Annual Report 2009

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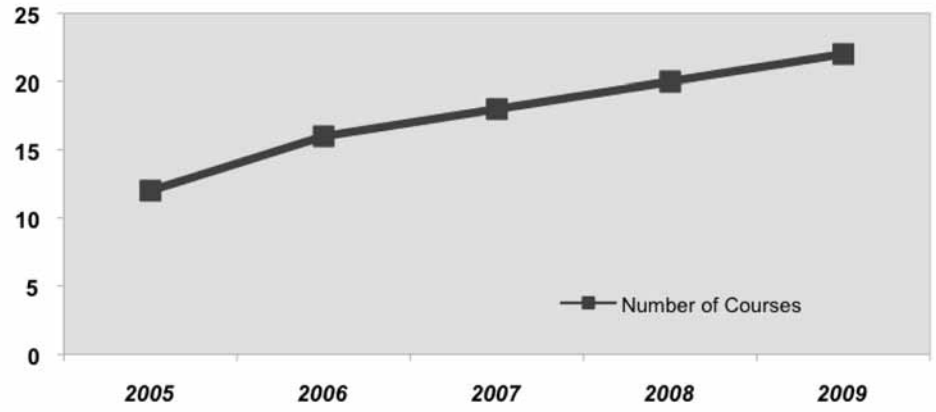
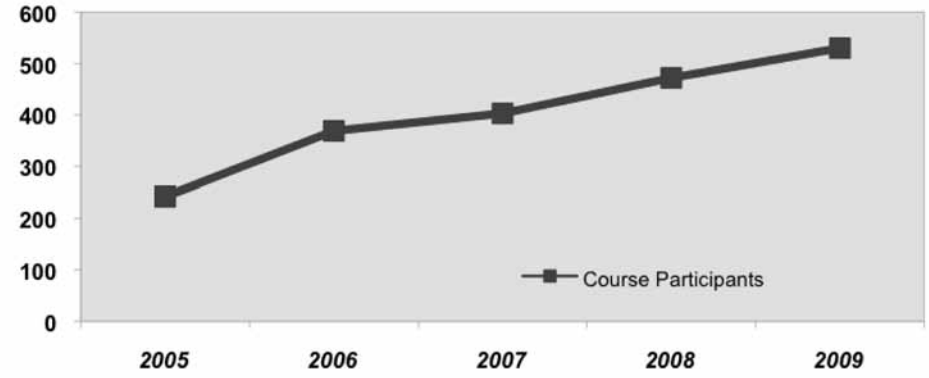
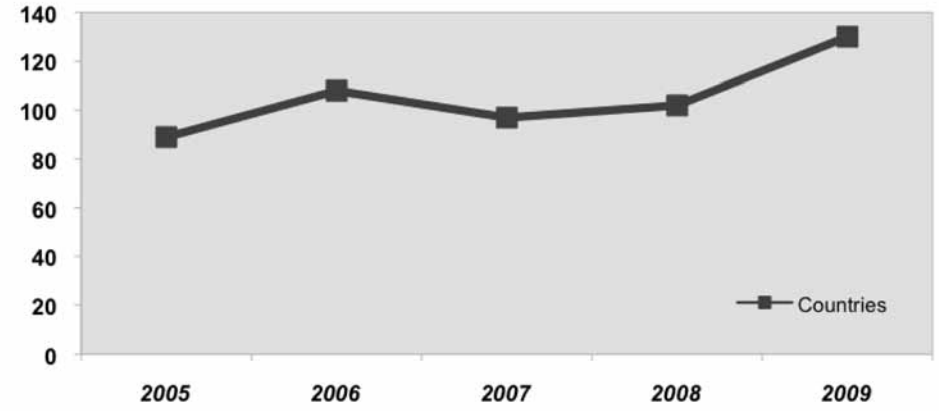
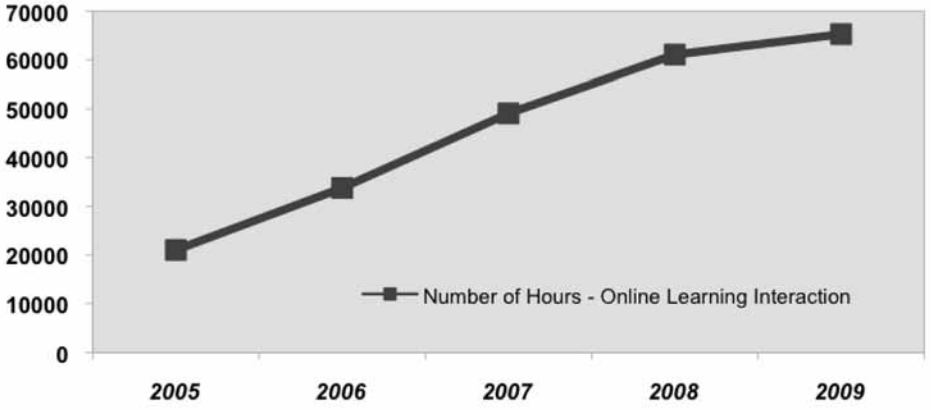








1. INTRODUCTION

Despite the turbulence of 2009, Diplo successfully navigated through the year, not only surviving, but maintaining a steady growth in the number of course participants, study opportunities offered and other activities. Diplo's main focus for 2009 was on ensuring medium-term sustainability through introducing new activities and diversifying funding. This approach saw significant results: with the introduction of new courses and a promotional campaign, the number of paying online course participants increased by 65% from 2008. Furthermore, Diplo concluded an important training agreement with the Mexican Ministry of Foreign Affairs. Under the umbrella of an inter-governmental memorandum of understanding signed by Mexico, Malta and Switzerland, Diplo now provides online diplomatic training for Mexican diplomats.

Another significant achievement was making the long-running Internet Governance Capacity Building Programme sustainable without significant financing from Diplo's core funding. In 2009, Diplo started providing services in this field, including professional Internet governance training for the government of Egypt and the Council of Europe. AT&T supported research and publishing projects. In September 2009, Diplo was awarded the EU/ACP tender for its IG/ICT capacity development programme for Africa-Caribbean-Pacific regions. In addition, a new European Internet Governance Capacity Development Programme was introduced and successfully delivered.

Diplo's Climate Change programme was further developed in 2009, with updates to course materials and two course deliveries. The course is now well established as an effective and professional training opportunity in the field of climate change policy. Diplo also intensified awareness-building activities on climate change, including illustrations and web materials. With its tested and well-developed course and emerging policy community, Diplo has gathered the necessary elements for introducing a capacity development programme on climate change combining online courses, policy research and policy immersion.

During the year, Diplo continued the organisational consolidation which started in 2008. Procedures, project reporting and monitoring were adjusted to the organisational standards required by the Swiss Agency for Development and Cooperation, and other donors. Diplo also initiated improvements to communications as a crucial element of fund-raising activities.

Diplo continued to develop and strengthen various alliances and partnerships. In September 2009 Diplo signed a memorandum of understanding establishing the Consortium for European Diplomatic Training with the Vienna Diplomatic Academy, the Netherlands Institute of International Relations Clingendael, the Oxford Centre for Diplomacy and the College of Europe. Within the International Forum on Diplomatic Training (a network of 80 diplomatic training institutes), Diplo has been serving as the coordinator of online training initiatives. Working with IKM Emergent, Diplo organised an e-participation and reporting exercise at the Internet Governance Forum in Sharm el-Sheikh, in November 2009. Following on successful cooperation in 2008, Diplo worked together with the United Nations Office on Drugs and Crime (UNODC) and the International Criminal Police Organisation – INTERPOL, to develop and deliver three capacity building programmes on international cooperation to counter terrorism.
In spite of numerous successes, one of the remaining challenges is finding a proper framework for transferring Diplo's online training methodology to other institutions.

The excellence of Diplo's work was formally recognised in October 2009: Diplo won a prestigious award as one of the "Top 10 Who Are Changing the World of Internet and Politics" for contributions to capacity development in Internet governance.

