

## APPENDIX 2

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## CBP Launches Digital Ad Campaign “Say No to the Coyote” to Warn Migrants About Smuggler Lies

**Release Date -** Wed, 05/11/2022

*U.S. Immigration Laws Remain in Effect. Smugglers are lying to you.*

**WASHINGTON** – U.S. Customs and Border Protection (CBP) launched a digital advertisement campaign this week to dissuade migrants in the Northern Triangle countries of Honduras and Guatemala who might consider taking the dangerous journey to the U.S. border. The ads deliver a clear message: smugglers are lying to you, the fact is that entering the United States illegally is a crime. The ads highlight that smugglers, known as ‘coyotes,’ who take advantage of and profit from vulnerable migrants.



“Smugglers use lies to lure the vulnerable into a dangerous journey that often ends in removal or death,” said CBP Commissioner Chris Magnus. “This digital ad campaign is an important component of U.S. government efforts to prevent tragedies and curtail irregular migration.”

The initial two-month ad buy, which will reach migrants via mobile devices on social media and other digital platforms, directs migrants to a landing page that lays out the harsh realities, including the fact that smugglers are criminals and that U.S. immigration laws remain in effect.



For years, CBP has run ad campaigns to dissuade migrants from putting their lives in the hands of smugglers and to inform them of the U.S. immigration laws in place. These ads are an expansion of those efforts and are part of DHS’s comprehensive, whole-of-government plan to manage any potential increase in the number of migrants encountered at our border, and build on the work of the Department to deter irregular migration south of our border.

The message warns that those attempting to cross the U.S. border without authorization will be immediately removed from the country or placed into immigration removal proceedings. Users are also reminded of the thousands who are jailed, kidnapped, extorted, or even left to die by unscrupulous transnational criminal organizations. In Fiscal Year 2021, Northern Central American countries accounted for 44 percent of migrant encounters along the Southwest border. The ad includes additional creative displays that users are invited to share on Whatsapp or through social media.





DHS coordinates closely with the Department of State to track trends, share research, and coordinate messaging to counter tactics that smugglers use to victimize vulnerable migrants. The Department has deployed paid advertising on radio and digital platforms, and held press conferences and media interviews in source and transit countries. These messages counter the lies propagated by human smugglers and warn migrants of the dangers of being exploited and facing death at the hands of unscrupulous criminal organizations.

To view the ad campaign, please visit: <https://www.cbp.gov/coyote-criminal>

To view this news release in Spanish, please visit: <https://cbp.gov/newsroom/national-media-release/cbp-lanza-campa-publicitaria-digital-d-gale-no-al-coyote-para>

*U.S. Customs and Border Protection is the unified border agency within the Department of Homeland Security charged with the management, control and protection of our nation's borders at and between official ports of entry. CBP is charged with securing the borders of the United States while enforcing hundreds of laws and facilitating lawful trade and travel.*





# CISA INSIGHTS

## COVID-19 Disinformation Activity



**False and misleading information related to the coronavirus (COVID-19) are a significant challenge. This CISA Insight provides an overview of coronavirus disinformation and steps that can be taken to reduce the risk of sharing inaccurate information with your friends and family.**

### COVID-19 DISINFORMATION

After the initial outbreak of COVID-19, disinformation campaigns appeared online. Information manipulation and fabrication about COVID-19's origin, scale, government response, and/or prevention and treatment surged as creators leveraged people's increased uncertainty.

#### Virus Origin

China and other authoritarian governments have promoted false claims about the origins of the virus in an attempt to shift blame overseas and divide free societies against themselves. Common tactics they use include censoring news, injecting false narratives onto social media platforms, and promoting slick government-produced videos.

#### Virus Scale

Chinese state-backed media continue to promote content emphasizing China's claimed success rapidly controlling the virus, while suggesting the U.S. and other Western countries have failed in their response. These narratives are amplified on a variety of social media platforms.

#### 5G and COVID

Disinformation campaigns have promoted false narratives that 5G technology suppresses immune systems and that 5G spectrum bands spread the virus.

#### Government Response to COVID-19

Disinformation involving the government's response to COVID-19 has been circulated to cause confusion among Americans, including false claims the National Guard Bureau would be supporting nationwide quarantines.

### Prevention and Treatment of COVID-19

False information about COVID-19 treatments continue to circulate on social media, including potentially extremely harmful suggestions to drink bleach or chlorine dioxide, to use vitamin C or boiled garlic, or that illicit drug activity can "cure" the virus.

### PROTECT YOURSELF

There are simple steps you can take to minimize the likelihood of amplifying disinformation.

1. Go to trusted sources of information like [www.Coronavirus.gov](http://www.Coronavirus.gov). FEMA has also established a coronavirus rumor control website at [www.FEMA.gov/coronavirus/rumor-control](http://www.FEMA.gov/coronavirus/rumor-control) where you can learn more about specific disinformation campaigns.
2. Check the [source of the information](#).
3. [Search for other reliable sources](#) of information on the issue.
4. [Think before you link](#) – take a moment to let your emotions cool down before sharing anything online.

### CISA'S ROLE AS THE NATION'S RISK ADVISOR

CISA collaborates with industry and government partners to help organizations understand and counter critical infrastructure and cybersecurity risks associated with the malicious activities of nation-state and non-state actors. CISA provides recommendations to help partners stay vigilant and protected against potential foreign influence operations.

#### Contact Information:

CISA.gov has more [information about COVID-19](#), as well as [information on identifying and combatting disinformation](#). We ask that anyone with any relevant information, or indication of a compromise, [contact us immediately](#).





DEFEND TODAY,  
SECURE TOMORROW

# CISA Insights

## Preparing for and Mitigating Foreign Influence Operations Targeting Critical Infrastructure

February 2022

### Threat Overview

Malicious actors use influence operations, including tactics like misinformation, disinformation, and malinformation (MDM), to shape public opinion, undermine trust, amplify division, and sow discord. Foreign actors engage in these actions to bias the development of policy and undermine the security of the U.S. and our allies, disrupt markets, and foment unrest. While influence operations have historical precedent, the evolution of technology, communications, and networked systems have created new vectors for exploitation.

A single MDM narrative can seem innocuous, but when promoted consistently, to targeted audiences, and reinforced by peers and individuals with influence, it can have compounding effects. Modern foreign influence operations demonstrate how a strategic and consistent exploitation of divisive issues, and a knowledge of the target audience and who they trust, can increase the potency and impact of an MDM narrative to National Critical Functions (NCFs) and critical infrastructure. Furthermore, current social factors, including heightened polarization and the ongoing global pandemic, increase the risk and potency of influence operations to U.S. critical infrastructure, especially by knowledgeable threat actors.

In recent years, foreign actors have used influence operations to influence U.S. audiences and impact critical functions and services across multiple sectors. Foreign influence operations have been paired with cyber activity to derive content, create confusion, heighten anxieties, and distract from other events. In light of developing Russia-Ukraine geopolitical tensions, the risk of foreign influence operations affecting domestic audiences has increased. Recently observed foreign influence operations abroad demonstrate that foreign governments and related actors have the capability to quickly employ sophisticated influence techniques to target U.S. audiences with the goal to disrupt U.S. critical infrastructure and undermine U.S. interests and authorities.

This CISA Insights product is intended to ensure that critical infrastructure owners and operators are aware of the risks of influence operations leveraging social media and online platforms. Organizations can take steps internally and externally to ensure swift coordination in information sharing, as well as the ability to communicate accurate and trusted information to bolster resilience. CISA encourages leaders at every organization to take proactive steps to assess their risks from information manipulation, increase resilience, and mitigate the impact of potential foreign influence operations.

### Assess the Information Environment

- Evaluate the precedent for MDM narratives targeting your sector.
- Learn how and where your stakeholders and customers receive information.
- Map key stakeholders and how you communicate with them. Consider how these channels would allow your organization to identify and respond to MDM activity. Operate on the principle of empowering trusted partners with accurate information.
- Monitor for any changes to online activity related to your organization and sector, such as a sudden increase in tags or followers, a spike in searches, or a high volume of inquiries.

## Identify Vulnerabilities

- Identify potential vulnerabilities that could be exploited by MDM. Think about common questions or points of confusion that people have about your sector and operations.

Organizations should establish their own criteria for evaluating the severity of MDM narratives. Examples of indicators could include:

- High:** Does a narrative significantly threaten to undermine your critical function? What are known examples?
- Medium:** Does a narrative or incident have the potential to negatively affect your critical function?
- Low:** What narratives are clearly disprovable, implausible, or pose a limited threat?

Your assessment can inform your information sharing around, and response to, MDM narratives, helping decide whether to respond, and, if so, when. It also can guide which stakeholders you should engage to amplify response efforts.

- Educate staff on securing their personal social media accounts. Encourage all staff members to use multi-factor authentication for social media accounts and review their privacy settings to make sure they know what information about them is visible online.
- Remind staff to practice smart email hygiene and to be on alert for phishing emails and advise against clicking on suspicious links and/or forwarding questionable information.

### Cyber Activities and Influence Operations:

Malicious actors can use hacking and other cyber activities as part of influence operations. Hackers assist in surveillance or reconnaissance and provide opportunities for destructive attacks. Hijacking accounts and defacing public facing sites can be used to influence public opinion. Organizations should be aware of cyber risks and take action to reduce the likelihood and impact of a potentially damaging compromise.

## Fortify Communication Channels

### Build Your Network:

Preparing communication channels and establishing contacts before MDM incidents occur allows you the ability to quickly respond and share information.

- Engage your stakeholders to establish clear communication channels and coordination mechanisms for information sharing.
- Review and update your organization's website to make information as clear, transparent, and accessible as possible.
- Review and update your organization's presence on social media platforms and seek any verification methods that platforms offer for official accounts.
- Review access privileges for company social media accounts. Turn on multi-factor authentication and use complex passwords.

## Engage in Proactive Communication

- If your organization has established ways of communicating with its constituents, stakeholders, and/or community, review these practices to identify opportunities for improvement. This may include newsletters, reports, blog posts, events, social media content, podcasts, or other activities.
- Evaluate the reach and engagement of your communication efforts and adjust your strategy as needed.
- Coordinate with other organizations in your sector to amplify and reinforce messaging, with the goal of building a strong network of trusted voices.
- Encourage your communications professionals to maintain contact with key communications outlets.

### Communications as a Tool:

Using clear, consistent, and relevant communications that not only responds, but anticipates MDM is an important, effective way to maintain security and build public confidence in your organization.

## Develop an Incident Response Plan

- Designate an individual to oversee the MDM incident response process and associated crisis communications.
- Establish roles and responsibilities for MDM response, including but not limited to responding to media inquiries, issuing public statements, communicating with your staff, engaging your previously identified stakeholder network, and in implementing physical security measures.
- Ensure your communication systems are set up to handle incoming questions. Phones, social media accounts, and centralized inboxes should be monitored by multiple people on a rotating schedule to avoid burnout.
- Identify and train staff on reporting procedures to social media companies, government, and/or law enforcement.
- Consider your internal coordination channels and processes for identifying incidents, delineating information sharing and response. Foreign actors can combine influence operations with cyber activities, requiring additional coordination to facilitate a whole-of-organization response.

### TRUST Model:

In today's information environment, critical infrastructure owners and operators must play a proactive role in responding to MDM. While each MDM narrative will differ, the TRUST model for incident response can help reduce risk and protect stakeholders.







# THE WAR ON PINEAPPLE: Understanding Foreign Interference in 5 Steps



To date, we have no evidence of Russia (or any nation) actively carrying out information operations against pizza toppings. This infographic is an ILLUSTRATION of how information operations have been carried out in the past to exploit divisions in the United States.

## 1. TARGETING DIVISIVE ISSUES

Foreign influencers are constantly on the lookout for opportunities to inflame hot button issues in the United States.

**They don't do this to win arguments;**  
they want to see us divided.



### American Opinion is Split: Does Pineapple Belong on Pizza?

An A-list celebrity announced their dislike of pineapples on pizza, prompting a new survey. No matter how you slice it, Americans disagree on the fruit topping.

## 2. MOVING ACCOUNTS INTO PLACE

Building social media accounts with a large following takes time and resources, so accounts are often renamed and reused. Multiple accounts in a conversation are often controlled by the same user.

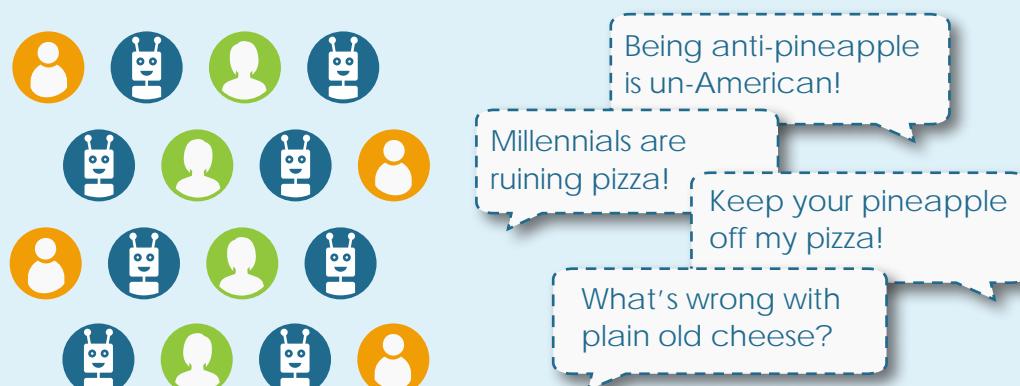
**Pro Tip:** Look at an account's activity history. Genuine accounts usually have several interests and post content from a variety of sources.



## 3. AMPLIFYING AND DISTORTING THE CONVERSATION

Americans often engage in healthy debate on any number of topics. Foreign influencers try to pollute those debates with bad information and make our positions more extreme by picking fights, or "trolling" people online.

**Pro Tip:** Trolls try to make people mad, that's it. If it seems like an account is only aiming to raise tensions, think about whether it's worth engaging.



## 4. MAKING THE MAINSTREAM

Foreign influencers "fan the flames" by creating controversy, amplifying the most extreme version of arguments on both sides of an issue. These are shared online as legitimate information sources.

Sometimes controversies make it into the mainstream and create division among Americans. **This is a foreign influencer striking gold!** Their meddling is legitimized and carried to larger audiences.



## 5. TAKING THE CONVERSATION INTO THE REAL WORLD

In the past, Kremlin agents have organized or funded protests to further stoke divisions among Americans. They create event pages and ask followers to come out.

What started in cyberspace can turn very real, with Americans shouting down Americans because of foreign interference.

**Pro Tip:** Many social media companies have increased transparency for organization accounts. Know who is inviting you and why.





# LA GUERRA CONTRA LA PIÑA: Cómo entender la interferencia extranjera en 5 pasos

Hasta la fecha, no tenemos pruebas de que Rusia (o cualquier otro país) esté ejecutando de manera activa algún tipo de operaciones de información en contra de ingredientes para pizzas. Esta infografía es una ILUSTRACIÓN de cómo en el pasado se han llevado a cabo operaciones de información para explotar las divisiones en los Estados Unidos.

## 1. SELECCIONAR TEMAS QUE CAUSEN DIVISIONES

Los influenciadores extranjeros están constantemente buscando oportunidades para instigar conversaciones acerca de temas candentes en los Estados Unidos.  
**No con la intención de ganar discusiones,** sino de vernos divididos.

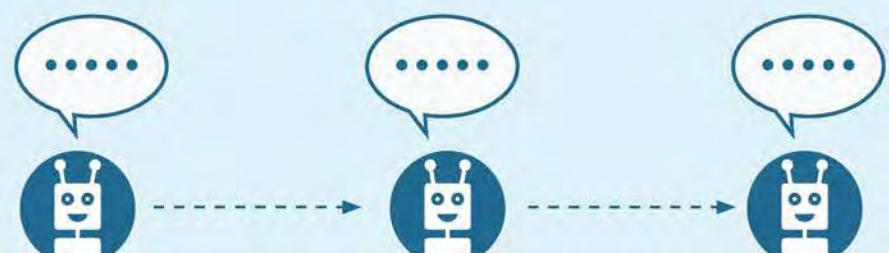


**La opinión estadounidense está dividida: ¿Poner piña en la pizza?**  
Una celebridad importante mencionó que le disgusta cuando se pone piña en la pizza, lo que impulsó un nuevo sondeo de opinión. No importa cómo se analice, los estadounidenses no están de acuerdo con el uso de frutas como ingrediente.

## 2. MOVER LAS CUENTAS EN SU SITIO

Crear cuentas en las redes sociales con un gran número de seguidores requiere de tiempo y recursos, por lo que las cuentas suelen cambiar de nombre y son reutilizadas. Múltiples cuentas en una conversación suelen ser controladas por el mismo usuario.

**Consejo práctico:** Observe el historial de actividad de una cuenta. Las cuentas auténticas suelen tener varios intereses y publican contenidos de diversas fuentes.



Empieza con el nombre de usuario: Berliner123

Cambia al nombre de usuario: PizzaPro

Cambia al nombre de usuario: ProfPizzaUSA

## 3. AMPLIFICAR Y DISTORSIONAR LA CONVERSACIÓN

Los estadounidenses suelen involucrarse en un sano debate sobre diversos temas. Los influenciadores extranjeros intentan contaminar esos debates con información errónea y hacer que nuestras posiciones sean más extremas a través de actitudes pendencieras o "troleando" [trolling] a la gente en línea.

**Consejo práctico:** Los troles [trolls] tratan de enfadar a la gente, eso es todo. Si es aparente que una cuenta sólo busca generar tensiones, piense si vale la pena involucrarse.



## 4. CONVERTIR EN LA CORRIENTE PRINCIPAL

Los influenciadores extranjeros "avivan las llamas" creando controversia, amplificando la versión más extrema de los argumentos en ambos lados del tema. Estos se comparten en línea como fuentes de información legítimas.

A veces dichas controversias llegan a la opinión popular y crean división entre los estadounidenses. **Ahí es cuando los influenciadores extranjeros ganan. Su intromisión se legitima y se extiende hacia audiencias más amplias.**



## 5. LLEVAR LA CONVERSACIÓN AL MUNDO REAL

En el pasado, los agentes del Kremlin han organizado o financiado protestas para incitar divisiones más profundas entre los estadounidenses. Crean páginas de eventos y piden a sus seguidores que acudan.

Lo que inicia en el espacio cibernético puede hacerse muy real, con estadounidenses atacando a otros estadounidenses debido a la interferencia extranjera.

**Consejo práctico:** Muchas empresas de redes sociales han aumentado la transparencia en las cuentas de organizaciones. Conozca quién lo invita y por qué.



Para más información, visite el sitio web de #Protect2020 en <https://www.dhs.gov/cisa/protect2020>.



# Disinformation Stops With You



Bad actors spread disinformation to undermine democratic institutions and the power of facts. False or misleading information can evoke a strong emotional reaction that leads people to share it without first looking into the facts for themselves, polluting healthy conversations about the issues and increasing societal divisions.

**Do your part to stop the spread of disinformation by practicing and sharing these tips.**

**Share**

## Recognize the Risk

Understand how bad actors use disinformation to shape the conversation and manipulate behavior.

## Question the Source

Check who is really behind the information and think about what they gain by making people believe it.



## Investigate the Issue

Search reliable sources to see what they are saying about the issue.



## Think Before You Link

Take a moment to let your emotions cool and ask yourself whether your feelings about the content are based on fact.



## Talk With Your Circle

Talk with your social circle about the risks of disinformation and how to respond when you see it.



Learn more at [www.cisa.gov/mdm-resource-library](http://www.cisa.gov/mdm-resource-library)

## Who to follow



### Trusted Sources

**Follow**

Rely on official websites and verified social media for authoritative information.

## Types of false info

### Misinformation

is false, but not created or shared with the intention of causing harm.

### Disinformation

is deliberately created to mislead, harm, or manipulate a person, social group, organization, or country.

### Malinformation

is based on fact, but used out of context to mislead, harm, or manipulate.

## Who spreads disinfo?



### Foreign States



### Scammers



### Extremist Groups



The Cybersecurity and Infrastructure Security Agency (CISA) produced this graphic to highlight tactics used by disinformation campaigns that seek to disrupt critical infrastructure in the United States. CISA's publication of information materials about this issue are intended for public awareness, and are not intended to restrict, diminish, or demean any person's right to hold, express, or publish any opinion or belief, including opinions or beliefs that align with those of a foreign government, are expressed by a foreign government-backed campaign, or dissent from the majority.

# Disinformation Stops With You



Disinformation  
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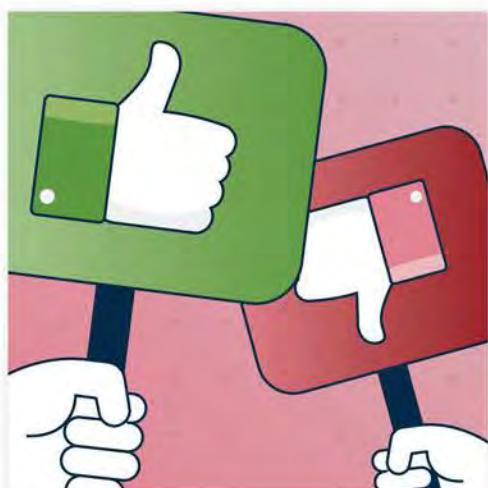


Talk  
With Your Circle

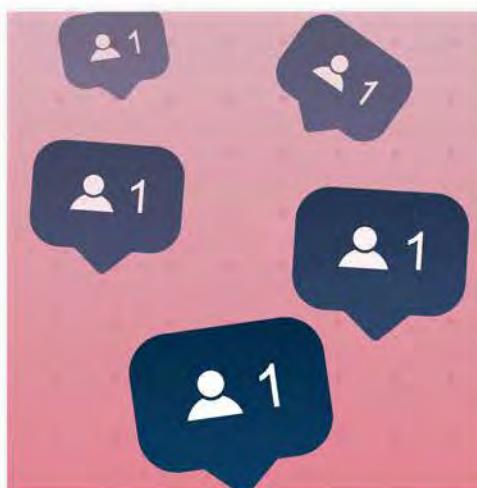
## Recognize the Risk

Understand how malicious influencers use disinformation to shape the conversation and manipulate behavior. Once they've built an online presence, they start to post false or misleading content that steers their audience to more extreme positions and spreads to a bigger audience.

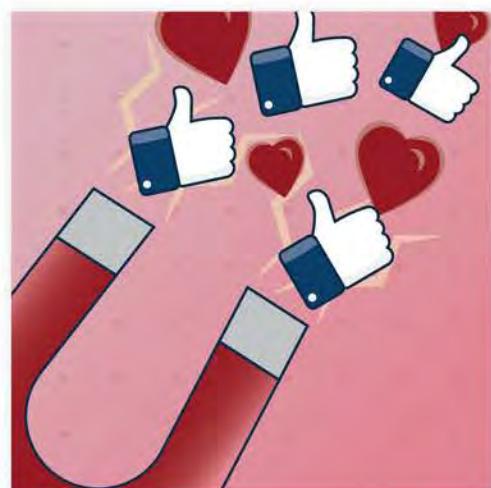
Learn more at [www.cisa.gov/mdm-resource-library](http://www.cisa.gov/mdm-resource-library)



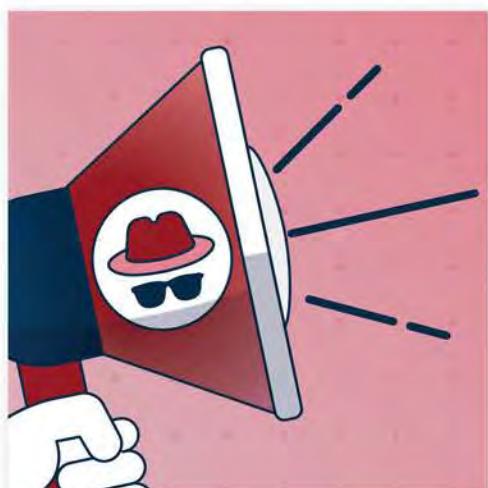
**Divide Us** Bad actors use divisive societal issues to polarize Americans and push us into echo chambers that further amplify disinformation and obstruct healthy conversations about the issues.



