Fergus Bell

Dig Deeper Media

CHALLENGES AND OPPORTUNITIES FOR ONLINE JOURNALISM

WSIS WORKSHOP

Geneva-16 June 2017



@fergb



in/fergusbell

CHALLENGES

FIRSTDRAFT

7 TYPES OF MIS- AND DISINFORMATION



No intention to cause harm but has potential to fool



Misleading use of information to frame an issue or individual



When genuine sources are impersonated



New content is 100% false, designed to deceive and do harm



When headlines, visuals or captions don't support the content



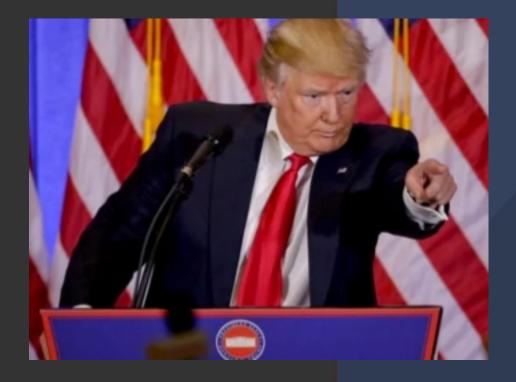
FALSE CONTEXT

When genuine content is shared with false contextual information



MANIPULATED CONTENT

When genuine information or imagery is manipulated to deceive



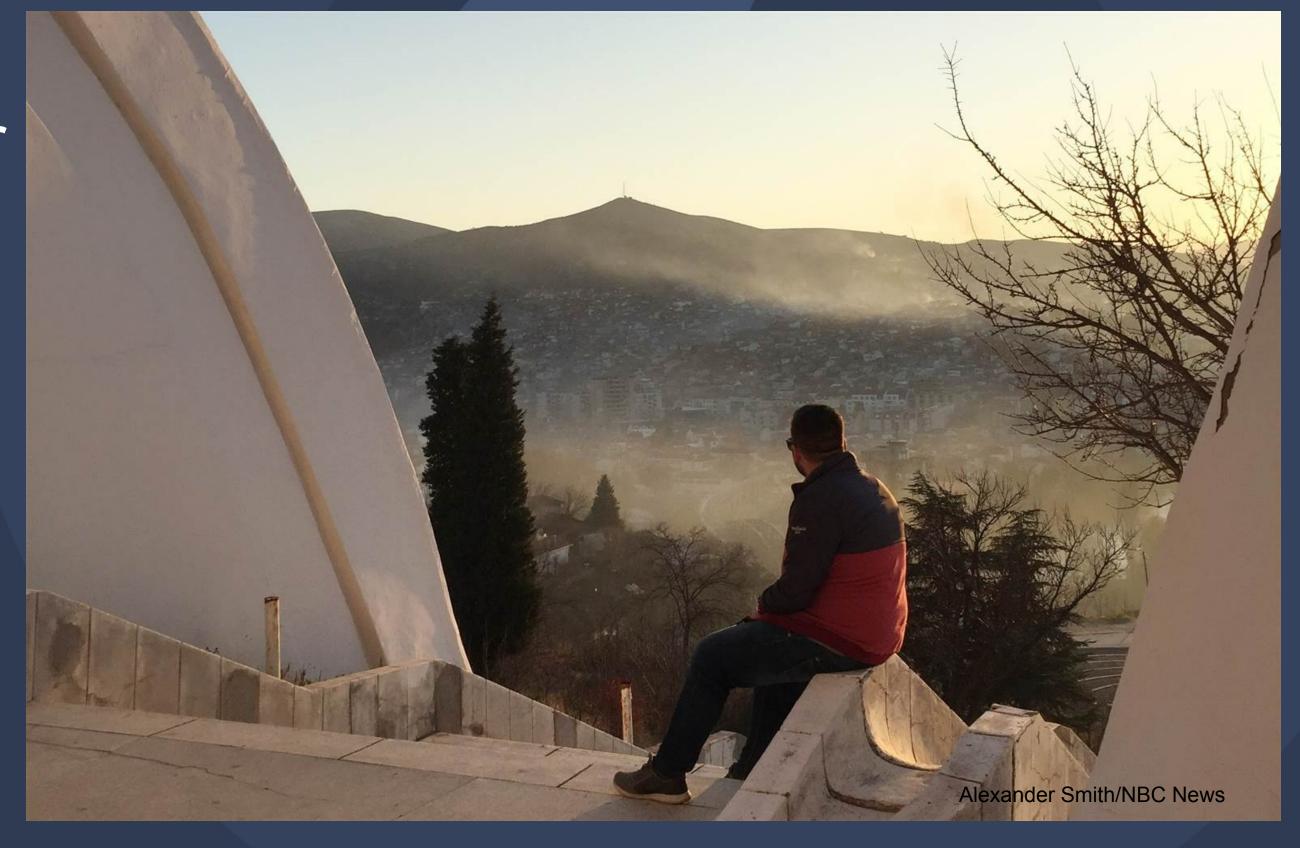
Created by Claire Wardle for First Draft News

CHALLENGES

"Dimitri says he's earned at least \$60,000 in the past six months — far outstripping his parents' income and transforming his prospects in a town where the average annual wage is \$4,800."