Dr Jovan Kurbalija

2. 2009 in Numbers – Online Training

530
Course Participants

- Diplomats
- Civil servants
- NGO staff
- Academics
- Business people

from 130 countries
Male: 324
Female: 206

Followed
22
Courses and Programmes

- Online Courses
- Blended Courses
- Online research

Spent
65280 **hours**
in Online Interaction

Made
31166
Online Entries

annotations and links

530 **Course Participants** (Male 259 Female 213) *from*

171 Diplomatic services

144 Government

62 International organisations

53 Business sector

37 Academia

27 Civil society

15 Media

21 Others

3. 2009 in Numbers – *In Situ* Training

374

- Diplomats
- Civil servants
- NGO staff
- Academics
- Business people

Training Participants

from 80 countries

Followed

14

- Protocol
- Negotiations
- Public Speaking
- Internet Governance

Training Courses and Workshops

Spent

770 **training days**

List of *In Situ* Training Courses and Workshops

DATE	COURSE/WORKSHOP TITLE	PARTNER	VENUE
January/ February	Training in Internet Governance and Diplomacy	National Telecommunication Regulatory Authority of Egypt	Cairo
21–23 April	Language and Diplomacy Course	European Commission – DG RELEX	Brussels
11–13 May	Multistakeholder Diplomacy Course	European Commission – DG RELEX	Brussels
22 June	Course on Cyber Diplomacy	Center for Public Diplomacy, University of Southern California	Los Angeles
8–17 June	Modern Diplomacy for Small States	Ministry of Foreign Affairs of Malta and Commonwealth Secretariat	Malta
July 2009	Workshop on Modern Diplomacy at the Annual Conference of Kenyan Ambassadors	Ministry of Foreign Affairs of Kenya	Mombasa
17-19 September	Protocol Workshop	Azerbaijan Diplomatic Academy	Baku
18 September	Introduction to Diplomacy for Journalists		Geneva
5–6 October	Professional Development Workshops - Language and Diplomacy		Malta
8–9 October	Professional Development Workshops -Protocol and Etiquette		Malta
October 2009	Course "Day of Diplomat" at the Conference of Argentinean Diplomats	Ministry of External Affairs of Argentina	Buenos Aires
1–2 December	Langage et Diplomatie (French language workshop)	European Commission – DG RELEX	Brussels
3–4 December	Language and Diplomacy Course	European Commission – DG RELEX	Brussels
14–15 December	Training in Internet Governance and Diplomacy for Council of Europe Officials	Council of Europe	Strasbourg

4. Courses

In 2009, Diplo continued its regular programme of online courses, making these available through three different "study modes":

- As "certificate" courses (participants enrol with DiploFoundation and receive a certificate from DiploFoundation on successful completion);
- As University of Malta credit courses (participants enrol at the University of Malta and receive credits which may later be applied towards the Master/ Postgraduate Diploma in Contemporary Diplomacy);
- As part of the Master/Postgraduate Diploma in Contemporary Diplomacy.

In 2009, Diplo continued its regular programme of online courses, making these available through three different "study modes":

- Maintaining a good level of enrolment in the Master/Postgraduate Diploma programme even without scholarship funding;
- Continuing popularity of the option to continue studies to the Master's level ("upgrade" from the Postgraduate Diploma)
- Developing and running a "needs assessment" to determine which new courses should be developed and offered for 2010.

4.1. Master / Postgraduate Diploma in Contemporary Diplomacy

In 2009, 19 participants began the Postgraduate Diploma (PGD) phase of the Master / Postgraduate Diploma in Contemporary Diplomacy. This was the eleventh Postgraduate programme offered by DiploFoundation and the University of Malta, and for the first time, Diplo did not have specific scholarship support from any agency. We were pleased to maintain a high level of enrolment, even without the possibility to offer full scholarship support to any applicant. Table 1 shows the geographical distribution of participants and Table 2 shows the gender distribution.

***Table 1:** Geographical Distribution of PGD 2009 participants*

Africa	6
Europe	5
Caribbean/Central America	2
Asia	2
North America	4

***Table 2:** Gender Distribution of PGD 2009 participants*

Female	5
Male	14

Following the 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 diplomacy, diplomatic reporting, public speaking, policy initiatives, negotiation, media skills and diplomatic protocol. Participants were also introduced to the online learning environment and learned about study skills specific to online learning. Workshop participants were invited to attend the farewell symposium marking the retirement of Professor Dietrich Kappeler, "Persuasion, the Essence of Diplomacy," which took place after the workshop ended.

During the online phase, participants selected five courses from those on offer. Participation in online courses is via Diplo's online classroom, accessed over the Internet. Participants read lecture texts and make hypertext entries, consult additional resources, take part in asynchronous discussion forums, attend online sessions using chat software, complete assignments and write final exams. The following online courses were offered to Master/PGD participants in 2009:

- 21st Century Diplomacy
- Bilateral Diplomacy
- Cyber Diplomacy
- Development Diplomacy
- Diplomacy of Small States
- Diplomatic Law: Privileges and Immunities
- Diplomatic Theory and Practice
- International Trade Relations and Diplomacy
- Language and Diplomacy
- Multilateral Diplomacy
- Multistakeholder Diplomacy
- Public Diplomacy

Table 3: 2009 Master's Degree Candidates and Research Topics

Name of Participant	Country/Territory	Dissertation Title
Carla Maldonado	Peru	The World Bank's Contribution to Poverty Reduction in Peru. 2003-2008
Rudaralingum Coopamootoo	Mauritius	Exploring the Relevance of Engagement and Containment Approaches in the European Union's Management of Relations with Russia
Michael Bulwaka	Uganda	Diaspora Diplomacy: A Case Study of Uganda
Roberto Rodriguez	USA	A New Wave for the Reform of the Security Council of the United Nations: Great Expectations but Little Results
Liene Norberg	Latvia	Impact of Russia's Foreign Energy Policy on Small European State's Security
Stephanie Psaila	Malta	Small States at the UN
Antje Schuett	Germany	Influence of Economic Relations on Bilateral Relations
Uvais Ibrahim	Maldives	Consular Services: Best Practices for Micro-states. A Conceptual Framework for Analysis and Decision-making in Consular Diplomacy
Angelic Alihusain-del Castilho	Suriname	Positive Branding of Islam: A case study of Arab/Islamic countries, their public diplomacy efforts and effectiveness of positive image building
Adriana Lazinica	Serbia	The Battle against Poppy Production in Afghanistan with Special Emphasis on US Efforts
Vladimir Radunovic	Serbia	The Role of Information and Communication Technologies in the Organisation of Diplomatic Services
Nnke Garnette	Guyana	Environmental Diplomacy: A Framework of Best Practices for Caribbean Small States
Ammar Hijazi	Palestine	Palestinian Diplomacy "From Revolutionary Initiative to State Building"
Alban Dermaku	Kosovo	Kosovo Diplomacy: Past, Present and Future Challenges of Kosovo in Political and Diplomatic Context
Arijeta Shporta	Kosovo	Reform of the United Nations Security Council

Name of Participant	Country/Territory	Dissertation Title
Thato Lehloenya	Lesotho	Economic Partnership Agreement and Its Effect on Lesotho's Economy
Birgit Scheffel	Austria	Preventative Diplomacy and Peacekeeping in the United Nations
David Kavanagh	Ireland	Taiwan, the Kosovo of Asia? or Taiwan's Independence: International Double Standards? A Comparison and Contrast of Taiwan and Kosovo

Of the ten candidates who began work on the dissertation in February 2009, three graduated in November 2009, while the remaining seven extended their study periods. The eight who began in October 2009 are continuing work on the dissertations as of January 2010.

At the November 2009 graduation ceremony, the University of Malta awarded the Postgraduate Diploma in Contemporary Diplomacy to the follow individuals (who began studies in 2007 or 2008):

- Lydia Gabcova
- Bernadette George-Martial
- Nikolina Ivancevic
- Philip Johnson
- Lilia Ramjeawan
- Francella Strickland
- Acquino Vimal

At the November 2009 graduation ceremony, the university awarded the Master in Contemporary Diplomacy to:

- Michael Bulwaka
- Rudaralingum Coopamootoo
- Philip Donald Kargbo
- Liene Norberg
- Uchenna Okoli

4.2. Needs Assessment

In spring 2009, we undertook a needs assessment survey with our MFA partners and alumni members, to determine their training needs and help us decide about new courses to develop. The level of response was quite good, especially from alumni members: nine MFAs provided feedback; while 92 alumni members responded to the survey.

Alumni members and MFAs were asked to rate their level of interest in the following proposed courses (course descriptions, objectives and outlines were provided):

- Consular Diplomacy
- Diplomacy in the Internet Era
- Drafting Diplomatic Documents
- Diplomatic Activities of the European Union
- Food Diplomacy: Global Food Policy and Governance
- Migration Diplomacy
- Multilateral Diplomacy II: Current Issues in the UN
- Diplomatic Protocol and Etiquette

Respondents were also asked for suggestions regarding additional topics for each proposed course, and potential new courses.