**Build a Following** They may start to attract followers by posting entertaining, non-controversial content that appeals to their audience and builds trust before sharing disinformation.



**Go Viral** They'll often post disinformation as fun memes that are easy to share and get high engagement on social media, like captioned photos and GIFs. It may appear next to other entertaining content.



**Amplify** Coordinated campaigns spread disinformation across social media platforms, state-funded communication channels, and sometimes even official accounts, reaching far beyond the bad actor's immediate followers.



**Make It Mainstream** Even disinformation originally shared to a small audience can do huge damage when it is amplified, sometimes gaining mainstream media coverage that may lend it further credibility and a bigger audience.



**Real World Effects** Bad actors use online disinformation to affect our real-world behavior, like trying to influence how we vote, inciting physical confrontations, and disrupting healthy democratic discussions and participation.

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## Question the Source

Check who is really behind the information and think about what they gain by making people believe it. Disinformation is often designed to look authentic. Critically evaluate content to discern whether it's trustworthy.

Learn more at [www.cisa.gov/mdm-resource-library](http://www.cisa.gov/mdm-resource-library)



**Check the Author** Research the author's credentials. What else have they published? Are they qualified to cover the topic? If the content doesn't include an author's name, it might be disinformation.



**Check the Date** When was it published? Outdated content can lack important context, making it irrelevant to current events and misleading to someone reading it in the present.



**Check the Message** What is the content really saying? Disinformation often pushes a single viewpoint, takes an emotional tone, and uses attention-grabbing headlines that may not match the actual content.



**Check for Facts** Consider how the author supports their arguments and whether they address counterarguments. Opinions without evidence may not be accurate. Trustworthy fact-checking sites can help evaluate claims.



**Check the Sources** Credible content will cite supporting sources and provide additional resources for more information. Click on source links to make sure they work and support the content.



**Check the Quality** Disinformation is often hosted on low-quality websites. Look for signs, such as many ads; questionable sponsors; poor spelling, grammar, and punctuation; and suspicious URLs that mimic legitimate news sites.



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## Investigate the Issue

Search other reliable sources to see what they are saying about the issue. A thorough search will help make sure you that you are sharing accurate information. Don't share content if it isn't from a credible source or you can't find another credible source to confirm it.

Learn more at [www.cisa.gov/mdm-resource-library](http://www.cisa.gov/mdm-resource-library)



**Is the Source Credible?** Look at the site's "About" page to see whether it includes detailed information, such as its values, ownership, location, funding, and contact information.



**What are Credible Sources Saying?** Search the issue on trustworthy sites. If the facts reported by credible sources don't align with the content you're reviewing, don't share it.



**What are Fact Checkers Saying?** It's easy to believe things that confirm our views. If a claim seems too good to be true, see whether a trustworthy fact-checking organization has evaluated it and provided additional context.



**Is Your Investigation Neutral?** Make sure you are using unbiased search language and remain open-minded to evidence that might contradict your beliefs.



**Does it Acknowledge Other Perspectives?** Most hot-button issues are complicated. Although all authors have their own viewpoint, credible sources will recognize other perspectives and provide factual context around the issue.



**Does it Provokes a Strong Reaction?** If the content makes you feel shocked, angry, or sad, consider that its purpose may be to get you to respond emotionally and share it without confirming its accuracy.



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## Think Before You Link

Take a moment to let your emotions cool and ask yourself whether your feelings about the content are based on fact. Disinformation is designed to evoke a strong emotional reaction that bypasses your critical thinking. You can interrupt the cycle of disinformation by taking time to research the content and reflect on whether sharing it would benefit the conversation.

Learn more at [www.cisa.gov/mdm-resource-library](http://www.cisa.gov/mdm-resource-library)



**Know the Risk** Sharing something you see online can seem harmless in the moment, but spreading disinformation can damage our ability to have meaningful conversations.



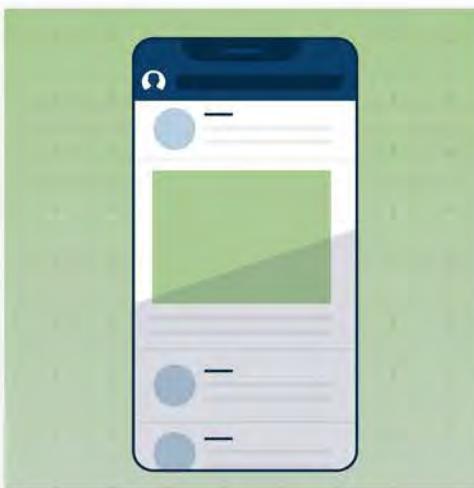
**Know the Content** Headlines and captions are often exaggerated to get an emotional response. Take time to read the entire post and determine whether they accurately reflect the content.



**Know the Facts** Investigate the issue being discussed. Check with trustworthy sources and fact checkers to verify the claims and make sure that they have not been taken out of context.



**Know the Source** Question who is really behind the content. Critically evaluate the credibility of the author and the legitimacy of the outlet by checking for facts, sources supporting the claims, and quality of the site.



**Know Why You're Seeing It** Social media algorithms promote content they think you will engage with, sometimes through specific targeting. If it was shared by a friend, make sure you trust the original source as much as the friend.



**Know Yourself** Ask yourself why you are sharing the content. People often share content that confirms their beliefs, even if it is untrue. If you wouldn't share it in person, don't share it online.



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## Talk With Your Circle

Talk with your social circle about the risks of disinformation and how to respond when you see it. It's probably not worth engaging with every piece of disinformation, but speaking up can help stop the spread. Do your research and share what you know with friends and family.

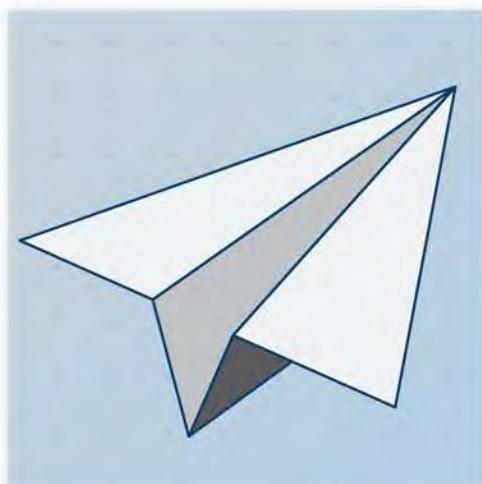
Learn more at [www.cisa.gov/mdm-resource-library](http://www.cisa.gov/mdm-resource-library)



**Come Prepared** Make sure you've done your homework and know the facts before starting a conversation. Even if you're sure it's disinformation, brush up on the latest evidence to be safe.



**Decide If It's Worth It** Once you have the facts, evaluate whether it's worth weighing in. Will your response help the conversation or cause conflict?



**Respond Privately** If you decide to respond, try doing so via direct message or even an offline conversation. Public comments can give disinformation more visibility and make discussions more confrontational.



**Focus on the Facts** If you do respond publicly, lead with the truth and don't repeat the false claim. Provide links to neutral, credible sources with more information about the issue.



**Be Respectful** Try to understand the beliefs of the person you're speaking with so you will be heard in return. It can be hard to change attitudes, but stay calm, positive, and empathetic to get your message across.



**Be a Resource** Stopping disinformation when you see it is important, but you can help friends and family build resilience to disinformation by proactively sharing resources and tips for doing their own fact-checking.



The Cybersecurity and Infrastructure Security Agency (CISA) produced this graphic to highlight tactics used by disinformation campaigns that seek to disrupt critical infrastructure in the United States. CISA's publication of information materials about this issue are intended for public awareness, and are not intended to restrict, diminish, or demean any person's right to hold, express, or publish any opinion or belief, including opinions or beliefs that align with those of a foreign government, are expressed by a foreign government-backed campaign, or dissent from the majority.





Los actores maliciosos difunden desinformación con el fin de debilitar las instituciones democráticas y el poder de los hechos reales. La información falsa o engañosa tiene la capacidad de evocar una intensa reacción emocional que lleva a la gente a compartirlo sin primero investigar los hechos por su cuenta, contaminando el diálogo constructivo acerca de dichos temas y fomentando las divisiones sociales.

**Ponga de su parte para detener a la difusión de desinformación practicando y compartiendo los siguientes consejos.**

**Publicar**

## Reconozca el riesgo

Verifique quién realmente está detrás de la información y piense en lo que esa fuente gana al lograr que la gente le crea.

## Cuestione la fuente

Verifique quién realmente está detrás de la información y piense en lo que esa fuente gana al lograr que la gente le crea.



## Investigue el tema

Busque fuentes confiables para ver qué dicen acerca del tema en cuestión.



## Piense antes de compartir un enlace

Dese un momento para dejar que sus emociones se enfrién y para preguntarse si sus sentimientos sobre el contenido están basados en hechos reales.



## Hable con su entorno familiar y social [su círculo]

Hable con su círculo social acerca de los riesgos de la desinformación y cómo pueden responder cuando la identifiquen.



Encuentre más información en [www.cisa.gov/mdm-resource-library](http://www.cisa.gov/mdm-resource-library)



La Agencia de Seguridad de Infraestructura y Ciberseguridad (CISA, por sus siglas en inglés) produjo este gráfico con el fin de resaltar las tácticas utilizadas por las campañas de desinformación que buscan perturbar la vida en los Estados Unidos y la infraestructura crítica que la sostiene. La publicación por parte de CISA de materiales informativos sobre este tema está destinada para conocimiento público y no tiene la intención de restringir, disminuir o denigrar el derecho de cualquier persona a tener, expresar o publicar cualquier opinión o creencia, incluso cuando dichas opiniones o creencias se alinean con las de un gobierno extranjero, o disienten de la mayoría.

Por favor, tenga en cuenta: CISA reconoce que el lenguaje evoluciona continuamente y que la documentación traducida puede no capturar todos sus matices. Aunque hemos intentado ofrecer una traducción exacta de los materiales, la versión oficial y definitiva es aquella que contiene el texto original en inglés. Agradecemos sus comentarios - [LanguageAccess@cisa.dhs.gov](mailto:LanguageAccess@cisa.dhs.gov).

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La desinformación  
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Reconozca  
el riesgo



Cuestione  
la fuente



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Piense antes de  
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Hable con su  
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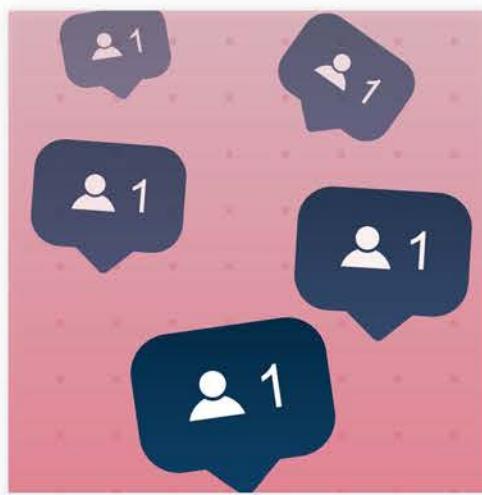
## Reconozca el riesgo

Comprenda cómo usuarios maliciosos e influyentes en las redes sociales utilizan la desinformación para alterar el diálogo y manipular el comportamiento. Una vez que han construido una presencia en línea, empiezan a publicar información falsa o engañosa que conducen a su audiencia a posiciones cada vez más extremas, y a que se propague a un público creciente.

Encuentre más información en [www.cisa.gov/mdm-resource-library](http://www.cisa.gov/mdm-resource-library)

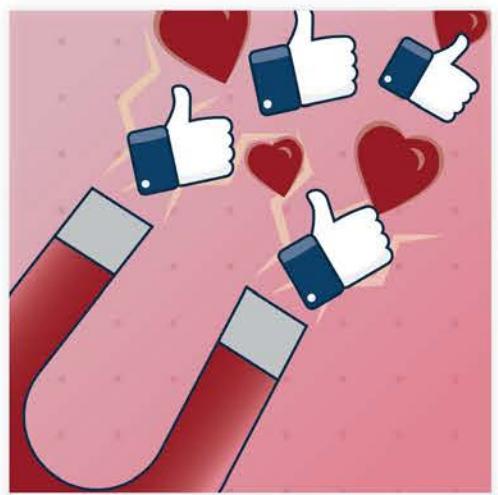


**Dividirnos** Los agentes criminales utilizan temas sociales divisivos con el fin de polarizar a los estadounidenses, y colocarnos en cámaras de eco [echo chambers] que amplifican aún más la desinformación e impiden el diálogo constructivo.

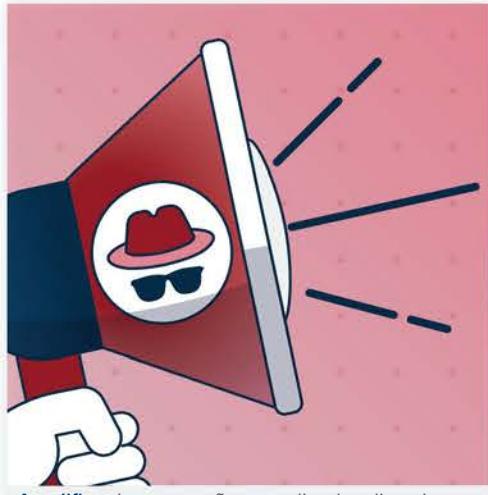


**Crear una presencia que atrae a seguidores**

Pueden empezar a atraer seguidores publicando contenido de carácter divertido, no controvertido y llamativo para su audiencia; lo cual les permite ganar la confianza de sus seguidores antes de compartir desinformación.



**Hacerse virales** Suelen publicar desinformación a través de memes divertidos que son fáciles de compartir y que consiguen mucha atención en las redes sociales, tales como fotos con subtítulos y GIFs. Pueden aparecer en conjunto con otros contenidos de entretenimiento.



**Amplificar** Las campañas coordinadas diseminan desinformación a través de las plataformas de redes sociales, los canales de comunicación financiados por estados nacionales, e inclusive en ocasiones, a través de cuentas oficiales, alcanzando una audiencia que va más allá de los seguidores inmediatos del usuario malicioso.



**Convertirse en tendencia generalizada** Incluso la desinformación que inicialmente se comparte con una audiencia limitada, puede causar un gran daño cuando se amplifica, logrando cobertura por parte de los medios de comunicación tradicionales, lo cual puede darle más credibilidad y permitirle acceso a una audiencia más grande.



**Afectar el mundo real** Los actores maliciosos utilizan la desinformación en línea con el fin de afectar nuestro comportamiento en el mundo real. Por ejemplo, tratan de influir cómo votamos, incitan enfrentamientos físicos, e interrumpen los debates constructivos y la participación democrática.



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Cuestione  
la fuente



Investigue  
el tema



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Hable con su  
entorno familiar y  
social [su círculo]

## Cuestione la fuente

Verifique quién realmente está detrás de la información y piense en lo que esa fuente gana al lograr que la gente le crea. La desinformación suele ser diseñada para parecer auténtica. Evalúe el contenido de manera crítica para discernir si es o no confiable.

Encuentre más información en [www.cisa.gov/mdm-resource-library](http://www.cisa.gov/mdm-resource-library)



**Verifique el autor** Investigue las credenciales del autor. ¿Qué más han publicado? ¿Están calificados para discutir el tema? Si el contenido no incluye el nombre del autor, es posible que sea desinformación.



**Verifique la fecha** ¿Cuándo fue publicado? Contenido obsoleto o que no sea reciente puede estar fuera de contexto, lo que lo hace irrelevante para los acontecimientos actuales, y engañoso para quien lo lee en el presente.



**Verifique el mensaje** ¿Qué dice el contenido en realidad? La desinformación a menudo promueve un punto de vista único, adopta un tono emocional y utiliza titulares que llaman la atención, aunque esto no coincida con los hechos reales.



**Verifique los hechos** Considere cómo el autor sustenta sus argumentos y si responde a los argumentos que están en contra. Opiniones dadas sin evidencia alguna, pueden no ser exactas. Utilizar sitios web confiables que verifican los hechos puede ayudar a evaluar dichas declaraciones.



**Verifique las fuentes** El contenido creíble citará las fuentes de apoyo y proporcionará recursos adicionales para obtener más información. Haga clic en los enlaces de las fuentes para asegurarse de que funcionan y afirman el contenido.



**Verifique la calidad** La desinformación suele encontrarse en sitios web de baja calidad. Busque señales como demasiados anuncios, patrocinadores de reputación cuestionable, mala ortografía, gramática y puntuación, y URLs sospechosas que imitan a sitios web de noticias legítimos.



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Hable con su  
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## Investigue el tema

Busque fuentes confiables para ver qué dicen acerca del tema en cuestión. Una búsqueda exhaustiva le permitirá asegurarse de estar compartiendo información precisa. No comparta el contenido si este no viene de una fuente creíble o si no puede encontrar otra fuente creíble que lo confirme.

Encuentre más información en [www.cisa.gov/mdm-resource-library](http://www.cisa.gov/mdm-resource-library)



¿Es creíble la fuente? Mire la página "Acerca de" en el sitio web para ver si incluye información detallada, como sus valores, propiedad, ubicación, financiamiento e información de contacto.



¿Qué dicen las fuentes fidedignas? Busque el tema en sitios dignos de confianza. Si los hechos reportados por dichas fuentes creíbles no coinciden con el contenido que está revisando, no lo comparta.



¿Qué dicen los verificadores de hechos [fact checkers]? Es fácil creer cosas que confirman nuestros puntos de vista. Si una declaración parece demasiado buena como para ser cierta, verifique si alguna organización fiable, dedicada a comprobación de hechos la ha evaluado y ha proporcionado un contexto adicional.



¿Su investigación es neutral? Asegúrese de utilizar un lenguaje de búsqueda imparcial y mantenga una actitud abierta hacia las pruebas que puedan contradecir sus creencias.



¿Reconoce otros puntos de vista? La mayoría de los temas candentes son complejos. Aunque todos los autores tienen su propio punto de vista, las fuentes creíbles reconocerán otras perspectivas y proporcionarán un contexto basado en los hechos en torno al tema.



¿Provoca una reacción intensa? Si el contenido le hace sentir sorprendido, enfadado o triste, considere que precisamente ese sea el propósito. Lograr que usted responda de manera emocional y lo comparta sin confirmar su exactitud.



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Cuestione  
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Investigue  
el tema



Piense antes de  
compartir un  
enlace



Hable con su  
entorno familiar y  
social [su círculo]

## Piense antes de compartir un enlace

Dese un momento para dejar que sus emociones se enfrien y para preguntarse si sus sentimientos sobre el contenido están basados en hechos. La desinformación está diseñada para lograr que una reacción emocional intensa elude su pensamiento crítico. Usted puede interrumpir el ciclo de desinformación al darse un momento para investigar el contenido y decidir si compartirlo beneficia la conversación.

Encuentre más información en [www.cisa.gov/mdm-resource-library](http://www.cisa.gov/mdm-resource-library)



**Conozca el riesgo** Compartir algo que ha visto en la internet puede parecer inofensivo en el momento, pero difundir desinformación puede deteriorar nuestra capacidad de mantener conversaciones importantes.



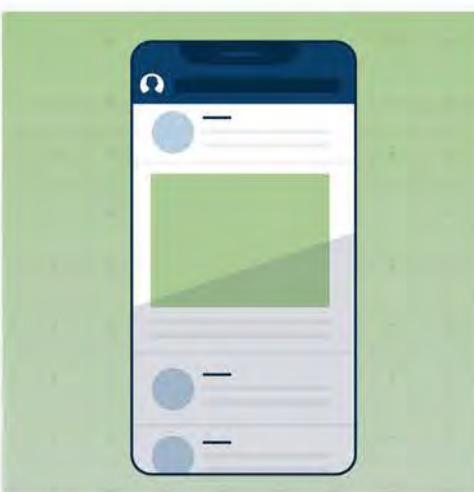
**Conozca el contenido** Los titulares y subtítulos suelen ser exagerados para obtener una respuesta emocional. Tome el tiempo necesario para leer la publicación completamente y así determinar si refleja con exactitud el contenido.



**Conozca los hechos** Investigue el tema en cuestión. Consulte fuentes fiables y verificadores de hechos [fact checkers] para comprobar las declaraciones, y asegurarse de que no han sido puestas fuera de contexto.



**Conozca la fuente** Cuestione quién está realmente detrás del contenido. Evalúe críticamente la credibilidad del autor y la legitimidad del medio de comunicación comprobando los hechos, las fuentes que apoyan las afirmaciones, y la calidad del sitio web.



**Conozca la razón** Los algoritmos de las redes sociales promueven contenido que consideran va a ser de su interés, a veces a través de un enfoque específico. Si fue compartido por un amigo, asegúrese de que puede confiar tanto en la fuente original, como en el amigo.



**Conózcase a sí mismo** Pregúntese por qué comparte el contenido. La gente suele compartir contenido que confirma sus creencias, aunque sea falso. Si usted cree que no compartiría ese contenido en persona, entonces no lo haga en línea.



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## Hable con su entorno familiar y social [su círculo]

Hable con su círculo social acerca de los riesgos de la desinformación y cómo pueden responder cuando la identifiquen. Probablemente no valga la pena involucrarse con cada pieza de desinformación, pero hablar de ello puede ayudar a detener su propagación. Investigue y comparta lo que sabe con sus amigos y familiares.

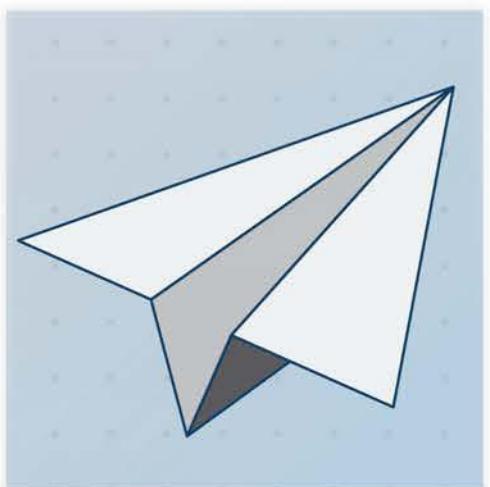
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**Esté preparado** Asegúrese de haber investigado y de conocer los hechos antes de iniciar una conversación. Incluso si está convencido de que se trata de desinformación, revise la evidencia más reciente para estar seguro.



**Decida si vale la pena** Una vez que tenga los hechos, evalúe si vale la pena intervenir. ¿Ayudará su respuesta a la conversación o provocará un conflicto?



**Responda en privado** Si decide responder, intente hacerlo a través de un mensaje directo o incluso en una conversación fuera de internet [*offline*]. Los comentarios públicos pueden dar más visibilidad a la desinformación y hacer que las discusiones sean más conflictivas.



**Céntrese en los hechos** Si responde públicamente, comience con la verdad y no repita la declaración falsa. Proporcione enlaces a fuentes neutrales y fiables que contengan más información acerca del tema.



**Sea respetuoso** Intente comprender las creencias de su interlocutor para que este lo escuche. Puede ser difícil hacerles cambiar de actitud, pero mantenga la calma, la positividad y la empatía para que su mensaje sea recibido.