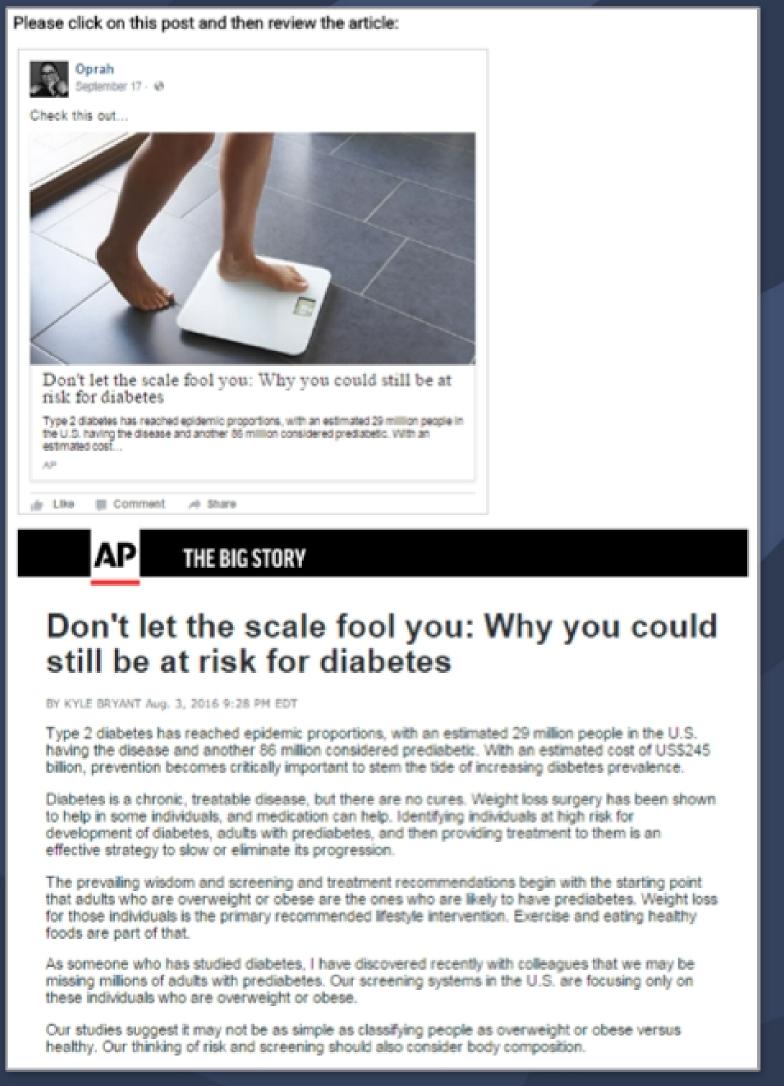
Veles, Macedonia, December 2016





CHALLENGES MEDIA INSIGHT PROJECT





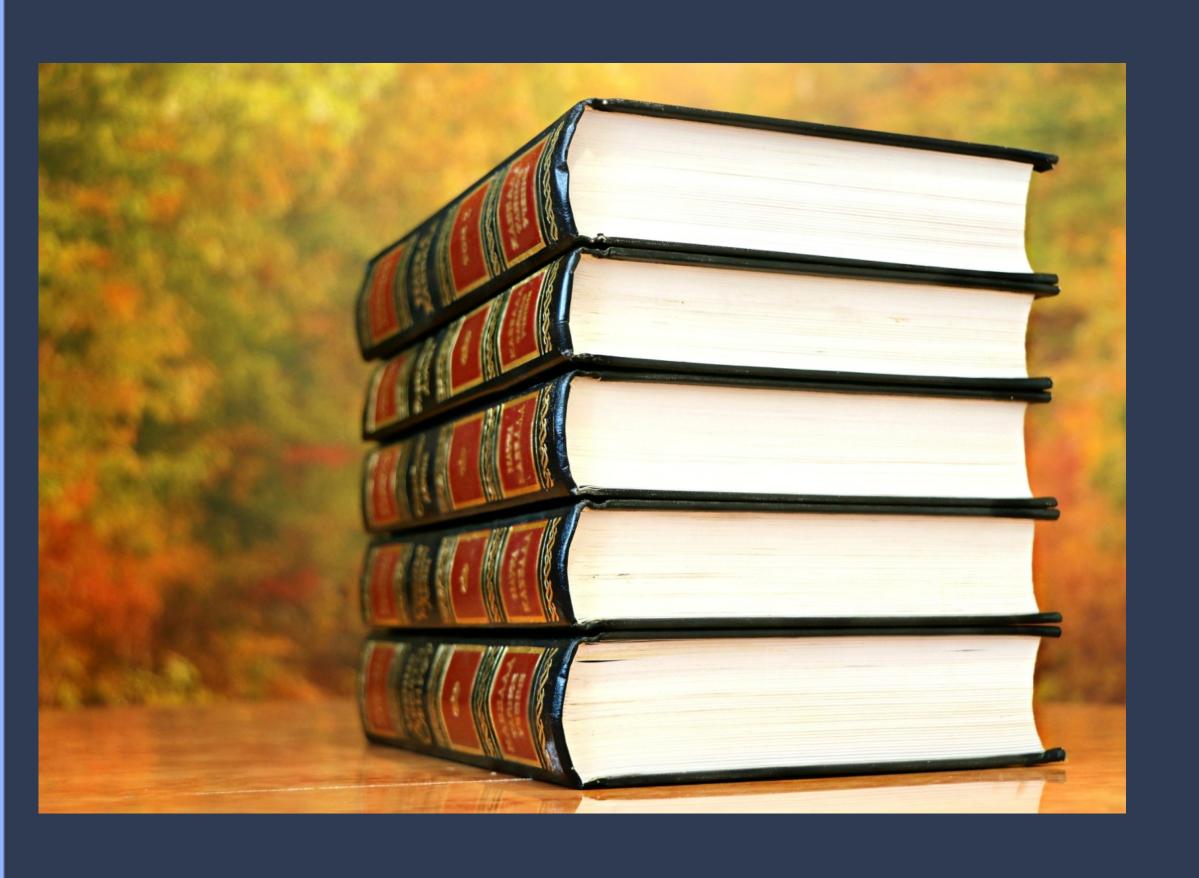
Screenshot of DailyNewsReview.com article used in experiment

Screenshot of AP article used in experiment

CHALLENGES MEDIA INSIGHT PROJECT

"A trusted sharer has more significant effects on beliefs about news than a reputable media source."

CHALLENGES NEWS LITERACY & CRITICAL THINKING





Regain trust

Innovate

Educate

Raise ethical standards

Regain trust



Verification restores and maintains trust

VERIFICATION

FACT-CHECKING

Fake News

False News

Propaganda

Parody

We don't need to start from scratch

Misinformation

Misrepresented

"Fake News Factories"