Although the survey results showed some clear favourites, all courses under consideration seemed to be quite attractive both to alumni and MFAs. Based on the survey results and our available resources, the decision was made to develop *Multilateral Diplomacy II: Current Issues in the UN, Diplomacy in the Internet Era, and Consular Diplomacy*. Development work began in 2009; the courses will be completed and offered in 2010.

5. Internet Governance Capacity Development – Beyond Rhetorics

The Internet Governance Forum (IGF) – one of the outcomes of the World Summit on the Information Society – helped bring multistakeholderism in multilateral policy dialogue to the mainstream. In particular, at the fourth IGF meeting held in Sharm el-Sheikh, Egypt, November in 2009, further efforts were made to reach out to an increased range of stakeholders through the use of Web 2.0 tools for both remote participation and online social reporting as a way to cut travel costs while enlarging the involved communities through online tools. While an imbalance remained between stakeholders from developed and developing countries, the participation of youth was notably greater and more organised than in the past years. One of the main problems is how to identify and include stakeholders, especially from the Global South - particularly small and least developed countries, who could contribute to the IGF and bring benefits in terms of development back home.

What about capacity building?

Recognising this gap in the participation of many stakeholders in the global Internet debate, in 2005 Diplo launched its annual **Internet Governance Capacity Building Programme (IGCBP).** This programme is based on a four-month **online course,** a three-month **policy research** phase and a final phase for **policy immersion** (supported by fellowships): three distinctive, yet interrelated, elements. As a direct follow-up activity, a community of participants is maintained through a facilitated online environment long after the programme ends. An added "multiplier effect" consists of the various spin-off activities that have arisen out of the online training and research activities. One of the most substantial outcomes of the programme has been the building of communities and sharing of experiences among participants.

Since 2005, the number of participants in the IGCBP has grown considerably as shown in the table below. More importantly, the level of interactions, as indicated through the volume of hypertext annotations, links and blog postings throughout the course, has increased dramatically over the five years. This interaction and dialogue among the participants, tutors, experts and facilitators marks the real success of the programme, and the building of a community that has continued to thrive and grow.

Table 4: The Project in Numbers

		2005	2006	2007	2008	2009
COURSE	Number of participants	48	77	138	135	129
	Number of countries	46	59	68	65	59
	Number of annotations/ links *(see note)*	1823	4662	11121	10444	11884
	Number of blogs and forum entries (group interaction)	n/a	n/a	4866	5171	3905
	Duration (weeks)	13	13	16	17	19
RESEARCH	Number of participants	25	51	90	63	74
	Number of countries	10	41	55	34	33
	Number of research projects	6	9	11	5	8
	Type of research tool	briefcase	briefcase	wiki	wiki	wiki
	Number of annotations/ links/research entries (for briefcase) i.e. of pages (for wiki)	n/a	931	n/a	147 pages	493 Pages in 9 Wikis
	Duration (weeks)	12	13	13	10	10
POLICY IMMERSION	Number of fellowships	8	17	24	19	34
	Number of countries awarded fellowships	8	16	18	15	29
	Number of days	150	150+	150+	95	

Note: Hypertext annotations and links are the core of Diplo's online learning methodology. The closest analogy is to the number of questions asked or interventions made in a classroom. Besides posing questions to the lecturer, annotations/links are used for making comments and conducting debate. If we divide total number of annotations/links (11884) with number of participants (129), we see an average of 92 annotations per student.

A LOOK AT THE ONLINE COURSE

Since 2005, the online course on Internet Governance has proven its merits as an excellent online training programme. In 2009, total 129 participants were selected from 320 applicants and divided into 8 regional groups - with one additional European group introduced later in the year, each consisting of 14 to 17 participants and lead by a trained and certified Diplo tutor.

Regional and bilingual groups in Arabic, Portuguese and French were organised again, based on the positive experience of 2008. With the localised discussions introduced into each regional group this bilingual approach increased outreach in the Global South. In

addition, cross-group interaction was maintained through a general "cafe" forum where all of the participants were in position to meet and discuss a wide variety of issues – from in-depth analysis and sharing of experiences on IG-related topics to more informal chats and plans for visiting each other.

The advanced phase of the online course was a continuation of the successful model from 2007; nevertheless, additional improvements have been made in the quality of materials and the involvement of certified tutors. More focused and in-depth learning and analysis was introduced in fields of infrastructure, privacy, intellectual property rights, cyber-security and e-voting. The credibility and sustainability of the online course has been due to the expertise of Diplo's team in online training. To strengthen the tutoring approach, a set of successful participants from earlier years was been selected and trained in online tutoring by senior Diplo fellows; the successful participants were awarded with Diplo certificates and offered positions as tutors for the IGCBP. Constant adjustment of both the methodology and content are made to maintain its relevance as a discussion about the Internet.

Importance of policy research

In 2009, a total of 9 research groups were formed for the policy research phase, made up of the most successful participants of the online course phase. Building on the success of the 2007 challenge of trying to provide an appropriate framework for online group research, the wiki technique was chosen as a collaborative research tool. Based on the experience of 2008 programme and the fact that most of the participants have never worked on policy documents, further significant improvement was made in strengthening the topic and importance of policy and policy research to participants through a 5-week long online course prior to the actual start of the research work.

Finally, the teams have produced 9 wikis with a total of almost 493 pages, analysing regional and national challenges related to the Internet, Cyber-Security, Cybercrime, Child Protection Online, Intellectual Property Rights, E-democracy, Development, Infrastructure, Critical Internet Infrastructure, as well topics of interest for Latin America and Caribbean region. Diplo will present the most successful wikis through the Diplo IGCBP website.

Policy Immersion – don't underestimate it!

Policy immersion has added a special focus to the IGCBP. Diplo has realised that the training as such, regardless of how intensive and professional it is, will not result in the best possible outcome unless the trained professionals are given a chance to become practitioners as well. Thus a policy immersion phase introduced into the programme in past years was strengthened to provide a first-hand experience to the trainees, effectively rounding out the capacity building process.

Fellowships for policy immersion were awarded based on performance and motivation during the online course and research phases, also taking into account regional distribution, country of origin, and gender. Over the four years of this programme, Diplo has built a strong relationship with the institutions which have provided short-term fellowships: international organisations such as the UN and ITU; business entities such as Afilias; regional and national institutions such as LACNIC, Industry Canada and regulatory authorities of Switzerland (OFCOM), India (NIXI) and Egypt (NTRA). For example, each year a number of participants are offered a three-month internship with the IGF Secretariat at the UN in Geneva. Other participants are chosen to attend the IGF and other regional meetings relevant to Internet governance. During all of these meetings, the selected participants report back to other participants and alumni in the IGCBP.

In 2009, the group of 15 Diplo participants at the European Internet Governance meeting in Geneva (EuroDIG) as well as the group of 18 participants at the IGF in Sharm el-Sheikh

reported continuously on the parallel workshops and events using Diplo's website and community social network, social networking tools and by producing a comprehensive wiki.

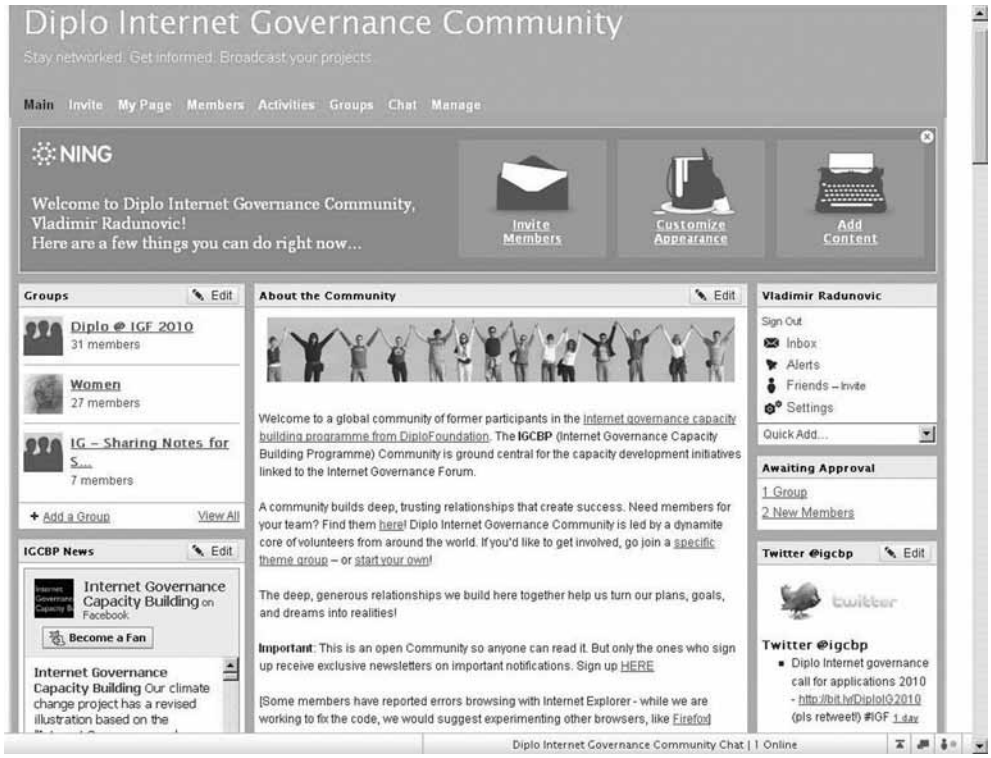
Beyond the IGCB programme - Community Facilitation

