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This Annual Report is dedicated to the memory of our friend and colleague
Amb. Paramjit (Pummy) Sahai
who passed away on January 12, 2020, in India.

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1 Introduction

Message from the Director

Dear friends and colleagues, partners, and alumni,

The year 2019 was a productive and eventful year for DiploFoundation:

- After one year of absence due to my appointment as Executive Director to the UN Secretary General's High-level Panel on Digital Cooperation, I have returned to Diplo. My appointment was a one-off opportunity to extend Diplo's visibility and outreach globally, and to project our expertise to a larger base of potential collaborators.
- In view of technological and policy developments, Diplo has started its evolution towards Diplo 5.0 covering a wide range of activities including a consultancy study by Bernhard Wenger; the development of human and institutional resources in areas such as artificial intelligence, creative arts, etc.; the initiation of the humAlnism project which galvanises Diplo's move to the artificial intelligence field; the strengthening of our Data Lab, our Creative Lab, and the software development team based in Diplo Centar in Belgrade.
- Diplo US, with its office in Washington DC was granted non-profit 501c3 status, which paves the way for more fundraising opportunities. Discussions with the Ford Foundation have progressed with the outlook of officially starting a partnership during the first half of 2020.
- Diplo continued to follow the emerging trends in digital policy closely, and reacted fast with in-depth

analyses and capacity development initiatives.

- For our online courses, Diplo has surpassed previous years both in terms of number of participants and countries represented in our training. The completion rate of our online courses has been particularly strong at 91%. This is an excellent result for any distance-learning training. Of special note, 63% of participants came from developing (including least developed) countries.
- Overall, there was a higher demand for Diplo's expertise, resulting in a higher number of training programmes and workshops, research, and in situ events, such as discussions and participation in major global conferences – activities which, although not highly profitable, increase the organisation's exposure and reputation.



Diplo remains one of the very few organisations which effectively combines its team's in-depth expertise with an agile and lean management approach. These continue to be attractive characteristics for the organisation's key donors, partners, new collaborators, and prospective training participants.

Once again, we thank our partners for the trust and commitment which they continue to show, and look forward to more impactful work and new opportunities.

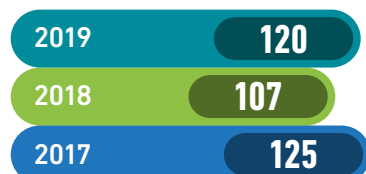
Dr Jovan Kurbalija
Executive Director, DiploFoundation

2 Capacity development in numbers

NUMBER OF PARTICIPANTS IN ONLINE AND BLENDED COURSES



NUMBER OF COUNTRIES REPRESENTED



NUMBER OF ONLINE AND BLENDED COURSES



COURSE COMPLETION RATE



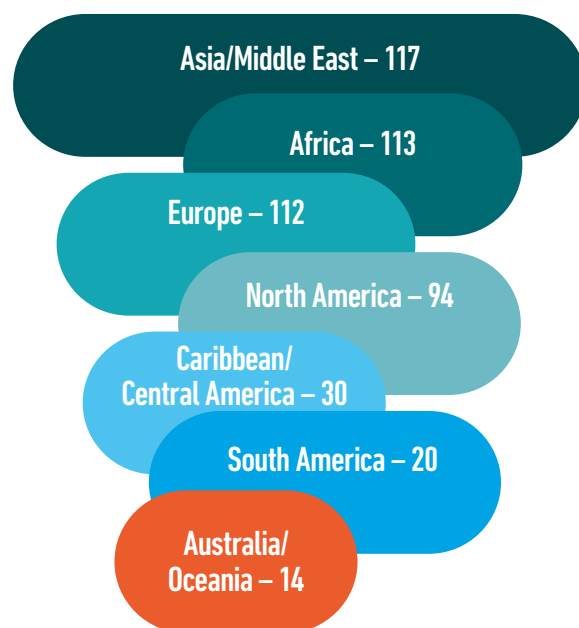
GENDER



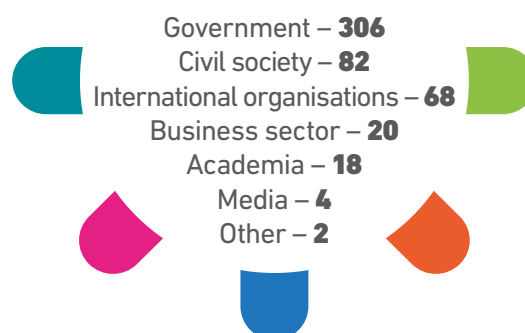
NUMBER OF LECTURERS, TUTORS, AND COURSE TEAM MEMBERS



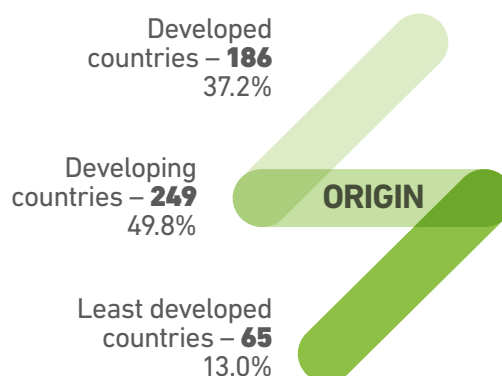
500 PARTICIPANTS WORLDWIDE IN 2019



SECTORS



ORIGIN



Participants made **20 724** hypertext entries (i.e., comments made by course participants on the texts provided in online classrooms); moderators made **7 195** entries.

3 Capacity development programmes and partnerships

Diplo's capacity development programmes in 2019 included online courses and the Master in Contemporary Diplomacy programme, the Capacity Development Programme for the Participation of Small and Developing Countries in Global Policy Processes, and other blended and online programmes offered through collaboration with various partners. In addition, in 2019 Diplo faculty members delivered a number of face-to-face capacity development workshops.

3.1 Online courses and Master in Contemporary Diplomacy

Diplo offers an extensive range of online courses on diplomacy and Internet governance aimed at diplomats and others working in the field of international relations, including civil servants and government officials, staff of international and non-governmental organisations (NGOs), academics, journalists, businesspeople, and students of diplomacy. Diplo's courses are offered through four different modes of study:

- As certificate courses [\[link\]](#) (participants enrol with Diplo and receive a certificate from Diplo on successful completion).
- As University of Malta accredited courses [\[link\]](#) (participants enrol at the University of Malta and receive ECTS credits).
- As part of the Master/Postgraduate Diploma in Contemporary Diplomacy [\[link\]](#) offered in cooperation with the University of Malta.
- As part of the Advanced Diploma in Internet Governance [\[link\]](#) (for courses with an Internet governance focus).

3.1.1 Certificate and accredited courses

Participants in Diplo's interactive online courses [\[link\]](#) learn in small groups of 12 to 25, led by an expert lecturer or lecturing team. Learning takes place in an online classroom where participants find course readings, learning activities, assignments, and tools for online learning. Each week, participants read and discuss the lecture text for that week, adding comments, questions, arguments, references, and other contributions using hypertext entries. Lecturers and other participants read and respond to these entries, creating interaction based on the text.

During the week, participants complete additional activities (e.g. further discussion via blogs or forums, quizzes, group tasks, simulations, or short assignments). At the end of the week, participants and

lecturers meet online in a chat room to discuss the week's topic. Courses require a minimum of five to seven hours of study time per week.

In 2019, Diplo offered 17 certificate courses, most with a diplomacy or digital policy focus:

- 21st Century Diplomacy
- NEW! Artificial Intelligence: Technology, Governance, and Policy Frameworks (two sessions)
- Bilateral Diplomacy
- Capacity Development
- Cybersecurity
- Development Diplomacy
- Diplomacy of Small States
- Diplomatic Theory and Practice
- E-diplomacy
- Economic Diplomacy
- Internet Technology and Policy: Challenges and Solutions
- Introduction to Internet Governance
- Language and Diplomacy
- Multilateral Diplomacy
- Negotiation Skills
- Public Diplomacy

As in previous years, some course participants registered directly, while others were enrolled by their ministries of foreign affairs (MFAs). Participants had the option of applying for these courses via the University of Malta in order to obtain ECTS credits.

Two other courses were offered by the Geneva Internet Platform (GIP) in cooperation with Diplo:

- Introduction to Digital Policy and Diplomacy, offered by the GIP in partnership with the Permanent Mission of Switzerland to the UN in New York and Diplo. The course was delivered by Diplo for diplomats at New-York-based permanent missions to the UN.

- Digital Commerce, delivered by the GIP in partnership with the International Trade Centre (ITC), the Consumer Unity & Trust Society (CUTS International), and Diplo.

These courses, described in more detail in [Section 4.3](#), used a blended learning format combining online learning with weekly face-to-face meetings.

A number of further courses were offered through cooperation with various partners: Humanitarian Diplomacy (two sessions); Public Diplomacy and Cultural Diplomacy (two sessions); and Public Diplomacy in Asia-Europe Relations (ASEF Public Diplomacy Training) (two sessions). These are described in [Section 3.4](#) of this report.

3.1.2 Master/Postgraduate Diploma in Contemporary Diplomacy

The Master/Postgraduate Diploma (PGD) in Contemporary Diplomacy, offered in cooperation with the University of Malta, is a 16–20-month blended learning programme involving a residential workshop in Malta, online courses, and a Master’s dissertation. Participants in this programme can select a specialisation in Internet governance by attending several required courses and writing their dissertations on Internet-governance-related topics.



In 2019, 12 participants – diplomats and other international relations professionals – were accepted on the Master/PGD in Contemporary Diplomacy. These included four participants who selected the Internet governance specialisation. With the support of the government of Malta, Diplo offered partial scholarships (ranging from a 20% to 50% reduction in programme fees) to nine participants from developing countries in Africa, South America, and the Caribbean. Table 1 shows the geographical distribution of participants.

Table 1: Geographical distribution of Master/PGD 2019 participants

Africa	6
Asia Pacific	1
South America	1
Europe	4

Following Diplo's blended-learning approach, participants began the programme by attending a 10-day workshop in Malta which focused on building practical skills for diplomacy, in areas such as language and influence, diplomatic protocol and etiquette, Internet governance, e-diplomacy, negotiation, public diplomacy, and public speaking. Participants were also introduced to the online classroom and brushed up on their academic study skills.



Participants during the Master/PGD 2019 workshop, held in February 2019 in Malta.

During the online learning phase, participants selected and completed five courses from Diplo's catalogue. At this point, they were eligible to obtain the PGD in Contemporary Diplomacy or to begin writing their Master's dissertations (in the second year of the programme). Dissertation work involves individual research and writing, in close contact with a supervisor.

Candidates are expected to prepare and submit a 25 000-word dissertation over a period of five months (full time) or nine months (part time).

In 2019, six participants who had started the Master/PGD programme in 2018 began to write their dissertations (Table 2).

Table 2: Dissertations begun in 2019

Name	Country	Dissertation title
Arlette Wijnhout	Netherlands	NGO diplomacy: The lack of aid work protection afforded by state governments
Elmir Camic	Bosnia and Herzegovina	Humanitarian diplomacy and the principle of neutrality in a transforming world
Helen Chedza Chilisa	Botswana	The role of regional integration towards economic stability. A case of the Southern African Development Community (SADC)
José Bass-Villarreal	Mexico	Consular diplomacy as means to strengthening an institutional relationship with the Mexican Diaspora in the United States
Shita Laksmi	Indonesia	Examining the role of diplomacy in discussing intermediaries' liability
Valeenee Wasimin	Suriname	Towards a national cybersecurity strategy: The case of Suriname

One of the candidates who started writing their dissertation in 2019 submitted their work and graduated that same year; the remaining candidates are currently finalising their dissertations or waiting for examination results. They will graduate in November/December 2020, following approval of their dissertations.

In November 2019, the University of Malta awarded the Master in Contemporary Diplomacy to nine candidates who began dissertation work in 2018 and 2019.



Some of the graduates who were awarded their Master in Contemporary Diplomacy, at the graduation ceremony in Valletta, Malta, 22 November 2019.

3.1.3 Advanced Diploma in Internet Governance

The Advanced Diploma in Internet Governance, which was introduced in 2016, gives current and future Internet policymakers a solid foundation in the practical and diplomatic skills and techniques necessary to engage effectively in international global policy processes. To obtain the diploma, participants must successfully complete three of five technology-related courses (Introduction to Internet Governance; E-Diplomacy;

Internet Technology and Policy: Challenges and Solutions; Cybersecurity; Artificial Intelligence: Technology, Governance, and Policy Frameworks) within a three-year period. Artificial Intelligence: Technology, Governance, and Policy Frameworks is a new course, added to this programme in 2019.