Fabricated Content

Verification Workflow

UNVERIFIED

Establish earliest instance

VERIFY THE SOURCE

REVIEW SOCIAL HISTORY

MAKE CONTACT

ASK QUESTIONS

SECURE PERMISSION TO USE

VERIFY THE CONTENT

TRANSLATE TEXT & AUDIO

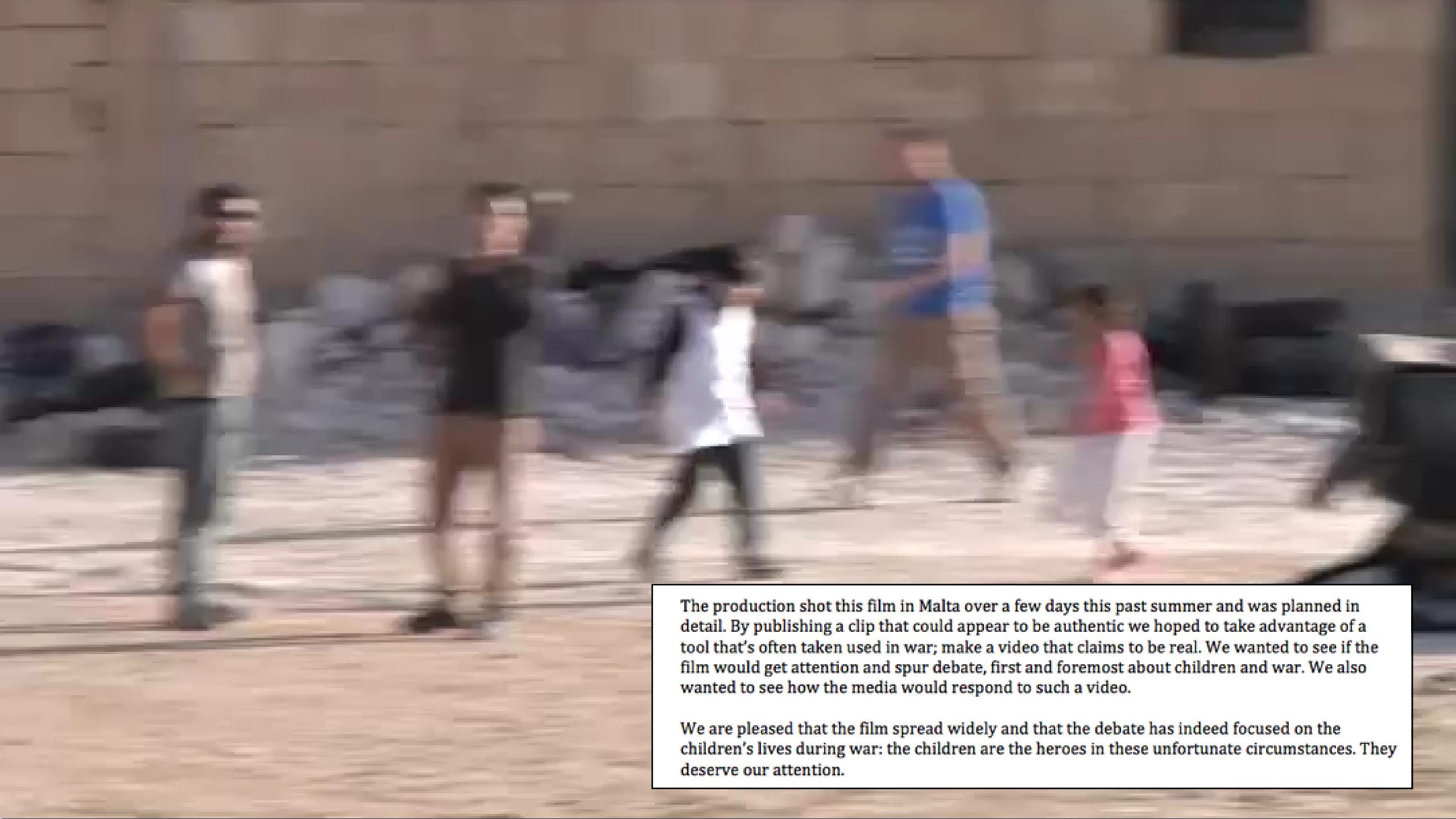
CONSULT INDEPENDENT EXPERTS

SEEK SEPARATE CONFIRMATION

ESTABLISH CONTEXT

ENSURE SOURCE AND CONTENT CONSISTENT VERIFIED







SYRIA! SYRIAN HERO BOY rescue girl in shootout. SEE THIS!! الصبي السوري البطل



Lawaff Law

Subscribe 1,286

2,753,204







17,839 🔰 703

Published on Nov 10, 2014

Watch this!! Boy from Syria is getting shots but saves a little girl. Syrian hero boy for us. Unbelivable!!

شاهد هذا. صبى من سوريا ، لقد أصيب ولكن رغما ذالك ينقذ طفلة صغيرة. من هو هذا الصبى؟ لايزال على قيد الحياة

SHOW MORE



SYRIAN HERO BOY "Playing Dead" to Rescue a Girl under Heavy Sniper Fire

by Trending Now 23,633 views



SYRIA! SYRIAN HERO BOY rescue girl in shootout SEE THIS!! الصبي السوري البطل

by N24HD

58,729 views



SYRIA! SYRIAN HERO BOY rescue girl in shootout HHD

by Funny You Life [F.u.L] 10,476 views



The Incredible Moment Syrian HERO Boy 'Fakes Death' To Save Girl From

by TopViralNewsOnly 84,272 views



Syria War_ Syrian Hero Boy rescue Girl in Shootout "Sniper Shot"

