

GLOBAL PROTECTION FORUM 2022



Up next...



**GLOBAL PROTECTION FORUM
2022 - THEMATIC SEGMENT**

**27 OCT 2022
13:30 to 15:00 CEST**

Digitizing Access: Opportunities and
Risks



GLOBAL PROTECTION FORUM 2022



Digitizing Access: Opportunities and Risks

Thursday, 27 October, 13.30-15.00 CEST



ICRC



Global Protection Cluster



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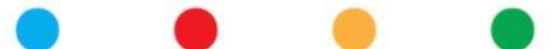
INTERPRETATION

This room will have translation enabled for Spanish, French, and Arabic speakers

Esta sala tendrá habilitada la traducción para los hablantes de Español, Francés y Árabe

Cette salle sera équipée de traduction pour les orateurs espagnols, français et arabes

يوجد ترجمة باللغات العربية و الانجليزية و الفرنسية و ايضا الاسبانية



AGREEMENTS

- Whenever possible, keep your camera on
- Please stay muted, unless intentionally joining the conversation
- Active participation in interactive tools is encouraged
- Reach out to the technical team for any questions on interpretation or other IT issues
- Please note that this session is being recorded



PANEL

- **Mr. Hovig Etyemezian**, Head of Innovation Service, UNHCR
- **Mr. Samuel Cheung**, Global Protection Cluster Coordinator, UNHCR
- **Mr. Romain Bircher**, Leader of Challenge Team, ICRC
- **Ms. Jane Mogeni**, Senior Technical Advisor, Protection and Rule of Law, IRC
- **Mr. Oleh Pastushchak**, Protection Coordinator, “Rokada, Ukraine
- **Ms. Daria Lysenko**, Project Manager/Lawyer, “The Right to Protection,” Ukraine
- **Ms. Katherine Arnold Armeier**, US/PRM, Monitoring and Innovation Officer



AGENDA

13.30-13.35: Welcome and overview of session

13.35-13.45: Opening Speech by the GPC
Coordinator

13.45-14.05: Presentation by ICRC and Q & A

14.05-14.25: Presentation by IRC and Q & A

14.25-14.50: Presentation by Partners of the
Ukraine Protection Cluster and Q & A

14.50-15:00: Closing Speech by US/PRM



Welcome and Overview of Session

Hovig Etyemezian

Head of Innovation Service, UNHCR



Opening Remarks

Samuel Cheung
GPC Coordinator



Presentation by ICRC

Speaker:

Romain Bircher

Leader

The Challenge Team, ICRC



RedSafe

Digital Humanitarian Platform



ICRC

Why ?

What ?

Security Challenges ?

Romain Bircher
rbircher@icrc.org
Leader of the Challenge Team
ICRC



In some refugee settlements in Africa, 96% of people have access to a phone

Source: innovating mobile solutions for refugees in East Africa. Samuel Hall, Jan 2018

New commercial actors appear in the Humanitarian space

Person Finder: Haiti Earthquake

English | [Français](#) | [Kreyòl](#)

What is your situation?

[I'm looking for
someone](#)

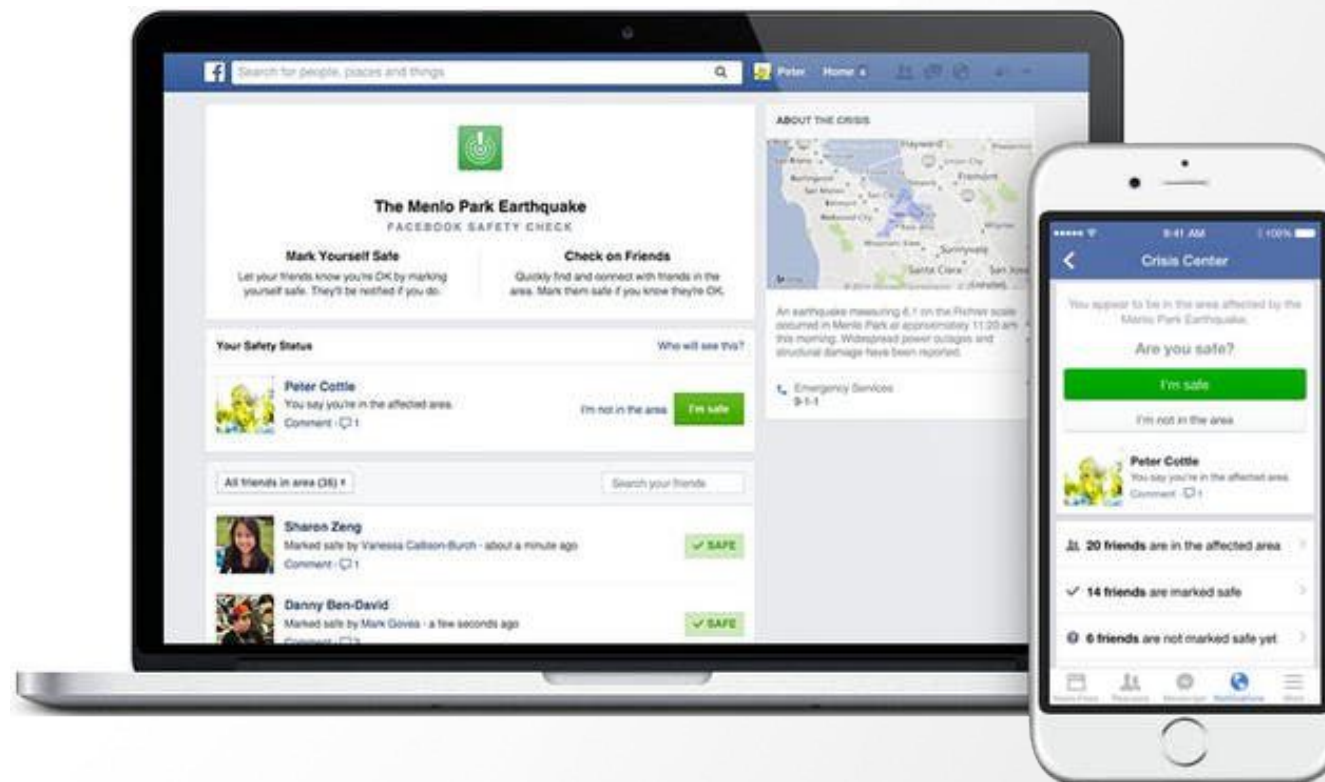
[I have information
about someone](#)

Currently tracking about 32500 records.