In 2019, five participants were awarded their certificate, while seven other participants were actively pursuing the advanced diploma.



The Advanced Diploma in IG programme not only helped me to acquire a lot of useful practical information about the relevant matters on the Internet governance related topics, but it also widened my understanding on the different topics discussed. The programme was one of the most insightful, dynamic and most interactive I have ever experienced. Thanks to the course coordinators for their patience and support during the course.

*Mustafa Yaasin Sheik,
Somali Network Information Center (SONIC)*



The courses I took as part of the Advanced Diploma in Internet Governance did not just involve reading articles. We discussed different scenarios on the future of the Internet and emerging technologies. Colleagues exchanged different perspectives. We debated, discussed, and provided personal experiences together. Those sessions kept me thinking, and improved my knowledge on each issue in the Internet governance area. The flexibility of the online courses is really helpful. I will keep studying with Diplo to deepen my knowledge on Internet governance, diplomacy and negotiation skills.

*Ying-Chu Chen,
Assistant Research Fellow, Taiwan Institute of Economic Research;
International Affairs Committee, Taiwan Network Information Center*

3.2 Scholarships offered by the Government of Malta

The Government of Malta is one of Diplo's most important partners in online learning. In 2019, the Government of Malta allocated funds to support scholarships for applicants from developing countries to attend Diplo courses:

- Through the *Small States Fellowship* programme, 30 participants from Barbados, Botswana, Eswatini, Guyana, Jamaica, Kiribati, Malta, Namibia, Saint Lucia, Saint Vincent and the Grenadines, Samoa, Suriname, and Vanuatu attended various courses throughout 2019.

- Through the *Malta Scholarships programme*, full or partial support enabled 68 participants from 36 developing countries to attend online courses.
- Nine participants from Belize, Kenya, Mexico, Eswatini, Trinidad and Tobago, and Zimbabwe were supported through partial scholarships to attend the Master/ Postgraduate Diploma in Contemporary Diplomacy.

The funding from the Government of Malta also supported updates and improvements to online course materials, research and development for new courses, and maintenance of the technology infrastructure to support online learning.

3.3 Capacity Development for Knowledge and Agenda 2030

Capacity Development for Knowledge and Agenda 2030 (CD Knowledge 2030), a three-year project supported by Diplo's long-term partner the Swiss Agency for Development and Cooperation (SDC), was extended for another year.

The activities encompassed in the project are organised around three main themes: online learning, e-participation, and multimedia. As a result of its focus on online learning, Diplo's alumni base now includes more than 6400 alumni from over 200 countries and territories, with more than 500 alumni from over 50 small states.

In other areas, Diplo developed methods for more in-depth analysis of the impact of digital technology on traditional topics once on the periphery of digital policy (e.g. , water safety, health), and which are now increasingly digitalised. Special attention was given to the impact on the 2030 Agenda for Sustainable Development, the links between the SDGs and the many areas of digital policy, and how technology is being used and can be further used to help attain the goals.

In addition, Diplo continued to work on the involvement of the private sector in its activities, in particular those related to digital policy and the SDGs, to strengthen the private sector's awareness and involvement in SDG-related aspects.

Collaboration with the SDC will continue in the coming years, thanks to a contract for the years 2020–2022. During the project implementation, Diplo will work on:

- Developing and strengthening the capacity of small and developing countries to facilitate their participation in global digital policy processes.
- Increasing Diplo's contribution to the 2030 Agenda and global support of UN reform, including contributing to the implementation of the Report of the UN High-Level Panel on Digital Cooperation.
- Assisting the SDC with internal capacity building to reap the benefits of digitalisation.
- Strengthening Diplo's institutional effectiveness and set-up, thus strengthening its global impact

3.4 Training partnerships with MFAs, diplomatic academies, and other academic institutions

3.4.1 Instituto Matias Romero (IMR) of the Mexican Ministry of Foreign Affairs

Diplo's cooperation with the Instituto Matias Romero (IMR) of the Mexican MFA began in 2004, when the Institute first enrolled participants in Diplo's online courses. The memorandum of understanding between Mexico, Malta, and Switzerland on diplomatic training, which provides a framework for this co-operation, was last renewed in 2018. [Through this agreement](#), the IMR enrolls diplomats in Diplo's online courses and cooperates with Diplo on other educational initiatives.

Since 2004, around 600 diplomats from Mexico have attended Diplo's online training courses, with 61 participants enrolling in 2019.

3.4.2 Ministry of Foreign Affairs and International Cooperation of the United Arab Emirates and Emirates Diplomatic Academy

Since 2017, Diplo has cooperated informally with the Ministry of Foreign Affairs and International Cooperation of the United Arab Emirates, with Emirati diplomats joining Diplo's online courses.

In 2019, the Ministry invited Diplo to develop and run an online course on Public Diplomacy and Cultural Diplomacy for Emirati diplomats posted at home and abroad. The course was developed and taught by Diplo faculty members Kishan Rana and Liz Galvez; in 2019 the lecturing team delivered two sessions of the course to groups of 20 and 18 participants, respectively. In total, 43 Emirati diplomats enrolled in this and other Diplo online courses in 2019.

The Emirates Diplomatic Academy invited Diplo to submit proposals for a number of training workshops in 2019. Diplo faculty members facilitated the following workshops in Abu Dhabi:

- Economic Diplomacy and Attracting FDI (Ambassador Kishan Rana, 9–10 September)
- Protocol and Etiquette (Ambassador Olaph Terribile and Ms Nicoleta Croitoru-Bantea, 22–23 September)

3.4.3 Online diploma course in Humanitarian Diplomacy

In 2019, Diplo and the International Federation of Red Cross and Red Crescent Societies (IFRC) continued to run the bi-annual 12-week Online Diploma Course in Humanitarian Diplomacy, marking the eighth year of cooperation. The course consists of an eight-week interactive online learning phase that introduces participants to humanitarian diplomacy concepts, actors, and tools, including persuasion and negotiation; and a four-week research phase during which participants prepare a 5000-word paper on a topic of relevance to their professional development or interests.

In 2019, the course was offered to groups of 29 and 28 participants, starting in February and September, respectively. While the course materials and instruction were in English, participants were given the option to write their research papers in French or Spanish. Interest in the course remained high and the post-course feedback indicated a high level of satisfaction.

3.4.4 Geneva Water Hub/University of Geneva: Online course on International Water Law

Diplo contributed again to the University of Geneva's course on International Water Law and the Law of Transboundary Aquifers. A webinar on how water is protected during armed conflicts, delivered in December 2019, presented the main features of the Geneva List of Principles on the Protection of Water Infrastructure and how water is protected during hostilities.

Course participants included government officials (diplomats, and technical and scientific specialists working in transboundary water issues), international organisation staff members, civil society representatives, academics, and other professionals from different backgrounds including law, international

relations, environmental studies, hydrology, engineering, and economics.

3.4.5 Policy and Regulation Initiative for Digital Africa (PRIDA)

In 2019, Diplo was contracted by the African Union Commission to assist with implementation of the PRIDA (Policy and Regulation Initiative for Digital Africa) project. The ICT infrastructure in Africa has evolved significantly in recent decades. Still, in comparison with other continents, Africa lags in terms of widely available and affordable broadband access.

Diplo is contributing to online capacity development programmes, producing a sustainability study on capacity development in the African region, and assisting with events at global policy centres on digital policy and Internet governance. The activities are continuing in 2020.

This project is funded under the Annual Action Programme 2017 of the EU's DCI (Development Cooperation Instrument) Pan-African Programme.

3.4.6 Training courses on Diplomatic Protocol and Etiquette

In 2019, Diplo delivered two training seminars on diplomatic protocol and etiquette in Brussels for the European External Action Service (EEAS) and European Parliament officials. The seminars were delivered by Diplo faculty member Olaph Terribile.

In addition, Diplo delivered two training courses on diplomatic protocol and etiquette for the Azerbaijan Diplomatic Academy, as part of their Corporate Programme and their Advance Foreign Service Programme. Both courses were delivered by Olaph Terribile.

3.4.7 Training on cybersecurity in OSCE Uzbekistan

Diplo conducted face-to-face training sessions in Tashkent, Uzbekistan. The workshops were delivered by Diplo's senior lecturers Marília Maciel and Vladimir Radunović. Topics included understanding cyberspace and synchronising various policies, creating national contact points for international cooperation, developing an operational mechanism and creating a national CERT/CSIRT as soon as possible, and exploring the strategic and legal environment

- all with a special focus on Uzbek challenges and specificities.

A total of 55 stakeholders took part in the two training sessions. The workshops were funded by the Uzbekistan office of the Organization for Security and Co-operation in Europe (OSCE). The OSCE is one of Diplo's long-term partners.

3.4.8 Training on e-diplomacy for Serbian Ministry of Interior

In December 2019, Diplo organised and delivered two workshops on e-diplomacy to two separate groups of fifteen participants from the Serbian Ministry of the Interior (Mol).

The highly interactive workshops were based on exercises, enabling participants to gain practical knowledge on particular issues and practice them in a safe environment. They were delivered by Diplo's faculty Dr Biljana Scott and Mr Vladimir Radunović, together with Diplo staff Mr Đorđe Jančić and Ms Katarina Anđelković.

Topics covered:

- E-diplomacy: Internet as a tool and a topic
- Using (big) data and AI in diplomacy
- Communication skills in e-diplomacy:
- styles of communication
- signalling relevance
- overt and covert expression of force
- politeness and indirectness
- ambiguity in e-diplomacy

The workshops were funded by the Serbian Organization for Security and Co-operation in Europe (OSCE) office in Belgrade.

3.4.9 Asia-Europe Foundation (ASEF) Public diplomacy training

In 2019, Diplo delivered the 6th and 7th edition of the ASEF Public diplomacy training (former 'Asia-Europe Public Training Initiative') in cooperation with ASEF. The training consisted of two six-week online courses starting in March and August, offered to groups of 23 and 31 participants respectively, and a five-day face-to-face workshop delivered from 21 to 25 October in Siem Reap, Cambodia, to a group of 32 participants.

This programme was set up in 2013 by the Asia-Europe Foundation (ASEF), [Diplo](#), and the National Centre for Research on Europe – University of Canterbury, [to help promote and facilitate skills training for diplomats and civil society actors. The aim of the initiative is to improve public diplomacy efforts between the countries of the Asia-Europe Meeting \(ASEM\) process.](#)

Training sessions were offered annually from 2014 to 2019, with seven tutored online courses and seven face-to-face trainings held in Geneva (Switzerland), Kuala Lumpur (Malaysia), Bangkok (Thailand), The Hague (Netherlands), Jakarta (Indonesia), Vienna (Austria) and Siem Reap (Cambodia).

With positive feedback from participants, the project has generated great interest from ASEM stakeholders and ASEF Governors. This resulted in project continuation in 2020, with the 8th edition of online course scheduled for autumn 2020, and the 8th edition of face-to-face training pushed to early 2021 on account of the COVID-19 pandemic.



3.5 Diplo's alumni network

Diplo's alumni network continued to grow in 2019, reaching over 6400 members from 202 countries and territories by the end of the year (refer to the interactive alumni map[↗](#)). We engage with the alumni network regularly, keeping them up to date with activities, projects, study opportunities, new publications, and more.



In 2019, alumni continued to join the closed Facebook group created in 2017. The platform helps alumni share updates, brainstorm new ideas, and network in

an informal setting. In 2019, the group membership increased to 437 members. Over 230 posts were shared by Diplo alumni, faculty, and staff members.



3.6 New courses and innovation in e-learning

In 2019 Diplo consolidated approaches to online learning and added new members to the faculty and courses teams.

3.6.1 Video commenting

We integrated the use of our new video commenting tool in a number of online courses. The process involved introducing the tool to lecturers, proposing potential useful ways to employ it within the established course materials, providing guidelines for participants, and monitoring the way participants and lecturers used it.

3.6.2 New online course: Artificial Intelligence: Technology, Governance, and Policy Frameworks

In 2019, we conceptualised, developed, and launched a new course: Artificial Intelligence: Technology, Governance, and Policy Frameworks.[↗](#) We had observed an increasing demand for capacity development on various aspects of artificial intelligence (AI) and developed the course by building on our ongoing research in the area.[↗](#) The course covers terminology, historical and philosophical background, technological basics, key players and forums, governance and regulation of AI, socio-economic aspects of AI;

AI and security (including cybersecurity and lethal autonomous weapons systems), and AI and human rights. The course is unique in its detailed discussion of policy implications and the debates within various international organisations and between countries. It also touches on important topics related to competition and cooperation between countries and regional and global AI governance. As far as we are aware, it is the only course that offers a broad overview of social, economic, human rights, and ethical implications

of AI with a focus on the needs of diplomats, policy makers, and other interested audiences. Given the high level of demand, we ran the course twice in 2019 and throughout the year we worked to build a group of experts, including practitioners, to deliver the course. In 2019, we trained a total of 50 people through this course, with 46 participants successfully completing all course requirements, including a final written assignment of about 1,500 words.