Diplo's holistic approach to teaching and experience in online didactics has helped to build the proper environment for assuring greater impact and lasting outcomes. IGCBP participants benefit from the various Diplo materials on Internet governance issues, including DVDs, booklets, puzzles, illustrated calendars and posters, in organising their own events. In cooperation with the newly built community of participants, the existing materials have been constantly updated while many new ones – including comic books, cartoons and illustrations – have been produced to reflect the emerging issues of Internet governance.

Many IGCBP alumni have been inspired by both Diplo's online didactics and content materials and they have, in turn, used these to further their own careers or to help others to understand Internet governance issues. Diplo online classrooms and methodology have been used for facilitated discussions and regional online training programs, while a number of regional in situ workshops were organised allowing Diplo to share experiences and deliver short training modules on Internet governance and e-learning.

To facilitate the interaction of a growing community – numbering over 500 alumni worldwide – an important step beyond a common e-mail list approach was made by introducing a customised online social network using a publicly available platform. The network gathers the alumni to discuss general IG issues, share ideas on initiatives or information about important events and opportunities, but also allows them to create sub-nets and groups by topic (such as Internet rights or IPv6 transition for instance), stakeholder background (i.e. business sector or youth group), region (Indian community, West African community, etc.), or any other common interest. The platform has been opened to non-alumni as well, to meet the growing needs of the global IG community to gather and communicate in an efficient way.

Right now, the DiploInternetGovernance.org (www.DiploInternetGovernance.org) community site has over 650 members in 58 discussion groups, fostering discussions of current controversies and a space for networking and alliances among Diplo and other IG colleagues.



Multiplier Effect

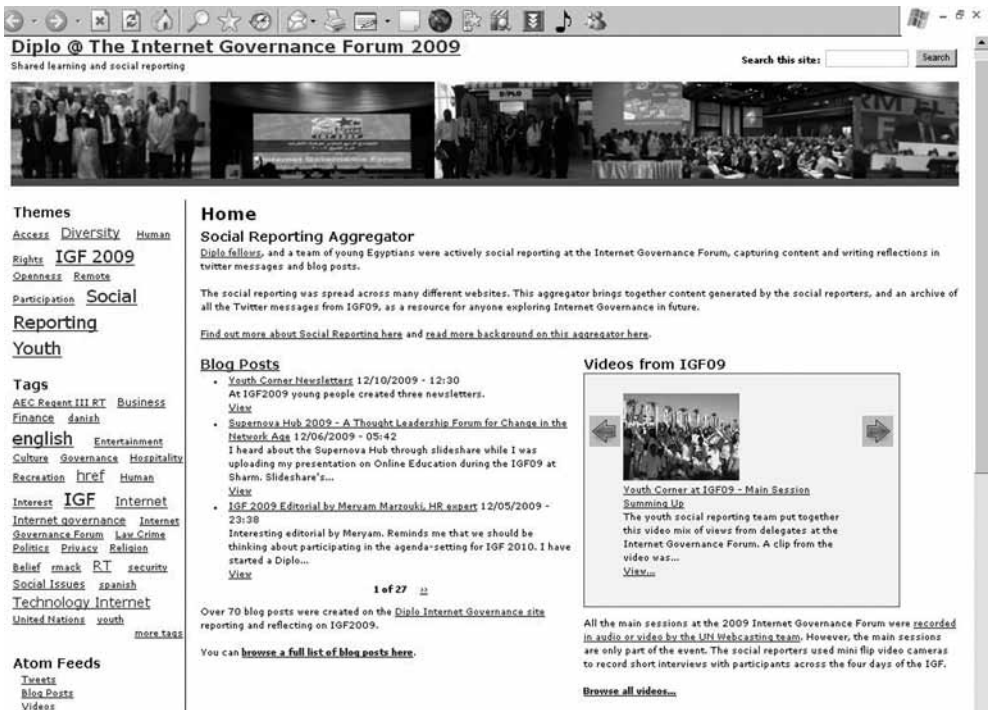
The 'multiplier effect' has had a greater impact than imagined. Many former Diplo students have become involved in global, regional, and national Internet Governance policy fora. So far, more than ten IGCBP alumni were or are members of the IGF Advisory Group, several alumni are members of the ICANN governing bodies (ALAC, GAC, and GNSNO), the ITU Study Group and the Regional Internet Registries. A growing number of alumni members have become the driving force of their local ISOC chapters; one of the best students of the programme is a co-coordinator of the Internet Governance Caucus; another alumni from India has been elected for a Strategy Council at the UN Department of Economic and Social Affairs, Global Alliance for ICTD (UN-DESA GAID), while a Brazilian fellow was helping his Ministry of Justice to draft a civil law statute to regulate the Internet in Brazil. A number of bottom-up activities have emerged, such as the partnering of Diplo and a number of its alumni to compile a directory of women experts in the IG field, following the UN Secretary General Special Advisor's call for a directory of female experts.

Direct communication among participants has led to many spontaneous interactions and outreach activities. The constant dialogue both online and at relevant meetings solidifies the newly acquired knowledge of the participants, stimulates their desire to share current IG related experiences, and motivates them to start off on their own actions. Usually, Diplo has seen that a multiplier effect becomes apparent around a year after the completion of the programme.

To share the experiences, motivations and future plans of the "emerging leaders" of the Diplo IG community, Diplo has continued to interview successful alumni members and promote their stories through the online space, as well as within the publications that can be downloaded from: http://www.diplomacy.edu/ig/Resources/.

Remote Participation

A group of active members of the Diplo IG community from several countries created the Remote Participation Working Group (RPWG) in 2008, with the aim to increase remote attendance at the Internet Governance Forum (IGF). The RPWG also implemented the concept of local IGF hubs, which consist of local meetings that take place around the world parallel to the IGF, with the option of viewing the webcast of the event and discussing the issues both locally and remotely. In 2009 the remote



participation in the IGF was further improved while some segments have been introduced also to the quarterly preparatory online consultations of stakeholders in Geneva. With the success of this concept and the convenient implementation more fora – especially the regional ones such as the EuroDIG forum – are discussing the introduction of remote participation in 2010 and beyond.

Additional efforts were invested in a comprehensive social reporting methodology through emerging communication tools such as facebook, twitter, blip, coveritlive etc. This interactive real-time reporting was implemented at the IGF in Egypt – including a training on social reporting for the involved fellows – and provided additional bonding and community building, and an excellent outreach towards wider audience not participating at the IGF.

The project has received fundamental support from DiploFoundation, and has been formally acknowledged and supported by the IGF Secretariat. During the Open Consultations of the IGF process held in Geneva in early 2009 a number of institutions and organisations from all over the world expressed their interest in the Working Group and their willingness for cooperation; the remote participation initiative is one of the most successful direct bottom-up follow-ups of Diplo's capacity building programme.

Finally, research has been initiated by Diplo and the involved alumni on the concept of remote participation and links to e-participation challenges, strategies and policies reflecting inclusiveness in international processes. It is likely that in 2010 this topic will become one of the key pillars of Diplo work since great interest in the issue has been shown by number of institutions worldwide.