PLEASE NOTE: All data entered will be available to the public and viewable and usable by anyone. Google does not review or verify the accuracy of this data.

[Embed this tool on your site](#) - [Developers](#) - [Terms of Service](#)

powered by

SCIENCE

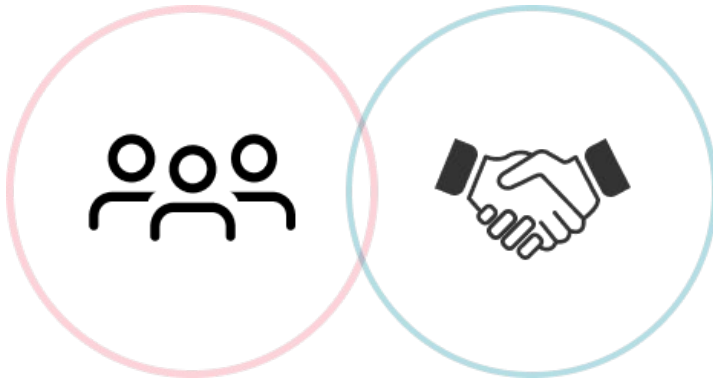
A Facebook post can change your life: Documents reveal how social media is used by immigration officials

ABC Science / By technology reporter [Ariel Bogle](#)

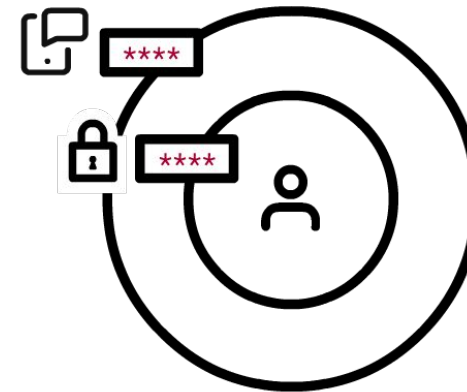
Posted Sun 28 Jun 2020 at 10:28pm, updated Mon 29 Jun 2020 at 4:54am



ICRC acts as a trusted manager of sensitive information in conflict related and other situations of violence.



Digital Proximity and Trust



High standards of data
protection and data security

What is RedSafe?

- A digital humanitarian platform for people affected by conflicts & other humanitarian crisis
- Providing safe and secure services
- Managed by ICRC
- But opened to partners



Explore **new services** (eg : with the digital vault)

Explore **new ways** to deliver services (ex: info as aid)



Become **more accessible**

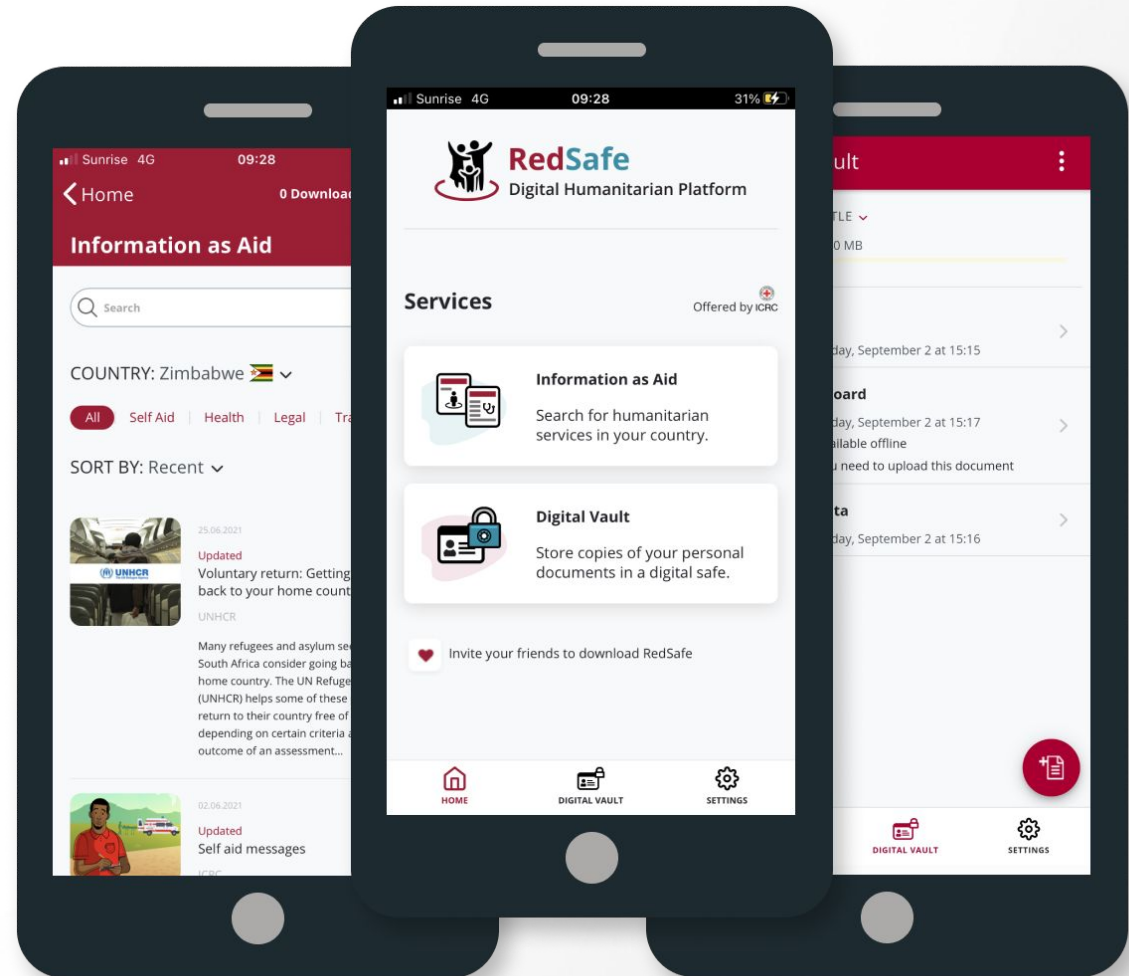
*One stop digital shop
to access all ICRC services*

Available to everyone via :