4 Geneva Internet Platform

The Geneva Internet Platform (GIP) is an initiative supported by the Swiss authorities and operated by Diplo. In 2019, the members of the Steering Committee included the Swiss Federal Department of Foreign Affairs (FDFA), the Swiss Federal Office of Communications, the Republic and State of Geneva, and the University of Geneva.

The GIP set the following objectives at the beginning of its operations in 2014:

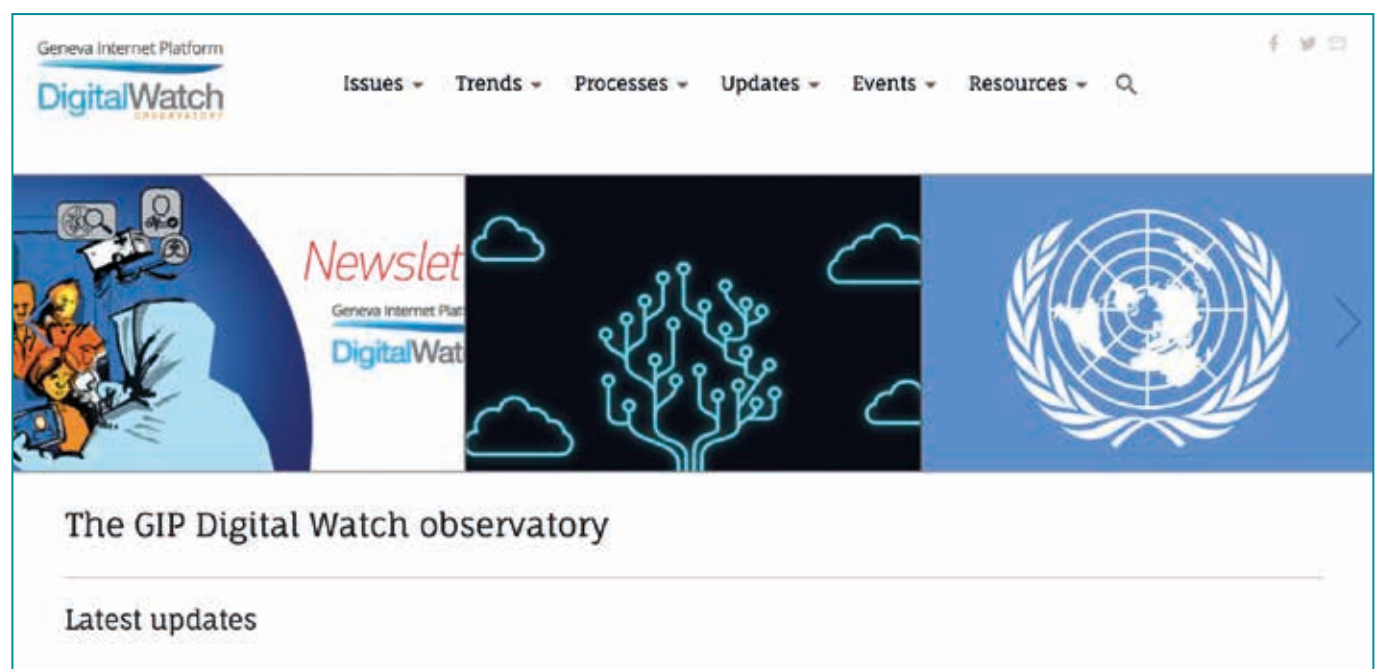
- Provide a neutral and inclusive space for digital policy debates, accepted by the majority of global actors as a place where different views can be voiced.
- Facilitate research for an evidence-based, multi-disciplinary digital policy approach beyond existing policy silos (e.g. technology, security, human rights).
- Strengthen the participation of small and developing countries in Geneva-based digital policy processes, and support activities of Geneva-based Internet governance and ICT institutions and initiatives. spaces in International Geneva and worldwide (e.g. health, migration, trade).

As participating in Internet governance processes presents a challenge due to its decentralised, dynamic, and complex nature, in 2015, Diplo and the GIP launched the Digital Watch initiative. With its three pillars (an online observatory, briefings, and a newsletter), the initiative provides a solution for practitioners of Internet governance and digital policy, especially diplomats working in the field, and communities from developing countries.

In 2019, the project completed its sixth year of operation. Again, a major focus was the 14th Internet Governance Forum (IGF), which was held in Berlin. Diplo and the GIP carried out a comprehensive range of activities ([Section 4.6](#)).

In addition, the GIP continued its just-in-time reporting initiatives, which enhance the initiative's ability to provide the latest updates on digital policy discussions to practitioners who need to stay on top of developments, and help promote the work of the GIP and extend the observatory's reach.

For research and publications by the GIP, see [Section 5.3](#). For GIP- and observatory-related communications, see [Section 6](#).



4.1 The Digital Watch observatory

The *GIP Digital Watch* observatory, launched in September 2015, is a comprehensive Internet governance and digital policy observatory. The platform provides a neutral one-stop shop for live developments, overviews and explanatory texts, events, resources, and other content related to Internet governance and digital policy. It draws from the strengths of its partners' assets: the resources Diplo has developed over the last 16 years, the GIP's international reach, and the Internet Society's network of Chapters that help shape localised content.

The observatory

- maintains a comprehensive live summary of the latest developments and trends in digital policy.
- provides an overview of issues, actors, and ongoing processes.
- maintains an up-to-date calendar of events, with upcoming and past events mapped thoroughly.
- provides access to the latest research and data on Internet policy.
- enriches content by quantitative research (e.g. data-mining of open data, profiling of topics, and visualisation of data).
- supports the just-in-time reporting initiatives through dedicated interactive pages.

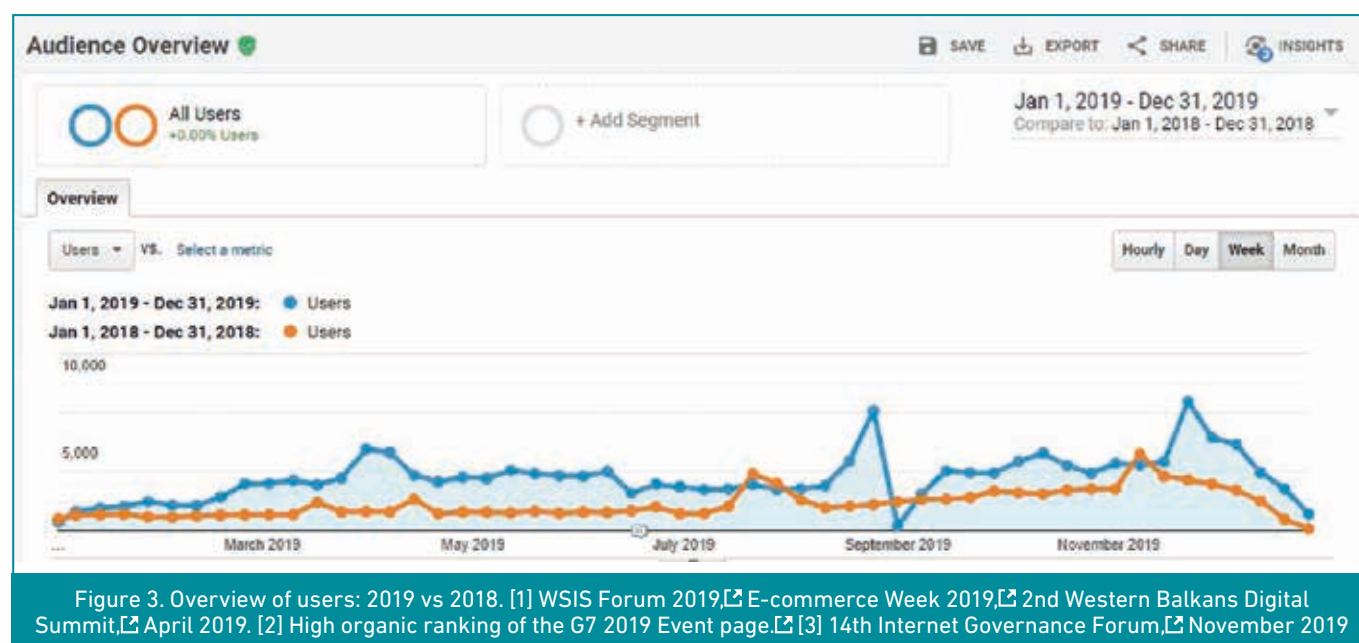
4.1.1 Improvements to the platform

In 2019, the *Digital Watch* observatory website was redesigned and migrated to a Drupal 8 platform in two phases. The first, from January to June, included redesign development, mock-ups, structural organisational, and preparation for migration. The second phase, from July to September, included structural and layout modifications with custom sections, better linking between content across the website, more templates for page types, more mobile-friendly adapted content, and optimised code for better accessibility.

The team continued to update the Issues and Processes pages with the new resources and other relevant content, while reviewing the taxonomy to make sure the observatory stayed on par with the latest developments.

4.1.2 Data-driven analysis

Diplo's Data Team was a core contributor to the observatory's research initiatives in 2019. Driven by the need to integrate data into research, the team (including observatory curators) prepared several



qualitative studies which were then visualised and published in an interactive format.

The Data Team's work also included contributions to the Digital Watch newsletters ([Section 4.4](#)), the 2019 IGF reporting initiative ([Section 4.6.1](#)), and to several reports published by Diplo and/or the GIP ([Section 5.3](#)).

4.1.3 Record-breaking number of visitors

The SEO strategy adopted in early 2017 continued to show positive results throughout 2019. The number of visitors increased steadily, thanks to (a) improved SEO and page rankings, (b) the continuation of the social media campaigns using 'evergreen' content (including a 'Today in IG history' campaign on Facebook and Twitter), and (c) just-in-time reporting initiatives which attracted a record-breaking number of visitors in 2019.

There was noticeable growth in the number of users in comparison to 2018 (+ 103.80%) as well as in the number of sessions (+ 82.04%) and pageviews (+50.65%).

Regarding geographical representation, as observed since the launch of the observatory, most users outside of Switzerland are from the biggest Internet countries: the USA, India, the UK, China, and Germany; developing countries remained prominent in the Top 10 countries for users (Figure 3).

In 2019, the highest number of visits came from the USA, India, the UK, Switzerland, Germany, Serbia, France, China, Japan and Canada. Developing countries were prominent in the Top 25 countries for visitors.

4.2 Briefings and policy dialogues on digital policy

In 2019, the GIP organised and co-organised other policy dialogues. The main events are described below.

4.2.1 Monthly briefings

In 2019, the GIP continued to provide online monthly briefings on Internet governance on the last Tuesday of every month. [The briefings included the participation of Diplo's digital policy experts. Digests of all the briefings were provided by Ms Andrijana Gavrilović.](#)

Between January and December 2019, the following regular briefings were organised:

- [Briefing] Internet governance in January 2019 | 29 January 2019 | Online, with regional updates | Led by Dr Stephanie Borg Psaila [\[link\]](#)
- [Briefing] Internet governance in February 2019 | 26 February 2019 | Online, with regional updates | Led by Dr Stephanie Borg Psaila [\[link\]](#)
- [Briefing] Internet governance in March 2019 | 26 March 2019 | Online, with regional updates | Led by Mr Vladimir Radunović [\[link\]](#)
- [Briefing] Internet governance in April 2019 | 30 April 2019 | Online, with regional updates | Led by Mr Vladimir Radunović [\[link\]](#)
- [Briefing] Internet governance in May 2019 | 28 May 2019, | Online, with regional updates | Led by Mr Vladimir Radunović [\[link\]](#)

- [Briefing] Internet governance in June 2019 | 25 June 2019 | Online, with regional updates | Led by Dr Stephanie Borg Psaila [\[link\]](#)
- [Briefing] Internet governance in July & August 2019 | 27 August 2019 | Online, with regional updates | Led by Dr Stephanie Borg Psaila [\[link\]](#)
- [Briefing] Internet governance in September 2019 | 24 September 2019 | Online, with regional updates | Led by Mr Vladimir Radunović [\[link\]](#)
- [Briefing] Internet governance in October 2019 | 29 October 2019. Online, with regional updates | Led by Ms Marília Maciel [\[link\]](#)
- [Briefing] Internet governance in November 2019 | 26 November 2019 | Online, with regional updates | Led by Dr Stephanie Borg Psaila [\[link\]](#)

In addition to the briefings, the GIP continued publishing the monthly IG Barometer of Trends, [\[link\]](#) which tracks specific issues in the public policy debate and reveals focal trends by comparing the issues every month.