Internet Governance Trainings and Publications

DiploFoundation has been actively involved in the World Summit on Information Society process – and further in the Internet governance process – since 2003. Its publications and training programmes have been widely acknowledged and supported by numerous partners. With the successful delivery of the IG Capacity Building Programme in the past years and the growing community of trainees and practitioners, the list of partner and support organisations has been growing significantly, many asking for a customised in situ training module as well.

Extended Internet Governance Capacity Development Portfolio

To meet the emerging needs of partner organisations, Diplo has further developed its in situ training methodology by introducing a variety of approaches: from interactive lectures to simulation games, from guided "Doha-style" debates to case simulations. Along with customising the methodology, the content delivered has also been tailored to suit the direct needs of the target group: for one application, the Internet governance issues have been blended with diplomatic skills and international relations aspects. In another setting they have been paired with the practical skills of developing national ICT-related policies and strategies, while in a third environment they have been presented with e-learning theory and practice – mostly for the needs of regulatory authorities and ministries, but also for international and civil society organisations and business entities. Finally, the community facilitation experience of IGCBP has been extended to customised programmes as well, both for keeping these small groups together after the training period and for integrating them into the wider IG community of Diplo.

The portfolio of Diplo training programs has thus been extended to respond to the contemporary challenges of the Internet, delivered through the "conventional" in situ and "modern" online learning approaches – in both cases involving highly interactive and innovative methodologies. Not the least, the team of associates and part-time fellows has been enlarged by recruiting "emerging leaders" from the pool of excellence of the internal community, and further developed through Diplo's training for tutors courses and practical exercises.

Training in Internet Governance and Diplomacy for the Egyptian Telecom Regulatory Authority (NTRA)

In January and February 2009 DiploFoundation senior fellows and associates conducted a training programme for professionals from the National Telecom Regulatory Authority (NTRA) of Egypt and other stakeholders that were to be involved in the preparations for the IGF 2009 in Egypt. The aim of the training module was to equip members of the Egyptian "IGF team" – including government officials, researchers, civil society organizations, private sector representatives, and members of the press – with the necessary skills and knowledge of the preparatory process for IGF 2009. The training program encompassed IG issues, actors and processes as well as diplomatic skills, focusing on the convergence of IG with international relations and global public policy. The training also involved practical sessions on public speaking, language skills, dealing with the media, and reporting. The trainers conducted simulation exercises on the various types of negotiations including chairing sessions and delivering statements.

By the end of the two-week training programme, the participants had gained sound background knowledge about the IG and the regional and international processes around it. As a direct follow-up, the trained participants delivered a one-day awareness building workshop for a wider group of stakeholders, aimed at raising awareness and strengthening the local IG community.

Meanwhile, the programme participants have had the opportunity to continue their discussions via an online classroom, which DiploFoundation has made available especially for the team. The aim of this follow-up is to encourage further discussion through the use of the training materials and many additional readings, as well as the use of Web 2.0 communication, interaction and learning tools – a combined approach which DiploFoundation utilises for all of its online courses.

European Capacity Development Programme in Internet Governance

In preparation for the Second European Dialogue on Internet Governance (EuroDIG), the Swiss Federal Office of Communications (OFCOM), Swiss Agency for Development and Cooperation (SDC) and DiploFoundation organised a Capacity Development Programme for government officials, academics and researchers, civil society activists, educators, journalists, business people and others involved in Internet governance.

Similar to the annual global IG Capacity Building Programme, this pan-European programme encompassed three phases: a 12-week long online course on Internet Governance, followed by a policy research phase, and concluding with the policy immersion phase. Twenty participants from fourteen European countries – mostly the countries in transition of South Eastern and Eastern Europe – completed the online training and further worked on the overviews of their national IG policy environment and in-depth analysis of relevant cases of Internet governance development within their countries.

The 14 most successful participants were awarded policy fellowships to participate at the 2nd EuroDIG meeting, 14-15 September 2009, in Geneva along with two programme tutors and facilitators. The fellows actively followed and contributed to plenary sessions and workshops of their professional interests, some being panellists as well. The fellows also did continuous social reporting from the event and brief reports from all sessions through Diplo's website and community social network. More importantly, after concluding the fellowship, they prepared factual reports and reflections in the form of a comprehensive collaborative reporting wiki, including short reports on the event in several languages.

Youth and "Child Safety" Activities

In addition to a comic book produced and disseminated among partners and interested organisations, the segment on Internet Safety of the advanced learning module on Cyber-Security within the IG Capacity Building Programme was introduced, particularly addressing Online Child Protection. In cooperation with the Cyber Peace Initiative (CPI) launched by the Suzanne Mubarak Women's International Peace Movement, the first thematic workshop on Internet governance also took place for members of the Net-Aman Youth Internet Safety focus group. The workshop was organised under the CPI's Empowerment Programme with the aim of empowering Net-Aman founders to play a vital role in mobilising their communities around e-safety issues. The purpose of the workshop was to introduce the youth activists to the ongoing debate, key issues, and the role of some of the international players in IG in preparation for the IGF at Sharm El Sheikh.

Special attention was given during the IGF meeting in Egypt to organise youth activities that would leave a strong footprint and empower the youth leaders to take a more active role in IGF debates and in the decision-shaping process in their countries and on the global level. An initiative to form a Dynamic Coalition for Youth under the IGF framework was started by the activists themselves as a great example of a bottom-up process, and has already been supported by several strong institutions and companies worldwide.

Training in Internet Governance and Diplomacy for Council of Europe Officials

An *in situ* two-day training programme for officials from the Council of Europe was organised by DiploFoundation in Strasbourg in December. The aim was to facilitate the officials' work on Internet governance issues in view of their involvement in international and pan-European processes and dialogues on Internet-related policies. In fact, the programme served to equip the professionals with the necessary knowledge for understanding the emerging concepts related to Internet and democracy, human rights and security, and with skills for meaningful participation in the international diplomatic processes related to IG.

The training focused on IG issues – especially the functionality of Internet and core principles, actors and processes, with insight into international relations in the IG process, and diplomatic skills for managing global policy processes, including WSIS, the IG Forum and EuroDIG. The participants included mid- and high-level officials from various directorates within the Council of Europe including cybercrime, law reform, social affairs, and the media. An online follow-up was initiated on Diplo's community platform to further discuss the Council of Europe's interests and opportunities in relation to the ongoing international and European IG processes.

Participation in Seminars and Workshops

Throughout 2009 Diplo was invited to participate in several regional events to deliver workshops and share its experience with Internet governance and capacity development:

- **Regional meeting of West Africa, March, Senegal:**
  A one day consultative forum was organized by the Panos Institute West Africa (PIWA), on "Legal and policy frameworks for the information society in West Africa" to discuss West African participation in the Internet Governance Forum. The aim was to inform stakeholders about the IGF processes, its implementation, the current ongoing review, and to further discuss its interests and impacts for West Africa, on the road to the fourth annual meeting of the Forum in Egypt. About 45 people from about 15 countries (mainly West African), representing governments, civil society, private sector, regional public institutions and international organisations attended the meeting.

- **ITU Regional Human Capacity Development Forum for Europe and the Commonwealth of Independent States (CIS), April, Montenegro:**
  The two-day event was an opportunity for the regional telecom and Internet market stakeholders – including regulatory authorities, ministries, telecom operators and universities – to meet leading experts in human capacity building, training programs and education. The aim was to share experiences about new trends in ICT process-related education and the emerging needs of the beneficiaries, both within the institutions (internal human resources management) and among the institutions (multistakeholder capacity development).

- **The Annual conference of the Egyptian regulatory authority NTRA, May, Egypt:**
  The annual conference of NTRA was organised under the title "The Era of Internet Broadband - 'Innovations of Today, Technologies of Tomorrow' " and gathered a number of experts from the region and worldwide to discuss the broadband and Internet policy challenges of Egypt and beyond.

- **INET Africa Regional Conference, June, Egypt:**
  The conference attracted around 75 stakeholders from across the African Internet community to foster productive dialogue on common issues. The conference was organised by the Internet Society in collaboration with the Egyptian Ministry of ICT. Under the general theme "IGF Sharm El-Sheikh: An Opportunity to Foster Regional Internet Governance", the conference's aim was to explore emerging issues of regional Internet governance in preparation for the upcoming IGF.

- **LACNIC-Caribbean II meeting, June, Trinidad and Tobago:**
  The regular meeting organised by LACNIC (Latin American and Caribbean Internet Addresses Registry) aimed at fostering greater participation among the Caribbean members in LACNIC priority work areas and analysing topics surrounding security and policy issues in the region.