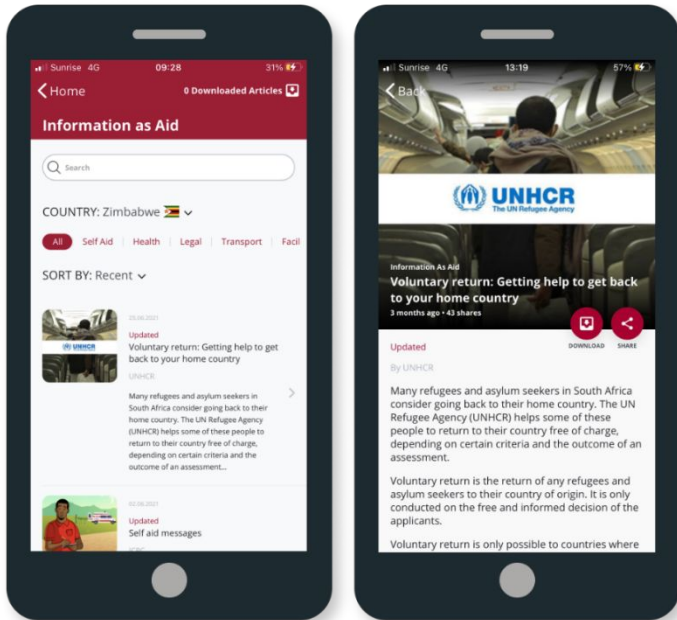
Application

Android + IOS

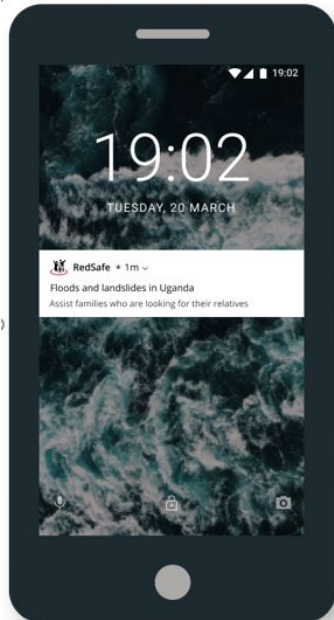
Website



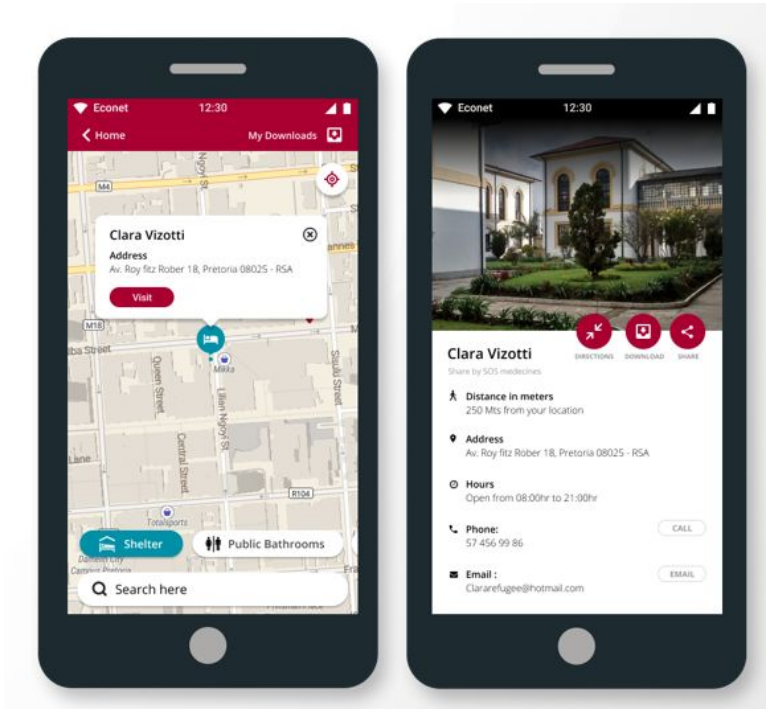
Information



✓ Information as Aid articles

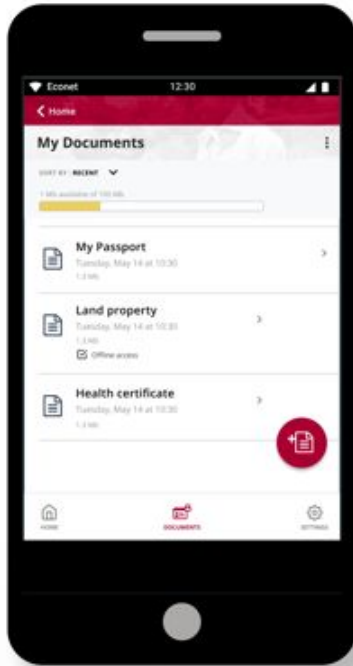


✓ Alerts

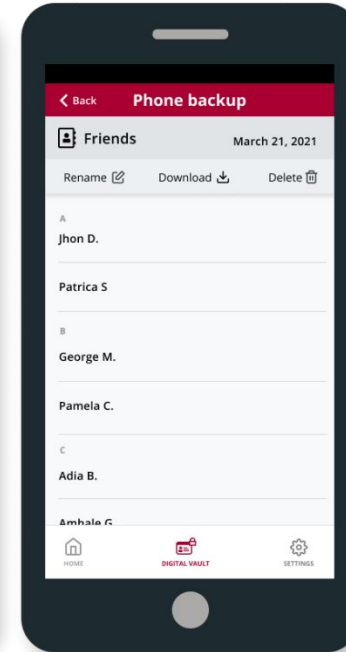
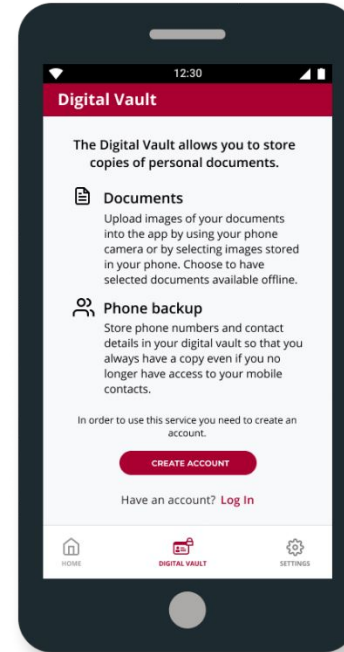