Throughout 2019, the briefings continued to offer unique regional perspectives on digital-policy-related issues. In addition to the main global updates, practitioners were offered valuable insight and analysis into regional developments. Regional updates are prepared by our team of experienced rapporteurs on Internet governance issues, and were delivered through video interventions which have become an integral part of the briefings. From

August 2019, the GIP team started subtitling videos to enhance accessibility. The regional developments presented during each briefing can also be found on dedicated pages on the *Digital Watch* observatory:

- [Africa](#)
- [Asia](#)
- [Middle East and North Africa \(MENA\) region](#)
- [Latin America](#)
- [Caribbean region](#)

In addition to the briefing, the GIP develops the monthly IG Barometer of Trends, which tracks specific issues in the public policy debate and reveals focal trends by comparing the issues every month.

In 2018, the briefing continued offering unique regional perspectives on digital-policy-related issues, through regional developments presented during each briefing and which are also available on the *Digital Watch* observatory.

4.2.2 Other briefings and policy dialogues

The GIP organised in situ briefings for diplomats, including quarterly briefings which started mid-2019:

- Digital Policy in 2019: A mid-year review | 2 July 2019

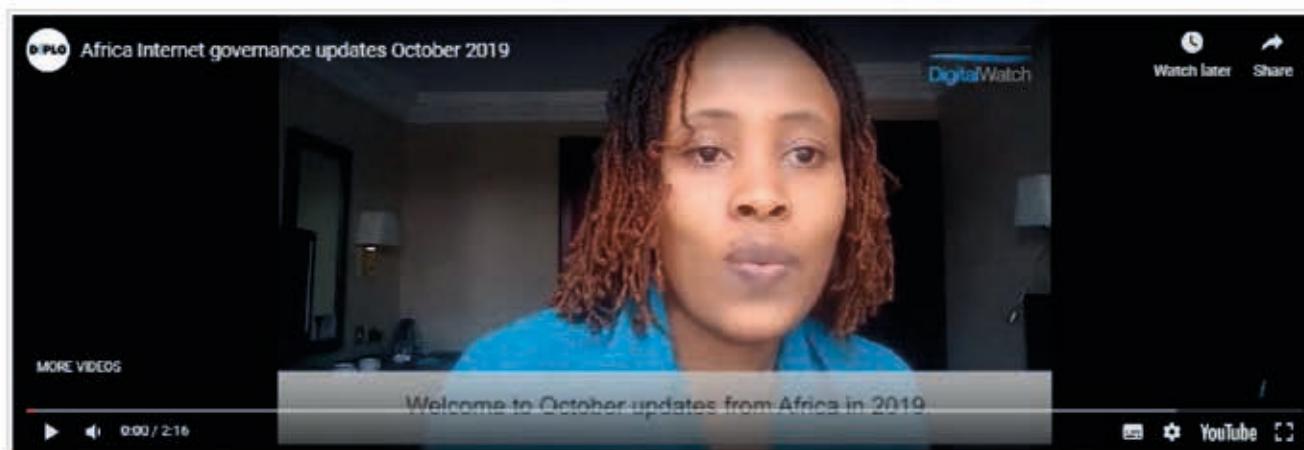
- Welcome to Digital Geneva for newly-accredited Ambassadors in Geneva | 12 September 2019
- Quarterly briefing: Reviewing digital policy developments & what to expect | 24 October 2019

The following discussions were held in relation to the work of the UN High-Level Panel on Digital Cooperation

- De-Briefing of the meetings of the UN High-Level Panel on Digital Cooperation and the Global Commission on Stability in Cyberspace | 25 January 2019
- Unpacking the High-Level Panel's Report: Contributions from Geneva | 24 June 2019
- Digital Co-operation: Can Geneva make it a win-win? | 2 September 2019

The GIP, with Diplo's support, also organised student visits and other lectures throughout the year, including:

- Lecture for Master's students from the College of Europe on 'Digital Diplomacy at Crossroads' | 5 March 2019
- Visit by students from the School for International Training | 26 March 2019
- Junior Diplomat Initiative (JDI) 4th Youth Dialogue | 10 April 2019



October 2019

Curated by Grace Mutung'u

Ghana set for a digital census

26 Oct 2019 | [xNOT-IN-USE Development - other](#) > [Choose Sustainable development instead, Emerging technologies](#)

Ghana has procured 70 000 tablets and other modern digital technologies in preparation for its 2020 census. This was announced by Samuel Kobina Annum, the government statistician, during the inaugural meeting of the National Census Publicity, Education and Advocacy Committee (NEPEAC) in Accra.

Ghana undertakes a census every 10 years. The 2010 census estimated the population at 24.2 million. The government statistician indicated that they had carried out a pilot census after which they had developed a mobile app that will be used to report issues in the field during the census. Ghana will be the third country in Africa, after Malawi and Kenya, to carry out a digital census.

- The GIP supported the Geneva Internet L@w Summer School, organised by the University of Geneva | 17–28 June 2019 [🔗](#)
- Visit by students from the School for International Training | 27 August 2019

4.2.3 Data Talks s

The series of Data Talks launched in 2017 continued through 2019 attracting interest from international

organisations. Two meetings were organised in 2019 at the GIP premises:

- Data platforms and Networks | February 2019 [🔗](#)
- Data 'Storytelling' | September 2019 [🔗](#)

In the winter semester of 2019, the GIP consulted with the Data Talks network to start preparations for the Road to Bern via Geneva dialogues on data cooperation to be implemented in the first part of 2020. [🔗](#)

4.3 The GIP's courses on digital policy

The GIP was a partner in three courses delivered in 2019. The courses used a blended learning technique, combining dynamic exchange in an online classroom with a weekly one-hour face-to-face learning session.

The courses adopted the recommendations and approaches suggested by the Geneva Initiative on Capacity Development in Digital Policy. More details on the impact of the GIP's activities are available on the Geneva Initiative's webpage. [🔗](#)

The following section presents the courses according to their date of delivery.

4.3.1 Course on Internet Governance and Digital Policy for Permanent Missions to the UN in New York, USA

The GIP conducted the second training course on Internet Governance and Digital Policy for members of UN permanent missions in New York. The course was delivered in cooperation with the Permanent Mission of Switzerland to the UN in New York and Diplo, and ran from 25 March to 15 May 2019. [🔗](#)

A total of 28 participants from 24 countries took part in the course; the one-hour learning sessions were held at the Permanent Mission of Switzerland to the UN in New York.

Course discussions were anchored in the current developments at the UN, namely digital-policy-related discussions within the UN General Assembly Second Committee including the future of work, ICT for development, the SDGs and technological progress, the Internet of Things, artificial intelligence and robotics,

big data, and gender inclusion and equality. The course also covered the wider issues of cybersecurity, Internet taxation, and network neutrality.

4.3.2 NGO Digital Capacity Building Programme

The GIP was co-organiser of this pilot capacity-building programme together with the Geneva Welcoming Center (CAGI) and Diplo. The series of workshops was designed to help the management teams of Geneva-based NGOs gain the practical knowledge needed to develop effective digital strategies and to use the latest digital tools and platforms, as well as understand the relevance of digital policies to their everyday work. The programme provided a special focus on the importance of data policies and management, as well as an overview of cybersecurity issues.

The NGO digital capacity building programme comprised three workshops where different IT-related topics were presented and discussed with experts.

1. Your Digital Strategy | 29 March 2019
2. Your Digital Governance | 3 May 2019
3. Cybersecurity | 10 May 2019

About 50 participants attended each workshop and learned how to map an NGO's digital needs and manage its data assets and cybersecurity.

4.3.3 Course on Digital Commerce for Geneva-based developing country representatives

The GIP was a partner in the fourth delivery of the Course on Digital Commerce for developing and

developed country representatives. The course was delivered in partnership with the International Trade Center (ITC),[the Consumer Unity & Trust Society \(CUTS International\)](#),[and Diplo](#). It ran from 9 October to 2 December 2019, and had a completion rate of 90%.

The course focused on supporting governments and non-governmental actors to better understand the link between international trade and digital policy.

The modules provided the skills necessary for actors to participate more meaningfully in trade-related international forums, to leverage rules for their national benefit, and to understand how global rules can facilitate development. The one-hour learning sessions were held at the premises of the GIP and ITC.

Of the 26 applications received by the partners, 24 fulfilled the selection criteria and were invited to take the course.

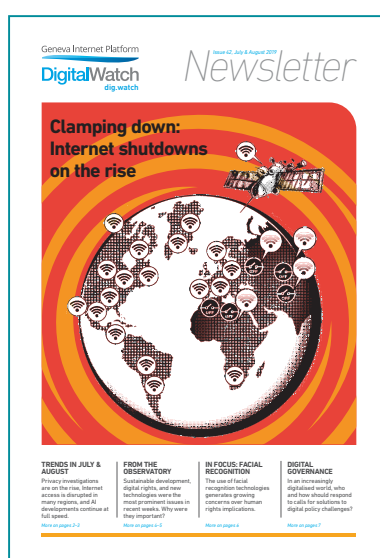
4.4 Digital Watch newsletter

The *Digital Watch* newsletter is the GIP's monthly newsletter, published with Diplo's support. The newsletter includes a summary of the main policy trends, a round-up of developments per thematic area, analyses of topical issues, a summary of the main discussions in Geneva, and a lighter section for announcements or crosswords. The following issues were published January–December 2019:

- Issue 37, January 2019[|](#) Also available in French[|](#) and German[|](#)
- Issue 38, February/March 2019[|](#)
- Issue 40, April 2019[|](#) Also available in French,[German](#),[and Bahasa Indonesian](#)
- Issue 40, May 2019[|](#) Also available in French[|](#) and Bahasa Indonesian[|](#)

- Issue 41, June 2019[|](#) Also available in French[|](#)
- Issue 42, July/August 2019[|](#) Also available in French[|](#)
- Issue 43, September 2019[|](#) Also available in French[|](#)
- Issue 44, October 2019[|](#) Also available in French[|](#)
- Issue 45, November/December 2019[|](#) Also available in French[|](#)

In April 2019, a new version of the *Geneva Digital Watch* newsletter was introduced. One significant change was the increase in the number of pages (from 8 to 12) allowing space to cover the increasingly complex digital policy issues. A new design was also introduced, to make the newsletter more attractive and user-friendly.



4.5 Just-in-time reporting initiatives

Between January and December 2019, the GIP organised five major just-in-time reporting initiatives, publishing reports with hours of the end of each session:

- WSIS Forum, April 2019: During the World Summit on the Information Society (WSIS) Forum, the GIP team published session reports from 96 sessions on digital policy issues.
- UNCTAD eCommerce Week, April 2019: During the UNCTAD eCommerce Week, the GIP reported from 41 sessions and from the Intergovernmental Group of Experts on E-commerce and the Digital Economy.
- 2nd Western Balkans Digital Summit, April 2019: During the 2nd Western Balkans Digital Summit, the GIP reported from 74 sessions. The team also published a thematic summary from the Summit.
- EuroDIG 2019, June 2019: During the European Dialogue on Internet Governance (EuroDIG) 2019, a team of GIP rapporteurs prepared 34 session reports.
- World Trade Organization Public Forum, October 2019: During the WTO Public Forum, the GIP team published session reports from 29 digital policy sessions.

- 14th Internet Governance Forum, November 2019: During the IGF, the GIP team of rapporteurs published four newsletters, a final report, and 204 session reports.



4.6 Activities related to the 14th Internet Governance Forum

In November 2019, the GIP participated extensively in the IGF, the annual forum for digital policy practitioners.

The GIP team was involved in a number of sessions, through speakers, in situ moderators, and its own session. Prior to the IGF, the GIP participated in the Open Consultations and MAG Meeting in Geneva; after the IGF, the GIP took part in the IGF 2019 Debrief Roundtable in Washington DC.

At the end of the IGF, the team published the IGF Report summarising the practical recommendations emerging from the discussions, together with a commentary, and findings from a data analysis of the transcripts.

4.6.1 Just-in-time reporting

During the IGF, the GIP team of rapporteurs published four newsletters (IGF Daily 1, IGF Daily 2, IGF Daily 3, IGF Daily 4). In line with the organisers' request for a green conference, the newsletters were published online in HTML format for the first time. The team also published 204 session reports on a dedicated space on the observatory within hours of the end of each session.



For this IGF, Diplo partnered with the host country, which provided a financial contribution to the reporting exercise.

4.6.2 Development of a reporting mobile app

To support the IGF reporting initiative, in 2019, the GIP developed the DW Just-in-Time Reporting mobile app. The app enables users to access reports from main policy events on their mobile device. The application is available for download free of charge on the App Store and Google Play.