- **University of Southern California (USC) Summer School in Public Diplomacy, July, United States:**
  The summer school involved a session on "Cyber Public Diplomacy", to discuss the impact of ICT on diplomacy.

- **II LAC (Latin America and Caribbean) IGF Preparatory Meeting, August, Brazil:**
  The aim of the meeting was to raise the region's voice by involving more players in the discussion of IGF issues with a special focus on the priorities of the Latin America and Caribbean region.

- **The Council of Europe's Steering Committee on Media and New Communication Services (CDMC)** within the Directorate General of Human

Rights and Legal Affairs organised within its 11th meeting an internal hearing on multistakeholder participation. The hearing aimed at discussing possible involvement of other stakeholders with the future work of the steering committee.

- **Council of Europe CDMC Steering Committee's hearing on multistakeholder participation, October, Strasbourg:** DiploFoundation was invited to share its expertise and experience on "Multistakeholder Diplomacy and Participation", including the concept, history, needs, actors and existing models in International Relations. The representatives of the European Commission, Council of Europe, Conference of International NGOs and European Youth Forum presented their multistakeholder participation models and their suggestions for the steering committee's future work in this respect. Special focus was placed on the best practices of the IGF and the EuroDIG processes, feeding valuable principles into the theory and practice of multistakeholder diplomacy and participation in general.

@CP-ICT Program Launched

In September DiploFoundation launched a Capacity Development Programme to assist ACP (African, Caribbean and Pacific) countries in ICT policy and Internet Governance. The @CP-ICT programme financed by the European Development Fund (EDF) aims to assist ACP governments and institutions to design, implement and evaluate their national and regional ICT/Internet policies. In addition, the programme addresses intra-ACP needs in developing good practices in ICT policies and to promote greater stakeholder awareness. The program will be implemented in 2010 – 2011 using components including IG and ICT capacity building, training for tutors, research, *in situ* workshops, visualisation tools and policy immersion fellowships.

6. Other Events and Programmes

Cooperation with UNODC and INTERPOL

In 2009, the United Nations Office on Drugs and Crime (UNODC) and Diplo cooperated to offer the online capacity building course developed and piloted in 2008 (on the international legal framework against terrorism) to further participants. Course materials were translated to French and the course was offered one time in English and once in French, both in late spring 2009. Both courses proved very popular, and UNODC received 162 applications for the 50 available places. Completion rates for the courses were high, and participants provided positive feedback following the courses.

> "The material supplied and ability to interact with the presenters and or lecturers was a huge plus factor. The course work covered diverse factors relevant to each country represented or not and will no doubt stand each participant in good stead during his/her career."
>
> "It was very informative but at the same time less demanding because of the flexibility of time in accessing the resource material and comments of other participants. It provided an international platform to share ones views. Most importantly, it gave me an opportunity to be part of an international course without going to any physical school outside my country."
>
> *(Comments from English language course participants)*

A new project was also initiated in 2009 with the involvement of the International Criminal Police Organization – INTERPOL. Together, the three organisations developed and ran a new online course on international cooperation as a key tool in the fight against terrorism. From October 2009, the first session of this course was offered in French to 50 criminal justice officials from all around the world (with a focus on developing countries).

Trainings for European Commission

Following the successful delivery of pilot courses in 2008, Diplo further developed its training offer for European Commission in 2009. The following courses were delivered for the European Commission in Brussels through the training framework of the European Institute of Public Administration:

- 21-23 April 2009, Language and Diplomacy Course for DG RELEX.
- 11-13 May 2009, Multistakeholder Diplomacy Course for DG RELEX
- 1-2 December 2009, Langage et Diplomatie, French language workshop, DG RELEX
- 3-4 December 2009, Language and Diplomacy workshop, DG RELEX

Malta, Mexico and Switzerland cooperate for online diplomatic training

Malta, Mexico and Switzerland today signed a Memorandum of Understanding to initiate cooperation in online diplomatic training. The three countries plan to work together in developing and delivering online courses for diplomats and others involved in managing global issues.
The signing ceremony was hosted by the Swiss Permanent Mission to the UN in Geneva. The Memorandum was signed by Ambassador Victor Camilleri (Malta), Ambassador Mabel Gomez Oliver (Mexico) and Ambassador Dante Martinelli (Switzerland).

For diplomats, who are geographically dispersed through the nature of their profession, distance education is often the only solution for ongoing education. This is particularly the case for small and developing states, which cannot afford to send their limited staff to attend months-long traditional training programmes.

At the core of this tripartite initiative is DiploFoundation's online training methodology and platform. With more than 1000 alumni worldwide, Diplo has demonstrated that high quality diplomatic training and education can be provided online.

The new partnership will bring immediate results. In order to address the need for skills and knowledge in the field of disarmament, the Mexican Diplomatic Academy and Diplo-Foundation plan to cooperate in delivering a post-graduate level online course on international security and disarmament. New courses on migration and health diplomacy are also planned for the forthcoming period.

Persuasion, the Essence of Diplomacy – Farewell Symposium for Prof. Kappeler

Date: February 12, 2009
Location: Malta

Diplo and the Mediterranean Academy of Diplomatic Studies held a Farewell Symposium for Professor Dietrich Kappeler, retiring from his 50-year career as a practitioner and teacher of diplomacy, on 12 February, 2009, in Malta. Professor Kappeler worked with Diplo's director, Dr Jovan Kurbalija, to conceptualise and develop Diplo since its early days. Prior to his work with Diplo, Professor Kappeler was a Swiss diplomat and the founding director of three diplomatic training institutions (Kenya, Cameroon and Malta). Discussion at the symposium addressed the theme "Persuasion – The Essence of Diplomacy." As well, we are offering a farewell discussion online. Contributions will appear online, while selected contributions may be published in 2009.

Workshop on Modern Diplomacy for Small States

Date: 8–17 June 2009
Location: Malta

The workshop "Modern Diplomacy for Small States" took place in Malta between the 8th and 17th of June 2009. The workshop was organised by DiploFoundation and sponsored by the Commonwealth Fund for Technical Cooperation through the Governance and Institutional Development Division (GIDD) under the auspices of the Malta Commonwealth third Country Training Programme and the Ministry of Foreign Affairs of Malta. Twelve participants from ten different countries took part in a combination of lectures, participant presentations, simulations and workshops. Participants included middle and senior ranking officials of ministries of foreign affairs and other departments dealing with the foreign affairs of small states. Speakers at the workshop included practicing diplomats, Ambassadors and former foreign ministers.

Understanding Diplomacy – Workshop for Journalists

Date: 18 September, 2009
Location: Geneva

The workshop "Understanding Diplomacy", held in Geneva on 18 September, gave all who attended the opportunity to look at the "nuts and bolts" of modern diplomacy. Using interactive sessions and practical exercises, the focus was on diplomatic procedures, professional cultures and the way diplomacy operates. Diplomats and journalists, together on the same stage of international affairs but with different roles, shape many modern developments. The intersection of these two professions inevitably brings tensions, misunderstandings and, sometimes, conflicts. The workshop aimed to increase understanding among journalists of the work of diplomats and the challenges they face.

Professional Development Workshops – Protocol and Business Etiquette Language and Influence

Date: October, 2009
Location: Malta

Two consecutive workshops were held in October 2009 over a five-day period. Language and Influence, and Protocol and Business Etiquette, marked the first in a series of workshops that form part of Diplo's Professional Development Workshops.

Preparations for the workshops began three months before, in July, with a call for applications going out in August. A number of advertising methods and channels were used, including Google ads, Diplo News and Diplo alumni lists.

The aim of these workshops was to contribute to professional higher education through a new set of workshops offered by Diplo. Initially marked as Applied Knowledge Workshops, these workshops were aimed at professionals in the private and public sector and focused on an interactive, face-to-face and hands-on approach.

A total number of 10 participants from eight countries attended the workshops. The number of participants was ideal for a more personal and interactive atmosphere.

Internet Governance Forum

Date: 15–18 November, 2009
Location: Sharm el-Sheikh, Egypt

"An organisation well-known for its distinctive role in knowledge generation and special teaching methodology on Internet issues for young people" is how DiploFoundation was hailed and applauded during the fourth Internet Governance Forum meeting in Sharm el-Sheikh, Egypt, which took place on November 15-18, 2009.