Map of services (with geo-location) -> Q4 2022

Digital Vault

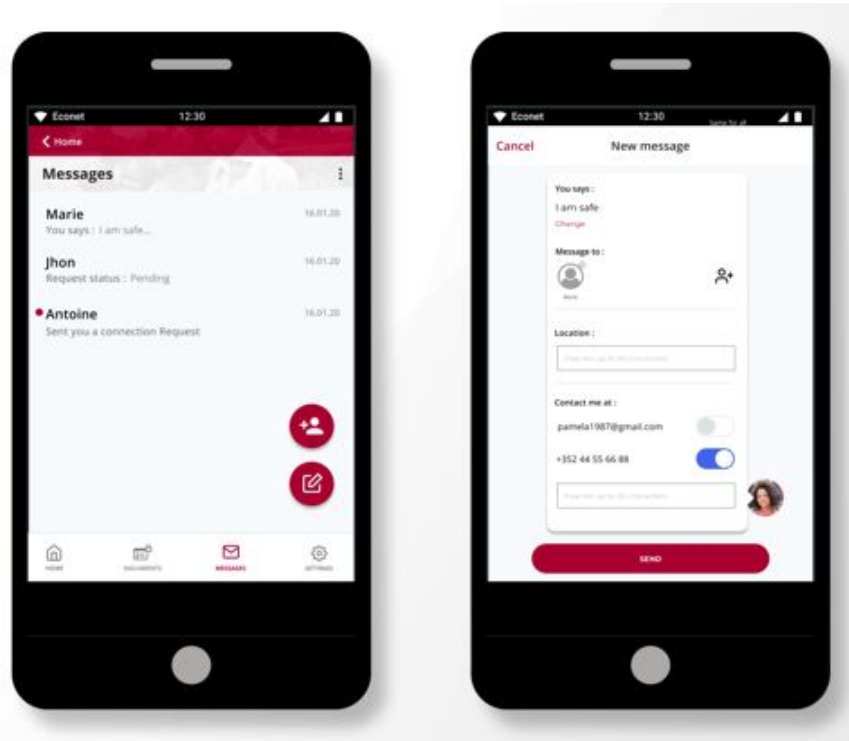


✓ Save your documents



✓ Save your contacts

Messages - between users



Notify your contact : "I'm safe", "I'm arrested", "I'm still traveling", "I need assistance"
... with geo-location, selfie & contacts

-> Q4 2022

Benefits ?

Remote & new way
to reach individuals &
meet their needs

Beneficiary centric
model enhancing
synergies across
services

Driver for innovation,
new tech, new way to
engage with partners,
data driven services

Secure testing ground
to test assumptions,
new services,
platform model



A driver
of digital
transformation

How humanitarian partners can be involved ?

What we provide ?

- RedSafe, as a new channel (information as aid & map of services) to promote trusted humanitarian services

What you can provide ?

- Promote RedSafe
- Support people to create an account & use RedSafe
- Provide free connectivity to connect to RedSafe and other services

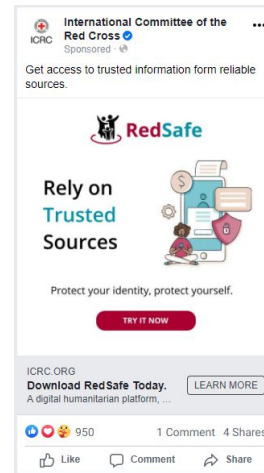
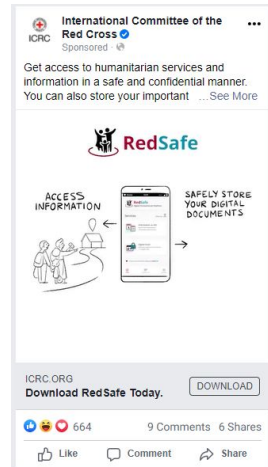
**The first RedSafe pilot was launched
in May 2021
in 8 countries of Southern Africa.
To help migrants from Zimbabwe to South Africa**



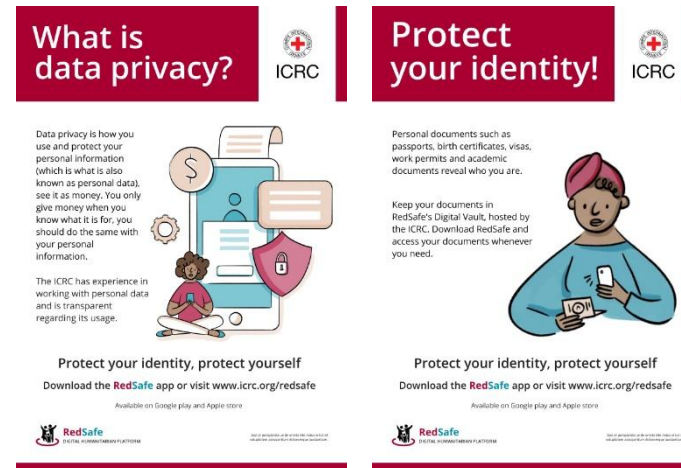
More users than expected = 19'000 (after 17 months)
28 organizations accepted to publish their services in RedSafe

Promotion

Digital Marketing Ads on Google and Facebook



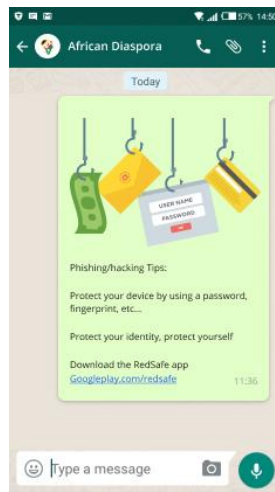
Posters



Events



Diaspora & community leaders Whatsapp groups



Partners communication



What's planned for 2023?

- **Development** : start building a secure two way channel of communication between affected people and ICRC delegations.
- **2 new pilots**
 - **Central America/Mexico/US** : for migrants, refugees & IDPs
 - **Philippines** : for people affected by armed conflicts in Mindanao

RedSafe aims to be deployed in contexts affected by violence & armed conflicts, in line with ICRC mandate & principles.