by Trailers 301 views



Syria! Syrian Hero Boy rescue girl in الطفل السوري البطل!! shootout

by MadeInMoroccoHD 125 views



SYRIAN HERO BOY Rescues girl in الطفل السوري Shootout by FAKING DEATH

by JACK D LAD 796 views



SYRIA! SYRIAN HERO BOY rescue girl in shootout الطفل السوري البطل

by Dr buzz 446 views



SYRIA SYRIAN HERO BOY! rescue girl in shootout الطفل السوري البطل share

by MoroccoTube 1,711 views



Verifying False News

UNVERIFIED

SITES OR SOCIAL ACCOUNTS

STORIES OR CLAIMS

Establish earliest instance

VERIFY THE SOURCE

REVIEW SOCIAL ACCOUNTS & HISTORY

CHECK SITE

SEARCH FOR ACCOUNTS

MAKE CONTACT

FACTCHECK THE CONTENT

TRANSLATE ANY TEXT

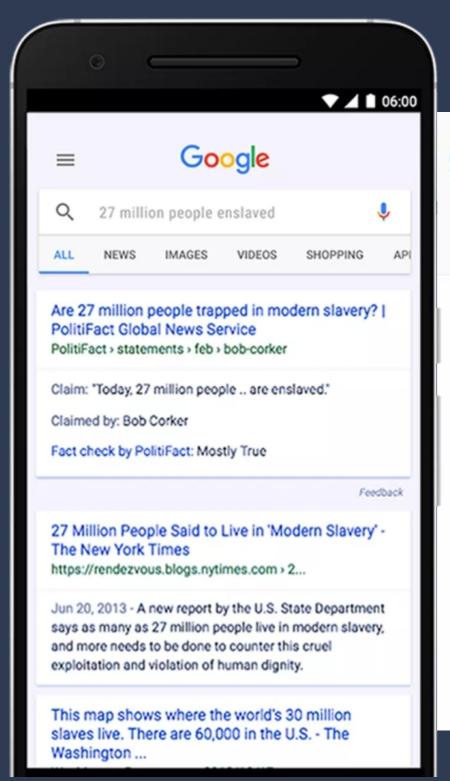
DETERMINE IF CONTENT IS OLD

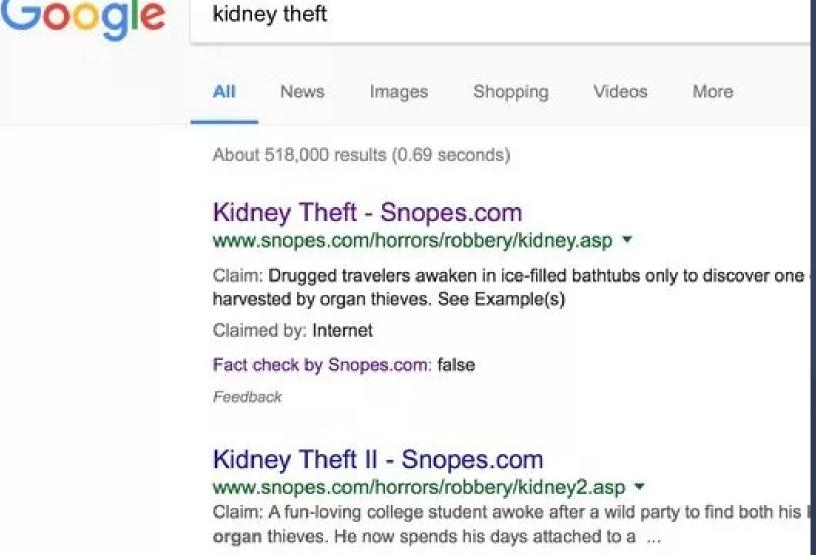
CHECK EACH CLAIM SYSTEMATICALLY

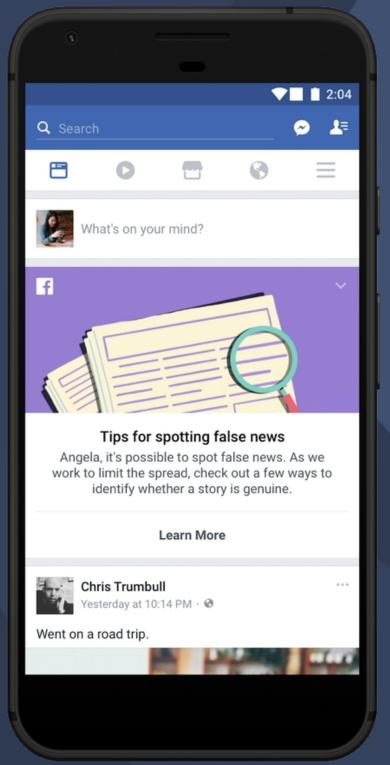
SEPARATE CONFIRMATION

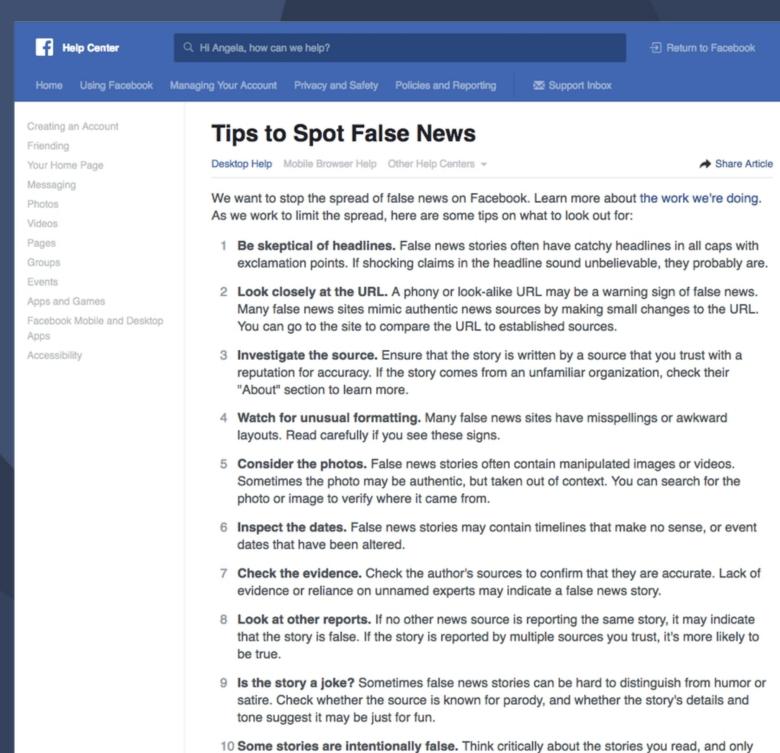
VERIFIED

OPPORTUNITIES Regaining trust: platform initiatives









share news that you know to be credible.

Google

Facebook

OPPORTUNITIES Regaining trust: funding initiatives

CUNY GRADUATE SCHOOL OF JOURNALISM

HOME ABOU

ABOUT ACAD

ACADEMICS

ADMISSIONS

FACULTY

CAREER SERVICES

RESEARCH CENTER

Request Info

Arizona State University in the U.S.

- Center for Community and Ethnic Media at CUNY Graduate School of Journalism in the U.S.
- Constructive Institute at Aarhus University in Denmark
- Edelman based in the U.S.

(FNPI) based in Colombia

European Journalism Centre in the Netherlands

Announcing the News Integrity Initiative to Increase Trust in Journalism

BY AMY DUNKIN | LAST UPDATED ON MONDAY, APRIL 3RD, 2017 AT 4:07 AM

THE NEWS INTEGRITY INITIATIVE IS A JOINT EFFORT TO ADVANCE NEWS LITERACY AND INCREASE TRUST IN JOURNALISM

Founding Funders Include Facebook, Craig Newmark Philanthropic Fund, Ford Foundation, Democracy Fund, John S. and James L. Knight Foundation, Tow Foundation, AppNexus, Mozilla and Betaworks

Global Consortium Will Be Administered By The CUNY Graduate School of Journalism

APRIL 3, 2017 — A group of tech industry leaders, academic institutions, non-profits and other organizations are jointly launching a \$14 million fund to support the **News Integrity Initiative**, a global consortium focused on helping people make informed judgments about the news they read and share online. The Initiative's mission is to advance news literacy, to increase trust in journalism around the world, and to better inform the public conversation. The Initiative will fund applied research and projects, and convene meetings with industry experts.

The founding funders are Facebook, the Craig Newmark Philanthropic Fund, the Ford Foundation, the Democracy Fund, the John S. and James L. Knight Foundation, the Tow

LATEST NEWS

- Molly de Aguiar Named Managing
 Director for News Integrity Initiative
- Melissa Noel, '12, Awarded 2017
 International Reporting Fellowship
- Ten Years of Excellent Journalism at the CUNY J-School

- Hamburg Media School in Germany
- Hans-Bredow-Institut in Germany
- The Ida B. Wells Society in the U.S.
- International Center for Journalists based in the U.S.
- News Literacy Project based in the U.S.
- Polis, London School of Economics in the U.K.
- ◆ Ecole de Journalisme de Sciences Po (Sciences Po Journalism School) in France

Fundación Gabriel García Márquez para el Nuevo Periodismo Iberoamericano

- The Society of Publishers in Asia based in Hong Kong
- UPCOMING EVENTS

JUN 02 Newsmakers: NYC Housing
Preservation & Development
Commissioner Maria Torres-Springer

JUN 23-24 2017 Latino Media Summit

AUG 31-01 Centre for Media and

Trust Project based in the U.S.

