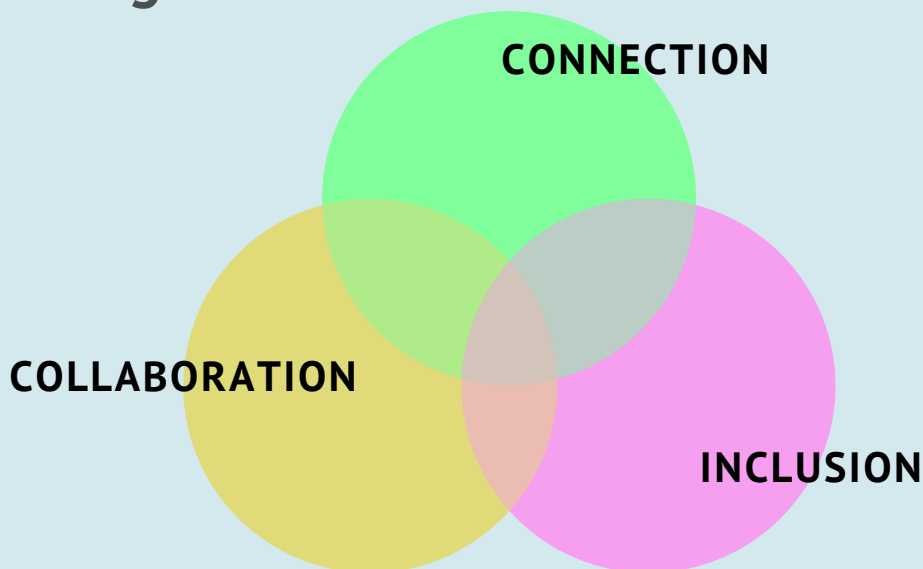
Transform or prevent digital conflict drivers

GO TO PG 8

INTEGRATE DIGITAL TECHNOLOGY INTO MY PEACEBUILDING WORK

First: Why do I want to use digital technology?

Modes of Change



CONNECTION

If conflict is emerging from contested or tense relations between communities with different identities, would building new avenues and/or better conditions for connection complement and sustain face-to-face peacebuilding work?

INCLUSION

If systems, structures, and peace processes are excluding certain groups of people, would new spaces increase the participation and inclusion of more and different people in institutional, structural, and political changemaking? Would new mechanisms be safer, more inviting, or enable more access to resources and power?

COLLABORATION

If collaboration is hindered by relational or geographical barriers, would new mechanisms to overcome these barriers increase the inclusion and participation of more and different people in solving shared problems? Would new tools and platforms increase interdependent collaboration across differences?

What priorities do you have within these three modes of change? What overlaps, and why? What needs best explain your conflict context, and which do not?

With possibilities explored and motivations made explicit, you can now explore your positioning and assets:

INTEGRATE DIGITAL TECHNOLOGY INTO MY PEACEBUILDING WORK

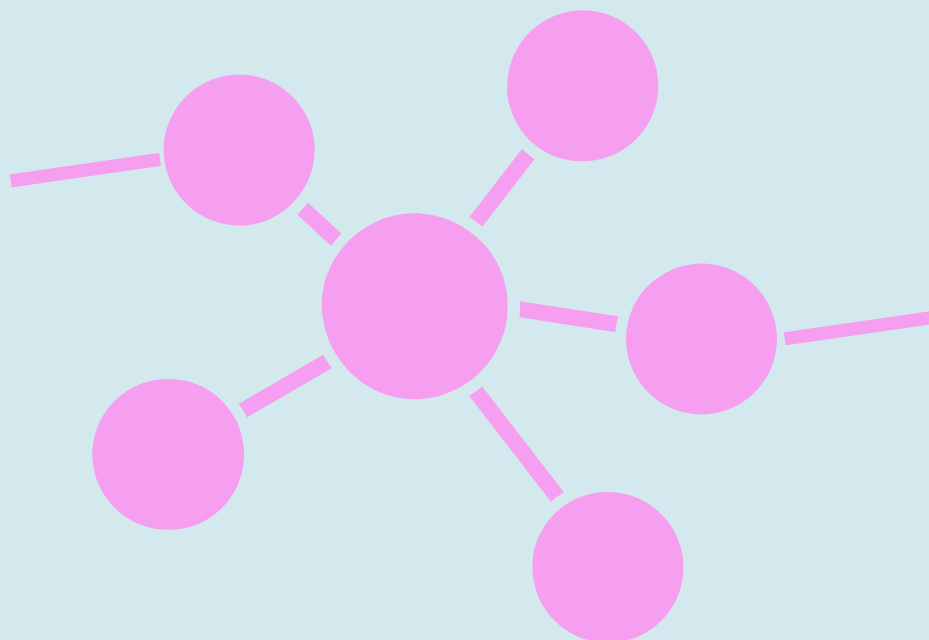
Next: What am I best positioned to influence?



Target users and you

Map who is directly & indirectly impacted, who is working on different aspects of the problem, what might be barriers to change, and relationships/dynamics between the elements and you.

- Who are the central people who need to change?
- Who are the people who have a direct and/or indirect influence on the people you want to change?
- What are the roadblocks or obstacles that stand in the way of reaching the change needed?
- What are the existing assets and resources that are able to be or are already being deployed to make this change?
- Who are you currently working with? Who could you start working with? Where are you best positioned to have influence?



INTEGRATE DIGITAL TECHNOLOGY INTO MY PEACEBUILDING WORK

What means of change am I able to use?

Means of Change

DATA MANAGEMENT

How could you gather, analyse or visualise data differently in your work?

How could this contribute to furthering connection, inclusion and collaboration in your context?

STRATEGIC COMMUNICATIONS

What voices need to be heard, narratives changed, and/or information shared in your context?