For RedSafe to be trusted by users & stakeholders :

- to be seen as an independent, neutral & purely humanitarian tool
- to protect users' data
- to prevent misuse

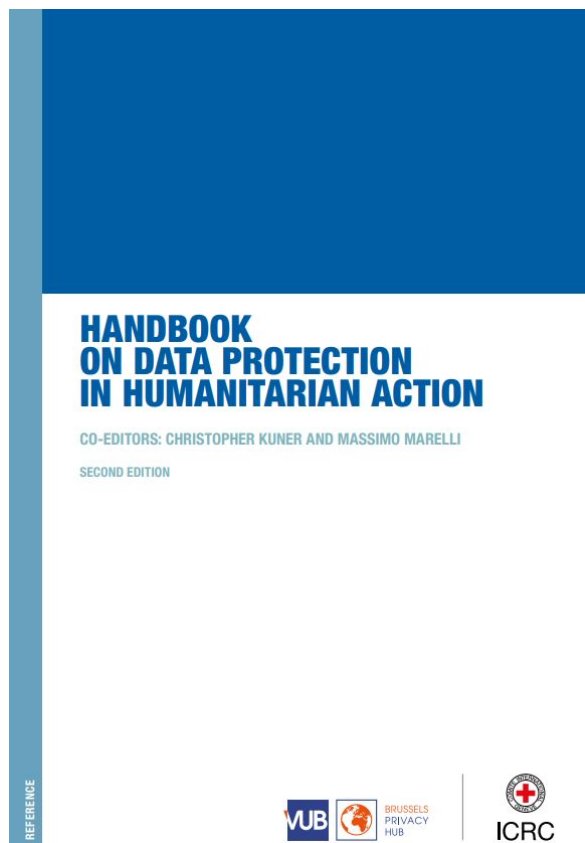


- **Only humanitarian services**
- **Privacy & Security** by design
- Risk assessment for each new phase of development :
 - Data protection impact assessment
 - Security risk assessment
 - Legal risk assessment
- Specific field & legal risk assessment before a new deployment
- Prioritize, to a certain extent, security & privacy in your decisions

Prioritize, to a certain extent, **security & privacy** in your decisions ?

- ❑ **Information verified** by ICRC before publishing
- ❑ **Content monitored** by ICRC
- ❑ **Messages restricted** to preformatted text, such “I am safe”
- ❑ **All data stored on ICRC servers** in Geneva (not on commercial cloud), to benefit from ICRC legal protection. Personal data accessible only by ICRC staff
- ❑ **A big part of costs to build secure foundations**
- ❑ **Step by step approach** with pilots, assessments, improvement ... before scale up
- ❑ **Communication materials** to promote cyber hygiene best practices

To know more on RedSafe <https://www.icrc.org/redsafe>



For a responsible use of technologies


Big Data, Drones, Cash Transfer, Cloud Services, Messaging apps, Digital ID, Social Media, BlockChain, Connectivity as Aid, AI.

<https://www.icrc.org/en/data-protection-humanitarian-action-handbook>

Background


Bus Stickers

Transport 01


Thinking about migrating?

RedSafe
DIGITAL HUMANITARIAN PLATFORM

Download the **RedSafe** app or visit www.icrc.org/redsaf
ICRC offers free usage of RedSafe with a few mobile operators in Zimbabwe and South Africa.


Transport 02

Thinking about migrating?



Protect your identity


Download the **RedSafe** app or visit www.icrc.org/redsaf
ICRC offers free usage of RedSafe with a few mobile operators in Zimbabwe and South Africa.


Transport 03

Thinking about migrating?



Rely on trusted information



Download the **RedSafe** app or visit www.icrc.org/redsaf
ICRC offers free usage of RedSafe with a few mobile operators in Zimbabwe and South Africa.


Transport 04

Thinking about migrating?


Secure your Documents!

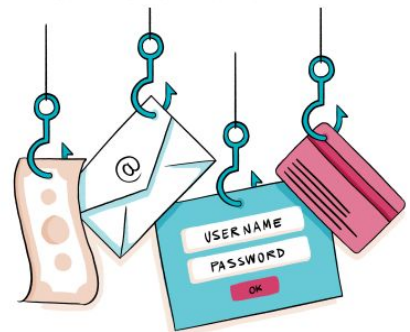

Download the **RedSafe** app or visit www.icrc.org/redsaf
ICRC offers free usage of RedSafe with a few mobile operators in Zimbabwe and South Africa.





Phishing?

Cyber criminals can try to deceive you via emails, SMS and social media message: tricking you into giving them your personal information.





Protect your online accounts by looking at the message content. Think twice if it says it's urgent and asks for your personal information. Only open and click on trusted files and links.

Protect your identity, protect yourself

Download the **RedSafe** app or visit www.icrc.org/redsaf

Available on Google play and Apple store





Set of paragraphs under terms site status error 48
velutpatem accusantium doloremque laudantium.

Telkom

To find the right balance ?

Security VERSUS Adoption ?

To protect the vault we imposed a 2 factors authentication at registration -> prevented a lot of users to register

We imposed a PIN code to protect offline documents

Mitigation 1 : we let people choose as a 2nd factor between SMS or email -> how to deal with people who switch or lose sim cards

Mitigation 2 : we set up 4 kiosks with volunteers to help people to register

Security (against risk of misuse) VERSUS Usefulness ?

To prevent misuse, we restricted messages to preformatted texts -> disadvantage compared with a messaging app

Mitigation : we added the option to send a selfie & geolocation.

Mitigation of new risk with selfies : we will try to implement an AI system that will analyse the type of picture sent.

Security (against risk of misuse) VERSUS Privacy ?

To prevent misuse of the digital vault, we decided to let some ICRC staff monitor the content of the vault & inform users.

Mitigation of new internal risk : we limit this access only to a few staff, whose status grants a legal protection.

Security VERSUS New service ?

When we run out of money, we decided that the budget left will be used to prioritize the security of the vault (that cannot be seen by users) OVER a new service (that could be seen by everyone)

To find the right balance ?

Security VERSUS Outreach ?

We declined until now requests to scale up RedSafe 1st versions OR to launch RedSafe in emergency
Instead, we launched additional pilots with limited scope to further test, learn and improve.