In 2020, the GIP team plans to enable access to its entire database of reports (2015 onward) through the application.



4.6.3 Physical presence

The constantly manned and well-positioned booth at IGF 2019 allowed participants to better understand the role played by the GIP and the *Digital*

Watch. The booth also served to promote the GIP's just-in-time reporting initiative among IGF participants, as well as promote its publications.



4.6.4 Online presence

The GIP's presence at IGF 2019, alongside session reports and daily reports, was also promoted through social media.

The GIP team conducted a series of interviews with experts on how artificial intelligence will affect humanity, where the IGF should head, and an overview of cybersecurity discussions at the IGF 2019.

The GIP also produced a short video outlining the activities Diplo and the GIP undertook during IGF 2019.

As IGF 2019 was the first just-in-time reporting initiative during which the use of the DW Just-in-Time Reporting app was available, the GIP team also developed a video promoting the application itself.

The GIP's role was actively showcased on social media, mainly the GIP Facebook and Twitter accounts. The collective push from all the team working on different fronts made it possible for the observatory to achieve a record-breaking number of visitors (almost 2000 sessions).



4.7 Geneva Engage Awards

The annual Geneva Engage Awards recognise the actors in International Geneva for their social media outreach and online engagement. The Awards encourage convergences around development, human rights, and digital and other policy issues between communities worldwide and International Geneva, the host of many international negotiations with an impact across countries and continents.

The three categories of the Geneva Engage Awards are Permanent Representations to the United Nations in Geneva, International Organisations, and Non-Governmental Organisations and Associations.

The 4th Geneva Engage Awards ceremony was held in February 2019. [Three awards were presented:](#)

- Permanent Mission of Sweden to the United Nations, in the Permanent Representations to the United Nations in Geneva category.
- International Air Transport Association (IATA), in the International Organisations category.
- Global Alliance for Vaccines and Immunisations (GAVI), in the Non-Governmental Organisations and Associations category.





Panel discussion during the 4th Geneva Engage Awards, titled 'At a crossroads: How traditional media and social media interact'



Winners of the 4th Geneva Engage Awards

5. Dialogues, projects, and publications

5.1 Dialogues

5.1.1 WebDebates in collaboration with the International Forum on Diplomatic Training

In 2019, Diplo continued its cooperation with the International Forum on Diplomatic Training (IFDT) [by](#) managing the IFDT's online portal, and promoting training programmes and events organised by IFDT members. Diplo has been an active member of the network for several years.

The series of WebDebates, organised within the IFDT's framework, continued in 2019. The WebDebates bring together diplomats, professionals involved in diplomacy, and researchers from all over the world, to discuss key topics related to the future of diplomacy.

In 2019, Diplo organised eight WebDebates:

- Arctic diplomacy: Approaches and lessons | 5 February 2019 [by](#)
- Humanising immigration | 5 March 2019 [by](#)
- Science diplomacy: Preparing the next generation | 7 May 2019 [by](#)
- AI for peacemaking: New tools and opportunities for mediators | 4 June 2019 [by](#)
- Technology and diplomacy: Unpacking the relationship | 2 July 2019 [by](#)
- Visual digital diplomacy: Opportunities for diplomatic practice | 1 October 2019 [by](#)
- The diplomacy of natural resources in the Middle East | 5 November 2019 [by](#)
- Exploring innovative teaching methodologies: Digital tools for teaching diplomacy | 3 December 2019 [by](#)

5.1.2 CyberMediation: New technologies for political mediation

In 2018, the UN Department of Political and Peacebuilding Affairs, Diplo, the GIP, the Centre for Humanitarian Dialogue, and swisspeace joined forces to explore how digital technology is impacting the role of mediators in the prevention and resolution of violent conflict. With funding from the FDFA, the consortium, under the administrative leadership of Diplo, continued its work throughout 2019.

One of the key outcomes of Diplo's work in 2019 was the research report on Mediation and artificial intelligence: Notes on the future of international conflict resolution. [The](#) report provides (a) a mapping of the relationship between artificial intelligence and mediation, (b) examples of AI tools for mediation, (c) thoughts on key considerations and precautions when using AI tools, and (d) a discussion on the potential impact of AI tools on trust in the context of mediation.

It offers four additional recommendations for taking work in the context of AI and mediation further: (a) engaging in capacity building for artificial intelligence in mediation that goes beyond AI literacy; (b) considering a re-shaping of mediation teams to include relevant topical and technical expertise in the area of AI; (c) developing best practices and guidelines for working with the private sector; and (d) engaging in foresight scenario planning and proof of concept regarding the use of existing and future AI tools for mediation.

To discuss the findings of the work of the consortium in 2019, Diplo organised a one-day conference on November 19, [which](#) brought together key organisations and individuals in the field of mediation, [including](#) a key note by Mr Asif Khan, Chief of the UN Mediation Support Unit. The event gathered more than 80 participants from several groups of stakeholders: diplomats, mediators, technology experts, civil society, and academia.

5.1.3 Geneva Dialogue on Responsible Behaviour of Actors in Cyberspace

The Geneva Dialogue project, initiated in 2018, entered its second phase in 2019. The second phase focuses on the roles and responsibilities of the business sector. The project aims to convene global business sector actors to discuss responsible behaviour in cyberspace; assist the business sector to develop its capacities to understand, follow, and meaningfully contribute to international policy and diplomatic processes; and facilitate dialogue among global businesses towards shaping principles and an action plan contributing to the global efforts at the UN and elsewhere.

The second phase of the dialogue is led by the FDFA, and implemented by Diplo.

In Q4, the internal report on potential partners was drafted. The outreach to potential partners began during IGF 2019.

The second phase of the project is envisioned to last throughout 2020.

5.1.4 Dialogues on artificial intelligence

The past few years presented significant progress in AI. Diplo's AI Lab, [launched](#) in 2018, continued its

work in 2019, with research and policy discussions. These included:

- Science fiction meets policy | Policy meets science fiction | 15 January 2019 [link](#)
- Embedding science and technology in international relations, education, and diplomatic training | 16 February 2019 [link](#)
- AI and Diplomacy | 19 February 2019 [link](#)
- Artificial intelligence made in Europe: What will Alexa say? | 28 February 2019 [link](#)
- Cybersecurity and Artificial Intelligence: How to allocate liability between stakeholders? | 8 April 2019 [link](#)
- National AI strategies and sustainable development: Taking the next steps towards AI for Good | 31 May 2019 [link](#)

5.2 Project: HumAlnism

In 2019, Diplo launched a new project – HumAlnism [link](#) – aimed at bringing tech companies and research institutions together to develop artificial intelligence systems that can produce a new kind of social contract. The social contract can also be understood as a guide that will help humanity navigate the uncharted waters of the emerging artificial intelligence era.

In the process, the project aims to showcase artificial intelligence tools that can assist diplomats

in multilateral negotiations, and draft reports and statements on a broad range of issues.

Events on HumAlnism kickstarted in November. Among them was a soft launch of the project during the 14th IGF in Berlin. The project will continue in 2020.



5.3 Publications

5.3.1 Policy brief: Digital policy and the EU Commission's priorities

Diplo's policy papers and briefs provide concrete recommendations in areas related to diplomacy and Internet governance. In 2019, Diplo's policy brief *The EU's new Commission: Digital policy in the limelight*, [by Dr Stephanie Borg Psaila](#), analysed the European Commission's priorities for digital policy for 2019–2024.

5.3.2 Report: Science and diplomacy in Boston

The report *Science and Diplomacy – How countries interact with the unique Boston ecosystem*, [by Ms Pavlina Ittelson and Mr Jean-Christophe Mauduit](#), provides an analysis of how diplomacy interacts with the Boston STI ecosystem and focuses on the practical applications. Models of representation included in the report are consular representation, networks of science and innovation outposts, and various ways of embedding science attachés within the Boston ecosystem. The research was conducted in partnership with the Center for Science Diplomacy at the American Association for the Advancement of Science (AAAS). The report was launched in Boston on 25 June 2019, [with support from swissnex Boston](#), and in Washington DC on 27 June 2019. [by Dr Stephanie Borg Psaila](#)

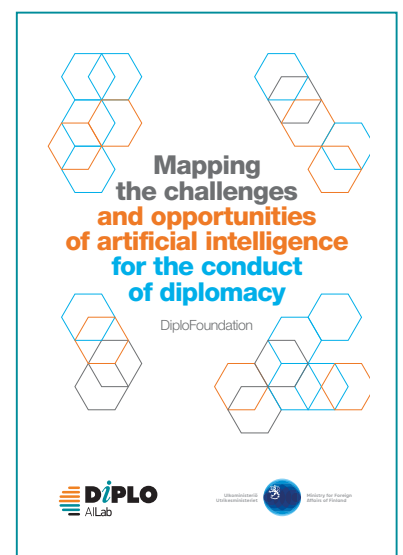
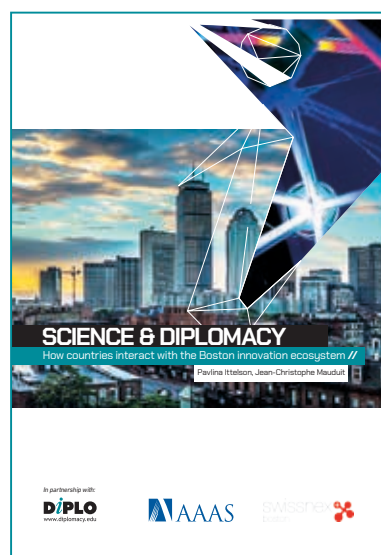
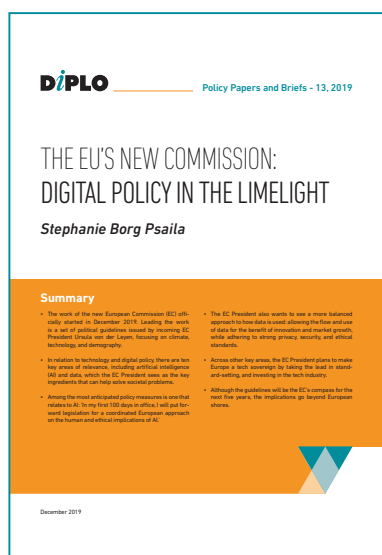
5.3.3 Report: Artificial intelligence and diplomacy

The report *Mapping the challenges and opportunities of artificial intelligence for the conduct of diplomacy*, [by Dr Katharina Höne, Ms Katarina Anđelković, Ms Nataša Perućica, Ms Virdžinija Saveska, Mr Lee Hibbard, and Ms Marília Maciel](#), the report analyses national artificial intelligence strategies and related reports published in the previous two years, and how artificial intelligence can be used as a tool in diplomacy. The report also offers recommendations for MFAs and diplomats who want to get ready to effectively deal with the impact of artificial intelligence on international agendas and diplomatic practice.

Written by Dr Katharina Höne, Ms Katarina Anđelković, Ms Nataša Perućica, Ms Virdžinija Saveska, Mr Lee Hibbard, and Ms Marília Maciel, the report analyses national artificial intelligence strategies and related reports published in the previous two years, and how artificial intelligence can be used as a tool in diplomacy. The report also offers recommendations for MFAs and diplomats who want to get ready to effectively deal with the impact of artificial intelligence on international agendas and diplomatic practice.

5.3.4 Report: Artificial intelligence and Mediation

Diplo's work as part of the Cybermediation project ([Section 5.1.2](#)) was the publication of a report on *Mediation and artificial intelligence: Notes on the future of international conflict resolution*. [by Dr Stephanie Borg Psaila](#)



The report looks at the relationship between AI and mediation, examples of tools for mediation, considerations and precautions when using AI tools, and the potential impact of AI tools on trust in the context of mediation ([Section 5.1.2](#)).

5.3.5 Book: Diplomacy and Secret Service

Diplomacy and Secret Service,[by](#) Prof. G.R. Berridge, explores the interplay between the two, and asks questions such as How did the relationship between diplomacy and secret intelligence come about? What was the impact on it of the bureaucratization of secret intelligence that began in the late nineteenth century? Is diplomatic immunity the only reason why intelligence officers still cluster in embassies and consulates today? What do diplomatic landlords think about their secret tenants and how do the spooks repay the ambassadors for their lodgings? The book was published by Diplo in digital format.

5.3.6 Book: Acronym Glossary

The 2019 edition of the Internet governance Acronym Glossary,[compiled](#) by Diplo, contains explanations of over 150 acronyms, initialisms, and abbreviations used in IG parlance. In addition to the complete term, most entries include a concise explanation and a link for further information.