The recognition, followed by a certificate-award presentation held during the IGF's main session on the final day of the meeting and presided over by Egypt's First Lady Mrs. Suzanne Mubarak, celebrated the efforts of young people who have excelled in the service of their peers and the international community using ICT and the Internet.

And just as DiploFoundation's efforts were formally recognised during the IGF09, so were this year's year-long efforts of over 20 DiploFoundation delegates, who were awarded fellowships to attend the meeting in Sharm el-Sheikh.

Attending the IGF in Sharm el-Sheikh were over 20 Internet Governance Capacity Building Programme (IGCBP) fellows and tutors from Barbados, Brazil, Burkina Faso, Ghana, India, Kenya, Malta, Morocco, Nigeria, Palestine, Senegal, Serbia, (Southern) Sudan, South Africa, Sri Lanka, St Lucia, Trinidad and Vanuatu. Their sponsorships were made possible through the collaboration of ITU, Industry Canada, the Commonwealth IGF, the IGF Secretariat and others.

The delegates joined other Diplo associates for a week-long schedule of events, which were centered on key aspects: the IGF meeting itself with Diplo being among the main players, the debates among the Diplo team and the youth present at the meeting, and the innovative ways of reporting all these developments through social reporting tools.

The IGF was also a chance for the fellows to network with colleagues from their own regions and on the global level for possible partnerships with their home institutions or for personal capacity development.

Diplo's participation at the IGF is considered the pinnacle of the IGCBP, but also of other events and training activities which Diplo organises throughout the year in parallel to the programme.

IG training for Council of Europe officials

Date: 14–15 December, 2009
Location: Strasbourg, France

An on-situ two-day training programme for officials from the Council of Europe was organised by DiploFoundation in Strasbourg on December 14-15, 2009.

The aim was to facilitate the officials' work on Internet Governance issues in view of their involvement in international and pan-European processes and dialogues on Internet-related policies. In fact, the programme served to equip the professionals with the necessary knowledge for understanding the emerging concepts related to Internet and democracy, human rights and security, and with skills for meaningful participation in the international diplomatic process related to IG.

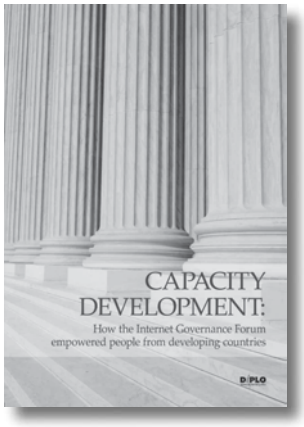
DiploFoundation director Dr Jovan Kurbalija, senior fellow Dr Alex Sceberras Trigona and IG Projects coordinator Vladimir Radunovic delivered training on IG issues, actors and processes, with insight into international relations in the IG process, and diplomatic skills for managing global policy processes, including WSIS, the IG Forum and EuroDIG.

The participants included mid- and high-level officials from various directorates within the Council of Europe including cybercrime, law reform, social affairs, and the media.

7. Publications

Capacity Development

Date: February 23–24, 2009
Location: Geneva, Switzerland



A new DiploFoundation publication, "Capacity Development: How the Internet Governance Forum empowered people from developing countries", was launched during the Open Consultations held in Geneva on February 23-24. The publication contains stories of emerging experts in the Internet Governance field from developing countries. The experts undertook their journey by participating in the Internet Governance Capacity Building Programme, starting with training, moving on to policy research, and culminating in policy immersion at IGF Hyderabad.

During the launch at the Open Consultations meeting, the publication was well-received by an audience who was eager to learn about these emerging leaders and how this opportunity has transformed their path into a meaningful journey, not only for the experts themselves, but also for the communities and regions which they represent.

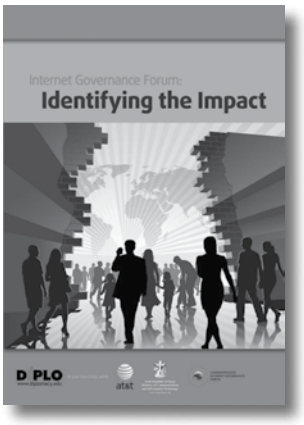
10 Years of Diplomatic Training

Date: June 1, 2009
Location: London, UK

The Commonwealth Secretariat hosted the launch of Diplo's new publication *Strengthening Voices of Small and Developing Countries – 10 Years of Diplomatic Training,* on June 1, 2009, in London. The publication features personal stories from diplomats and other officials who participated in the diplomatic training organised by DiploFoundation and supported by Malta and the Commonwealth over the last decade. The launch was addressed by the Maltese High Commissioner to UK Joseph Zammit Tabone, Swiss Ambassador in UK Alexis Lautenberg, Director of DiploFoundation Dr Jovan Kurbalija and one of Diplo's alumni, Uchenna Okoli from Nigeria. The echoing message in all addresses and exchanges at the event was the importance of the contribution which the Commonwealth/ Malta course has made towards strengthening the participation of small and developing states in modern international relations.

"IGF: Identifying the Impact"

Date: November 14, 2009
Location: Sharm el-Sheikh, Egypt

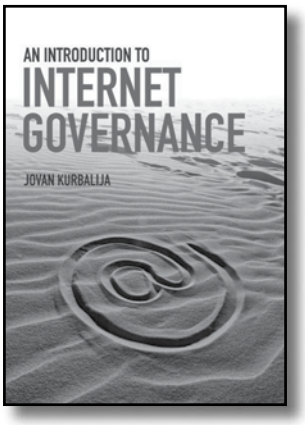


The document entitled "IGF: Identifying the Impact" was launched in November in Egypt, on the occasion of the fourth IGF meeting, and represents the results of a pilot project on the impact of the Internet Governance Forum. The document gathers the results of an online survey which saw the participation of over 200 participants from seven world regions and 81 countries, followed by an in-depth analysis of the inputs. The results show the levels of impact the participants perceived on global, national and local levels on a selection of IGF topics. One of the findings was that the IGF established a strong link between global policy and local initiatives, which is missing in many multilateral processes.

The report, one of the first steps towards an independent evaluation of the IGF process, was produced by the selected community members. It was elaborated in a multistakeholder partnership with the Egyptian Ministry of Communications and Information, the Commonwealth IGF, AT&T and DiploFoundation.

"An Introduction to Internet Governance"

Date: November 14, 2009
Location: Sharm el-Sheikh, Egypt



Prepared in cooperation with the Ministry of Telecommunication of Egypt and the Commonwealth Internet Governance Forum, An Introduction to Internet Governance book was used as the background document for the participants of the Internet Governance Forum in Sharm El Sheik, Egypt.

It provides a comprehensive overview of the main issues and actors in this field. The book is written in a clear and accessible way, and supplemented with numerous figures and illustrations. It focuses on technical, legal, economic, development and socio-cultural aspects of Internet governance, providing a brief introduction, a summary of major questions and controversies, and a survey of different views and approaches for each issue. The book offers a practical framework for analysis and discussion on Internet governance. Since 1997, more than 700 diplomats, computer specialists, civil society activists and academics have attended training courses based on the text and approach presented in this book. With every delivery of the course, materials are updated and improved. This regular updating makes the book particularly useful as a teaching resource for introductory studies in Internet governance.

8. Information Management Tools

In 2009 Diplo continued to improve its existing tools and add new tools for use in its learning and other online activities. Diplo's approach remains the same, focusing on tools that are appropriate for context in which they are used and accessible for Diplo's main audience – southern users who often suffer from poor Internet connectivity. In 2009 Diplo also made new efforts to use more open and free software resources.

Online Learning Environment

The online learning platform is Diplo's key tool for delivering online training. In 2009 Diplo team implemented a major upgrade of the online learning environment by transforming this web platform into a multilingual system. The new version allows for easy addition of new languages to the user interface, enabling Diplo to offer full courses in languages other than English. In the first instance, Diplo created the user interface fully translated into French, which was used to deliver courses in cooperation with UNODC and Interpol. Future plans include translation into Spanish and other languages.

Web 2.0 tools

In 2009 Diplo further explored publicly available "Web 2.0" tools for appropriate use in its online courses, community facilitation and communications outreach activities. Among the tools that were tested and deployed as pilot programmes were Twitter and Facebook.

Other Web Tools

In 2009, the prototype of the new version of interactive alumni map was completed. Full deployment was planned for early 2010. Apart from the improved interactivity and precision resulting from building on Google Maps technology, the new application is also better integrated with the online learning environment.