Design principles



- Solid foundations
- Services and foundations improved after feedbacks from pilot



- Based upon field assessments & interviews with migrants & first responders from 4 continents
- Improved after feedbacks and observations from pilots



- Hosted on ICRC servers in Geneva
- Validated by ICRC DPO & Legal
- Developed by a Swiss Company with high security expertise
- Penetration tests by third companies & Bug Bounties
- Tested in various contexts before scale up

RedSafe service deployment framework

Distinguish between **universal services** (available everywhere) **global services** (available in all contexts covered by a delegation) & **adhoc services** (availability depends on delegation).

✓ **Services already available as a pilot**
(31.08.2022)

Ad Hoc services

- available only in certain contexts

Apply to specific services delivered by a delegation or a partner

Global services

- available in all contexts covered by a delegation
- can be customized per context

✓ Information as aid & alerts

Geo-mapping of services

2 way secure communication with an ICRC delegations

Universal services

- available everywhere
- cannot be customized per context

✓ Digital Vault to save documents & contacts

Notifications between users

- <https://app.sli.do/event/gwRomASTGq8CSrfLS5m3Aq>



slido



Can you give concrete examples of dilemma where you have to make hard decisions and find the right balance between security constraints and other important factors such as simplicity of use or outreach ?

① Start presenting to display the poll results on this slide.

slido



How do you mitigate the risk that digital services increase inequalities between people who are at ease with technology and those with low digital literacy ?

① Start presenting to display the poll results on this slide.

Presentation by IRC

Speaker:

Jane Mogeni

Senior Technical Advisor

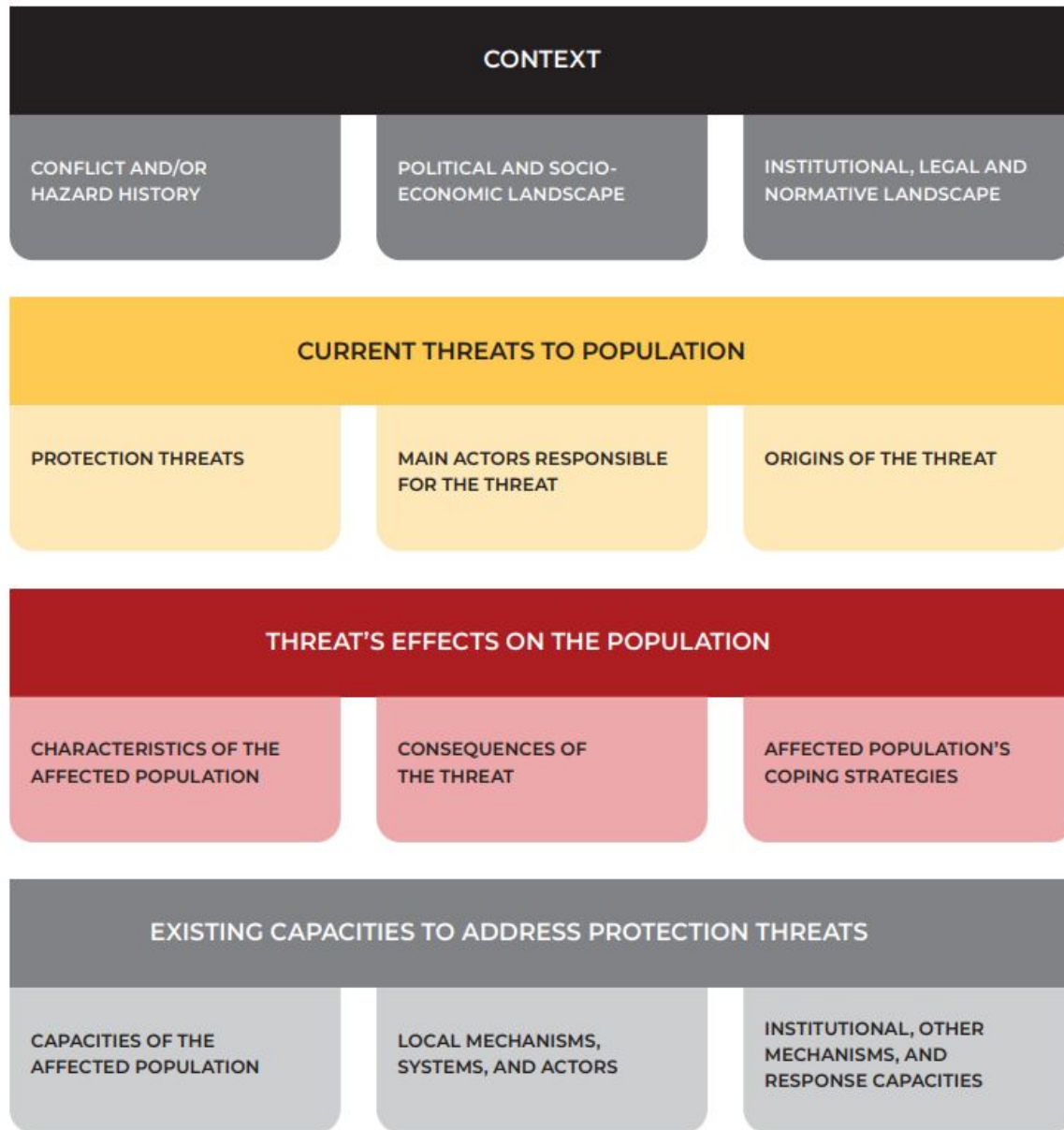
Protection and Rule of Law, IRC

A man wearing a brown vest with a yellow logo is standing and showing a document to a group of people in a village setting. The group includes a woman in a red shirt and a child in a purple shirt. The background shows traditional buildings and a cloudy sky.