Version 3.0 of the IG Acronyms Glossary was published in partnership with the Internet Society and

the IGP. The previous edition was also translated into Spanish.

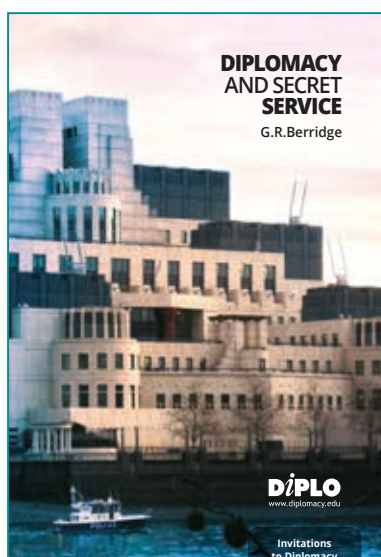
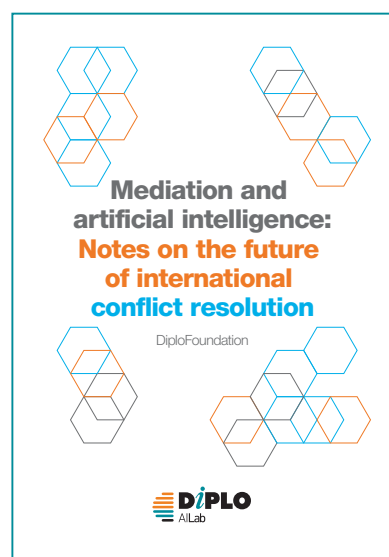
5.3.7 Ongoing research by Diplo's Data Team

During 2019, Diplo's Data Team conducted various research and mapping activities.

The team's ongoing research includes a substantive study of the news coverage of artificial intelligence from 2017 until 2019. The research is conducted on a sample of over 6000 articles from more than 100 international English-language news sources. One of the objectives behind the study is to identify the evolution of trends, provide an overview of the main topics, as well as an analysis of regional and global sentiment in the context of AI.

Another research track is related to in-depth experiments with various artificial intelligence tools while focusing on Natural Language Processing (NLP), machine learning and neural networks. These activities include both the development and the practical application of artificial intelligence in digital diplomacy, security, and other related fields.

Diplo's Data Team was officially created in 2018 to provide support to Diplo's research activities and conduct independent research and experiments with available data and artificial intelligence tools. The team consists of members with different academic and professional backgrounds combining expertise from both social and technical sciences.

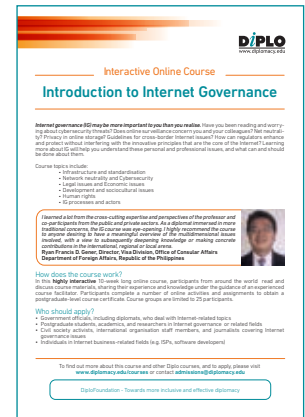


6. Communications

Communicating Diplo's courses, activities, events, research, and projects is one of our main priorities. Communication channels utilised in 2019 included websites, newsletters, social media networks, and alumni and community networks.

In Diplo's courses, participants from diverse countries and professional groups ensure a stimulating and informative exchange of experiences and views. To reach target audiences, Diplo's training programmes, including the Master/Postgraduate Diploma in Contemporary Diplomacy and online courses, were promoted via multiple channels, including paid advertising (online and offline) and social media and mailing lists.

Diplo also promoted its work and the GIP initiatives – including the *Digital Watch* observatory – through a number of channels, such as events in Belgrade, Berlin, Boston, Brussels, Geneva, Malta, New York, and Washington. Diplo also used publications, flyers, mailing lists, and social media to promote Diplo and GIP activities.



6.1 Data analysis, infographics, and illustrations

Diplo's Data Team and Creative Lab worked on a new series of data analysis, illustrations, and infographics in 2019. These were used in publications, research

projects, websites, and social media accounts managed by Diplo.





Poziv na predavanje i diskusiju na temu

HUMANIZAM I VEŠTAČKA INTELIGENCIJA

dr Jovan Kurbalija, Direktor DiploFoundation (Ženeva)

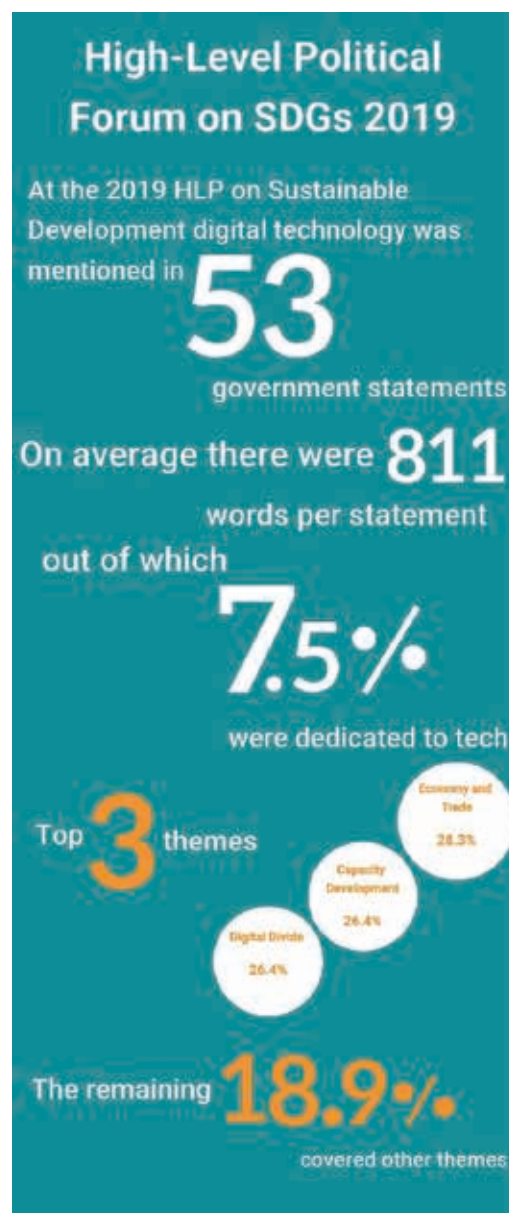
DA LI NAM VEŠTAČKA INTELIGENCIJA OMOGUĆAVA PRAVO NA SLOBODNU VOLJU I IZBOR? DA LI MOŽE DA POŠTUJE ZAKONE, MEĐUNARODNO PRAVO I VREDNOSTI ČOVEČANSTVA? DA LI MOŽEMO DA INTEGRISAMO ETIKU U KOD VEŠTAČKE INTELIGENCIJE ILI JE ZA TO VEĆ KASNO?

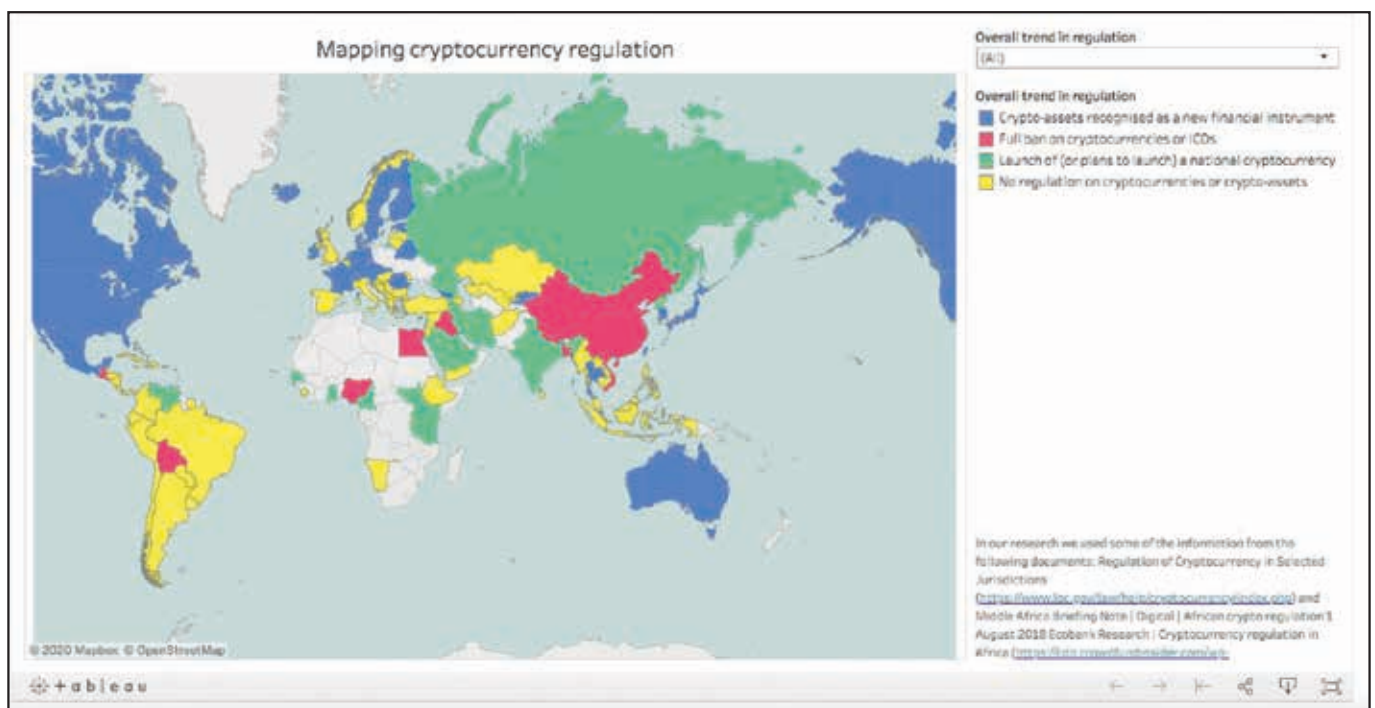
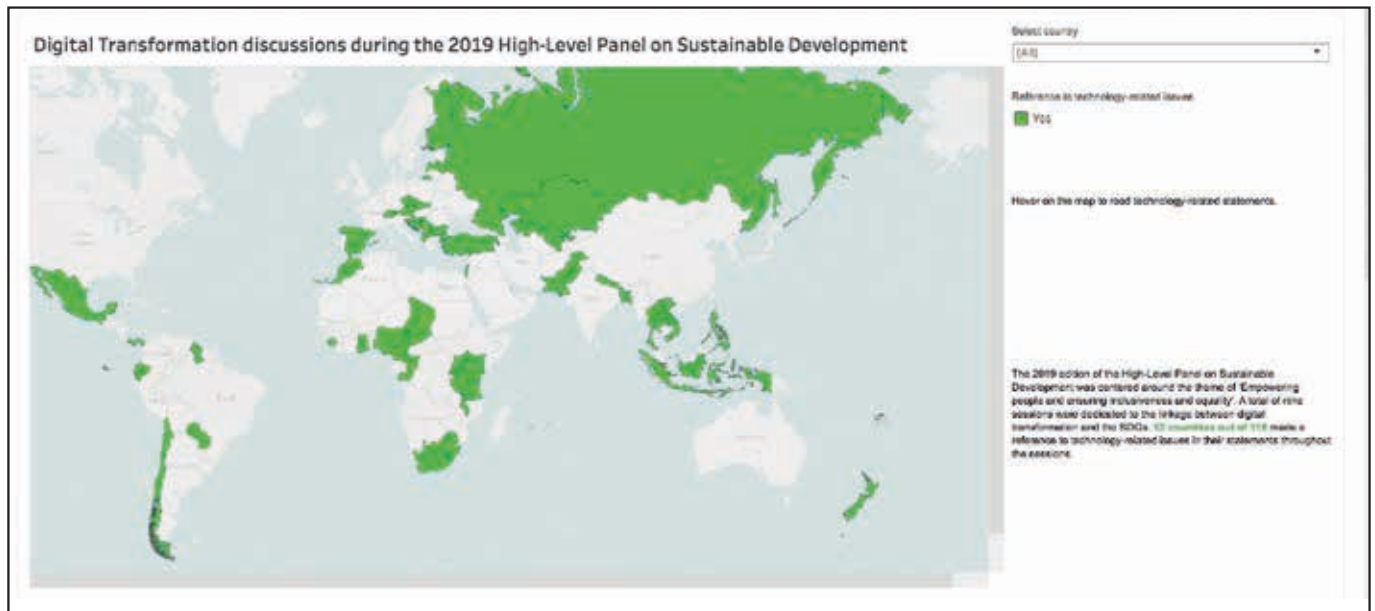
Međunarodna obrazovna organizacija DiploFoundation i Elektrotehnički fakultet pozivaju vas na gostujuće predavanje dr Jovana Kurbalije, na temu "Humanizam i veštačka inteligencija - HumAlnism", koja će se održati