Diplo also started development of an online dissertation library, which will provide online access to dissertation works produced by Diplo's MA students. Students will be able to choose the level of details and the audience to which their work will be presented (general public or other students only). Those dissertations that are publicly accessible will be indexed and "searchable" by web search engines, such as Google.

9. Multimedia Development

In 2008, the DiploFoundation multimedia team was devoted to exploring new opportunities on the Internet and turning to Web 2.0 concepts. New possibilities of Web 2.0 made video a powerful educational tool. Also, Social Networking has taught us how users share information, contribute content and collaborate on the World Wide Web. The "user-centered" design concept is exactly the key to Web 2.0. New services on the Internet appear every day, making our time in development shorter – we established a stable public video channel on YouTube, formatted the internal database of video material on the Blip TV site; we created a database of photographs at Smug Mug and a new Alumni map based on Google Maps. Finally we have developed our own independent applications such as our Dissertation Library.

The number of Diplo video channels grows exponentially as well as the demand for new video news and a retrospective of our work. Video presence is fast and certain way of reaching a wide audience. Some of our courses use video clips as a part of educational process and this tendency is increasing.

More than 20 videos were added to our You Tube channels in 2009. The most-covered theme was Internet governance (specifically the Internet Governance Forum, held in Egypt in November 2009), along with various other themes.

An explanatory video about Diplo's online learning methodology - "Learning Online with Diplo" was produced and it was a great success with 5000 hits in its first week online.

Overall, Diplo video channels reached 14100 views in 2009 and 50 YouTube users became our subscribers. "Evolution of the Internet Governance" was again the most popular video with 17.3 % of all views, followed by "Internet Governance - Internet Structure" and "Fly Diplomacy". 34 % of viewers are in the age range 35 to 44 and the majority of them are male.

24 % of viewers were from the USA, 12% from Canada, followed by Peru, India and Mexico with 9 %.

The most popular place to search for Diplo's videos was YouTube Search with 31%. 9% of views were made through "External links" and 5.3% through the Google search engine.

The aim of our multimedia development in 2010 is the convergence of applications and services. The merging of existing applications, using new services on the Internet and the introduction of new features will take us deeper into Web 2.0.

10. Financial Report

BALANCE SHEET SUMMARY

As at 31 December 2008

	2009		2008	
	Chf	Chf	Chf	Chf
ASSETS				
Fixed assets				
Furniture and equipment		23,644		30,438
Current assets				
Debtors and other receivables	298,750		116,698	
Cash and cash equivalents	964,548		1,058,114	
		1,263,298		1,174,812
TOTAL ASSETS		**1,286,942**		**1,205,250**
FUNDS AND LIABILITIES				
Funds				
Founders' fund	37,190		37,190	
Capital assets fund	23,645		30,439	
General fund	536,648		257,811	
Total funds		597,483		325,440
Current liabilities				
Creditors and other payables		689,459		879,810
TOTAL FUNDS AND LIABILITIES		**1,286,942**		**1,205,250**

STATEMENT OF COMPREHENSIVE INCOME SUMMARY

For the year ended 31 December 2009

	2009	2008
	Chf	Chf
Revenue		
Main sponsors	1,498,918	1,362,740
Courses and other income	557,041	355,497
	2,055,959	1,718,237
Capital assets fund	(14,021)	(38,430)
Total operating income	**2,041,938**	**1,679,807**
Direct costs – courses, conferences and other events		
Salaries, lectures and other fees	1,104,965	836,835
Accommodation and travel costs	146,652	90,021
Other expenses	216,811	99,729
Promotion expenses	50,127	54,594
Administration and other expenses		
Salaries and professional fees	114,979	238,616
Accommodation and travel costs	6,078	13,081
Printing and publication costs	7,717	22,950
Rent and other office expenses	78,256	122,214
Other operating expenses	54,926	90,748
Finance costs	3,405	4,771
Total operating expenditure	**1,783,916**	**1,573,559**
Net surplus/(deficit) for the year	**258,022**	**106,248**

The summary financial report represents an extract from the audited financial statements of DiploFoundation for the year ended 31st December 2009. The auditors' report for these financial statements is shown below.

REPORT OF THE AUDITORS

To the Board of Administrators of the DiploFoundation

We have audited the accompanying financial statements of the DiploFoundation, which comprise the statement of financial position as at 31 December 2009 and the statement of comprehensive income, statement of changes in funds and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes.

Director's Responsibility for the Financial Statements

As described on page 3, the director is responsible for the preparation and fair presentation of these financial statements in accordance with International Financial Reporting Standards. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatements, whether due to fraud or error; selecting and applying appropriate accounting policies, and making accounting estimates that are reasonable in the circumstances.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing. Those Standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion

Opinion

In our opinion the financial statements give a true and fair view of the financial position of the Foundation as at 31 December 2009 and of its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards.

DFK Malta
Certified Public Accountants
36/2, Manol Mansion
De Paule Avenue
Balzan BZN 9022

5 February 2010

Core Funding and Project Support:
Swiss Agency for Development and Cooperation
Ministry of Foreign Affairs of Malta

Additional Funding for Courses and Projects:
African, Caribbean and Pacific Group
AT & T
Azerbaijan Diplomatic Academy
Commonwealth Secretariat
Council of Europe
Global Knowledge Partnership
Ministry of Foreign Affairs of the United Mexican States
National Telecom Regulatory Authority - Egypt
The United Nations Office on Drugs & Crime

11. People

Board of Directors

Dietrich Kappeler
President of DiploFoundation

Victor Camilleri
Vice President of DiploFoundation; Ambassador, Permanent Mission of Malta to the United Nations Office and to the International Organisations in Geneva

Stefano Baldi
First Counsellor, Permanent Mission of Italy to the European Union

Saviour Borg
Ambassador, Permanent Mission of Malta to the United Nations, New York

Nermine El Saadani
Director of International Relations, Ministry of Telecommunications and Information Technology – Egypt

Andre Liebich
Professor, International History and Politics, The Graduate Institute of International and Development Studies, Geneva

Dante Martinelli
Ambassador, Permanent Mission of Switzerland to the United Nations Office and to the International Organisations in Geneva

Joseph Pirotta
Professor Emeritus, University of Malta

Management

Jovan Kurbalija
Director

Dejan Dincic
Information Architect/Technical Director

Hannah Slavik
Educational Programs Director

Sylvana Bugeja
Administrator

Staff

Martin Aquilina
Accountant (part time)

Miodrag Badnjar
Administrative Coordinator for Belgrade office

Patrick Borg
Course Coordinator

Jelena Jakovljevic
Web Coordination and Design

Arvin Kamberi
Senior Film Editor

Valentin Katrandjiev
Course Development

Milica Virijevic Konstantinovic
Administrative and Travel Assistant

Branislav Kurbalija
Multimedia Software Developer

Nikola Krstic
Chief of Staff for Belgrade office, Software Developer

Mina Mudric
Project Coordinator

Tanja Nikolic
Admissions

Ginger (Virginia) Paque
Coordinator IG Capacity Building

Vladimir Radunovic
Coordinator, IG Programmes

Carmel Romano
IT Systems Engineer (part time)

Andrej Skrinjaric
Online Education Programme Coordinator

Eva Tanner
Project Development and Coordination (part time)

Vladimir Veljasevic
Illustrator, Graphic Designer (part time)

Faculty

Amr Aljowaily (Egypt)
Seiiti Arata (Brazil)
Stefano Baldi (Italy)
Geoff Berridge (UK)
Andri Bisaz (Switzerland)
Victor Camilleri (Malta)
Solange Cross (Trinidad and Tobago)
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Priyanthi Daluwatte (Sri Lanka)
Hanane Boujemi (Morocco/Malta)
Adela Danciu (Romania)
Jean Paul Nkurunziza (Burundi)
Stephanie Psaila (Malta)
Marilia Maciel (Brazil)
Marsha Guthrie (Barbados)

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Carolina Rossini (Brazil) – Intellectual Property Rights
Katitza Rodriguez (Peru and Washington D.C.) – Privacy and Personal Data Protection
Biljana Glisovic-Milic (Serbia) – Infrastructure
Virginia Paque (Venezuela) – E-Voting
Emmanuel Edet (Nigeria) – Security
Carolina Rossini (Brazil) – Intellectual Property Rights
Nikola Bozic (Serbia) – Cybercrime
Marilia Maciel (Brazil) – Latin America and Caribbean
Hanane Boujemi (Morocco/Malta) - Multilingualism
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