SOCIAL MEDIA PROTECTION RISK ANALYSIS

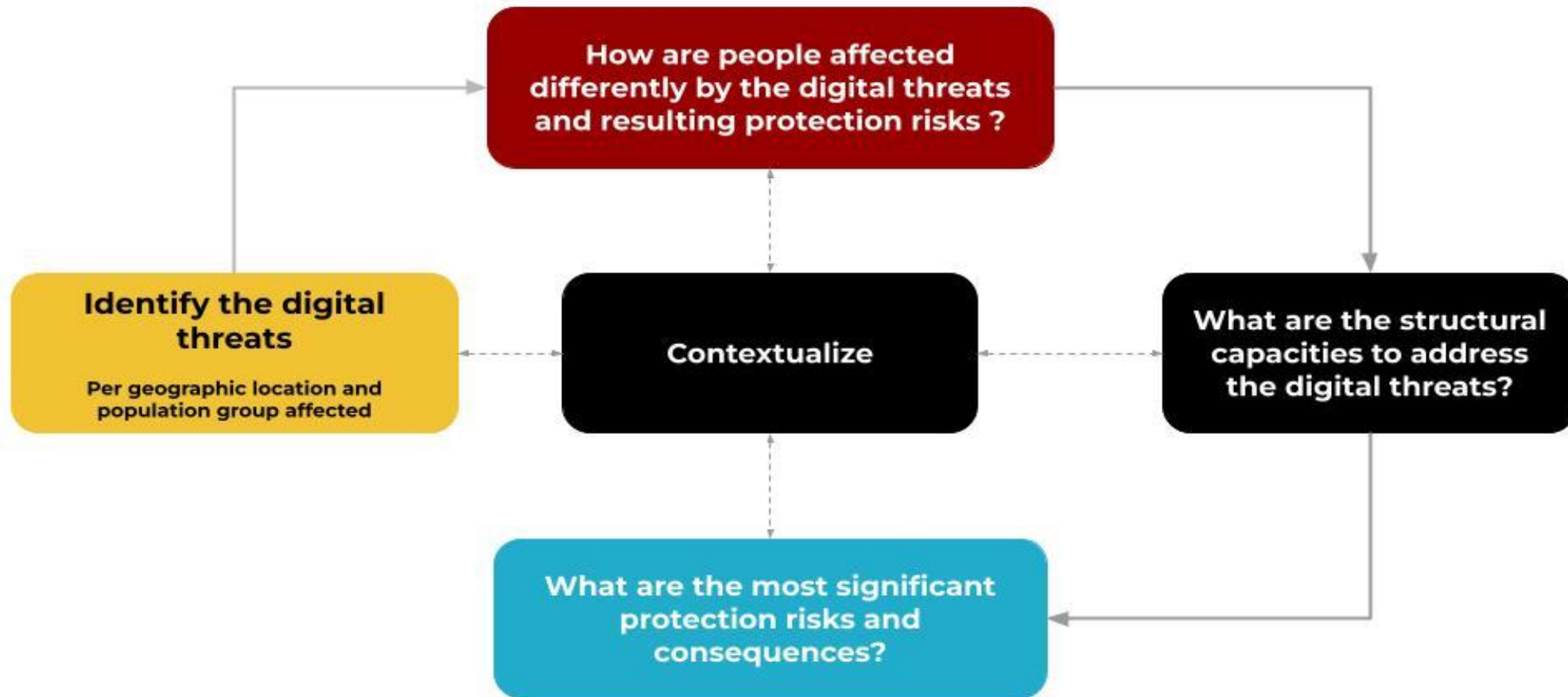
Current state

- What – Social networking (e.g., Facebook, Twitter), content hosting sites (e.g., YouTube), information exchange platforms (e.g., Digg, Reddit), and instant messaging (e.g., WhatsApp, Signal, Messenger)
- The global number of social media users is increasing at a rate of more than **1 million new users every day**
- The use of social media by affected populations and humanitarian organizations on the rise
- *Benefits*- Bigger, better, faster
- *Challenges*- Fuel conflict, human rights violations, new access barriers (women , girls)
- Human rights commission findings on the role of Facebook in Myanmar, Brexit, etc



The Protection Analytical Framework (PAF)

- Developed by the IRC-DRC Protection Analysis Project collaborated with the GPC IAWG
- Endorsed by the GPC in April 2021, as the common and harmonized approach for Protection Analysis
- The PAF and complementary resources are available in the GPC and PIM websites



CONTEXT

*In 2015 journalists in Myanmar frequently expressed concerns about the power of social media and particularly of Facebook. One foreign journalist who had worked extensively in Myanmar and the region, said that **since Myanmar's telecommunications sector had been liberalized, social media had become “incredibly influential”**: “Some people use it as their primary news source. In fact, a lot of people use it as their primary news source now.”*

CONFLICT /
HAZARD HISTORY

POLITICAL &
SOCIOECONOMIC
LANDSCAPE

INSTITUTIONAL,
LEGAL, NORMATIVE
LANDSCAPE

MEDIA &
INFORMATION
LANDSCAPE

DIGITAL & TECH
LANDSCAPE

DIGITAL THREATS

*The military, which has been sending officers to study in Russia since 2001, was among the first adopters of the Facebook platform in Myanmar. It was quick to launch a dedicated curriculum as part of its Defense Service Academy Information Warfare training and reportedly set up **specialized social media units dedicated to producing and promoting content, engaging in social media monitoring, and trolling critics**. According to The New York Times, these units included as many as 700 officers as of October 2018, working in shifts in troll farms.*

DIGITAL THREATS & RESULTING PROTECTION RISKS	MAIN ACTORS RESPONSIBLE	ORIGINS OF THE DIGITAL THREATS

DIGITAL THREAT'S EFFECTS ON THE POPULATION

*Facebook's page and group features were also used to develop and engage audiences, as well as enable tailored message distribution. Township-level groups, for example, appear to have been used by both the **military and Ma Ba Tha** to support the **targeting of hyper-local communities**. A number of **activists and journalists** have also reported being **threatened** over direct messages, sometimes by multiple accounts at once.*

DIGITAL THREAT'S EFFECTS ON THE POPULATION <i>Understanding the characteristics of affected population and the effect of the digital threats</i>		
CHARACTERISTICS OF THE AFFECTED POPULATION	CONSEQUENCES OF THE DIGITAL THREAT	AFFECTED POPULATION'S (-) COPING STRATEGIES