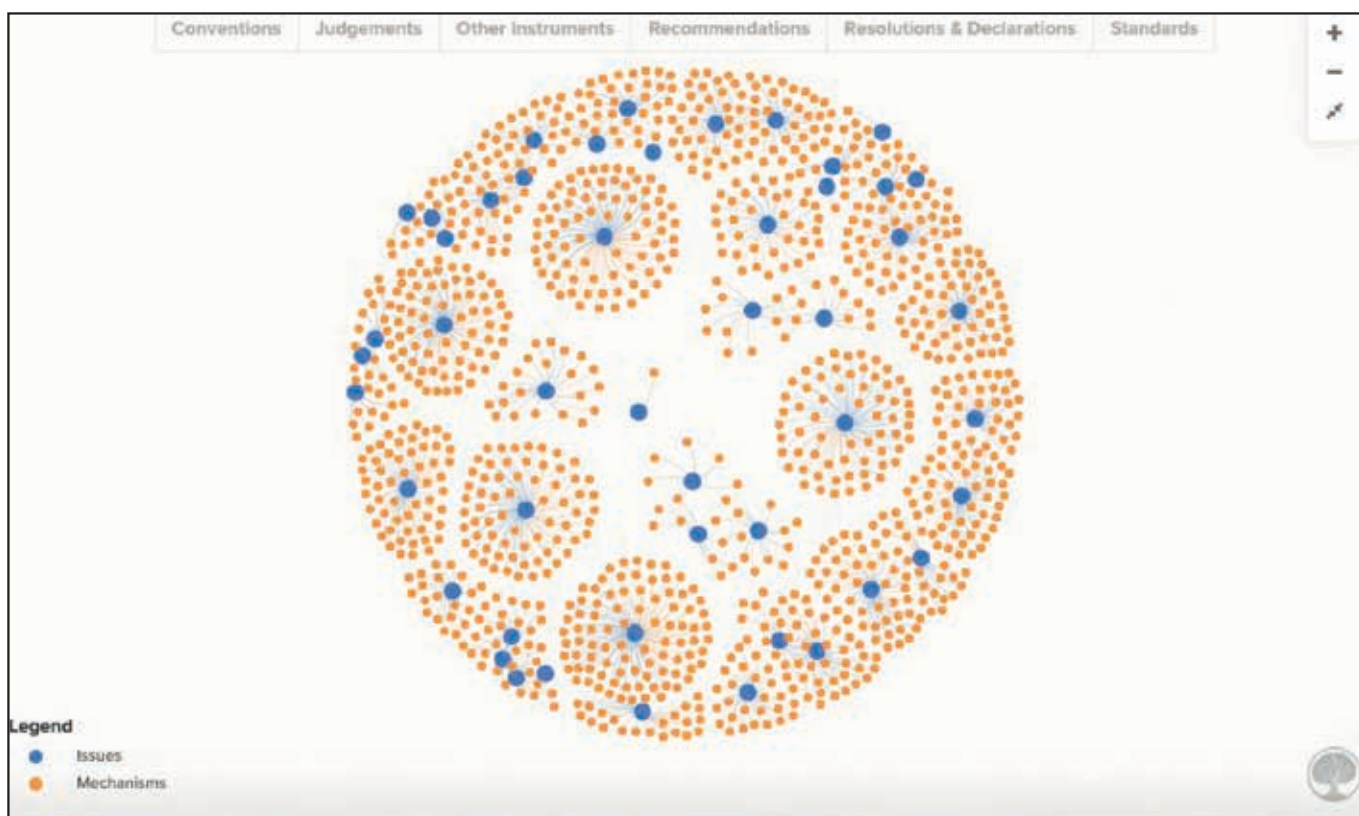
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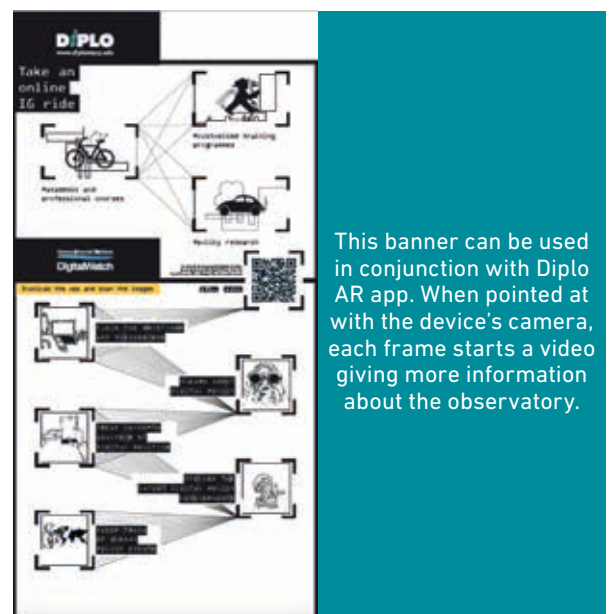
6.2 Videos and augmented reality

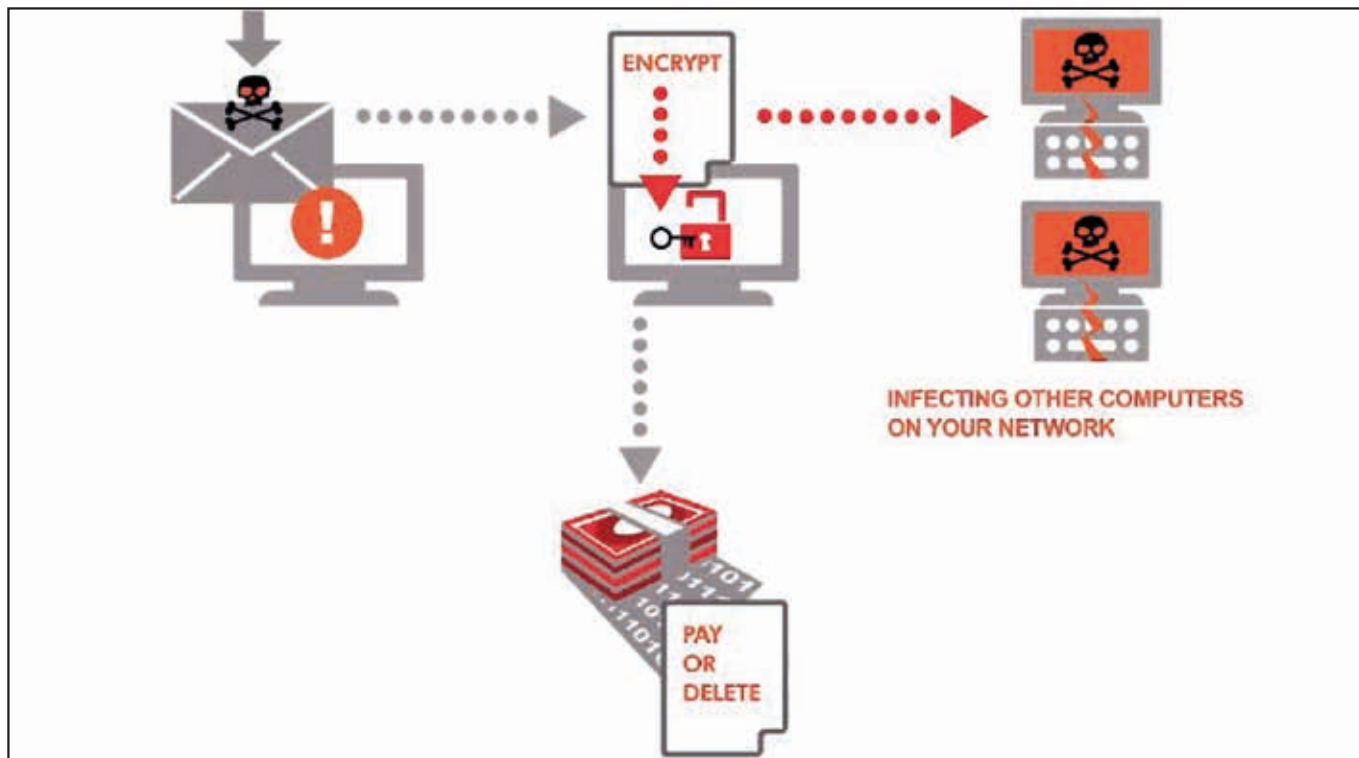
Diplo's Creative Lab produced a wide range of educational and reporting videos. A new series of short videos was used to communicate our main activities and enrich our social media presence.

The team also created new audio-visual content for the *Digital Watch* observatory, and developed video updates on digital policy in various regions around the world with the help of the observatory's curators. A number of interviews were carried out during

IGF 2019, asking How will artificial intelligence affect humanity, and where the IGF should be heading. In addition, Diplo received and published many testimonial video messages from course participants.

Most videos are available on Diplo's YouTube channel ([Section 6.5.2](#)).





Everyday Cybersecurity - Module 2: Ransomware (part of a series for the Everyday Cybersecurity course in which we explain everyday online habits and the possible threats they carry in terms of cybersecurity) [↗](#)

Diplo also experimented with augmented reality (AR). The Diplo AR app [↗](#) (available on Google Play [↗](#) and App Store [↗](#)) allows users to point their smart device

to our specialised banners and display videos with further information on the topic chosen.



6.3 Websites

In 2019, Diplo's website registered about 100,000 more users and over 150,000 more pageviews when compared to 2018.

Diplo's technical team continued to make improvements to all websites managed by Diplo, including more flexible page structures and more efficient content filters. Both www.diplomacy.edu and <https://dig.watch/> were upgraded to Drupal 8 to comply with the latest standards. As mentioned previously, website traffic increased substantially – both from organic Google searches and direct access to the website. The Top 10 countries visiting the website were the USA, India, Nigeria, the UK, Switzerland, Kenya, Indonesia, the Philippines, Argentina, and Pakistan.

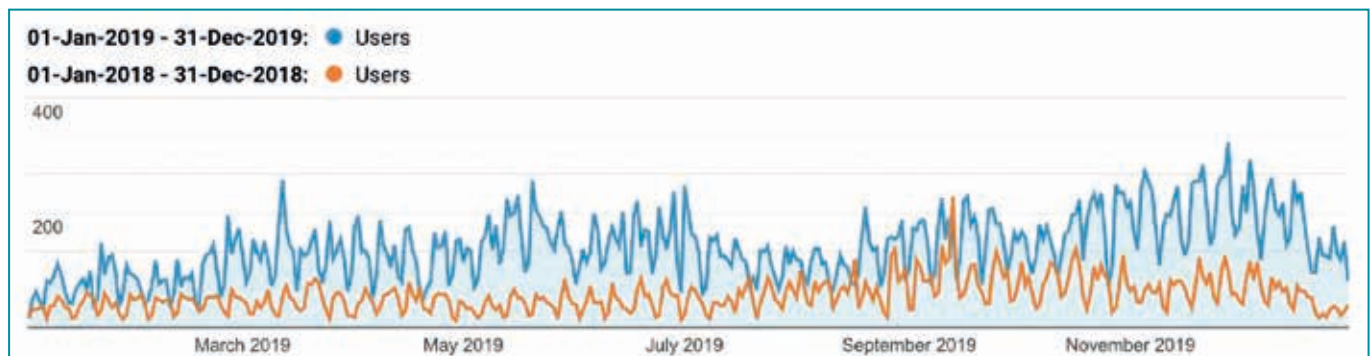
The institutional website of the GIP, www.giplatform.org, was updated with new relevant content, and in 2019 registered a 173% increase in users compared to 2018. The increase in visitors was mostly registered in organic searches and direct access. The website continues to serve as the institutional website for the project, with a focus on Geneva-based events and actors, and news related to the GIP. The team updates

it to retain its formal and institutional aims, and at the same time showcase and link to the *Digital Watch* observatory, newsletters, just-in-time reporting initiatives, and other projects.

Diplo continued to manage the IFDT website, <https://forum.diplomacy.edu>. The website promotes the yearly Meeting of Deans and Directors of Diplomatic Academies and Institutes of International Relations, as well as training opportunities, events, and other resources. The website dedicated to the 46th meeting of the Deans and Directors of Diplomatic Academies and Institutes of International Relations held in Geneva in 2019 (<https://ifdt.diplomacy.edu/>) was also managed by Diplo.

Diplo continued its international reach in the United States through <https://diplo.us>, Diplo's Washington office website, which was set up in 2018.

In addition, the team developed a new website – <https://humainism.ai/> – a new project that explores what artificial intelligence can do for humanity and how humanity can best be served by it.



6.4 Blogs and mailing lists

Diplo's blogosphere has flourished over the years. In 2019, Diplo published 60 blog posts on a wide range of topics including digital politics, cybersecurity, capacity development, knowledge management, online learning, and contemporary diplomacy. Blog posts, written by Diplo's team and several guest authors, provide opportunities for further reflection on topical diplomacy and Internet governance issues.