**Sea un recurso** Detener la desinformación cuando la vea es importante, pero puede ayudar a sus amigos y familiares a forjar resiliencia a la desinformación, al compartir proactivamente recursos y consejos para que ellos verifiquen los hechos por su propia cuenta.



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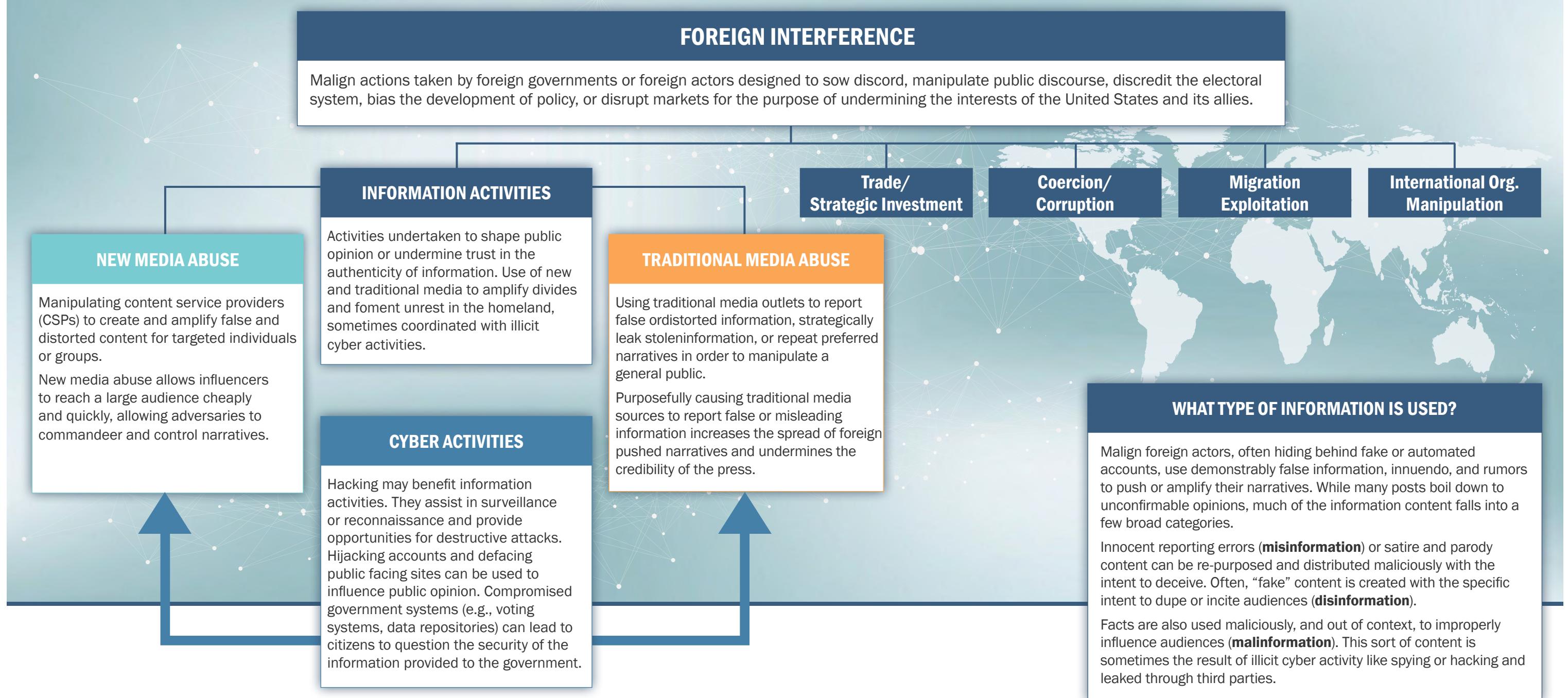
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## FOREIGN INTERFERENCE TAXONOMY







# Homeland Security

Departamento de Seguridad Nacional de los Estados Unidos [Department of Homeland Security -DHS]  
julio de 2018

## TAXONOMÍA DE LA INTERFERENCIA EXTRANJERA



Participantes interesados [Stakeholders]: DOJ/FBI; el Estado; la comunidad de inteligencia; los gobiernos estatales, locales, territoriales y tribales; aliados extranjeros; empresas de redes sociales; empresas de medios de comunicación tradicionales; academia/investigadores; laboratorios de ideas; y filántropos.

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# Information Manipulation

Information manipulation is undertaken to shape public opinion or undermine trust in the authenticity of information. It includes use of **new and traditional media** to amplify divides and foment unrest in the homeland, sometimes coordinated with illicit **cyber activities**.<sup>34</sup>



## New Media Abuse

Manipulating content service providers (CSPs) to create and amplify false and distorted content for targeted individuals or groups.

**New media abuse allows influencers to reach a large audience cheaply and quickly, allowing bad actors to commandeer and control narratives.**



## Traditional Media Abuse

Using traditional media outlets to report false or distorted information, strategically leak stolen information, or repeat preferred narratives in order to manipulate a general public.

**Purposefully causing traditional media sources to report false or misleading information increases the spread of foreign-pushed narratives and undermines the credibility of the press.**



Misinformation, disinformation, and malinformation (MDM) make up what CISA defines as “information activities.” Bad actors use MDM to cause chaos, confusion, and division. These malign actors are seeking to interfere with and undermine our democratic institutions and national cohesiveness.

An icon depicting various cyber threats: a computer monitor displaying a skull and crossbones, a spider-like malware icon, and an envelope with a hook, all contained within a green circular background.

## Cyber Activities

Hacking may benefit information manipulation. Hackers assist in surveillance or reconnaissance and provide opportunities for destructive attacks. Hijacking accounts and defacing public-facing websites can be used to influence public opinion.

**Compromised government systems (e.g., voting systems, data repositories) can lead to citizens questioning the security of the information they provide to the government.**

**Misinformation** misleads. It is false, but not created or shared with the intention of causing harm.

**Disinformation** deceives. It is deliberately created to mislead, harm, or manipulate a person, social group, organization, or country.

**Malinformation** sabotages. It is based on fact, but used out of context to mislead, harm, or manipulate.



The Cybersecurity and Infrastructure Security Agency (CISA) produced this graphic to highlight tactics used by disinformation campaigns that seek to disrupt American life and the infrastructure that underlies it. CISA's publication of information materials about this issue are intended for public awareness, and are not intended to restrict, diminish, or demean any person's right to hold, express, or publish any opinion or belief, including opinions or beliefs that align with those of a foreign government, are expressed by a foreign government-backed campaign, or dissent from the majority.



# Manipulación de la información

La manipulación de la información se lleva a cabo con el fin de modificar la opinión pública o de debilitar la confianza en la autenticidad de la información. Esto incluye el uso de los medios de comunicación **nuevos y tradicionales** para amplificar diferencias y provocar disturbios a nivel nacional; en ocasiones de manera coordinada con **actividades cibernéticas** ilícitas.



## Abuso de los nuevos medios de comunicación

Mediante la manipulación a los proveedores de servicios de contenido (CSPs, por sus siglas en inglés) con el fin de crear y amplificar contenidos falsos y distorsionados para individuos o grupos predeterminados.

**El abuso de los nuevos medios les permite a personas influyentes en redes sociales, a alcanzar una gran audiencia de manera barata y rápida, lo cual permite a los actores maliciosos apoderarse y tomar control de las narrativas.**



## Abuso de los medios tradicionales

Al utilizar los medios de comunicación tradicionales para transmitir información falsa o distorsionada, filtrar estratégicamente información robada o repetir narrativas preferidas con el fin de manipular al público en general.

**Lograr que los medios de comunicación tradicionales diseminen de manera intencional información falsa o engañosa, aumenta la difusión de las narrativas impulsadas por fuentes foráneas y disminuye la credibilidad de la prensa.**

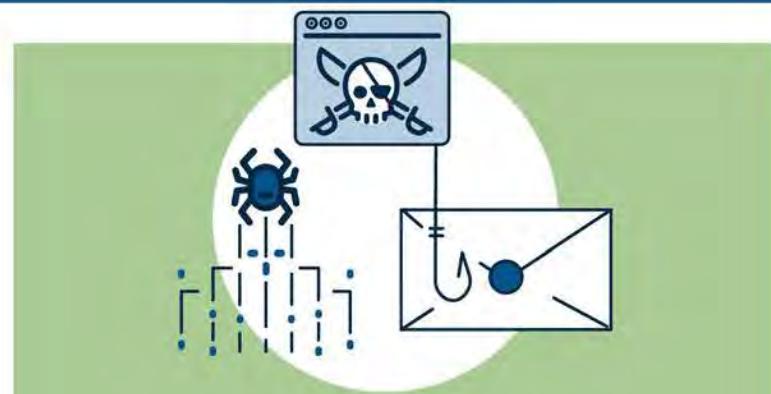


La información errónea, la desinformación y la información maliciosa (MDM, por sus siglas en inglés) constituyen lo que CISA define como "actividades de información". Los actores maliciosos utilizan MDM para generar caos, confusión y división. Estos agentes criminales buscan interferir y debilitar nuestras instituciones democráticas y la unión nacional.



La Agencia de Seguridad de Infraestructura y Ciberseguridad (CISA, por sus siglas en inglés) produjo este gráfico con el fin de resaltar las tácticas utilizadas por las campañas de desinformación que buscan perturbar la vida en los Estados Unidos y la infraestructura crítica que la sostiene. La publicación por parte de CISA de materiales informativos sobre este tema está destinada para conocimiento público y no tiene la intención de restringir, disminuir o denigrar el derecho de cualquier persona a tener, expresar o publicar cualquier opinión o creencia, incluso cuando dichas opiniones o creencias se alinean con las de un gobierno extranjero, se expresan mediante una campaña respaldada por un gobierno extranjero, o disienten de la mayoría.

Por favor, tenga en cuenta: CISA reconoce que el lenguaje evoluciona continuamente y que la documentación traducida puede no capturar todos sus matices. Aunque hemos intentado ofrecer una traducción exacta de los materiales, la versión oficial y definitiva es aquella que contiene el texto original en inglés. Agradecemos sus comentarios [LanguageAccess@cisa.dhs.gov](mailto:LanguageAccess@cisa.dhs.gov).



## Actividades ciberneticas

La piratería informática [Hacking] puede beneficiar la manipulación de la información. Los piratas informáticos [Hackers] apoyan estrategias de vigilancia o reconocimiento y proporcionan oportunidades para llevar a cabo ataques destructivos. El secuestro de cuentas [Hijacking accounts] y la desconfiguración de sitios web públicos pueden utilizarse para influenciar la opinión pública.

**Los sistemas gubernamentales en riesgo (p. ej., sistemas de votación, repositorios de datos) pueden hacer que los miembros del público cuestionen la seguridad de la información que le hayan proporcionado al gobierno.**

**La información errónea o equivocada [Misinformation]** confunde. Es falsa, pero no es creada o compartida con la intención de causar daño.

**La desinformación [Disinformation]** engaña. Es creada deliberadamente para engañar, dañar o manipular a una persona, grupo social, organización o país.

**La información maliciosa [Malinformation]** sabotea. Es basada en hechos reales, pero se utiliza fuera de contexto con el fin de engañar, perjudicar o manipular.

*Please note: CISA recognizes that language is continually evolving and that translated work may not fully capture all nuance. Although we have attempted to provide an accurate translation of the materials, the official definitive version is the original English text. We welcome your feedback - [LanguageAccess@cisa.dhs.gov](mailto:LanguageAccess@cisa.dhs.gov).*



This document was created as part of the Election Infrastructure Government Coordinating Council and Subsector Coordinating Council's Joint Mis/Disinformation Working Group. This document is intended to be used by state, local, tribal, and territorial election officials, and industry partners as part of a larger mis-, dis-, and malinformation (MDM) response strategy. SLTT election officials should consult with their legal officer and other necessary officials in their jurisdiction prior to creating an MDM response program.



# Mis-, Dis-, and Malinformation

## Planning and Incident Response Guide for Election Officials

### OVERVIEW

State, local, tribal, and territorial (SLTT) election officials can take proactive steps to prepare for and respond to the threats of misinformation, disinformation, and malinformation ([MDM](#)). This guide is intended to help election officials understand, prepare for, and respond to MDM threats that may impact the ability to conduct elections.

### WHAT IS MDM?

CISA defines mis-, dis-, and malinformation (MDM) as “information activities.” This type of content is referred to as either domestic or foreign influence depending on where it originates.

- **Misinformation** is false, but not created or shared with the intention of causing harm.
- **Disinformation** is deliberately created to mislead, harm, or manipulate a person, social group, organization, or country.
- **Malinformation** is based on fact, but used out of context to mislead, harm, or manipulate.

Combined with a lack of public understanding of election processes, the changing landscape of technology and communications creates new risk and evolving vectors for the spread of MDM. This includes inaccurate information about the election process, unsubstantiated rumors, and incomplete or false reporting of results.

### WHERE DOES MDM COME FROM?

MDM can originate from a variety of sources across digital, social, and traditional media, and new MDM topics emerge continuously. Foreign actors have used MDM to target American voters for decades.<sup>1</sup> MDM also may originate from domestic sources aiming to sow divisions and reduce national cohesion. Foreign and domestic actors can use MDM campaigns to cause anxiety, fear, and confusion. These actors are ultimately seeking to interfere with and undermine our democratic institutions.

Even MDM that is not directly related to elections can have an impact on the election process, reducing voter confidence and trust. Election infrastructure related MDM occurs year-round — it is **not just a concern in the months prior to Election Day**. False narratives erode trust and pose a threat to democratic transitions, especially, but not limited to, narratives around election processes and the validity of election outcomes.

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*Definitions adapted from CISA's [MDM Resource Library](#). For an overview of tactics used by disinformation campaigns—such as manipulating audio and videos, conducting forgeries, and developing proxy websites in order to undermine public confidence and sow confusion—see [Tools of Disinformation: Inauthentic Content](#).*

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<sup>1</sup> [Joint Cybersecurity Advisory: AA20-296B Iranian State-Sponsored Advanced Persistent Threat Actors Threaten Election-Related Systems](#)

# HOW DOES MDM IMPACT ELECTION SECURITY?

Depending on the narrative, MDM can have various impacts on election security. Categories may include:

Impact	Description	Example (from CISA's Rumor Control page)
<i>Procedural Interference</i>	Narratives or content related to election procedures that cause confusion and interfere with officials' ability to smoothly administer an election.	✓ Reality: Safeguards are in place to prevent home-printed or photocopied mail-in ballots from being counted. ✗ Rumor: A malicious actor can easily defraud an election by printing and sending in extra mail-in ballots.
<i>Participation Interference</i>	Content that might intimidate or deter voters from participating in the election process.	✓ Reality: Voters are protected by state and federal law from threats or intimidation at the polls, including from election observers. ✗ Rumor: Observers in the polling place are permitted to intimidate voters, campaign, and interfere with voting.
<i>Delegitimization of Election Results</i>	Narratives or content that delegitimizes election results or sows distrust in the integrity of the process based on false or misleading claims.	✓ Reality: Election results reporting may occur more slowly than some voters expect. This alone does not indicate a problem with the counting process or results, or that there are issues affecting the integrity of the election. Official results are not certified until all validly cast ballots have been counted, including ballots that are legally counted after election night. ✗ Rumor: If results as reported on election night change over the ensuing days or weeks, the process is hacked or compromised, so I can't trust the results.
<i>Personnel Security</i>	Narratives or content that falsely claims election officials or poll workers are the “bad actor” attempting to interfere in election results or processes.	✓ Reality: Robust safeguards including canvassing and auditing procedures help ensure the accuracy of official election results. ✗ Rumor: A bad actor could change election results without detection.

## RESPONDING TO MDM

In today's media and information environment, election officials must play a proactive role in responding to MDM. While each MDM narrative will differ, leveraging the **TRUST** model for MDM response can help reduce risk and protect voters.



*It is important to acknowledge the opportunities and limitations of government-led MDM intervention—particularly where distrust of government may be fueling the narrative. Focus responses where your team has evidence, expertise, or authority to counter the MDM. Also, recruit trusted community partners to amplify your messaging.*

Categories adapted from the Election Integrity Project's (EIP) [final report](#) on misinformation and the 2020 election (Revised March 2021).

## 1. TELL YOUR STORY

*Public resilience is increased as your team builds relationships with voters and stakeholders. Educate your communities about election processes and MDM-related threats before they occur.*

**Educate voters:** Educating constituents on how to engage in the electoral process and promoting civic learning is critical to countering MDM. Communicating clearly in tone, language, and medium, as well as leveraging credible voices your audience trusts will help reach and engage constituents to convey information about important dates/deadlines, polling locations, processes for voting change, and where to find trusted information about elections and election results.

**Pre-bunk MDM:** Providing constituents with information and resources before MDM activity emerges better equips Americans to identify and question false narratives. In some cases, by leveraging insights from your staff, you can anticipate where MDM narratives may arise, such as how election officials secure elections through the use of post-election audits and similar safeguards. Addressing these topics with voters in advance of elections and explaining how they are used in MDM narratives can increase resiliency and confidence among voters.

**Build media relationships:** Reach out to local newspaper, radio, television, podcasts and other media outlets to build working relationships before election cycles. Invite them to learn more about how election processes secure election results and key voter education details. Make sure they have a contact in your office. Establishing working relationships with media outlets and journalists helps quickly and pre-emptively debunk or expose MDM activity. It can also help inform accurate reporting around elections, limiting the propagation of misinformation.

## 2. READY YOUR TEAM

*The effectiveness of your response will depend on how much preparation is conducted internally ahead of MDM activity.*

**Establish your response protocol:** Establish a clear procedure for responding to MDM and educate team members about the process.

- Understand the procedures for reporting or flagging potential online MDM to social media platforms often used by your constituents. Consult with your legal counsel to ensure you respect constitutional rights and privacy protections and abide by any legal restrictions.
- The Center for Internet Security (CIS) was established to support the cybersecurity needs of the election subsector. The CIS can be leveraged to report real-time MDM via email at [misinformation@cisecurity.org](mailto:misinformation@cisecurity.org). Be sure to include links and screenshots, as well as details on the misinformation and your jurisdiction.
- Determine internal roles and responsibilities, including an escalation process within your jurisdiction to ensure the right teams are talking to one another while responding to MDM activity. Be clear that this is not “just” a communications issue; it requires engagement from across departments to ensure responses are accurate and understandable.
- Designate an individual to be responsible for ensuring this process is established, updated, and shared both internally and with relevant stakeholders at the local, state, tribal, territorial, and federal levels — including your [CISA Regional Office](#).
- Hold or participate in tabletop exercises to increase your team’s awareness and understanding of MDM threats, evaluate your overall preparedness, identify deficiencies in your incident response plan, and clarify roles and responsibilities during an incident. CISA can assist in development and execution of these exercises, or CISA’s [Tabletop in a Box](#) resource can help you talk through possible scenarios with your team and stakeholders as well.

**Build credible information-sharing channels:** MDM can thrive in the absence of easily accessible, credible information. Ensure your agency’s website, social media accounts, and other information channels are up to date and active so you can directly respond to MDM. This can help your community have confidence that the messages your organizations disseminate are authoritative and you can further build public confidence in election administration.

Media literacy includes verifying sources, seeking alternative viewpoints, and finding trusted sources of information. The [National Association for Media Literacy Education](#) has members in every state that can work with election officials to develop media literacy content. CISA’s [Resilience Series](#) graphic novels are a great example of a resource aimed at developing media literacy and critical thinking to counter disinformation.

- [Register your website for a .gov address](#) so the public does not have to guess whether your websites and emails are genuine. CISA makes .gov domains available solely to U.S.-based government organizations and publicly controlled entities **without a fee**.
- Many social platforms (e.g., Facebook, Twitter) will also allow government organizations and users to apply for verification badges. Local election officials should reach out to their state for more information on how to get their accounts verified.
- Consider pre-bunking MDM on your website by responding to common questions relevant to your responsibilities. The Rumor Control Start-Up Guide provides further guidance on establishing this webpage and how to assess which topics to include.

**Prepare for incoming questions:** Ensure your office has methods for fielding public feedback and questions, including **being able to handle a large influx of calls or messages**. Consider creating a shared voicemail and email inbox so that no one person becomes overwhelmed, with a log to track inquiries and responses. These mailboxes should be regularly checked and there should be an established process for determining who will respond. This will enable your team to both uncover MDM that is circulating and keep systems and phone lines functioning during critical periods of MDM activity. Ensure staff are aware of your office's procedures for reporting threats and harassment, and if possible, rotate responsibilities for responding to calls and emails to avoid burnout.

## 3. UNDERSTAND & ASSESS

*It is important to understand, to your best ability, the full nature and scope of the MDM activity.*

**Identify MDM activity:** While every election jurisdiction has different resources and capabilities, you should establish a system for identifying and evaluating MDM in your office. Determine if it is appropriate for your office to engage with outside organizations or tools to better understand the risk landscape and monitor for MDM, including your technical systems provider. Monitoring may be proactive, via analytic tools, or reactive, through public feedback channels.

- **Identify and continuously update a list of key elections-related processes and issues vulnerable to MDM**, whether they are short-term trends or long-term narratives. Ensure all members of your office have access to this list and feel comfortable contributing to it. The person responding to inquiries will therefore have a good sense of what topics people are asking about, and who to contact for answers, even if they don't know how to answer the question themselves.
- **Identify the channels that constituents use to receive information.** MDM content can spread through numerous means, including social media, mainstream media, word of mouth, online forums, messaging apps, and emails. Remember that MDM narratives also often move between channels, so content that appears on one platform may also emerge elsewhere.
- For the high priority topics on your list, including those you worked to pre-bunk, **you may want to take a more proactive approach to monitoring for MDM narratives, to the extent permitted by law**. Consider using analytic tools to search for keywords related to MDM content. Evaluate content reach (how many people are seeing it), engagement (how many people are liking, sharing, or reacting to the content), how many channels it is present on, and whether it has reached mainstream media. Consult with your legal counsel to determine what monitoring is permissible under law and platforms terms of service.
- **Leverage publicly available analytical tools**, such as those recommended by the RAND Corporation's [Fight Disinformation at Home](#) resource, which can help you gain a greater awareness of the information ecosystem.

### Team Checklist

- ✓ Understand reporting mechanisms for flagging MDM on social media.
- ✓ Determine roles and responsibilities for MDM response.
- ✓ Designate an individual to oversee the MDM response process.
- ✓ Register your website for a .gov address.
- ✓ Apply for verification badges from social media platforms.
- ✓ Develop a list of common topics and questions vulnerable to MDM.
- ✓ Ensure your communication systems are set up to handle incoming questions.
- ✓ Engage with counsel and, if applicable, your privacy office to ensure protection of constitutional rights and privacy.

**Assess the Risk:** The team should identify what plausible risks are associated with MDM narratives and how they may impact election infrastructure. Mapping out existing MDM narratives and their impact on elections infrastructure will help the team be prepared for the online and offline consequences and impact to elections infrastructure.

## 4. STRATEGIZE RESPONSE

Once you have identified MDM, it is important to craft an effective response, taking into account how the information environment and related technology may evolve.

**Determine your response:** Based on your risk assessment, prioritize which MDM narratives to respond to. In crafting your communications strategy, consider both timing and medium of response.

- **Not all MDM activity warrants an immediate response.** Deciding which rumors make the cut is an exercise of an organization's judgement — and that judgement may change as MDM narratives evolve and community response changes.
- **Understand your audience** for the MDM intervention. Your community isn't homogeneous, and your audience will change depending on the message you are trying to convey and the medium you use. Adapt your messaging to the audiences you are trying to reach, such as new voters, veterans, individuals in specific geographic regions, or those who speak other languages.