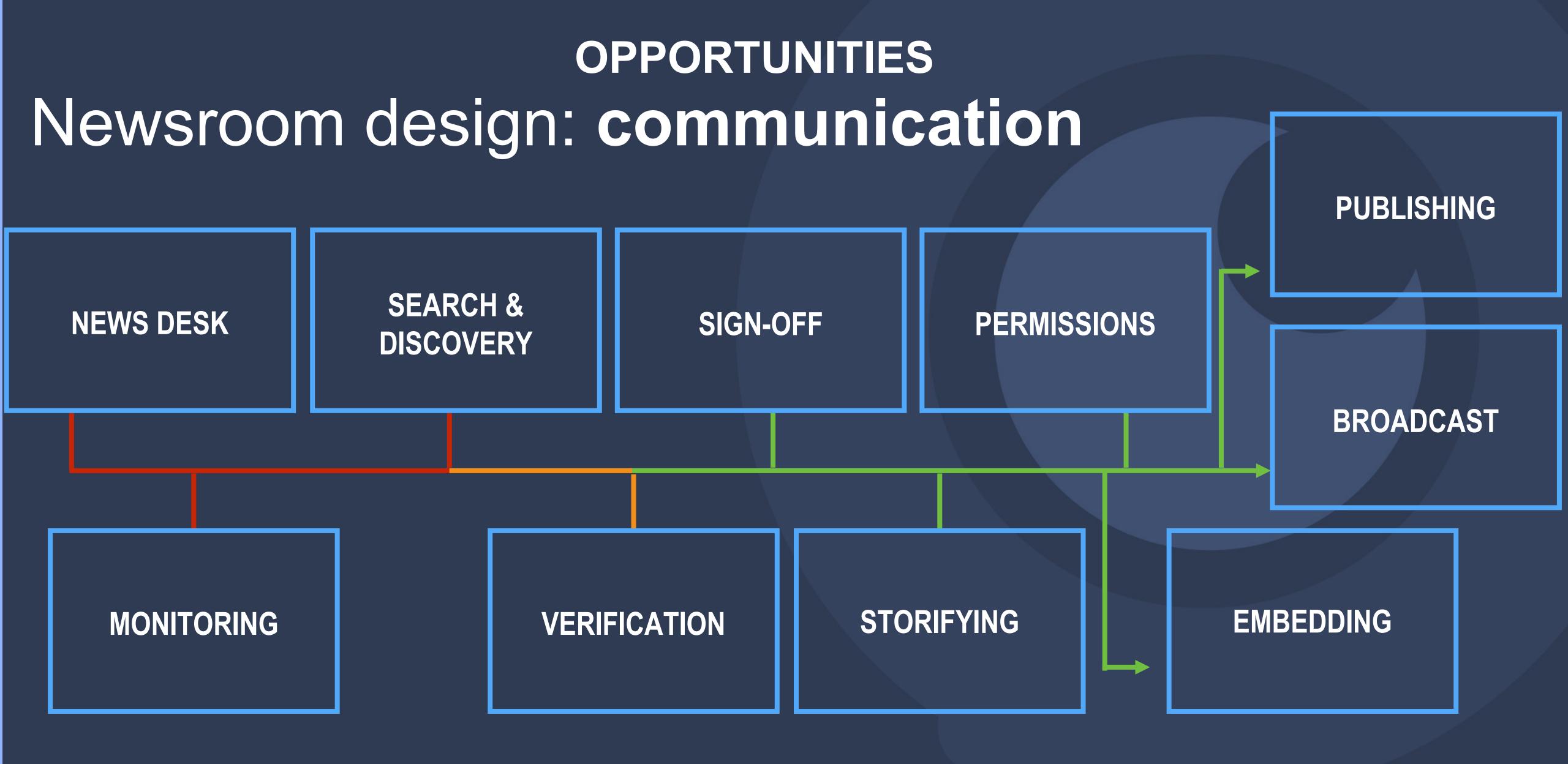
Walkley Foundation in Australia

- _____
- Weber Shandwick based in the U.S.
- Wikipedia Founder Jimmy Wales
- United Nations Educational, Scientific and Cultural Organization (UNESCO)
 Division for Freedom of Expression and Media Development headquartered in France