How could you use strategic communications to further connection, inclusion and collaboration?

DIALOGUE AND NETWORKING

Who needs to talk, connect and organize, and what virtual spaces can enable or enhance that line of communication?

How could you use these towards peacebuilding objectives?

What is at your disposal and also fits the needs you've identified?

INTEGRATE DIGITAL TECHNOLOGY INTO MY PEACEBUILDING WORK

Next steps: Does this mean fit the technology context I am in, and what tools could be used?

Information ecosystem

What context factors enable or constrain specific digital technology interventions, and which interventions may be most appropriate for your context?

TECHNOLOGICAL FACTORS

- ICT Infrastructure
- Access to technologies
- Platform usage

SOCIO-CULTURAL FACTORS

- Digital literacy
- Social, cultural and linguistic diversity
- Hierarchies of information dissemination
- Culture of technology use

POLITICAL FACTORS

- Political surveillance practices
- State oppression and control
- Strength of civil society

Tools



Quantitative surveys



Social media analysis & campaigns



E-learning platforms and online fora



Virtual exchange



Film & audio storytelling



Digital games



Group messaging and chatbots



Microtasking & crowdsourcing

Now that you've identified the '*why, who, how, and where*' of your digital peacebuilding intervention, you can begin exploring the '**what.**' What tools might meet your objectives? What further information or resources do you need on methodological considerations, platforms, or applications?

TRANSFORM OR PREVENT DIGITAL CONFLICT DRIVERS

First: What are digital conflict drivers in my context?

Conflict analysis

	STRUCTURAL FACTORS	INTERMEDIATE FACTORS	TRIGGERS
DIGITAL SPACE	Long-term, deep-rooted factors underlying violent conflict.	Accelerators of the conflict / visible manifestations	Actions that contribute to further escalation of the conflict
Ex. Facebook	No legislation on hate speech	Targeted ads	Hatespeech
		Meme farms	Rumours
	FB primary source of internet connectivity	Disinformation	Organized violence
	Low digital literacy	Identity-based groups	Recruitment
			Viral videos

Alongside political, economic, and socio-cultural factors of a conflict analysis, what digital spaces are contributing to and manifesting violent conflict? What digital factors are contributing to people's grievances or marginalization?

TRANSFORM OR PREVENT DIGITAL CONFLICT DRIVERS

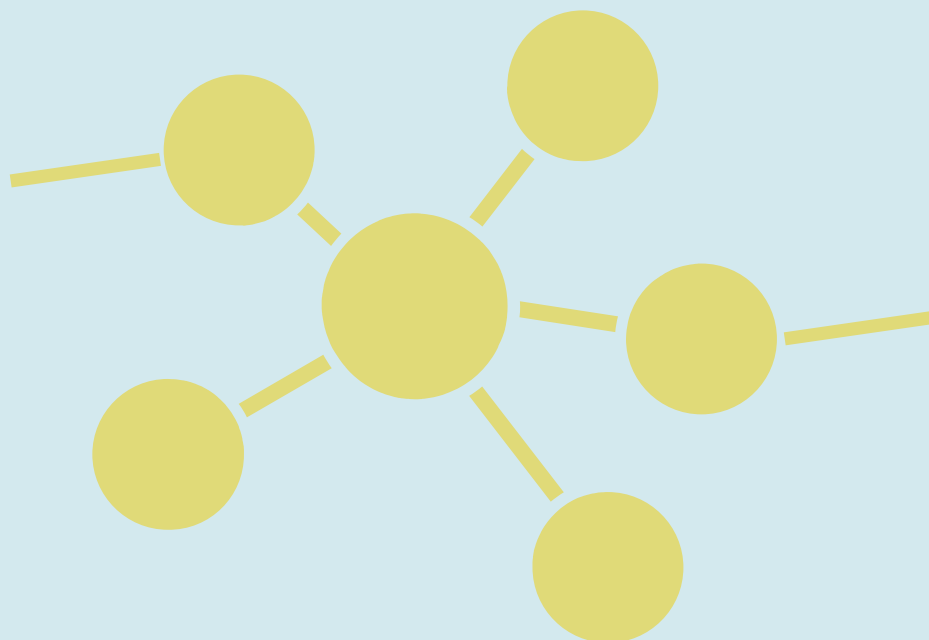
Next: What am I best positioned to influence?



Your position of influence

Map who is directly & indirectly impacted, who is working on different aspects of the problem, what might be barriers to change, and relationships/dynamics between the elements and you.

- Who or what are the central people, policies, or practices that need to change?
- Who are the people or institutions who have a direct and/or indirect influence on the conflict drivers you want to change?
- What are the roadblocks or obstacles that stand in the way of reaching the change needed?
- What are the existing assets and resources that are able to be or are already being deployed to make this change?
- Who are you currently working with? Who could you start working with? Where are you best positioned to have influence?



TRANSFORM OR PREVENT DIGITAL CONFLICT DRIVERS

*What are the conflict dynamics
and windows of opportunity?*

Dynamics of Digital Conflict

DATA MANAGEMENT

How are issues of privacy, surveillance, or targeting influencing divisions in your context?

What could prevent or transform these digital conflict drivers?

STRATEGIC COMMUNICATIONS

Is hatespeech, misinformation and disinformation creating or exacerbating conflict divisions?

What can be done to prevent or transform these digital conflict drivers?

DIALOGUE AND NETWORKING

Are digital tools and methods being used to drive polarization and recruitment to violence?

What can be done to prevent or transform these digital conflict drivers?

TRANSFORM OR PREVENT DIGITAL CONFLICT DRIVERS

*What other context factors
should determine my plan for
intervention and tools used?*

Information ecosystem

What context factors enable or constrain specific digital technology interventions, and which interventions may be most appropriate for your context?

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