**Apply communications best practices:** In a crisis, specific tactics and language can help build the credibility of your response and reassure voters. Tactics may also look different based on the activity and the audience. A communications strategy might include **social media, radio, local news, or other media platforms** to engage constituents.

Election officials across the country are combatting election-related MDM.

- The Colorado Secretary of State's office conducted social media and digital outreach to voters and set up a [website](#) to educate on the threat misinformation and respond to MDM narratives.
- The Kentucky Secretary of State's office launched a [Rumor Control page](#) on their website to counter MDM narratives around elections.
- The Wisconsin Elections Commission established a [designated FAQ page](#) to answer voter questions about the 2020 election.
- The Maricopa County, Arizona, Elections Department launched a [website](#) to address questions and misconceptions about the 2020 election and has engaged in rumor control efforts across social media.

- Identify where your audience receives information and, if possible and advisable, establish a presence on these platforms. It will likely not be realistic for your office to actively use every platform. Focus on using a smaller number of platforms effectively to establish your handle as a trusted source of information.
- Ensure you have the facts before responding.
- State facts first, rather than repeating a falsehood in your headline.
- Be careful not to amplify the source of the MDM by linking to it directly or sharing original images or videos. If referencing an image, use a screenshot with a text overlay that explains the image is inauthentic or misleading. Consider what privacy protections are necessary for all media shared.
- Consider the length of your response. Shorter statements are more easily digestible and can be helpful when the MDM is easily disproven.
- You do not need to respond to each incident of MDM individually. Point back to your office's previous posts, statements or work if MDM recirculates. Inconsistent messaging can create credibility problems.
- Leverage partnerships and trusted community messengers to counter MDM narratives. **Repetition and consistency are key.** Conveying the same message through multiple mediums and platforms will help reach the broadest audience possible.

## 5. TRACK OUTCOMES

*After your response, evaluate the continued prevalence of MDM and evaluate ways to adjust processes moving forward.*

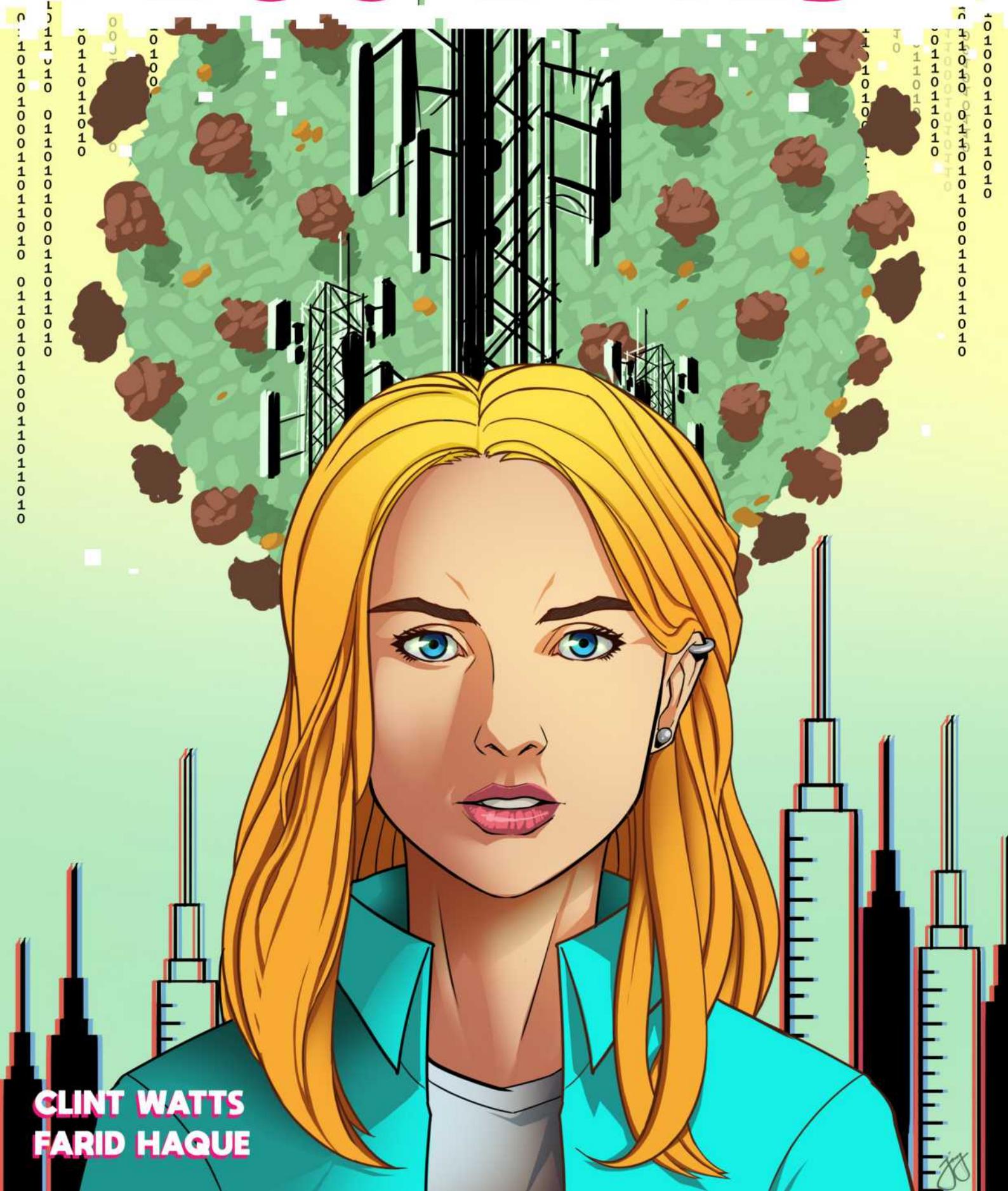
**Manage and monitor repercussions:** While MDM narratives may be effectively addressed or accounts spreading disinformation may be removed, manipulators will often find ways to circumvent these changes. Creating new accounts, adapting coded language, altering audio/visual material, and iterating on narratives already identified as objectionable by platforms are all possible adjustments deployed to increase MDM efficacy. It is important to monitor the MDM environment, as resources allow, to remain aware of changes and adjust response tactics accordingly.

**Reassess response strategy:** Following an MDM response effort, revisit and reassess your process, including your list of priority topics for media monitoring. In the current information environment, threats are constantly evolving, and the locations, mediums, and narratives of MDM are changing as well.



# Resilience Series

# BUG BYTES



**CLINT WATTS  
FARID HAQUE**



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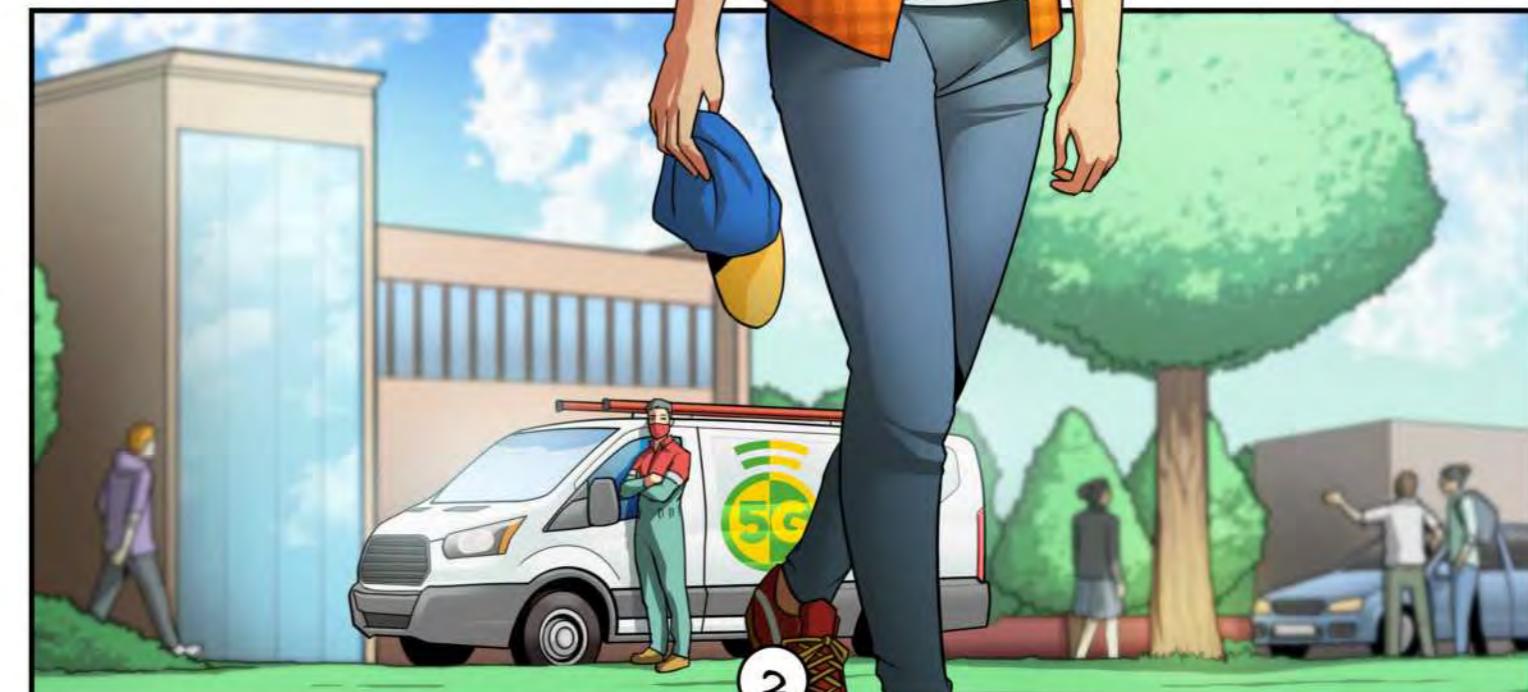
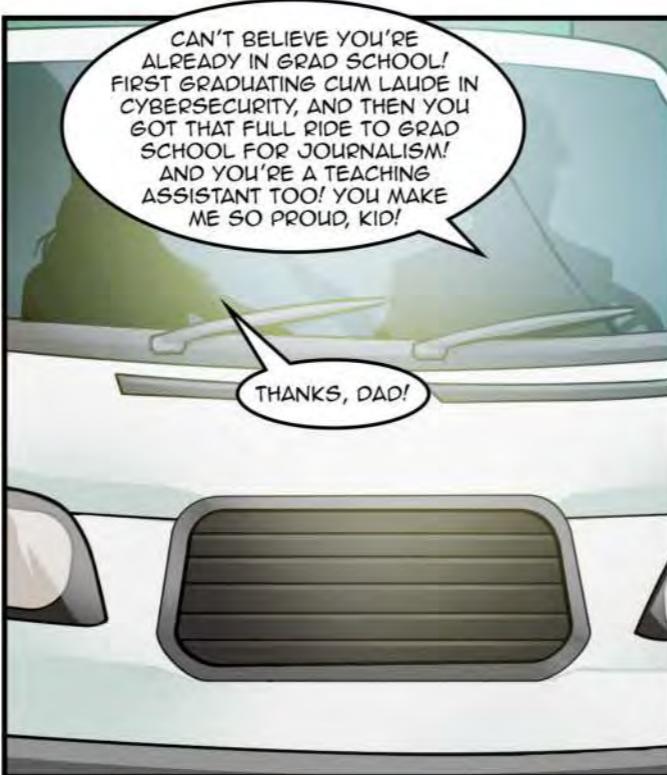
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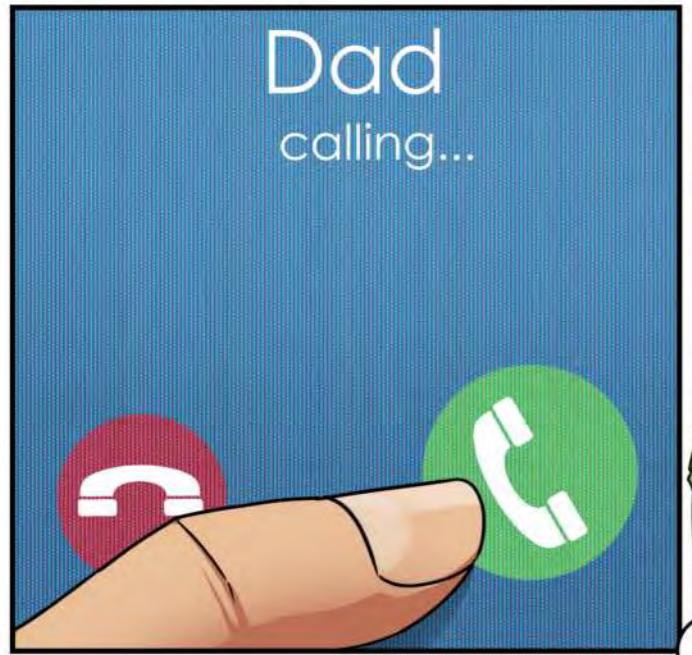
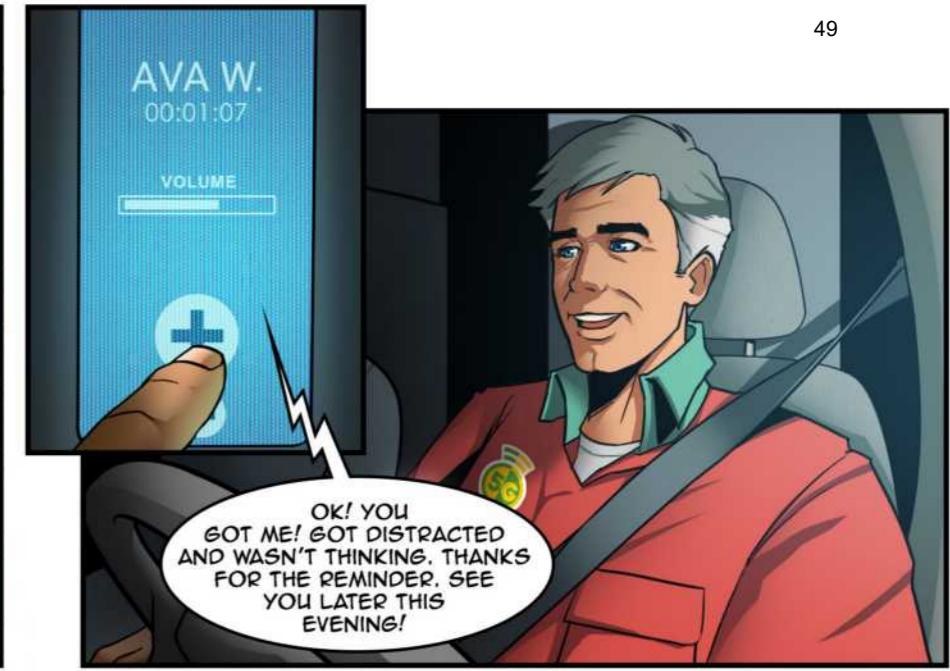
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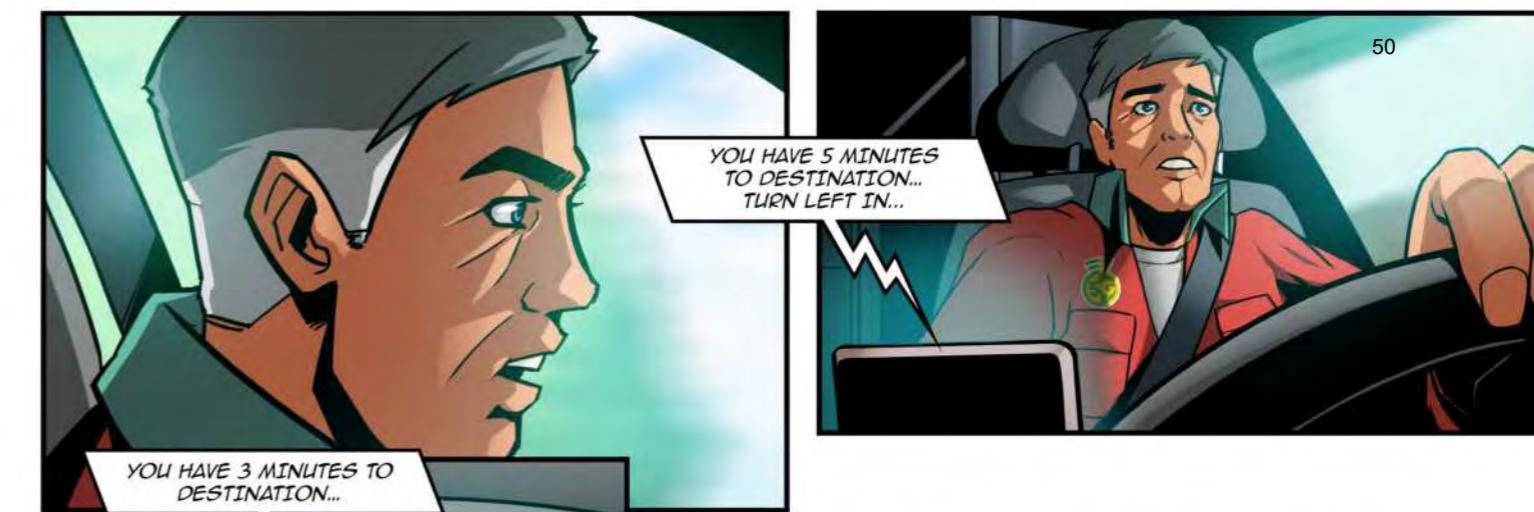
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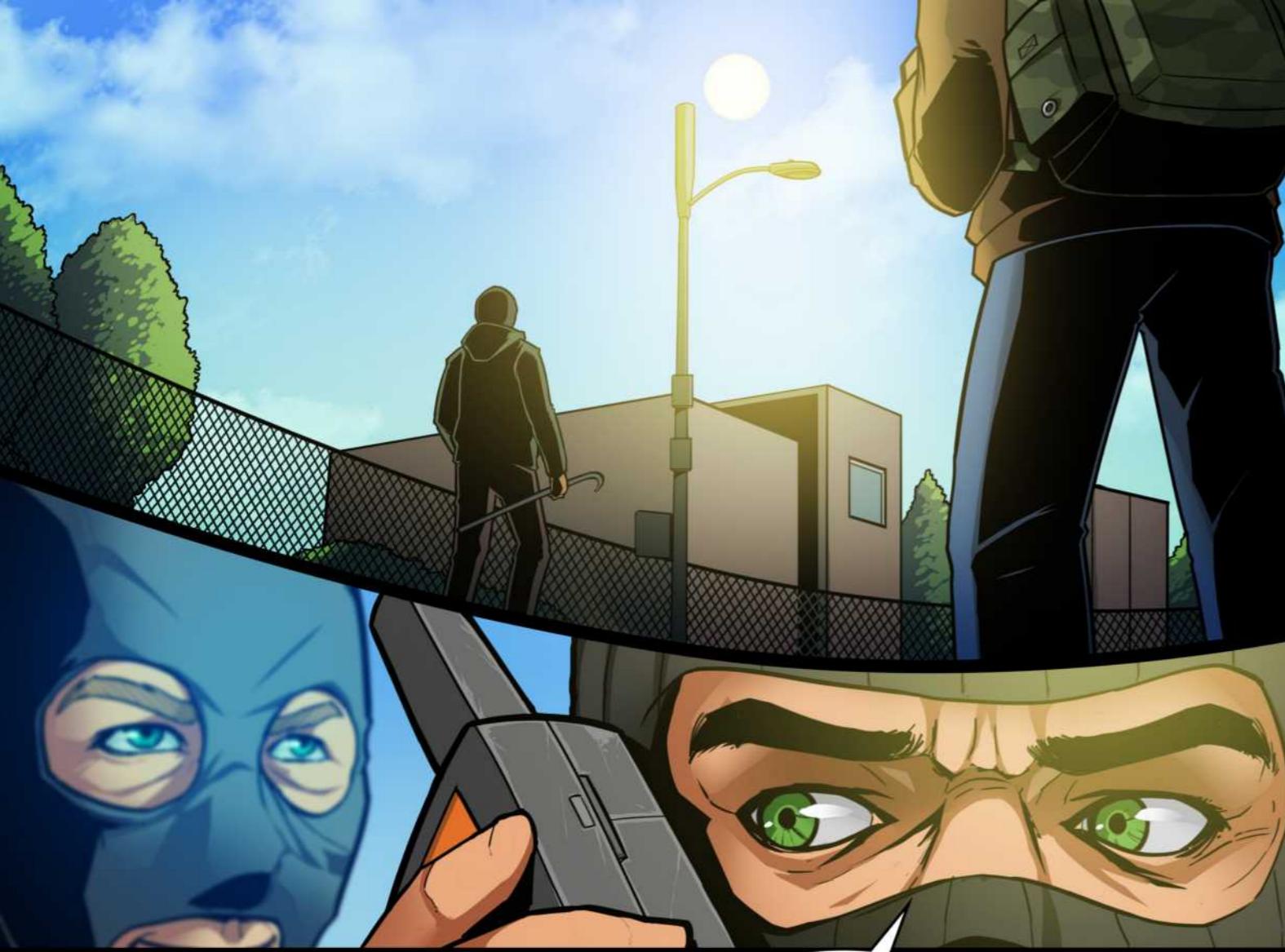
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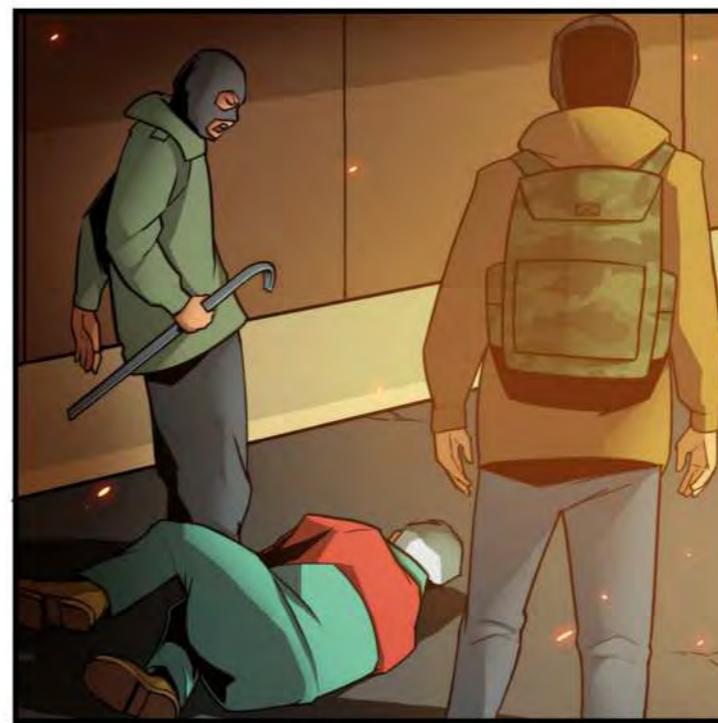
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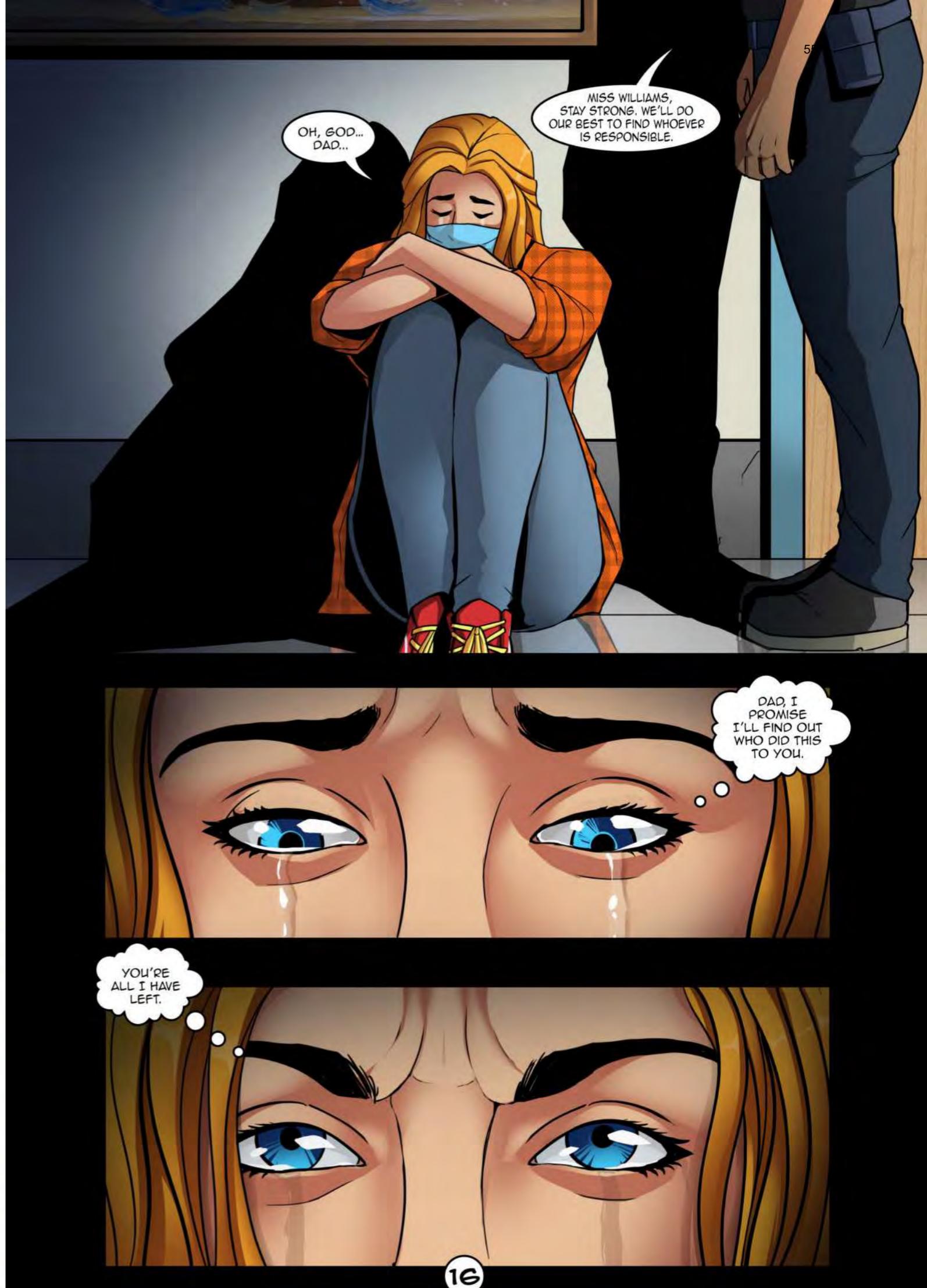