News Integrity Initiative

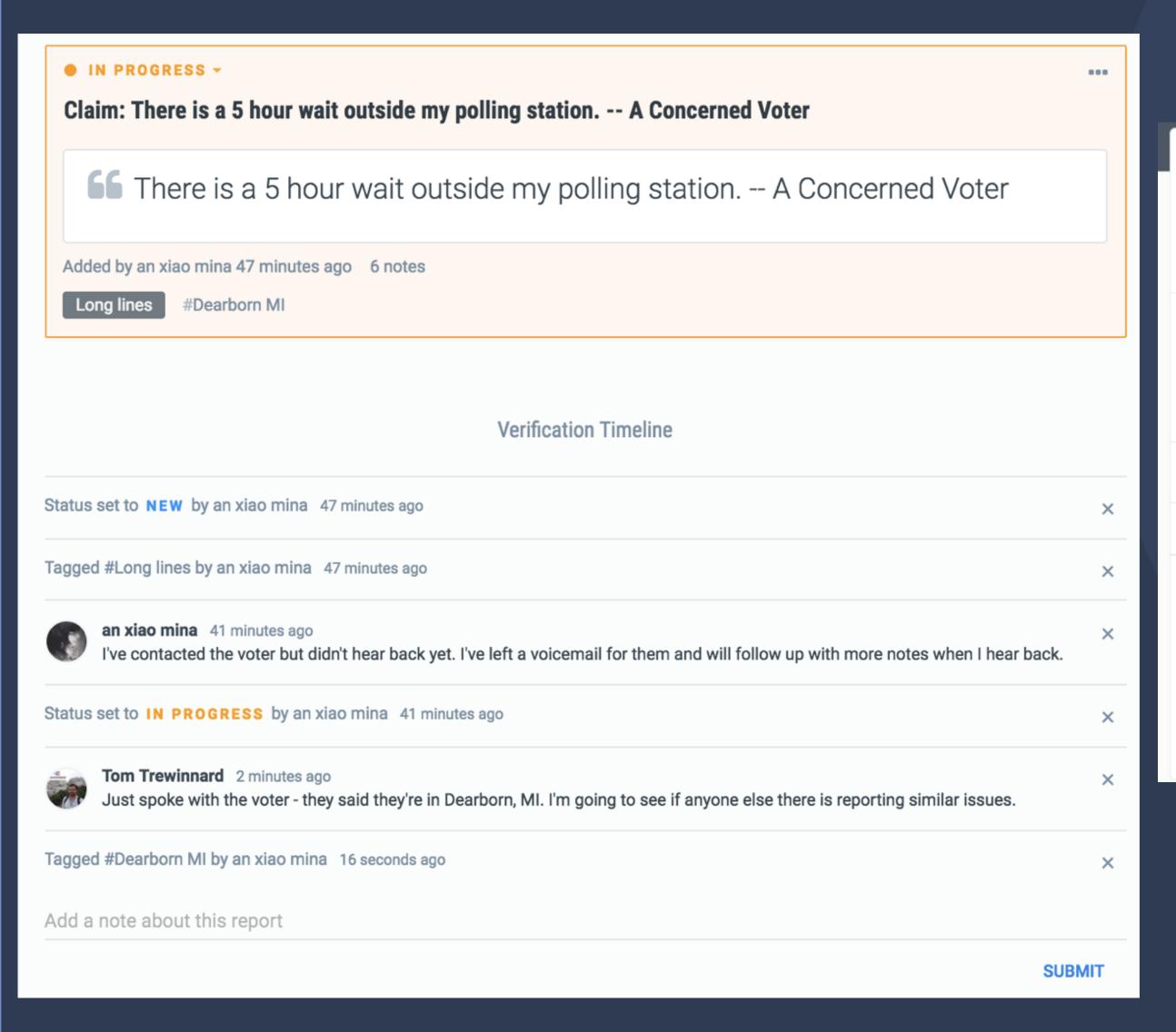
Innovate

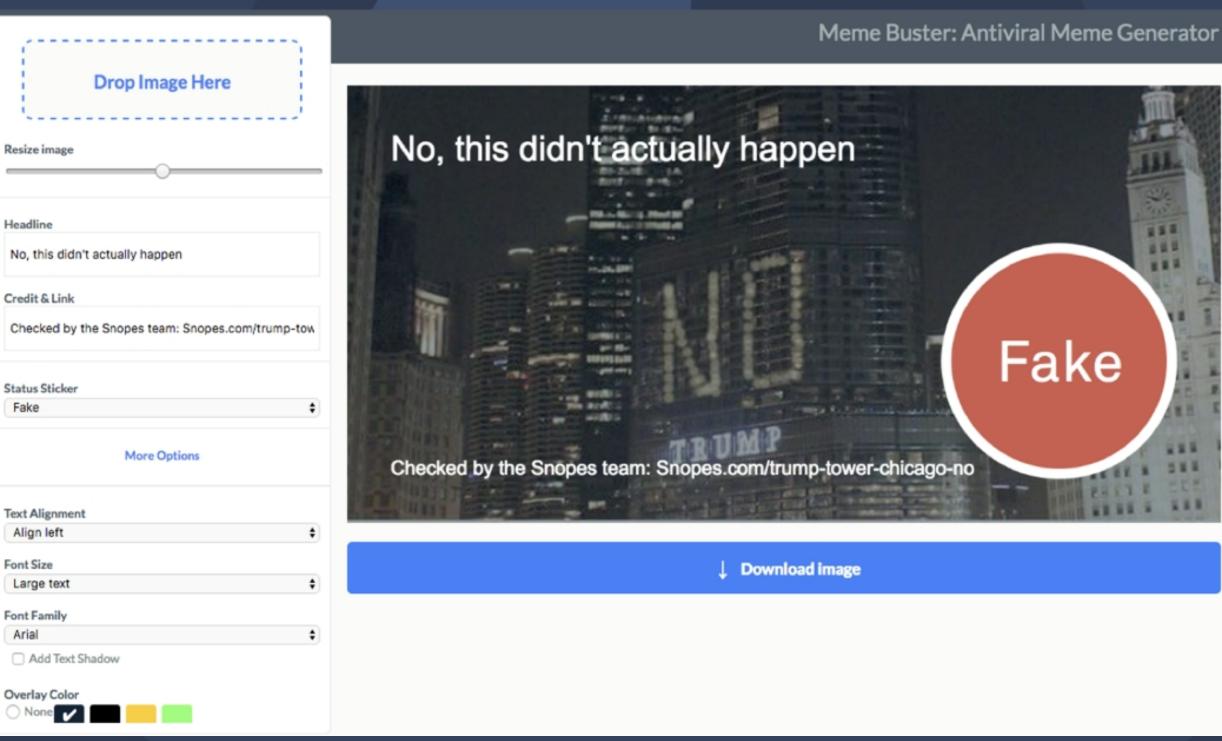




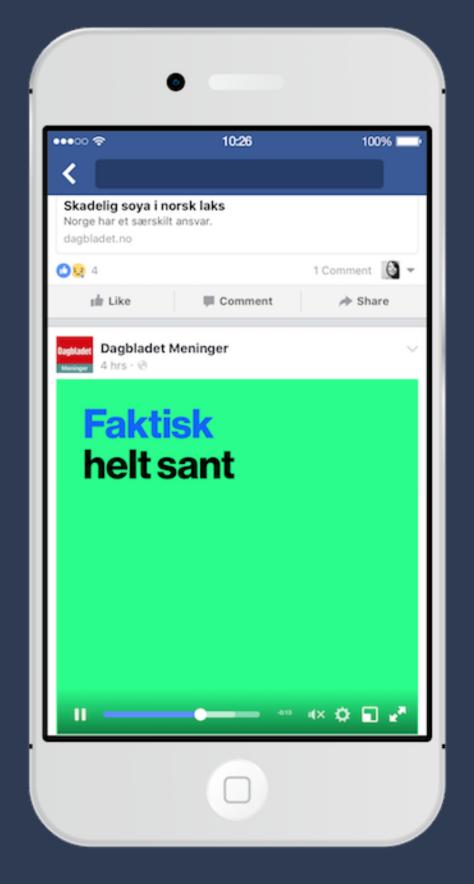
OPPORTUNITIES Newsroom design: communication **PUBLISHING** SEARCH & **NEWS BREAKS PERMISSIONS** SIGN-OFF **DISCOVERY BROADCAST STORIFYING EMBEDDING VERIFICATION MONITORING**

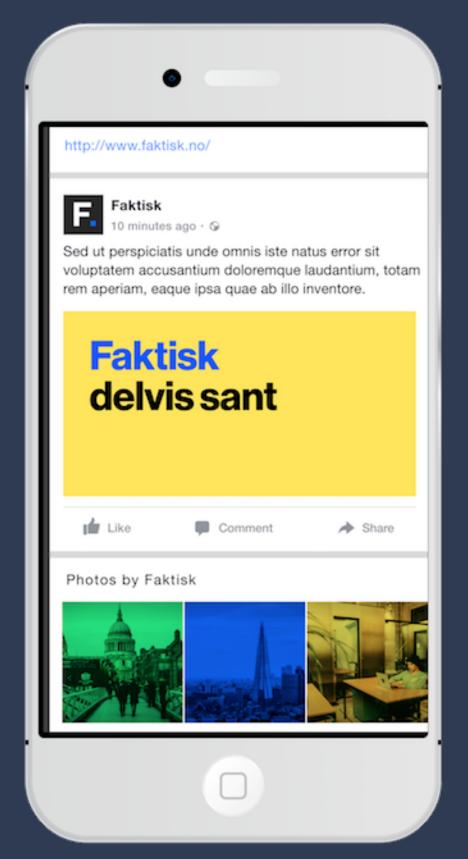
OPPORTUNITIES Publishing design: annotation