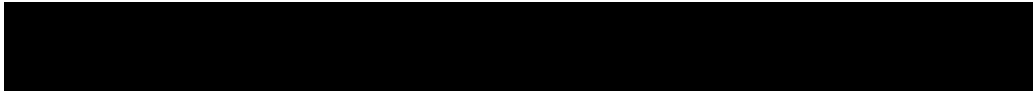


CAPACITY

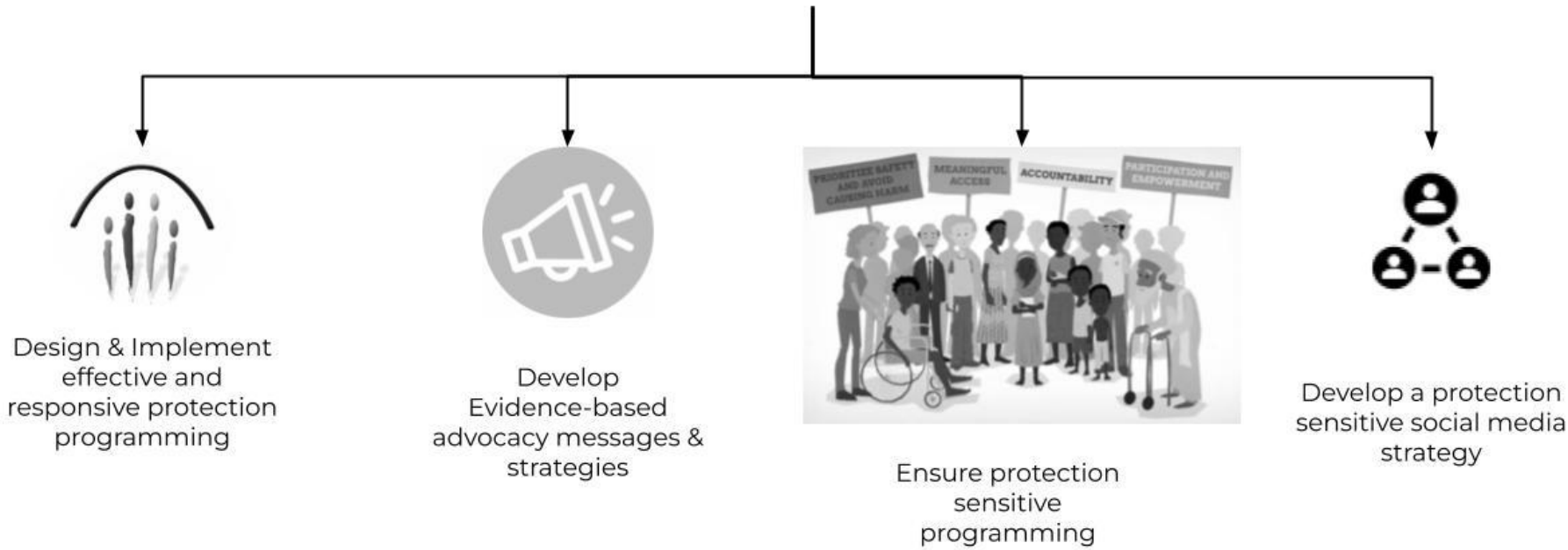
*A rise in **independent media and investigative reports, protests, and public awareness** events by civil society is leading to increased transparency, awareness, and engagement in civic life in Myanmar. A series of **state- and region-level People's Forums** were conducted in Mon State in June 2014; 75 civil society organizations discussed and presented a list of recommendations to the central and state governments.*

EXISTING CAPACITIES TO ADDRESS THE THREAT		
What capabilities and strategies can help reduce the risk?		
CAPACITIES OF THE AFFECTED POPULATION	LOCAL MECHANISMS AND SYSTEMS	INSTITUTIONAL, SOCIAL MEDIA COMPANIES, OTHER MECHANISMS, & RESPONSE CAPACITIES

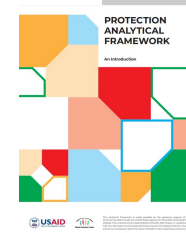
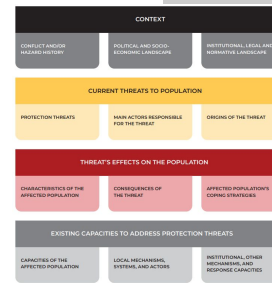




**PROTECTION RISK
ANALYSIS**



**Where to
access these
resources?**



PAF: Introduction – logic, definitions, and Process Explained

PAF Appendix 1: Analysis Tools
Analysis Plan
Analysis Workflow
Concepts Matrix

Protection Analysis Training Package– including Kaya video learning pathway



**Interested in the Social Media
Protection Analytical Framework,
or want to connect?**

Please reach out to
Jane.Mogeni@rescue.org



Presentation by Partners of the Ukraine Protection Cluster

Speakers

- **Mr. Oleh Pastushchak**

Protection Coordinator

Rokada

- **Ms. Daria Lysenko**

Project Manager/Lawyer

The Right to Protection








DIIA – “State and I” – historical overview

- **DIIA** = mobile application created by the Government of Ukraine to facilitate interactions between the individuals and the State institutions
- Ukraine became the first country in the world to legally recognize e-passport without presenting a hard copy
- As of August 2022, more than 18 million Ukrainians already use the application and the portal
- As of September 2022, 72 state-run services are available on the portal, 9 services and 16 digital documents are available in the mobile application
- By 2024, the Ukraine Ministry of Digital Transformation plans to transfer 100% of state public services to Diia



Diia - Legal Assistance

DIIA App Features

-  E-documents
-  IDP registration & certificate
-  Birth certificate for children born in NGCAs
-  Reporting on damaged and destroyed property
- 

Pros and Cons

- ☐ Easier and faster movement across checkpoints in absence of paper documents
- ☐ Possibility to easily renew lost personal documentation, avoiding lengthy procedures for establishing identity
- ☐ Online IDP registration
- ☐ Online change of residence registration linked to provision of assistance
- ☐ Confirmation of housing damage w/out return to place of origin



DIIA - Social Services

DIIA App Features

 Unemployment benefits + Tax ID

 Pension ID renewal

 Application for state assistance

 Subsidies for utilities (winter)

Pros and Cons

- Reduce the burden on State social protection services
- Reduce burden on individual, including travel related risks
- Easier access to benefits
- Computer/phone literacy required
- Need to have smartphone
- Accessibility to the net during electricity cuts and NGCAs
- Data protection considerations



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How do partners respond to mitigate risks and shortcomings of electronic service provision and facilitate access to services?

① Start presenting to display the poll results on this slide.

Closing Remarks

Katherine Arnold Armeier,
Monitoring and Innovation Officer, US/PRM





***THANK YOU.
GRACIAS.
MERCI.***

#PROTECTIONFORUM2022

#ACCESSTHATPROTECTS

***For more information, please contact
Ms. Nancy Polutan-Teulieres
Deputy Coordinator-Internal Relations
Global Protection Cluster
Email: polutan@unhcr.org***



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