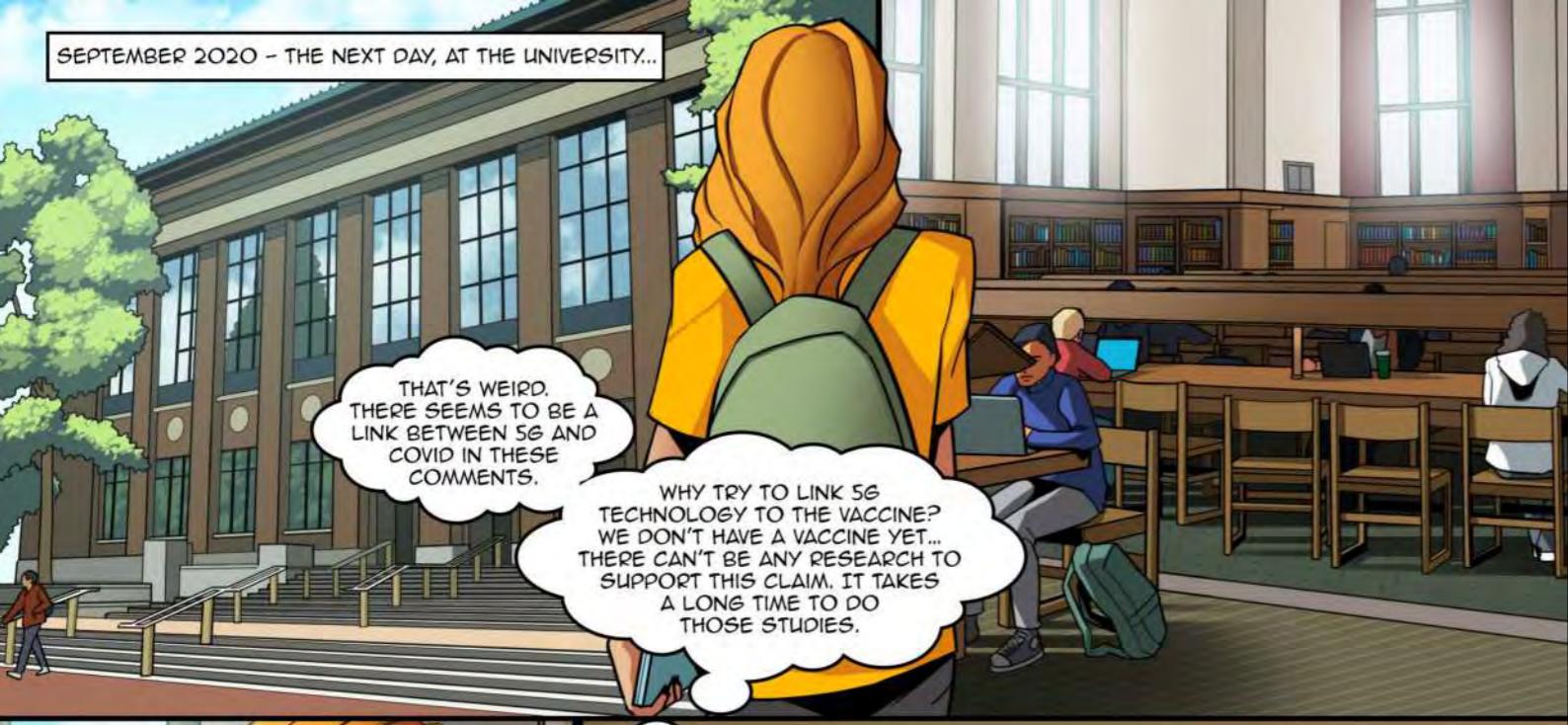








SEPTEMBER 2020 - THE NEXT DAY, AT THE UNIVERSITY...



SEARCHPIA

5G Attack Michig

STOP 5G CELL TOWER DEPLOYMENT IN MICHIGAN

52,063 have signed, let's get 75,000.

HMM...LOOKS A BIT STRANGE?! SO MANY RANDOM COMMENTS. SOME DON'T LOOK LIKE THEY HAVE BEEN MADE BY A REAL PERSON!

I WONDER IF THESE ARE REAL...

Abigail Palmer . 2 hours ago  
STOP 5G  
THE PEOPLE SAY NO  
5G is going to destroy our immunity. The radiowaves from 5G will make it impossible to resist the virus! This is all an experiment on humanity.

91 Reply

Tony S. . 2 hours ago  
THIS IS A DANGER TO HUMANITY. IT HAS TO STOP!

https://www.photonow.com

abigail palmer

Dhanush Patel

Laura Brant

Abigail Palmer

56

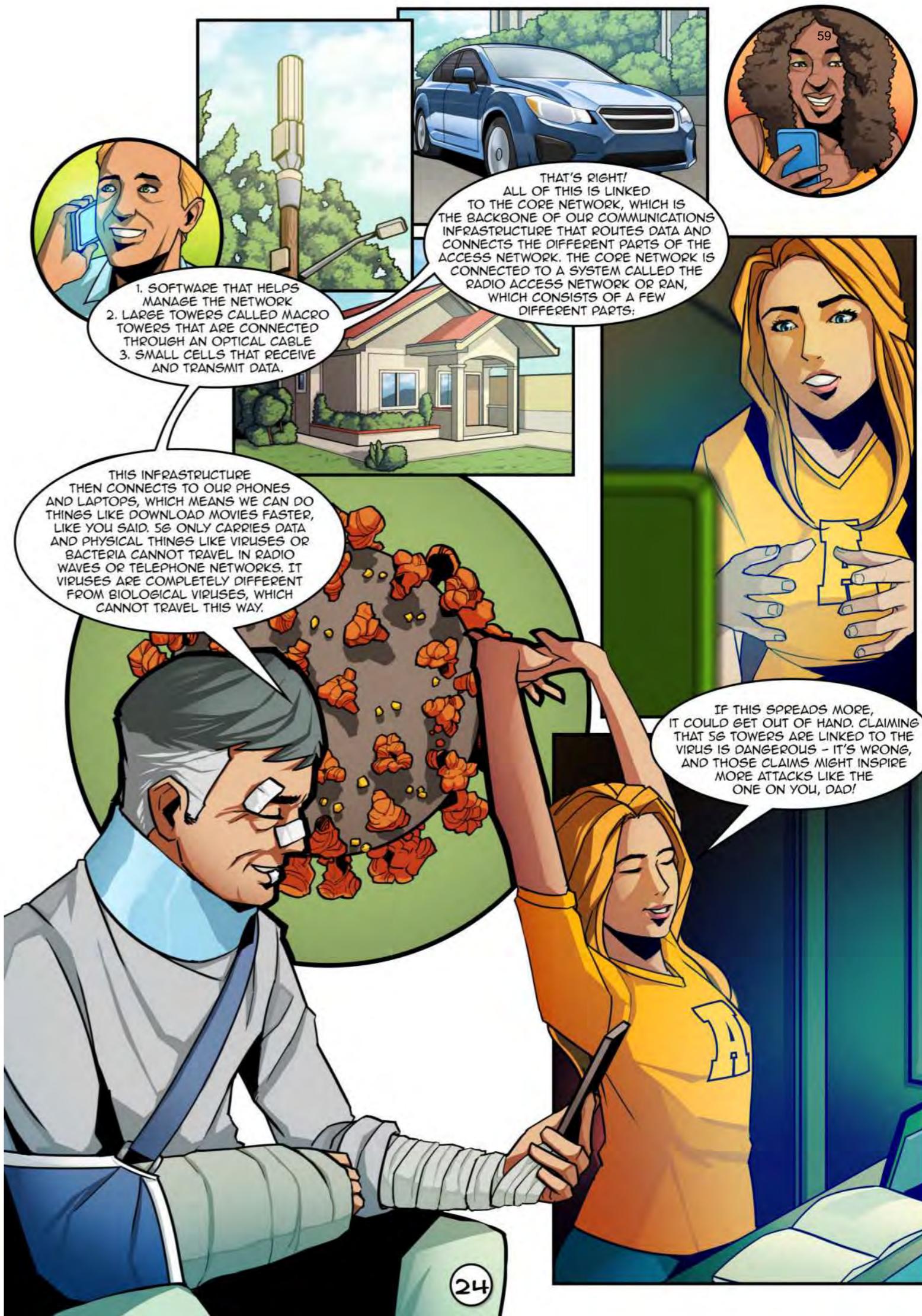


DAY TURNS INTO NIGHT.

57

THAT'S ODD,  
NONE OF THEM EXIST IN  
PLACES YOU WOULD EXPECT  
OUTSIDE OF THE PLATFORMS.  
DIGITAL GHOSTS?





BACK AT THE TEACHING ASSISTANT OFFICE...

```
1 def crawl_profile(session, base_url, profile_url, post_limit):
```

THERE IS TOO MUCH DATA...  
I NEED TO GET SMART AND WRITE SOME CODE TO SCRAPE AND ANALYZE THIS. I KNEW THOSE COMPUTER SCIENCE CLASSES IN UNDERGRAD WOULD COME IN HANDY ONE DAY.

IT PAYS TO BE A JOURNALIST WITH A CYBER DEGREE.

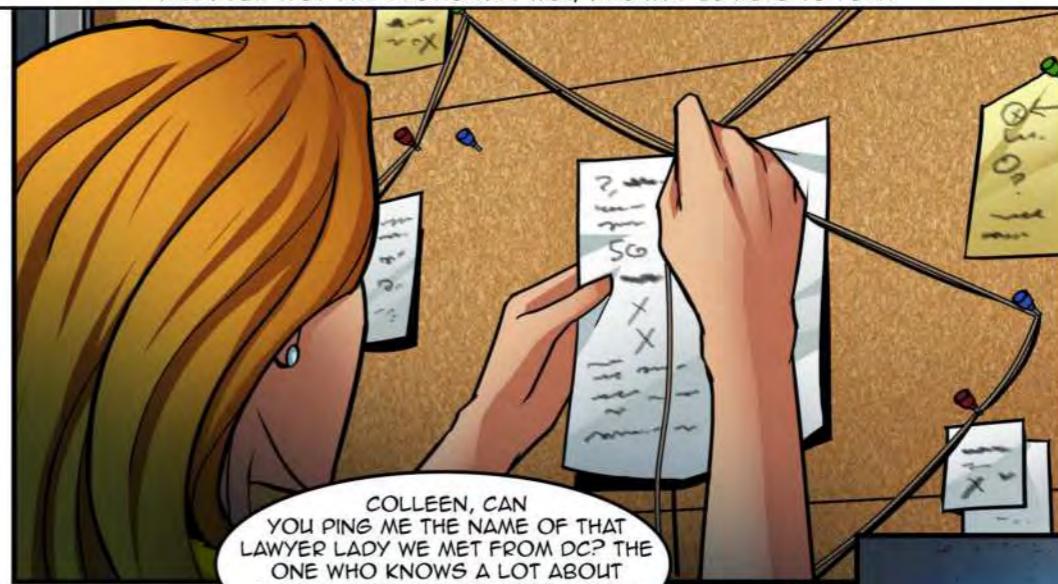
TAP!  
TAP!  
TAP!

SO, THE DATA SHOWS THAT A NUMBER OF BACKERS ARE SIGNING THE PETITION SIMULTANEOUSLY AT CERTAIN TIME INTERVALS OF 3:30PM, 5:30PM, AND 8:30 PM EASTERN TIME? THAT'S A TELL...

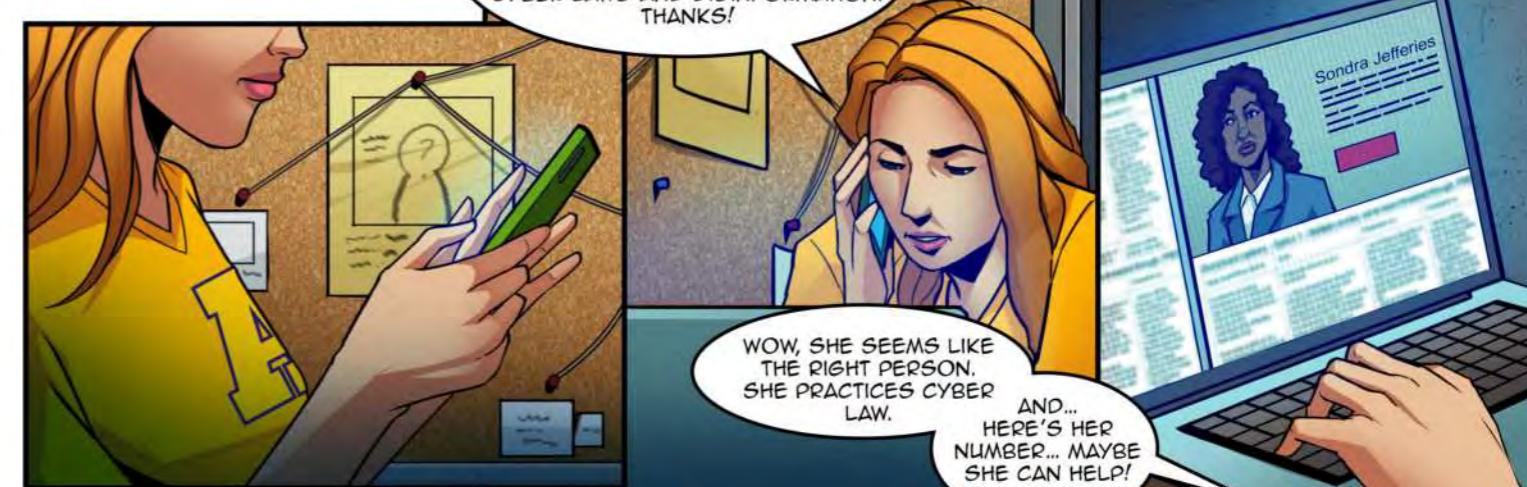
THE ONLY THING THAT MAKES SENSE IS THAT THIS... THIS IS A BOT FARM.

Time of Post	Day 1	Day 2	D
3:30:24 PM	26	54	
5:33:58 PM	53	62	
6:17:46 PM	21	253	

REMEMBERING COLLEEN, HER FRIEND FROM GRAD SCHOOL, AVA CALLS HER FOR THE CONTACT DETAILS OF A LAWYER THEY HAD PREVIOUSLY MET, WHO MAY BE ABLE TO HELP.



COLLEEN, CAN YOU PING ME THE NAME OF THAT LAWYER LADY WE MET FROM DC? THE ONE WHO KNOWS A LOT ABOUT CYBER LAWS AND DISINFORMATION. THANKS!



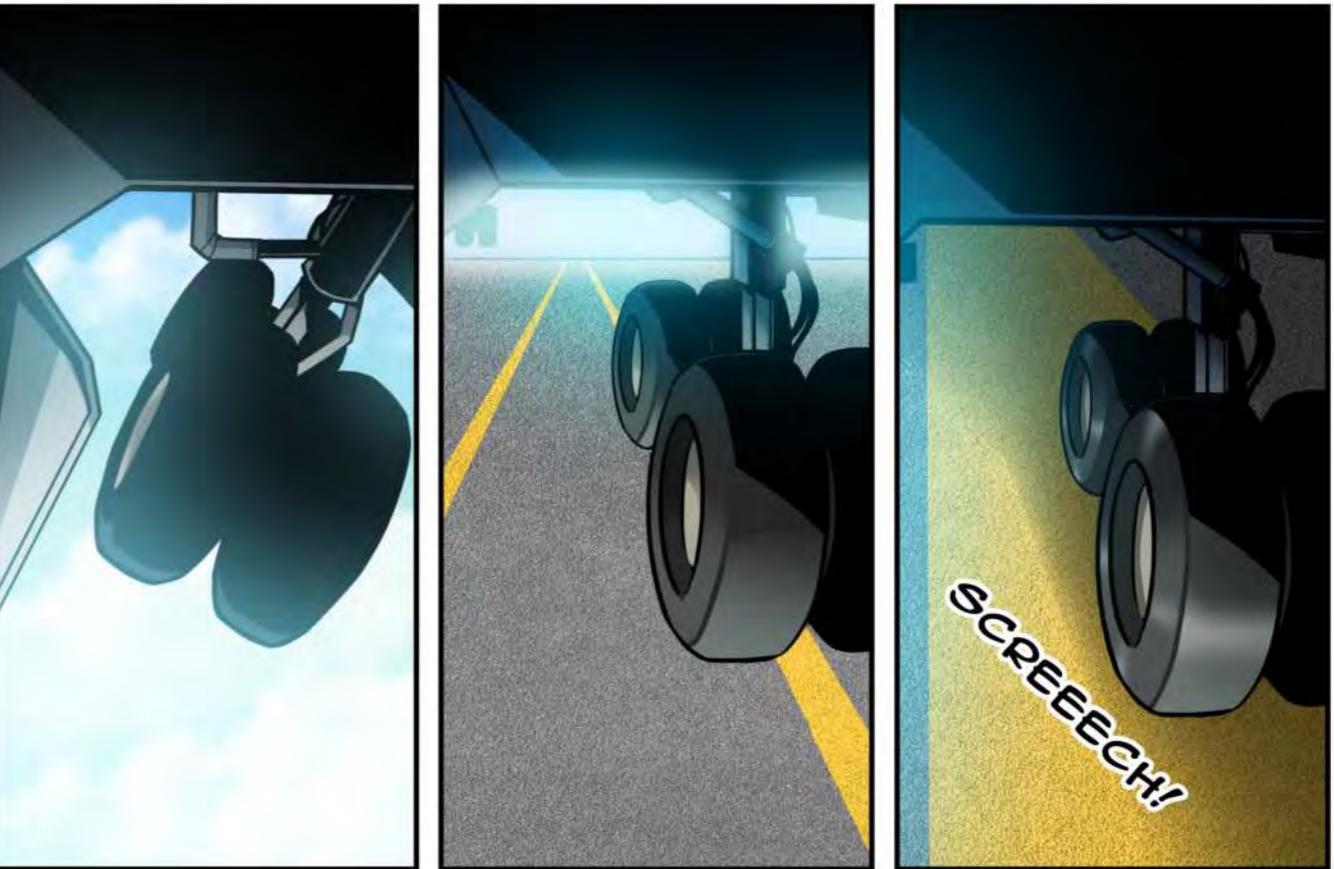
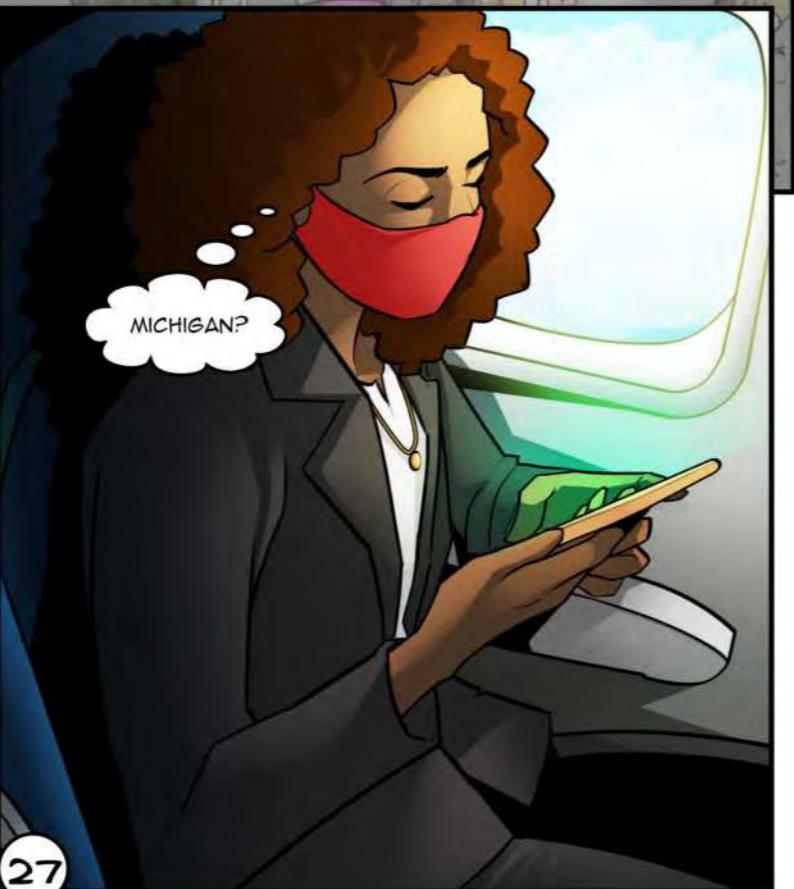
WOW, SHE SEEMS LIKE THE RIGHT PERSON. SHE PRACTICES CYBER LAW.  
AND... HERE'S HER NUMBER... MAYBE SHE CAN HELP!