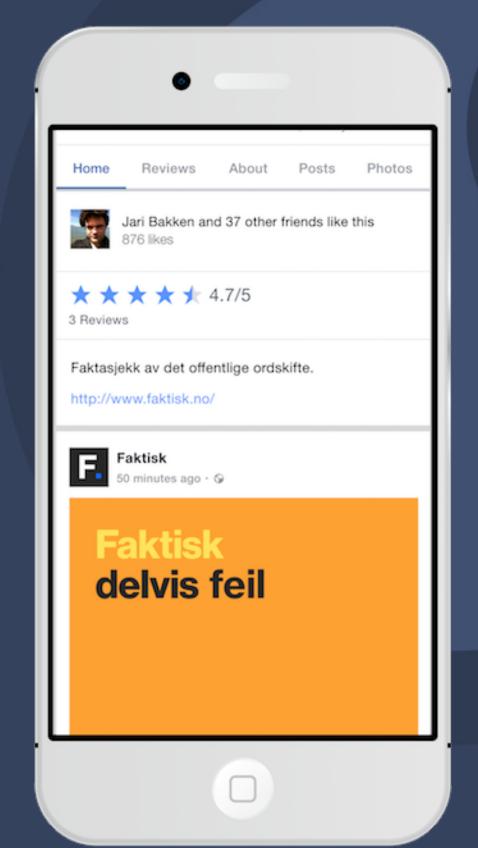


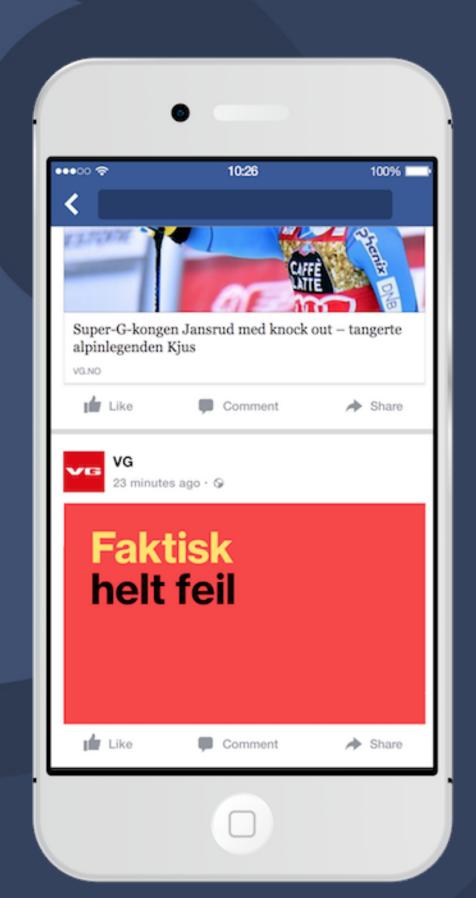
OPPORTUNITIES Collaborations: fact checking coalitions











Dagbladet







Faktisk

Educate





Raise ethical standards









with us your video in order to play it in Azteca

💢 🎎 Follow

💢 🎎 Follow



@TWCNewsSA. Are we able to show your video



on our digital platforms?

@allisongriz can @wvlt use your video on air and



from earlier?



@allisongriz Allison, I work for the NBC affiliate in Houston. May we have permission to use your



@allisongriz does WPTV NBC have your permission to use your video of the gunshots?



@allisongriz Hi, we would like to use your video in our news report and we will credit you fully.



@allisongriz Im glad to hear you're ok. We were wondering if we could share your video with credit?



Hi @allisongriz I'm a reporter in jeddah channel Could I use your video on air/online?



Hi @allisongriz can wu use your video for our plataforms in social media and tv? Thank you



Ca can we use your video, you will get credit

@allisongriz I work at KUSI News in San diego,

NRK Nyheter 💢 🚨 Follow



@allisongriz Hi Allison, May we use your video in our reporting? Norwegian web and TV News



@allisongriz Hey Allison! I am so happy that you are okay! I work with an NBC affiliate in Huntsville, Al. Could we use your video?



@allisongriz Hi Allison, hope ur alright. I work at Inside Edition. Could u pls email brittany.kraus@cbs.com in regards to your video? TY



@allisongriz Hi, I'm Mariko Sato, reporter of NHK (Japan Broadcasting Corporation). Could we use your video for our broadcasting?



@allisongriz I'm from reuters. Can I use your video? catherine.koppel@tr.com



@allisongriz Hello from USA TODAY. Can we use your video? We will give you full credit.



@allisongriz Allison, I'm with The Huffington Post and would like to speak w you about your video, can you DM me? Meg



@allisongriz I'm an executive producer with Telemundo Arizona, can NBC Universal use your video in all our different platforms?



@allisongriz @allisongriz Hello! Glad to see that you are safe. I'm with Fox News. May we use your video with credit to you?



@allisongriz Hi, i'm spanish joournalist. I was wondering if I can use your video in my newspaper (@elmundoes ? full credit to your Twitter

Mazin GR9_1908	Ö	2 Follow
GR9_1908		

@allisongriz hi allison could i use your video im a repoerter for cnn ksa



@allisongriz can I use your video for a news video



@allisongriz Hey Allison. I'm a journalist with AFP (Agence France-Presse). Could I please get your permission to use your video?



@allisongriz Allison can we use your video in Boston for the CBS station here? Be safe



@allisongriz Hi, is this your video? may RT.com use It with your courtesy on all our platforms? thnx! eolebina@rttv.ru



@allisongriz can I use your video for TV in Lafayette?



Fresco News License @allisongriz This is terrible! Can we share your

🏥 🎎 Follow

🔅 💄 Follow

video on our platform with due credit? Check out our terms at

```
CCTV America O
                                  💢 🚨 Follow
@allisongriz Ok to RT your video?
```



@allisongriz Can we share your video on Dallasnews.com?



@allisongriz Allison, I'm a producer in Ausitn, may we please use your video on the air and online?



@allisongriz Hey Allison-- This is Wiley with KGW-TV in Portland, Oregon. Can we use your video on-air and our digital platforms? Thanks.



@allisongriz Hi Allison, I hope you are well, stay safe. Can you please email me ASAP about paid media usage of your video, thanks, steve.



@allisongriz I'm glad you're ok. Can we use your video across our platforms here at Fox4?



@allisongriz Hi, can @unichicago have your permission to use your video on all platforms? We will credit. Please stay safe!



@allisongriz Hi, can @unichicago have your permission to use your video on all platforms? We will credit. Please stay safe!



@allisongriz Can I please have permission to run your video in Cleveland, with credit?



@allisongriz hello Allison. Hope you are safe. Our station Telemundo houston would like to use your video. Thanks



@allisongriz Hi, i'm spanish journalist. I was wondering if I can use your video in my newspaper @elmundoes? full credit to your



@allisongriz Hello can FOX 10 Phoenix / KSAZ share your video?



@allisongriz Terrible situation I'm a reporter in Cincinnati & am going to join the fray. Do we have permission to use your video on air/web



@allisongriz I'm a reporter in Oklahoma City. We're trying to get more information on the situation. Could we use your video on air/online?

```
Michelle Barón
                                 🔅 💄 Follow
```

@allisongriz Michelle from CBS News here. May we use your video on all platforms, worldwide, in perpetuity? We can credit. Stay safe

```
Nidia Becerra O
                                  💢 💄 Follow
```

@allisongriz Hi Allison. Can KTLA in LA use your video with on screen credit to you? Thanks and stay safe.



are OK and safe. Can we use your video on broadcasts and online players w/ courtesy to you?

```
Rachel Grumpkin
                                💢 💄 Follow
```

@allisongriz do you mind if we use your video for an Austin newscast? It's incredible and we'll courtesy you -



🔅 💄 Follow

🏥 🚨 Follow

video on-air in Columbia, SC? Erin Flynn @ThisJustFlynn 💢 🎎 Follow

@allisongriz HI Allison - mind if we show your

```
@allisongriz I'm a producer in Kalamazoo, MI.
Could we use your video on our news
broadcast?
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@allisongriz I'm with CBS News. Can we use

Don Champion 🌣

use your video?

Jessica Remer

your video for broadcast?

Dan Schrack @DanSchrack	٥	. Follow
@allisongriz can we use your video in	But	ffalo?

AndreaWBZ O 🔅 💄 Follow @allisongriz can @cbsboston have permission to



@allisongriz this is Maggie Kerkman with Fox news channel. May we use your video? Would you DM me your information?



@allisongriz please DM asap about your video. thank you.

@allisongriz I'm a producer in Tulsa at @KTULNews. May we use your video?



@allisongriz allison, i work for cbs affiliate in Harrisburg, PA may we have permission to use your video?



@allisongriz Hi Allison. Can Fox News Channel use your video from Dallas tonight? We will courtesy. thanks.



🔅 🎎 Follow

@allisongriz can The Kelly File on Fox News use your video? please let me know!



@allisongriz I'm a reporter with @ABC22FOX45 in Dayton, can we use your video and credit you?



@allisongriz PATRICAI WPBF CAN WE USE YOUR VIDEO?



Richard Washington 💢 🎎 Follow

Greensboro CBS affiliate?

@allisongriz Hi Allison. I work at NBC10 in Dallas. Do we have permission to use your video on all our platforms?