Diplo continued to publish its fortnightly newsletter, *DiploNews*, [which](#) updates readers – including partners, alumni, and faculty – on upcoming and past events, new programmes and activities, courses, and other initiatives. In 2019, Diplo published 24 editions distributed through a dedicated mailing list, shared with funders, and shared online through social media networks.

In addition to *DiploNews*, we promote our activities through the alumni network and mailing list. Other mailing lists for specific content – such as a mailing list dedicated to Diplo’s courses – continued to be maintained in 2019.

The GIP’s mailing list is an important bridge between the GIP’s activities and the digital policy community.

6.5 Social media networks

In the online space, social media is an important channel for Diplo. In 2019, we continued to make use of and expand our social media channels to promote activities with our community, and to complement the more traditional methods of communication.

Two long-term social media campaigns which ran through 2018 and ended in 2019 contributed to an increase in followership:

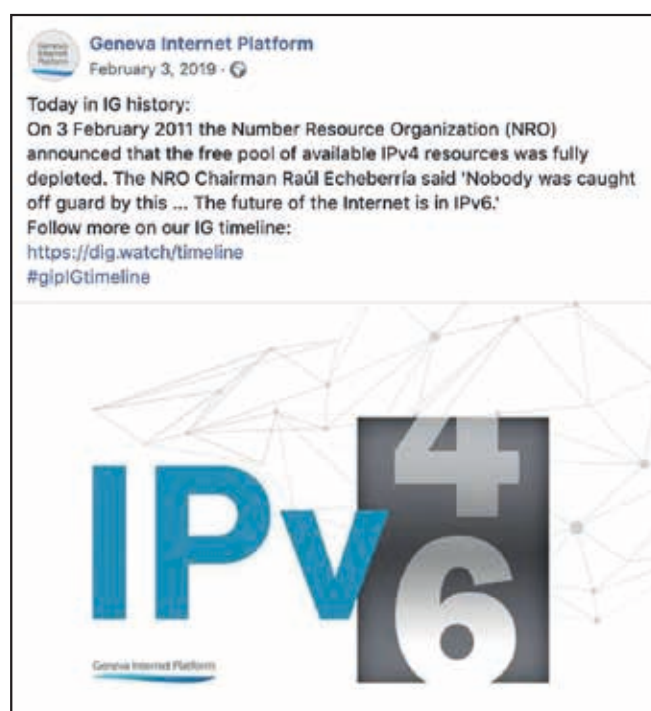
- **#TeamTuesday:** Using Diplo’s Facebook, Twitter, and Instagram accounts, the followers were introduced to Diplo’s team, their job within Diplo, and their background.



- **#gipIGtimeline:** Using the GIP’s Twitter and Facebook channels, the campaign promoted events which had left their mark on Internet governance and digital policy history. The campaign, which started in August 2018 and ended in July 2019, was linked to content on the Digital Watch observatory, at <https://dig.watch/timeline>.

6.5.1 Twitter, Facebook, and LinkedIn

Twitter remained one of Diplo’s most used channels. In 2019, our most popular accounts were @diplomacyedu, with over 14 000 followers by the end of the year; @ediplomat, with over 15 000 followers; and @igcbp, with over 11 400 followers. The GIP’s Twitter account, @GenevaGIP, had over 2700 followers by the end of the year.



Another widely used tool is Facebook. In 2019, Diplo continued to maintain a number of Facebook pages which increased in popularity over the previous year. Our main channel, www.facebook.com/DiploFoundation, closed the year with over 6400 likes; the account dedicated to e-diplomacy, <https://www.facebook.com/ediplomacy/>, closed with over 2400 likes; while Diplo's account dedicated to Internet governance issues, www.facebook.com/igcbp, had close to 2100 likes by the end of the year. The GIP's Facebook page also gained in popularity, with over 1800 page likes by the end of the year.

As LinkedIn has become more popular in recent years, Diplo's communication team increased its efforts in using this platform for outreach. In 2019, Diplo's LinkedIn account closed the year with over 2800 followers, up by almost 700 on the previous year.

6.5.2 YouTube

Diplo's YouTube channel [Diplo](#) hosts recordings from webinars, WebDebates, and events with online participation, as well as interviews with Diplo experts, course reviews from alumni members, educational videos, and promotional videos. The channel is especially popular with practitioners of digital policy who tune in to view recordings of the GIP briefings on Internet governance.

In 2019, Diplo's YouTube channel had over 750 subscribers, with a total of over 100 000 video views since Diplo joined the network in 2007.



7. Financial Report

(Financial report will be added after approval by the Board of Administrators.)

8. People

8.1 Board of Administrators

Prof. Dietrich Kappeler – Honorary President
Diplo Senior Fellow and former Director,
Mediterranean Academy of Diplomatic Studies, Malta

Amb. Victor Camilleri – President
Former Permanent Ambassador of Malta to the
United Nations in New York and Geneva

Amb. Valentin Zellweger – Vice-President
Permanent Representative of Switzerland to the
United Nations and the other international organisa-
tions in Geneva

Amb. Saviour F. Borg
Ambassador of Malta to Switzerland and the
Principality of Liechtenstein
Advisor to the Minister for Foreign Affairs and Trade
Promotion of Malta

Amb. Maud Vuyelwa Dlomo
Ambassador of South Africa to Madagascar

Dr Isabelle Ragonesi
Senior Lecturer, Department of International
Relations, University of Malta

Mr Pio Wennubst
Assistant Director General of the Swiss Agency for
Development and Cooperation

Dr Jovan Kurbalija – Secretary of the Board*
Director of DiploFoundation
Head of the Geneva Internet Platform

** Dr Kurbalija resumed his position at Diplo on 1 August 2019 after a one-year leave of absence to serve on the UN High-Level Panel on Digital Cooperation. The Interim Director was Dr Stephanie Borg Psaila.*

8.2 Senior Management Team

Dr Stephanie Borg Psaila – Digital Policy Director

Dr Tereza Horejsova – Project Development Director;
Executive Director, Diplo US

Mr Vladimir Radunović – Cybersecurity and
E-diplomacy Programmes Director

Ms Hannah Slavik – Educational Programmes
Director

8.3 Senior Fellows

Prof. Geoff Berridge, Emeritus Professor of
International Politics, University of Leicester

Amb. Petru Dumitriu, United Nations Joint Inspection
Unit

Ms Liz Galvez, former Senior British Diplomat

Mr Lee Hibbard, Administrator, Bioethics Unit,
Council of Europe

Amb. Christopher Lamb, former Australian Ambassador and Humanitarian Diplomacy Head, International Federation of Red Cross and Red Crescent Societies (IFRC)

Mr Aldo Matteucci, former Deputy Secretary General of EFTA

Amb. Laurence Pope, Former US Ambassador and Political Advisor to C-in-C Central Command

Amb. Kishan Rana, Professor Emeritus, former Indian Ambassador, and a joint secretary to Prime Minister Indira Gandhi

Dr Alex Sceberras Trigona, Special Envoy for the Prime Minister of Malta

Dr Biljana Scott, Associate of the China Centre, University of Oxford

8.4 Staff

Mr Cedric Amon, Project Assistant

Ms Katarina Anđelković, Research Officer

Mr Robert Aquilina, Finance Manager

Mr Miodrag Badnjar, Media Developer Online Courses

Mr Patrick Borg, Master/PGD Coordinator; Head of Operations Malta Office

Ms Jelena Dinčić, Communications Assistant

Mr Dylan Farrell, Communications Officer

Ms Andrijana Gavrilović, Digital Policy Programmes Assistant

Ms Stefania Grottola, Project Assistant

Dr Katharina Höne, Senior Lecturer, Researcher, and Project Manager

Ms Pavlina Ittelson, Project Officer

Ms Jelena Jakovljević, Web Manager and Designer

Mr Đorđe Jančić, Head of Data Team

Mr Arvin Kamberi, Multimedia Coordinator

Mr Rade Kotur, Online Programmes Assistant

Mr Nikola Krstić, Chief Information Officer (CIO)

Ms Shita Laksmi, Project Manager, Asia

Mr Marco Lotti, Project Manager

Ms Marília Maciel, Digital Policy Senior Researcher

Ms Dragana Markovski, Online Programmes Assistant

Ms Darija Medić, Web and Software Programmer, Digital Art Project Coordinator

Mr Viktor Mijatović, Publications Graphic Designer

Ms Mina Mudrić, Publications Manager

Mr Aleksandar Nedeljkov, Publications Designer

Ms Tanja Nikolić, Course Admissions Coordinator

Ms Virginia (Ginger) Paque, Internet Governance and E-diplomacy Programmes

Ms Nataša Perućica, Research Officer

Mr Carmelo P. Romano, Clever Solutions Ltd, IT Support

Dr André Saramago, Online Learning and Research Assistant

Mr Andrej Škrinjarić, Online Programmes Co-ordinator

Prof. Vladimir Veljašević, Illustrator

Mrs Milica Virijević Konstantinović, Head of Operations Belgrade Office and Travel and Workshop Coordinator

8.5 Lecturers, guest lecturers, workshop speakers, tutors, and course co-ordinators

Amb. Amr Aljowaily (Egypt)	Mr Markus Kummer (Switzerland)
Ms Katarina Andjelkovic (Serbia)	Dr Jovan Kurbalija (Switzerland)
Ms Jimena Ayelen Sotelo (Argentina)	Ms Alexandra Lamb (Australia)
Ms Rachel Banfield (New Zealand)	Amb. Christopher Lamb (Australia)
Dr Daniel Beaudoin (Israel)	Dr Anthony Land (UK)
Mr Patrick Borg (Malta)	Mr Marco Lotti (Switzerland)
Dr Stephanie Borg Psaila (Malta)	Ms Marília Maciel (France)
Ms Sylvana Busuttil (Malta)	Dr Nadežda Markovski (Serbia)
Ms Jessica Cadesky (Canada)	Mr Tim McInerny (Australia)
Amb. Victor Camilleri (Malta)	Ms Morgan Mead (UK)
Mr Aapo Cederberg (Finland)	Mr Jean-Michel Monod (Switzerland)
Mr Bipul Chatterjee (India)	Ms Mary Murphy (Hungary)
Ms Leila Chepkemboi (Kenya)	Mr Valeriu Nicolae (Romania)
Ms Melinda Clem (USA)	Ms Tanja Nikolic (Serbia)
Ms Solange Mike Cross (Trinidad and Tobago)	Ms Sahar Okhovat (Australia)
Ms Priyanthi Daluwatte (Sri Lanka)	Mr Javier Ormeno (Peru)
Mr Marcel Dickow (Germany)	Ms Virginia (Ginger) Paque (USA)
Dr Avri Doria (USA)	Ms Jenny Pearson (UK)
Amb. Petru Dumitriu (Romania)	Mr Ian Peter (Australia)
Ms Anaïs Faure Atger (Belgium)	Mr Bastiaan Quast (no data)
Ms Stefanie Frey (Switzerland)	Mr Vladimir Radunović (Serbia)
Mrs Liz Galvez (UK)	Amb. Kishan Rana (India)
Mr Julien Grollier (Switzerland)	Mr Martin Rauchbauer (Austria)
Mr Tracy Hackshaw (Trinidad and Tobago)	Dr André Saramago (Portugal)
Ms Melissa Hathaway (USA)	Dr Alex Sceberras Trigona (Malta)
Ms Dominique Hempel Rodas (Switzerland)	Dr Biljana Scott (Norway)
Mr Lee Hibbard (UK)	Mr Andrej Škrinjaric (Serbia)
Dr Katharina Höne (Germany)	Ms Hannah Slavik (Romania)
Dr Tereza Horejsova (USA)	Mr Tore Svenning (Norway)
Ms Anne-Rachel Inne (USA)	Amb. Olaph Terrible (Malta)
Ms Yasmin Ismail (Egypt)	Ms Shane Tews (USA)
Ms Pavlina Ittelson (USA)	Dr Tatiana Tropina (Germany)
Dr Marion Jansen (Switzerland)	Mr Lee Tuthill (USA)
Amb. Milan Jazbec (Slovenia)	Amb. Ibrahim Uvais (Maldives)
Mr Arvin Kamberi (Serbia)	Mr Richard Werly (Switzerland)
Mr Rashid S. Kaukab (Pakistan)	Ms Thiwankee Wickramasinghe (Sri Lanka)
Ms Carol Kiangura (Kenya)	Mr Quan Zhao (Switzerland)
Mr Rade Kotur (Serbia)	Ms Roberta Zuchenga (Italy)