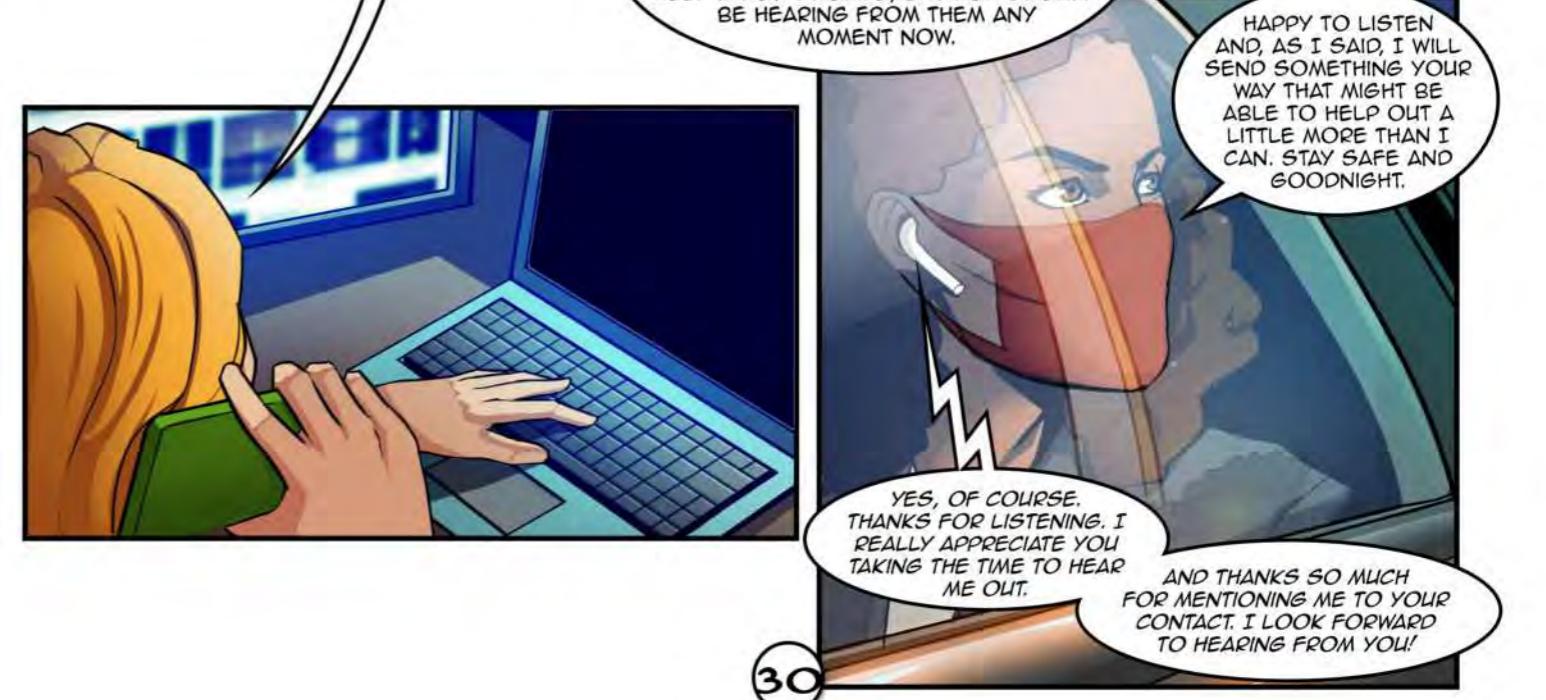
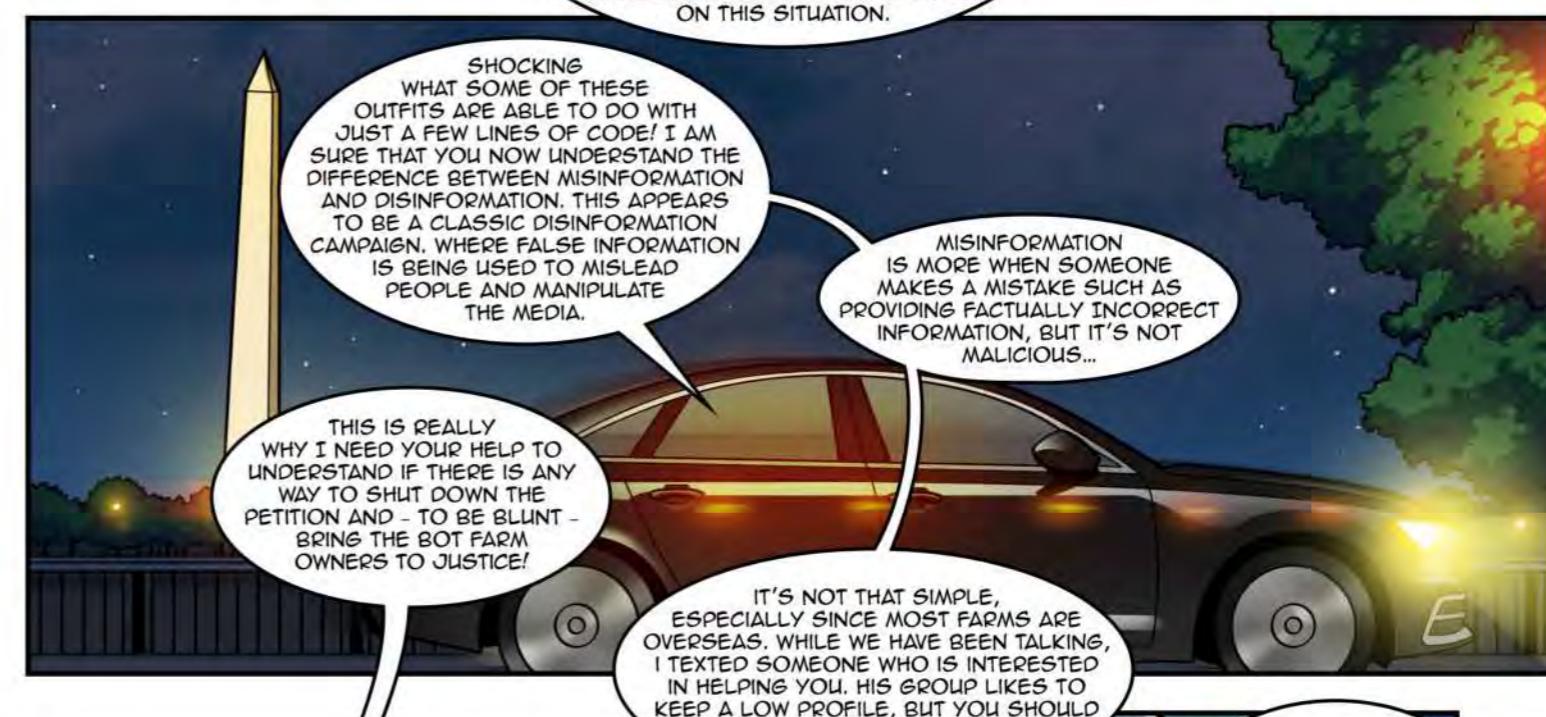
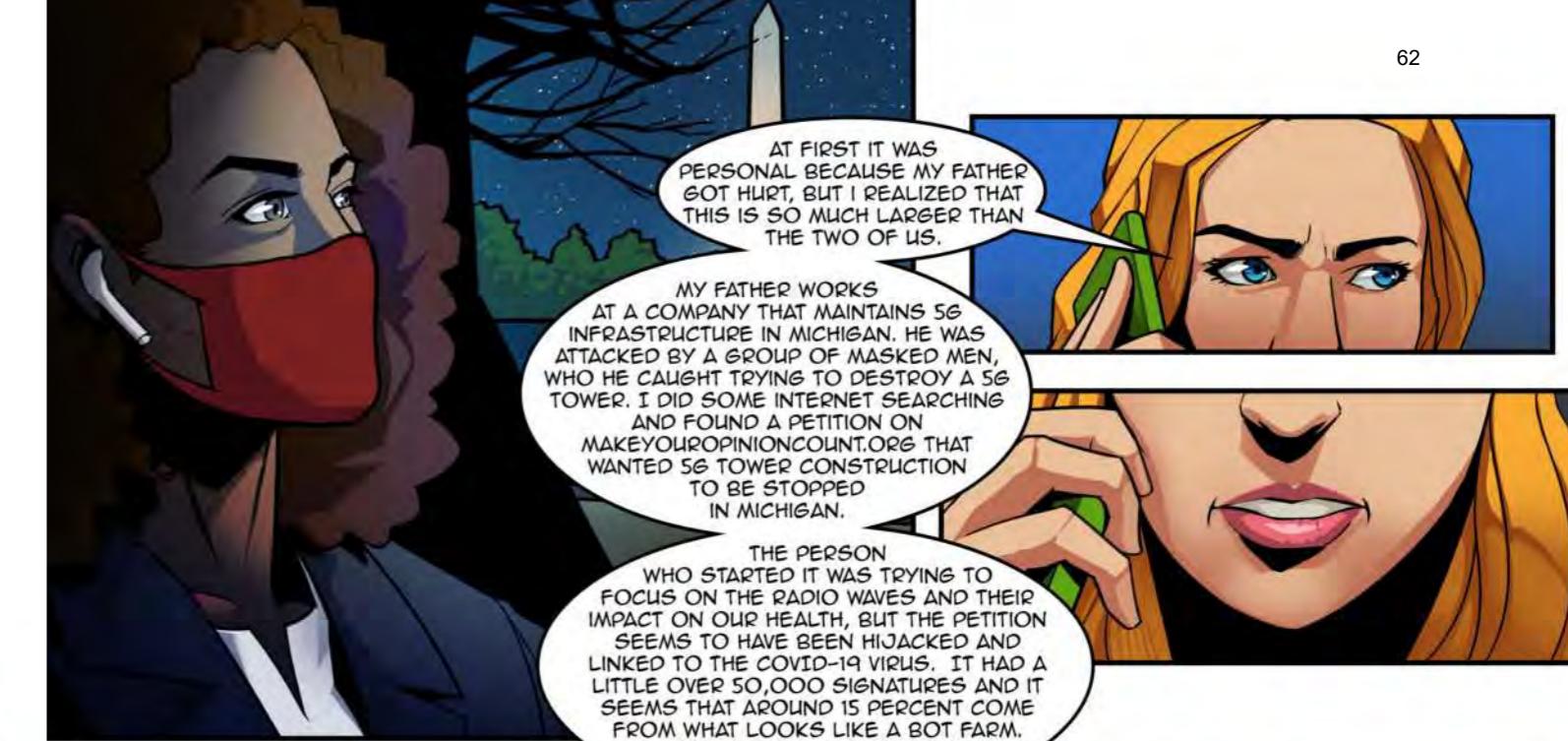


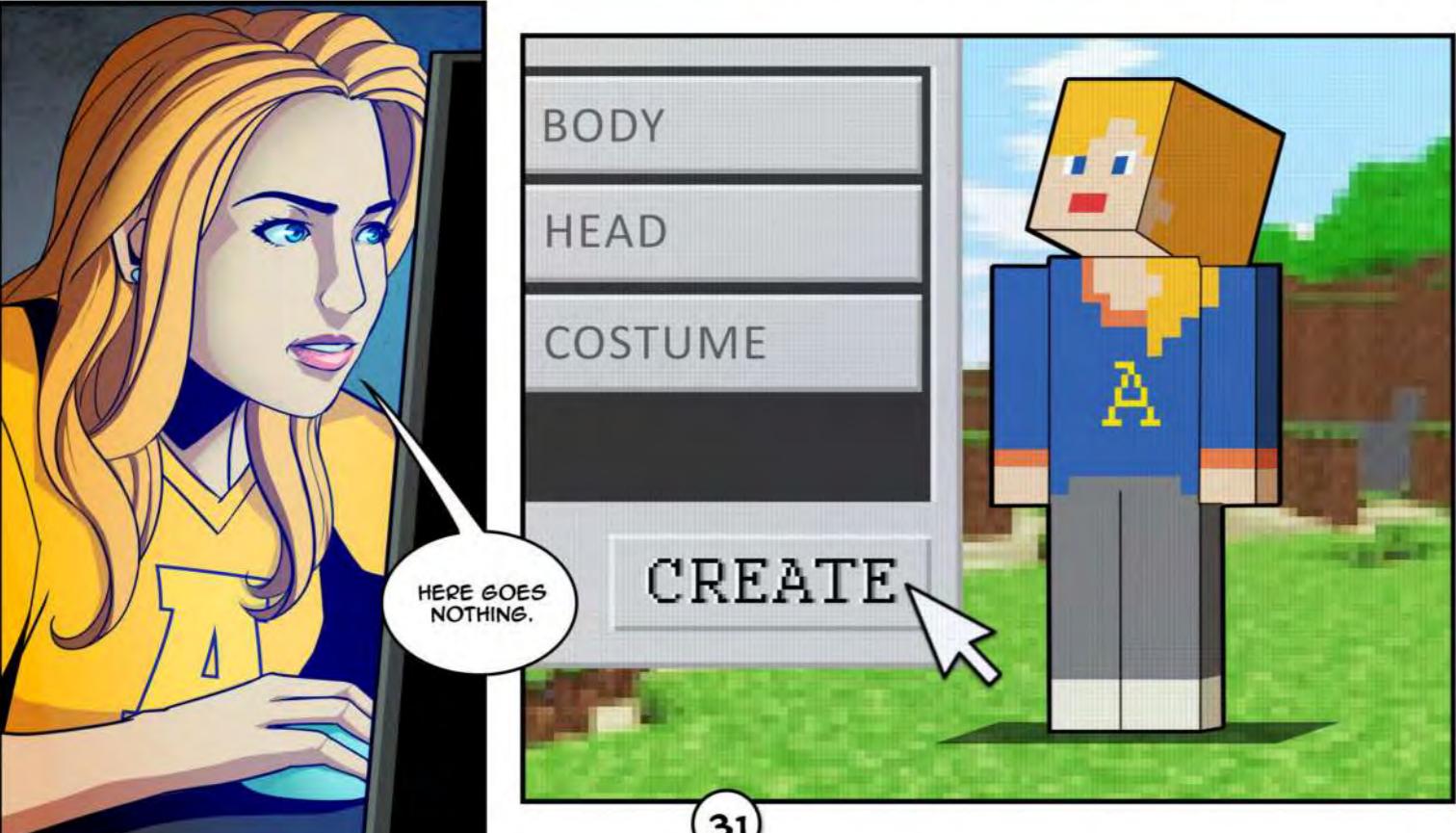
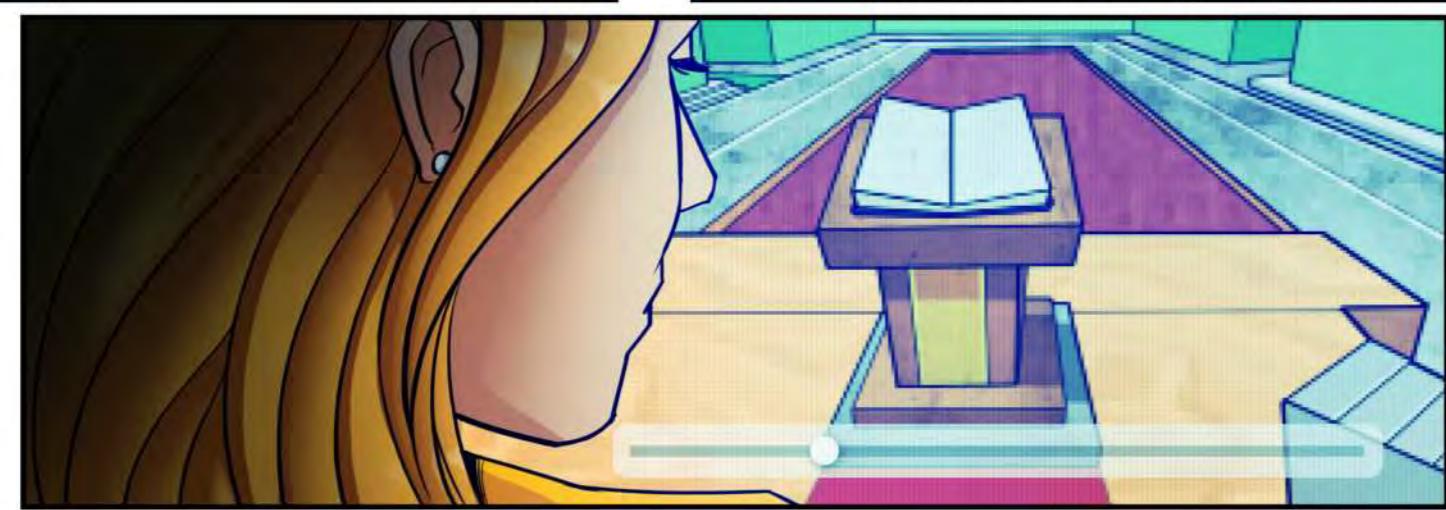
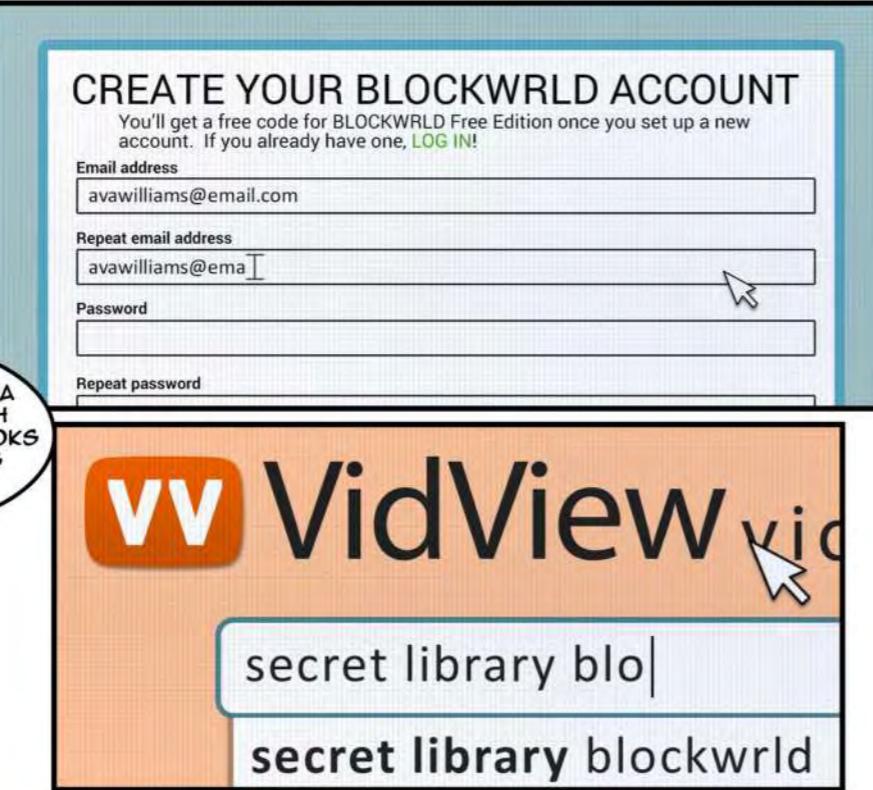
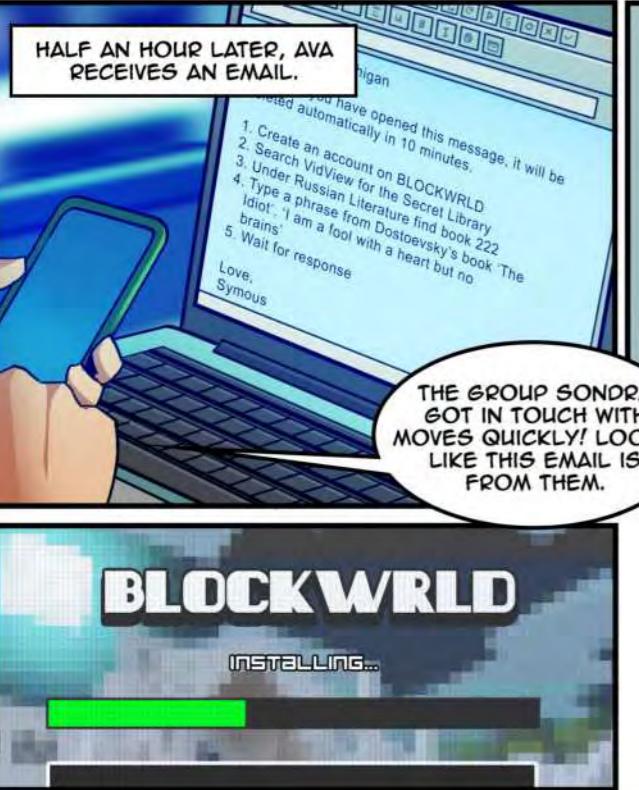
SONDRA HERE...

HI, THIS IS AVA WILLIAMS FROM THE UNIVERSITY OF ANN ARBOR'S JOURNALISM DEPARTMENT. WE PREVIOUSLY MET...