```
Becky Bratu
                                🔅 💄 Follow
```

@allisongriz I'm sorry people are harassing you. If you would let us share your video on NBCU,I'd be grateful. I just hope you are safe



@allisongriz hi allison it's sam at WGN-TV...wondering if we can use your video of the shots fired? thank you 773-883-3203



@allisongriz I'm with KTLA 5 News in L.A. Can we use your video? Stay safe. Sounds like situation is ongoing.

```
Vicky O
                                💢 💄 Follow
@allisongriz May we use your video on WHDH in
```

Boston? We ill give full credit. Stay safe!

💢 🛂 Follow

Josh Davis 📀

0JavisDavis

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@allisongriz I'm an digital editor with WFAA. May
we use your video on air and online?
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@allisongriz May @WAVY_News please have

permission to use your video on air and online?

Alexander Rubinstein 🔅 上 Follow @allisongriz Hi Allison. Can RT America have



💢 🎎 Follow

platforms with full credit to you and your twitter?



@allisongriz Will you give us permission to use your video? This request is from CBS Austin.



@allisongriz Hi Allison, wondering if we could use your video on our news channel @bn9 with credit tonight?



@allisongriz Allison, I'm a reporter in Milwaukee.



May we use your video as well?

@allisongriz Will you give us permission to use your video during our newscast? We're reaching out from CBS Austin.



@allisongriz Allison can we use your video on WFMY in Greensboro NC



station? Tony Santaella O

.@allisongriz This is Tony Santaella from WLTX-TV in South Carolina. May we use your video

💢 🎎 Follow



online & on-air?

@allisongriz would like to use your video here in Louisville. WFAA Channel 8 is our sister tv station, can we both use with credit to you?



@allisongriz Hi Allison, I'm a producer with NBC News. Are you free to talk about your video of the shooting? If so, call me at 347-802-5250



@allisongriz ALLISON please be safe. Can KHOU here in Houston use your video on air and online? Thanks



@allisongriz Hi, i'm spanish joournalist. I was wondering if I can use your video in my newspaper (@elmundoes ? full credit to your



#protectyoursources

The pressure of breaking news for a journalist is huge. But keeping our sources safe is paramount.

Before contacting a source on social media please make these considerations.



PERSONAL SAFETY











SAFE COMMUNICATION

Does communicating with them put them in danger?



Will you be giving away their location?

Will there be other consequences for amplifying their presence at this event?



AVOID HARASSMENT

Have you verified this is the right person?



Can you co-ordinate with colleagues to prevent duplicating communication?

Can you communicate in a better way?



SENSITIVITY

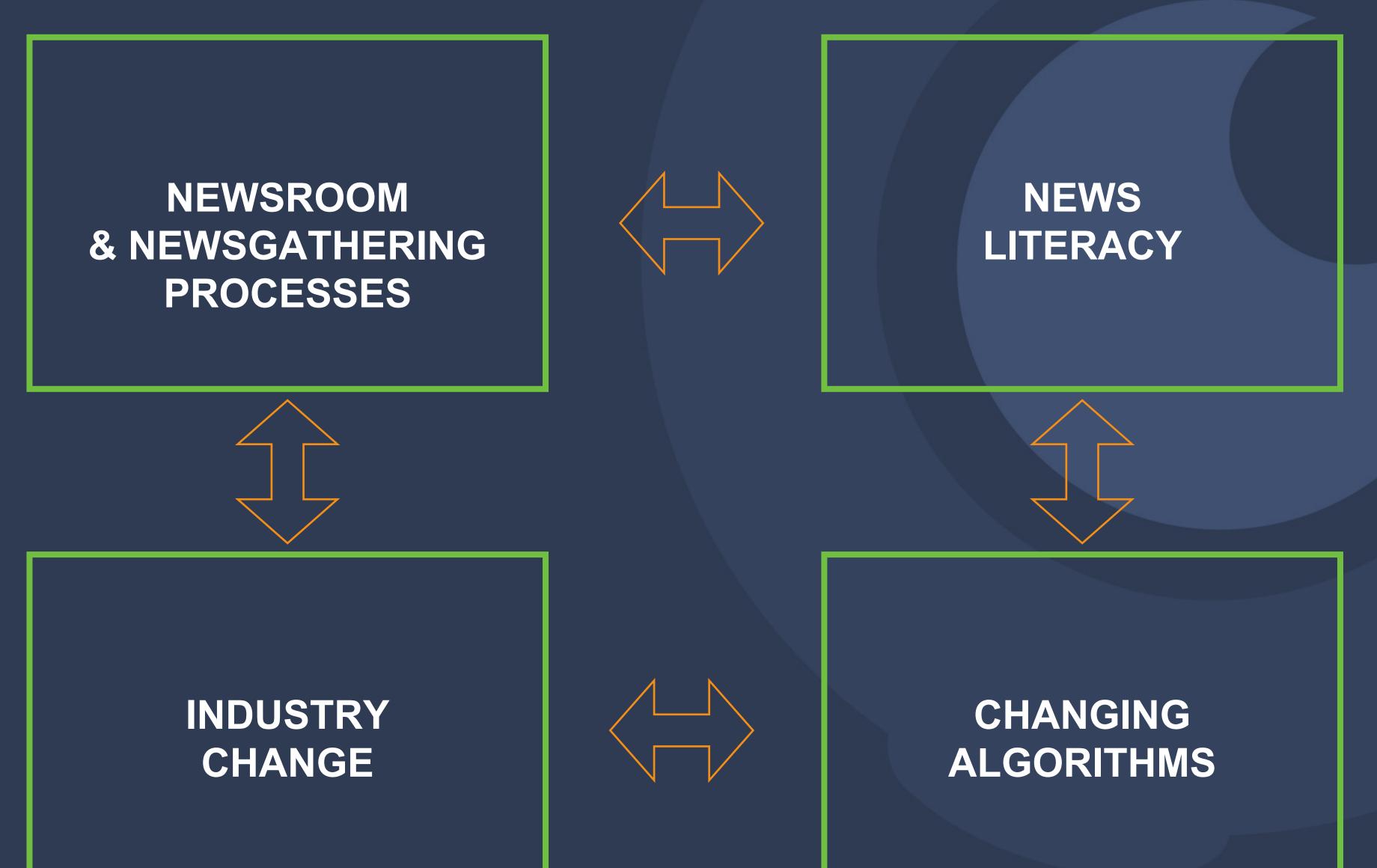
Has the source just witnessed something awful? Could they be in shock?

Can you change your wording or timing to be sensitive to their mental state?

Potential Solutions

THE FOUR SOLUTIONS TO FAKE NEWS

it's all of them or nothing



ThankYou