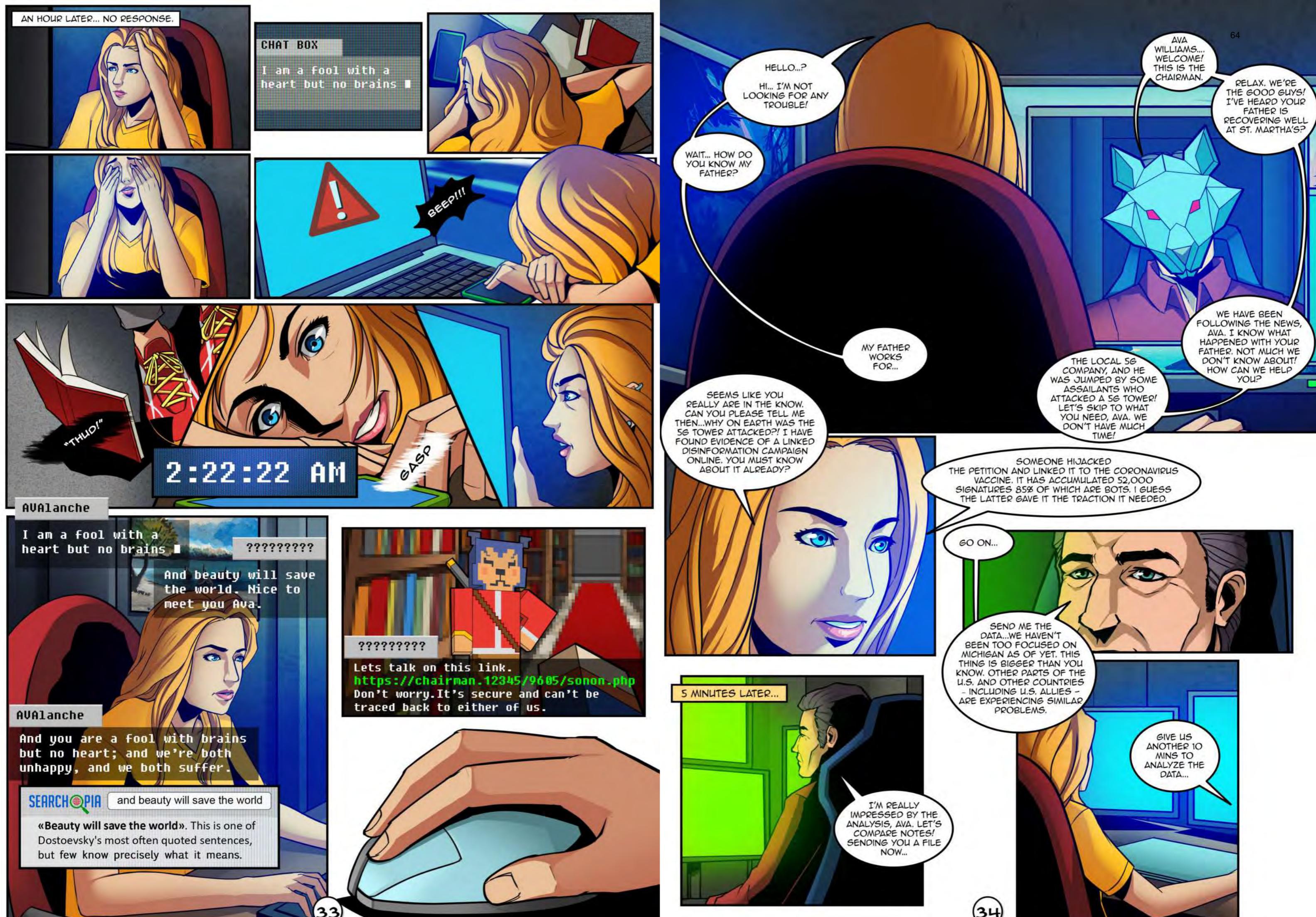
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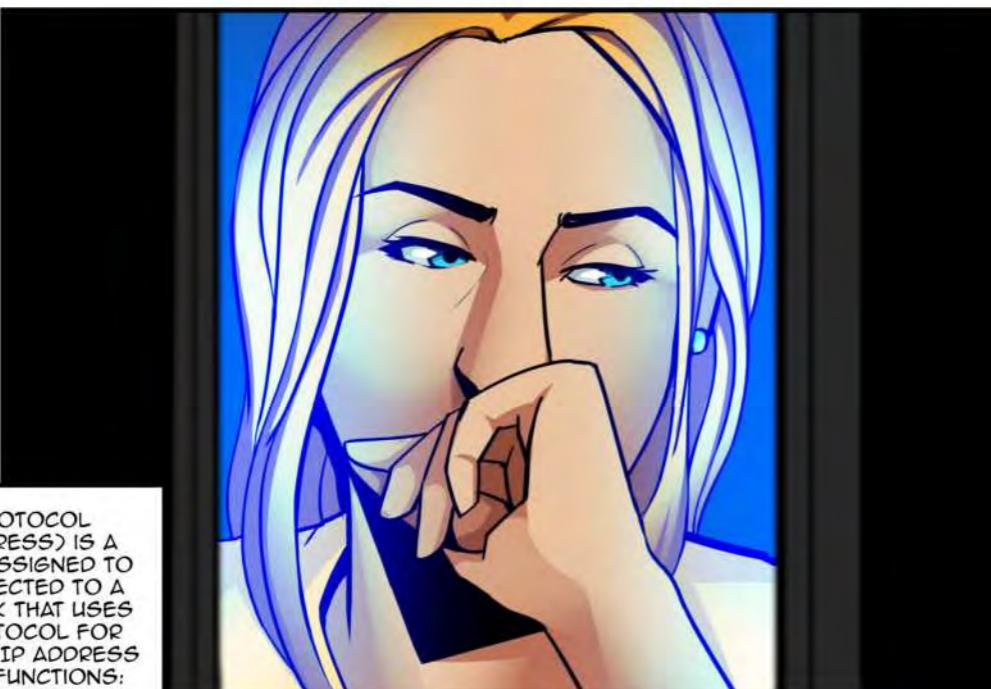
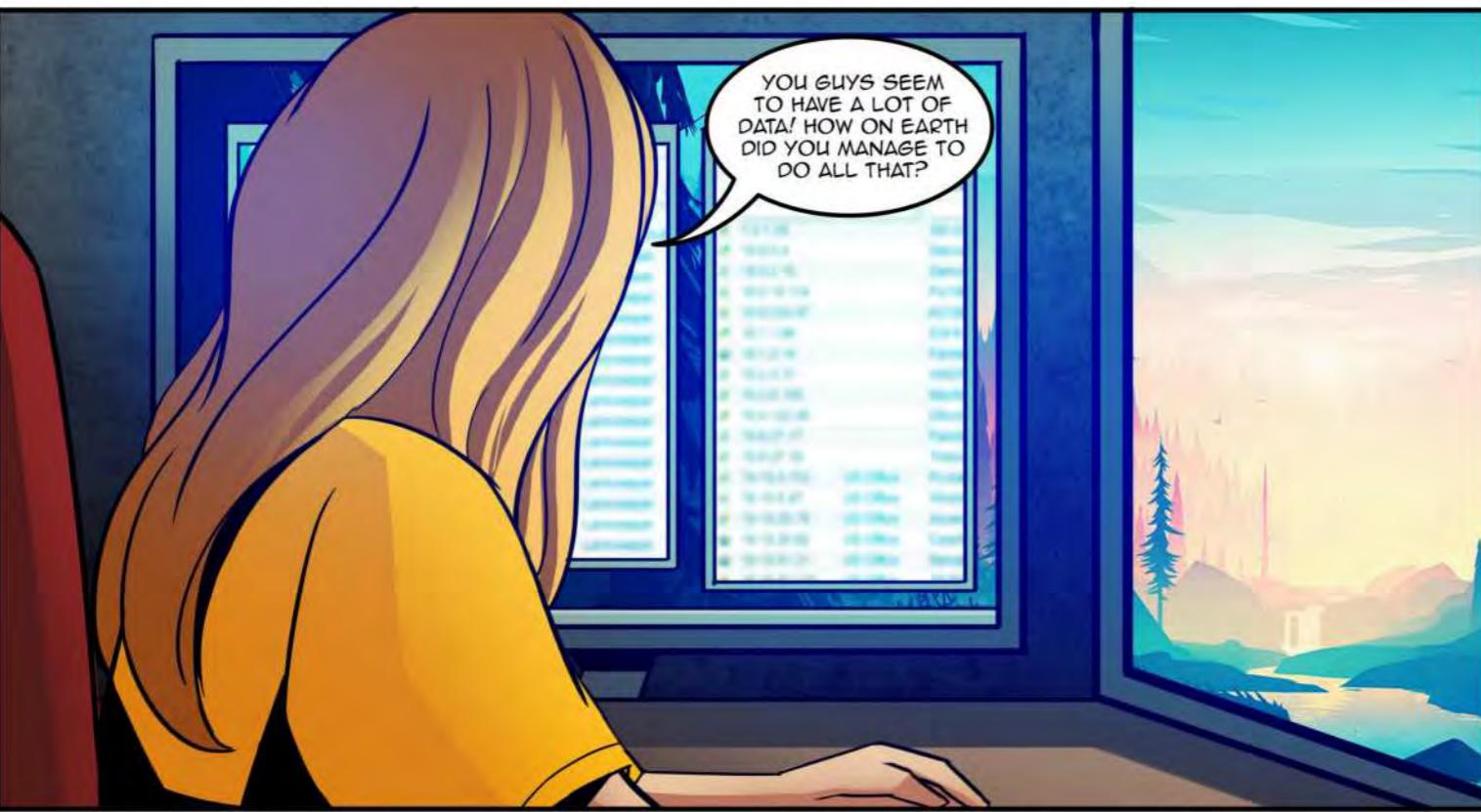


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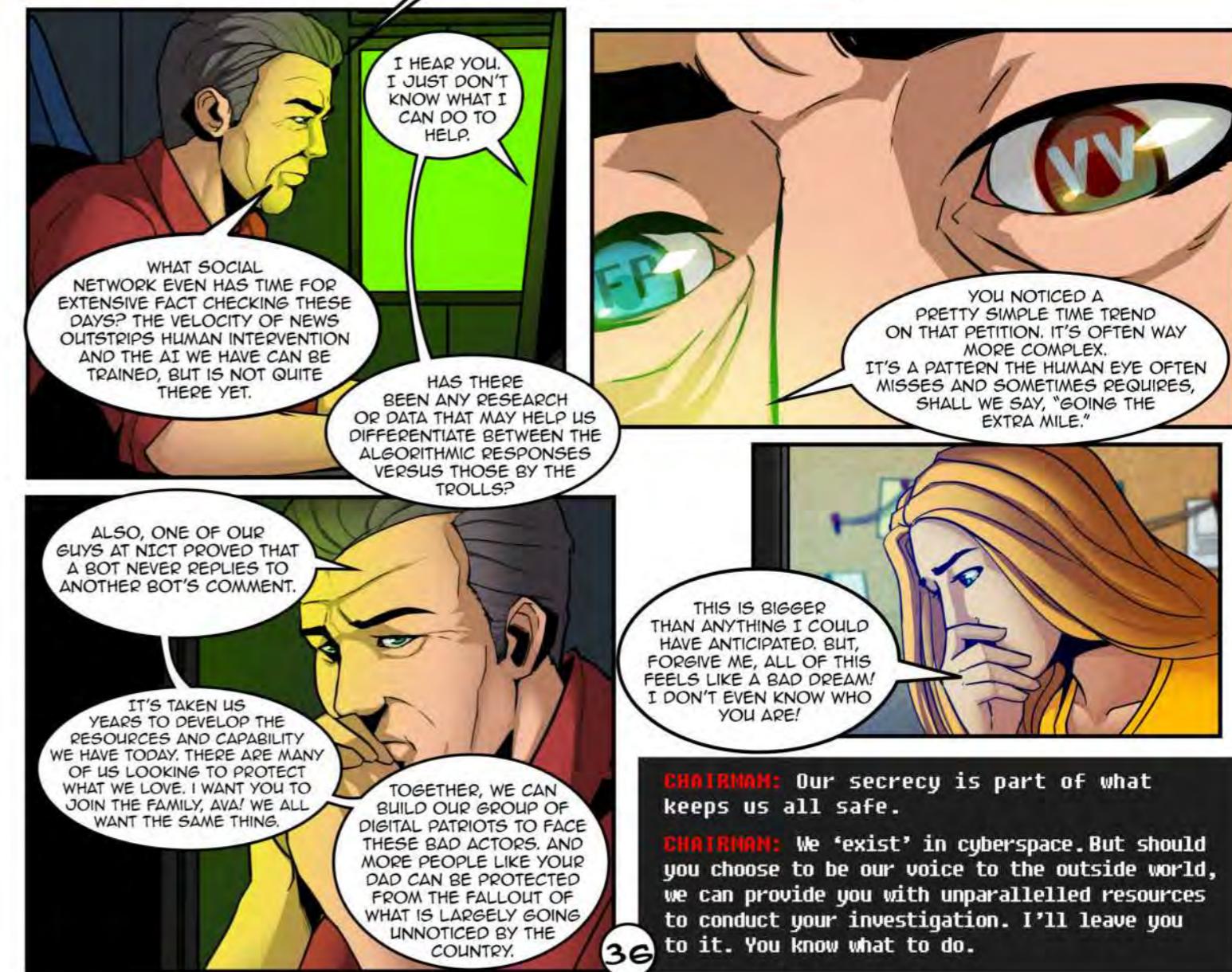


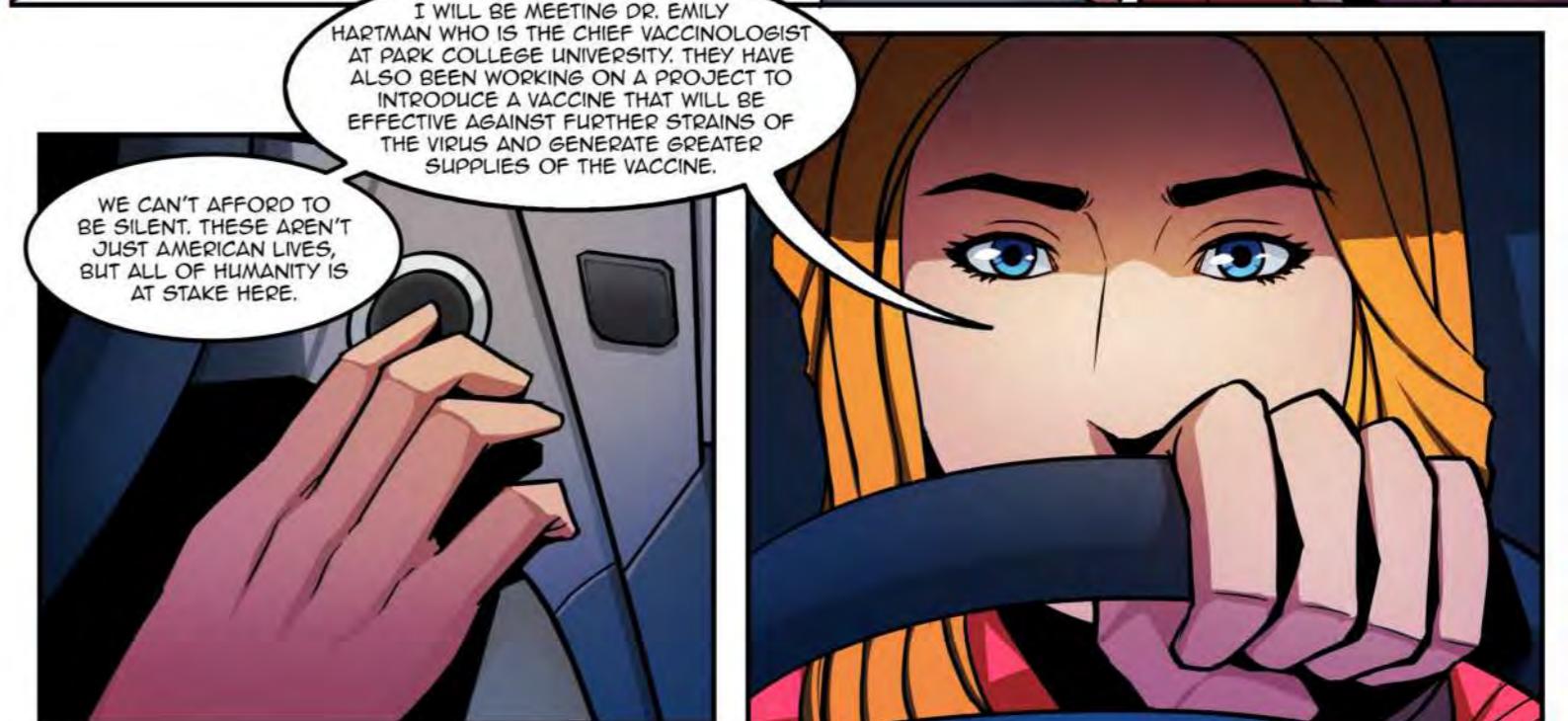
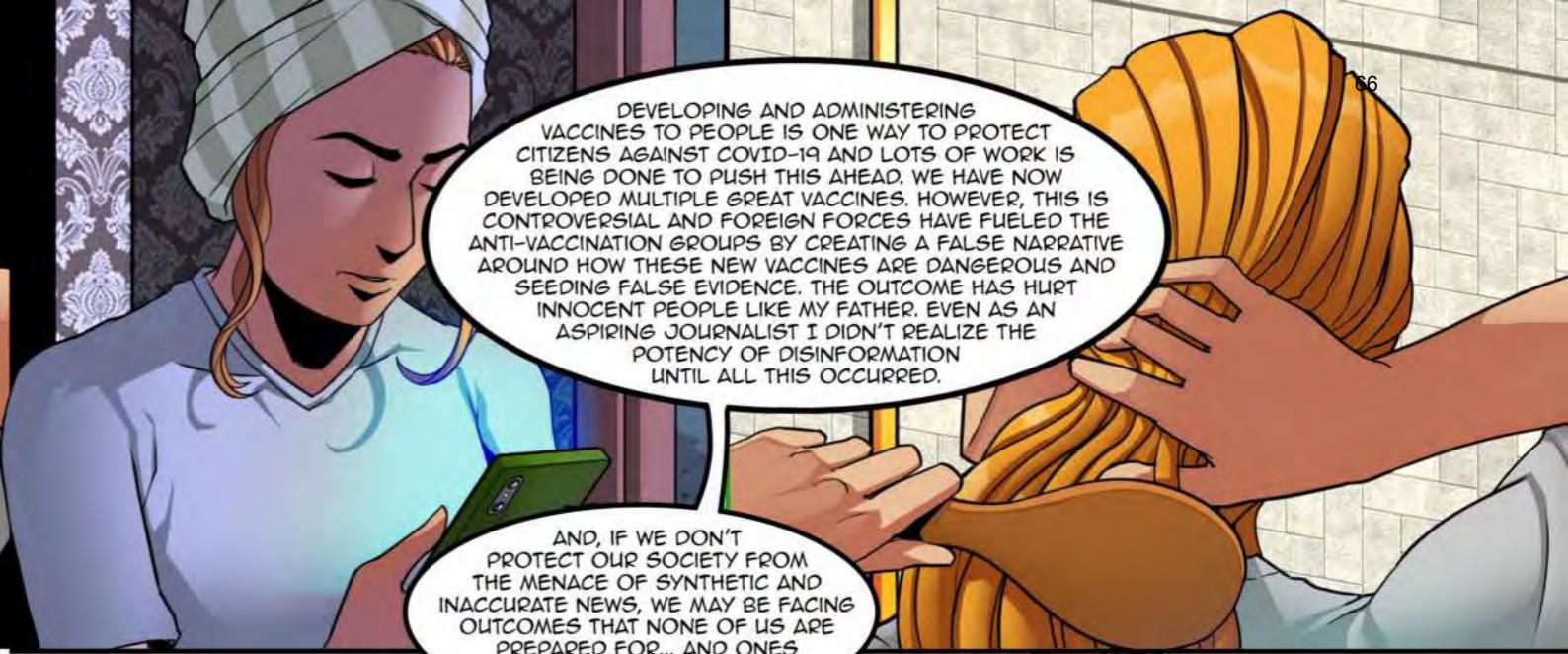
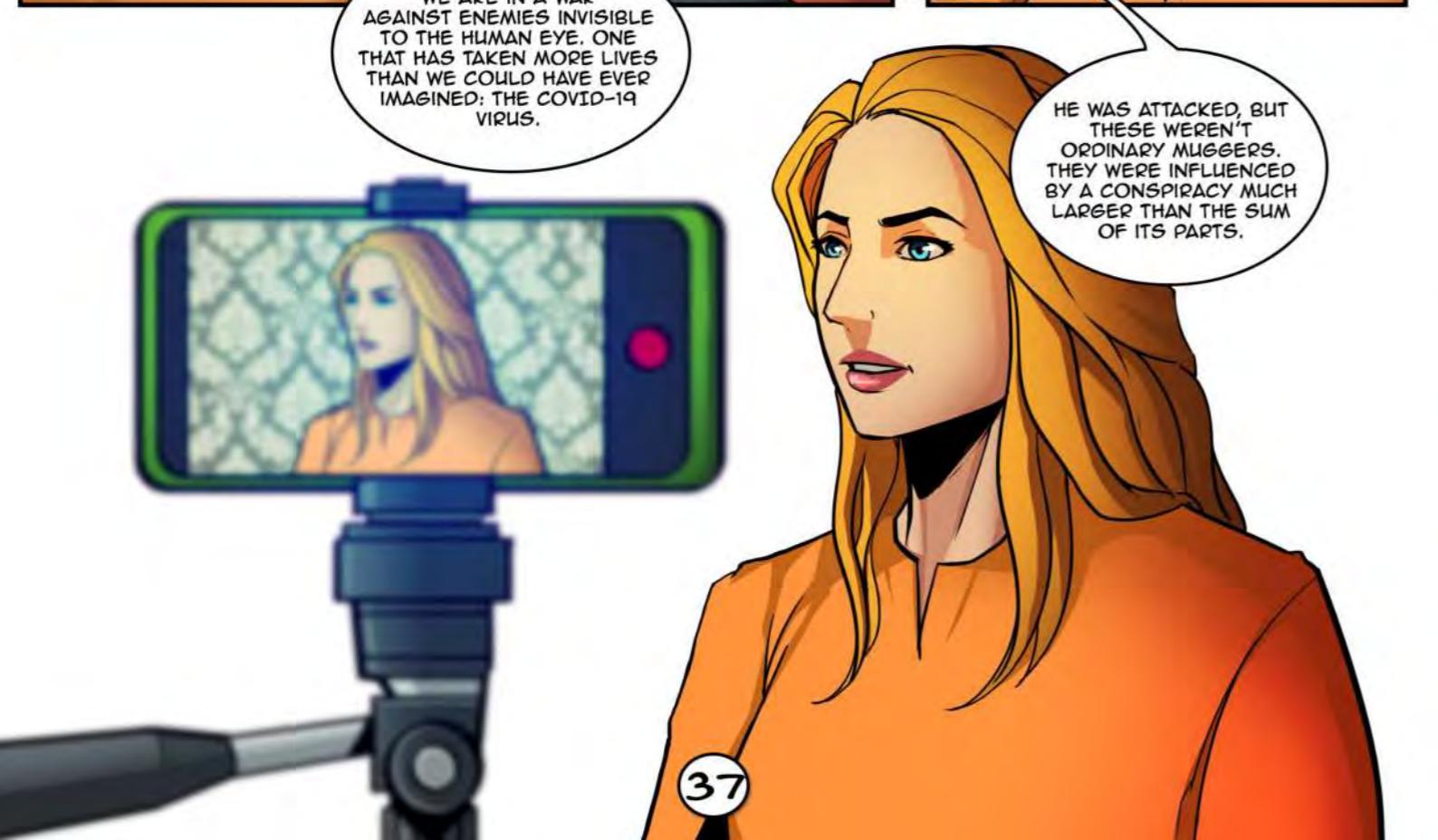
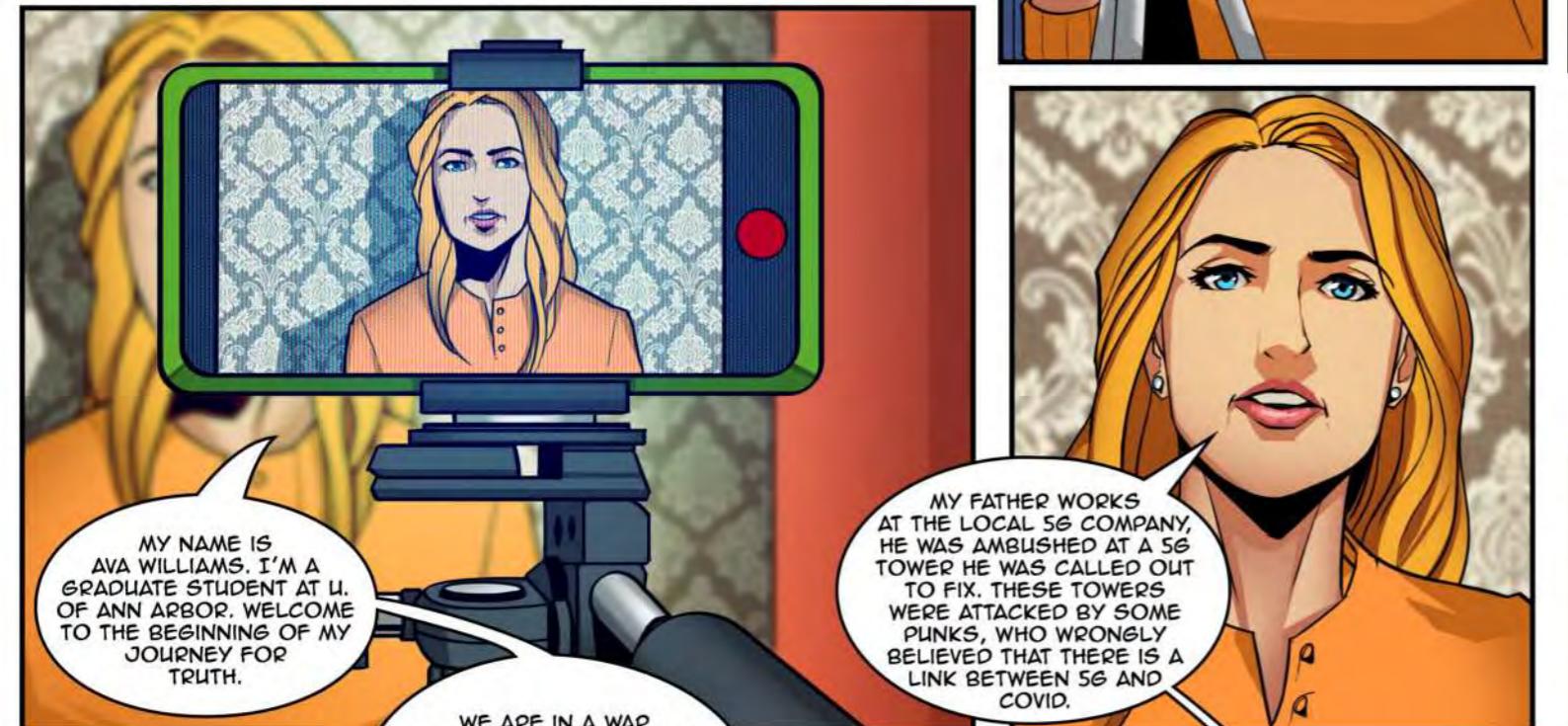
32





From IP	To IP	OWNER
200.200.10.10	200.200.200.200	"AX UKRAINE"
30.300.10.10	30.300.31.300	
107.200.12.12	107.200.27.200	
63.200.45.5	63.200.63.200	"DIR RUSSIA"





AVA BEGINS THE LONG JOURNEY FROM ANN ARBOR TO PARK COLLEGE UNIVERSITY.



SHE STOPS TO TAKE A BREAK AND TO BUY SOME REFRESHMENTS.

67



AVA SPOTS A GAS STATION, SOMEWHERE CLOSE TO PITTSBURGH, ON HER GPS.



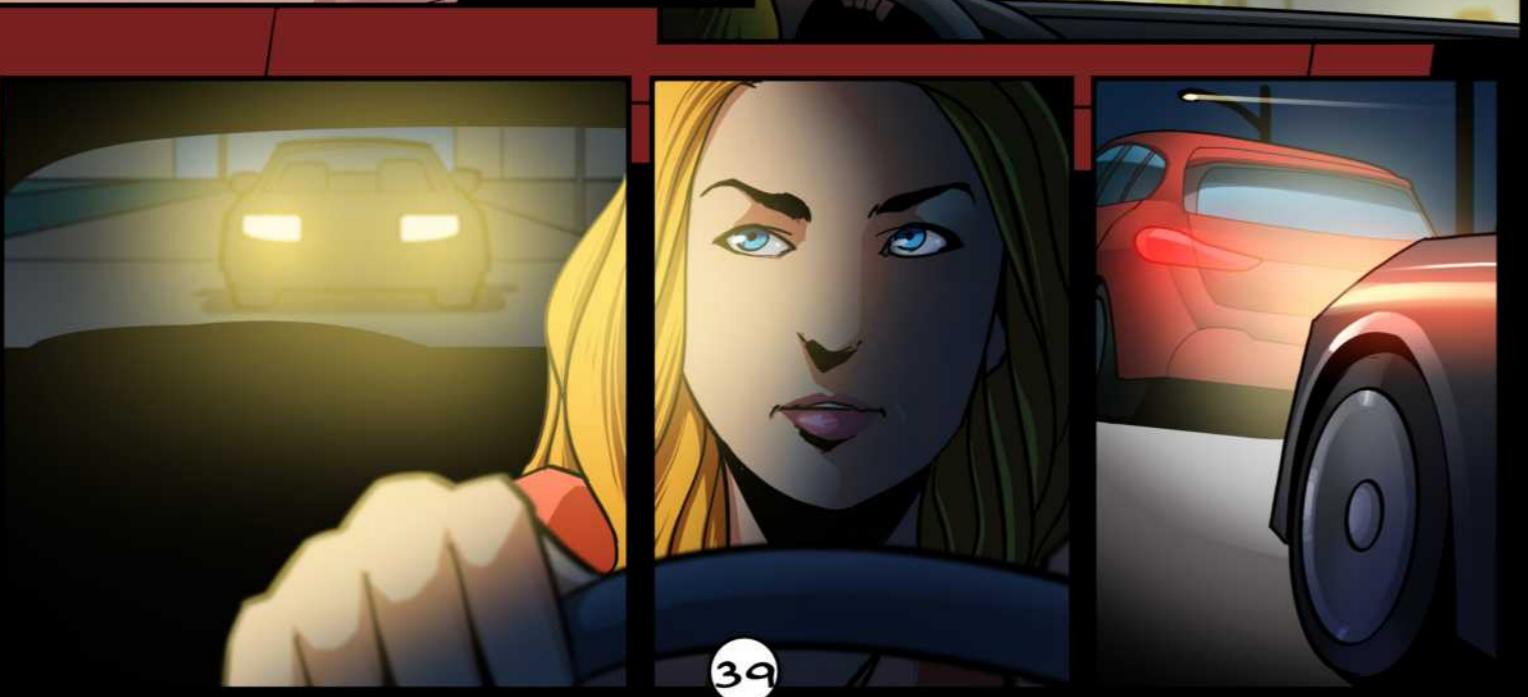
AVA SPOTS THE SAME CAR SHE SAW EARLIER, PULL UP NEXT TO HER AT THE GAS STATION.



THAT'LL BE \$7.50.



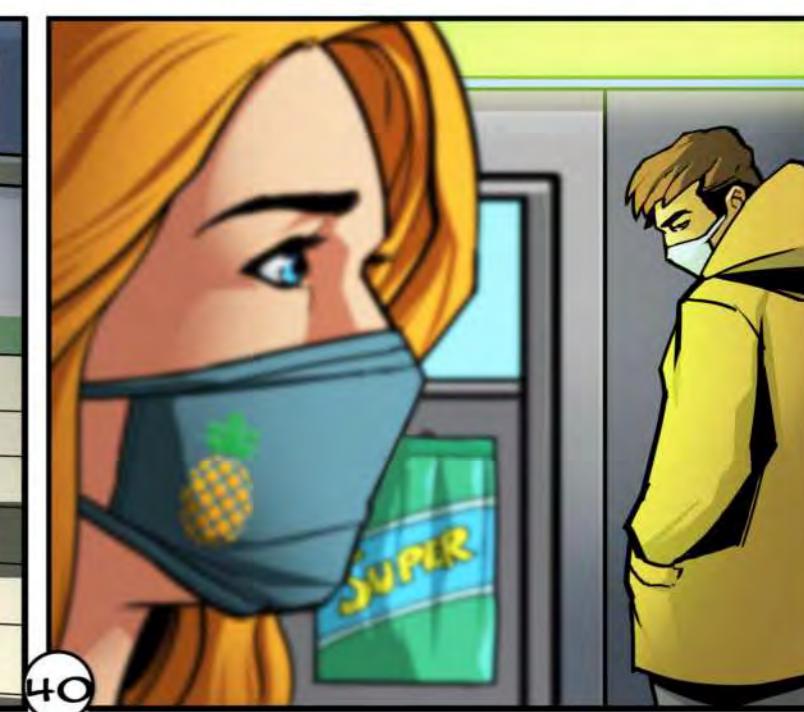
THANKS.



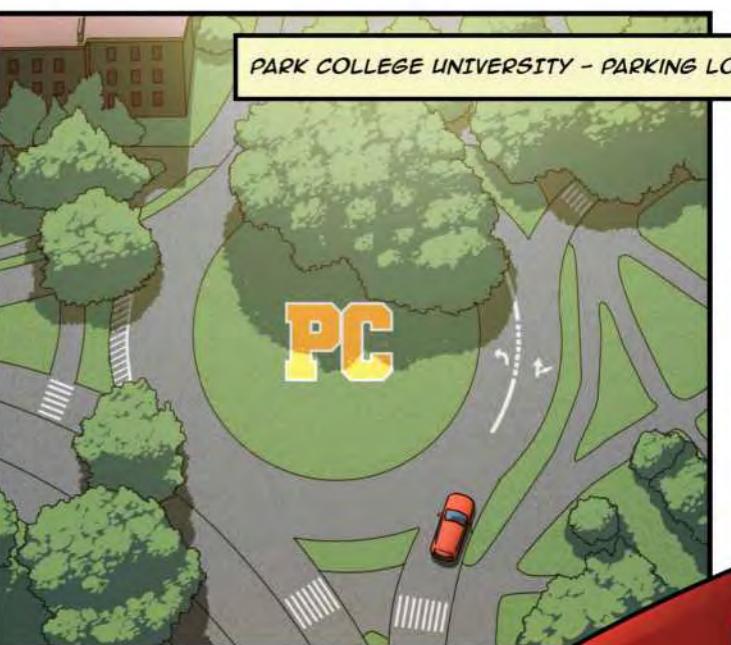
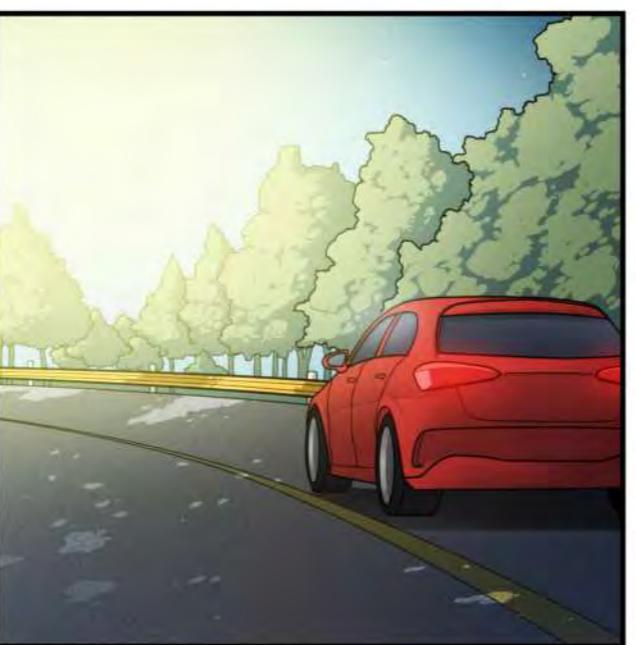
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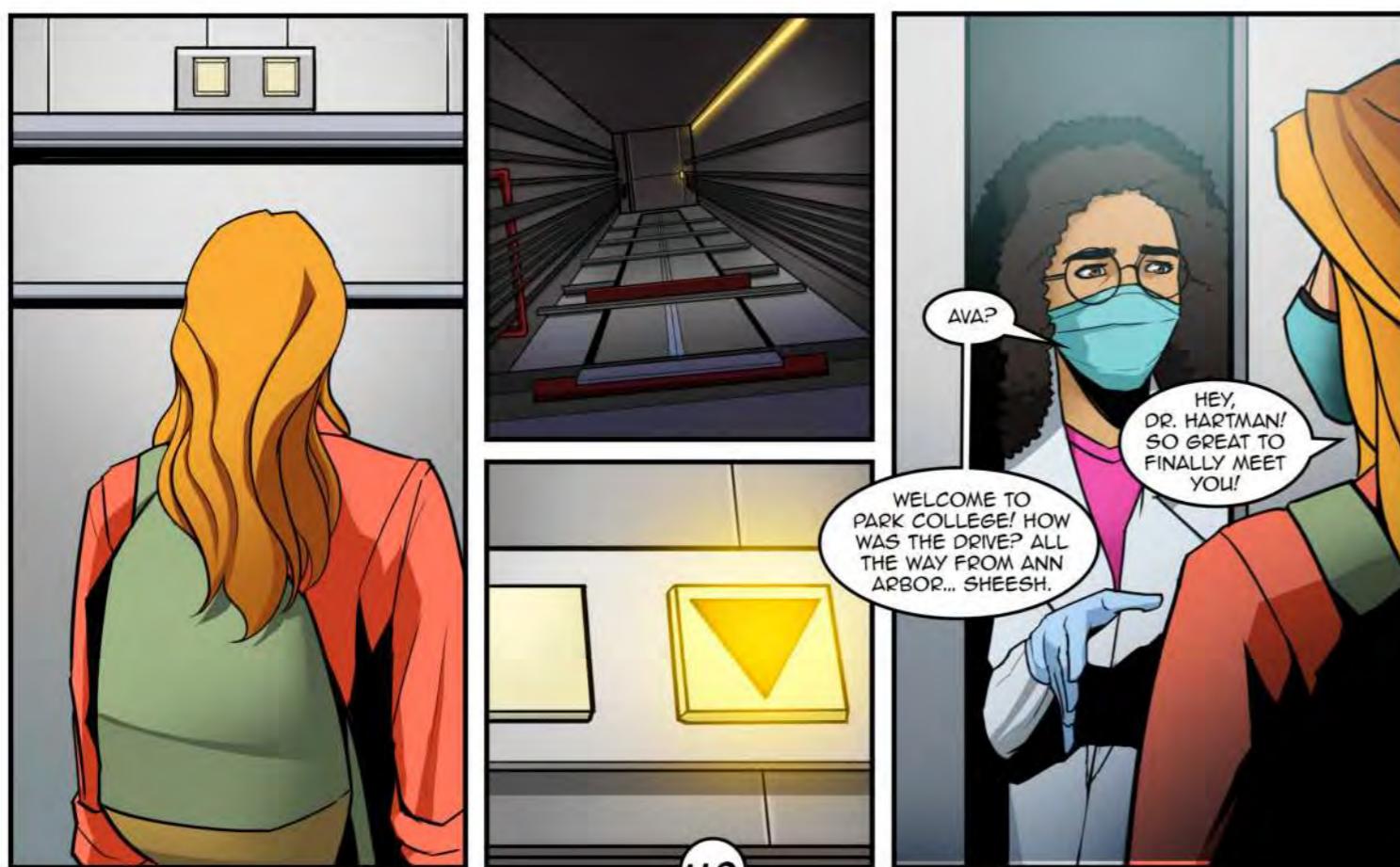
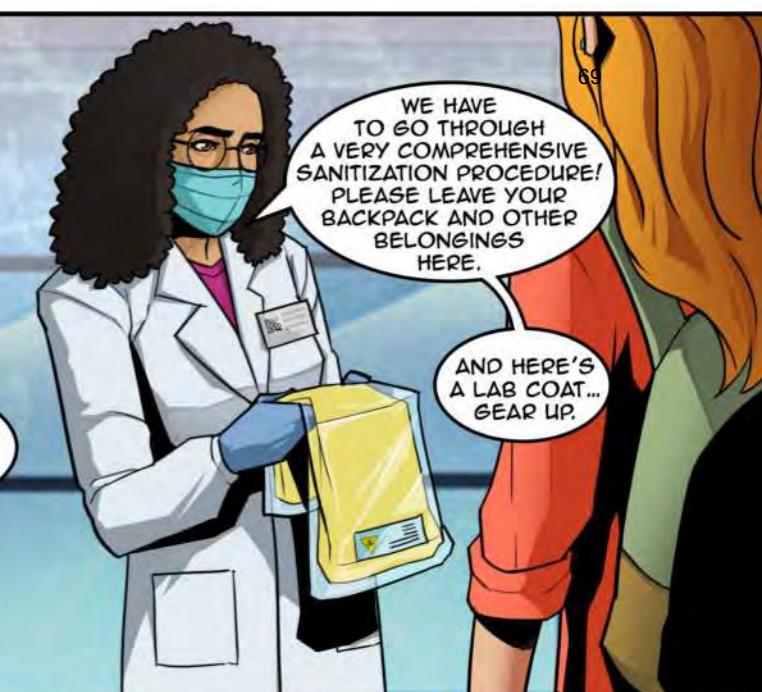


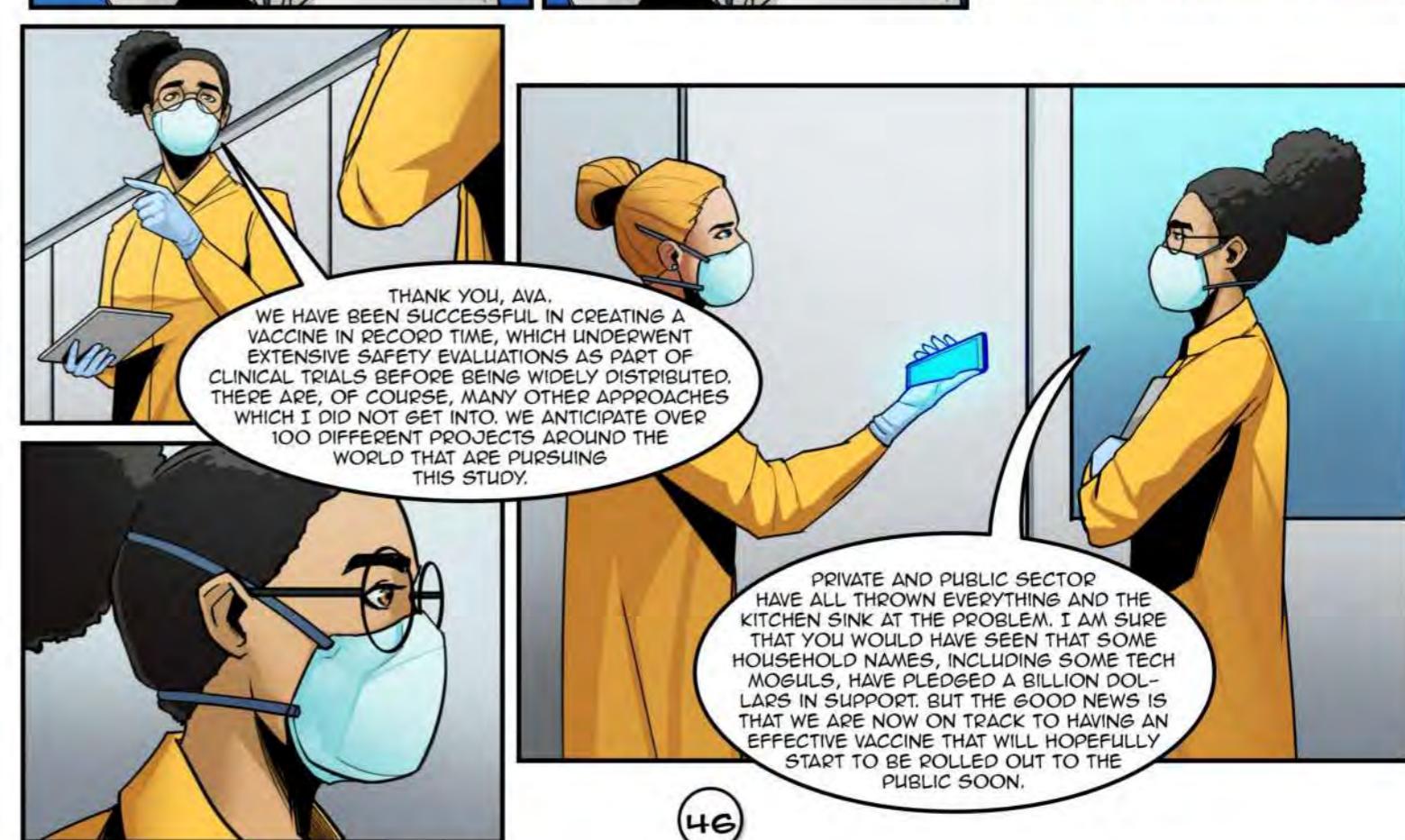
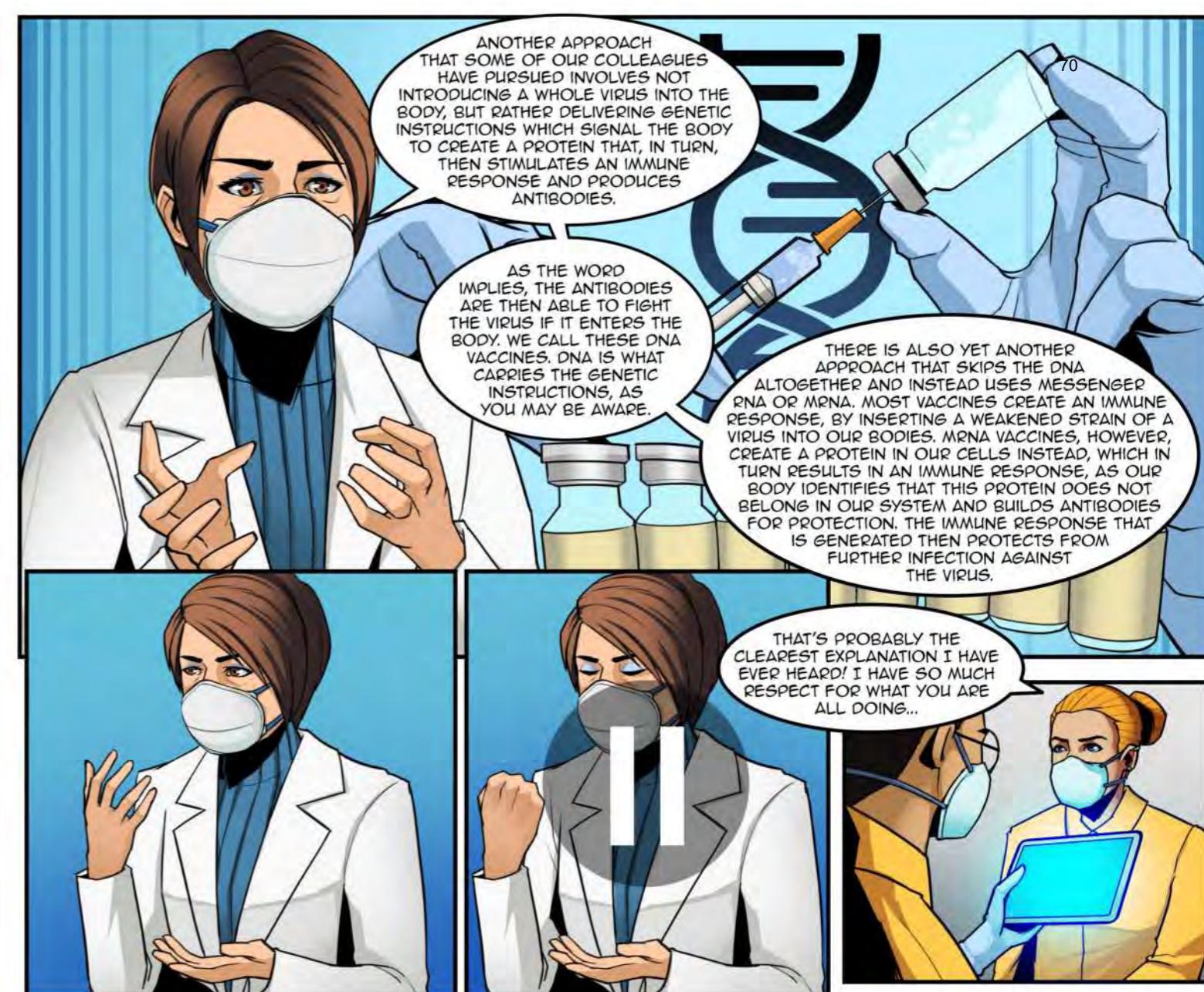
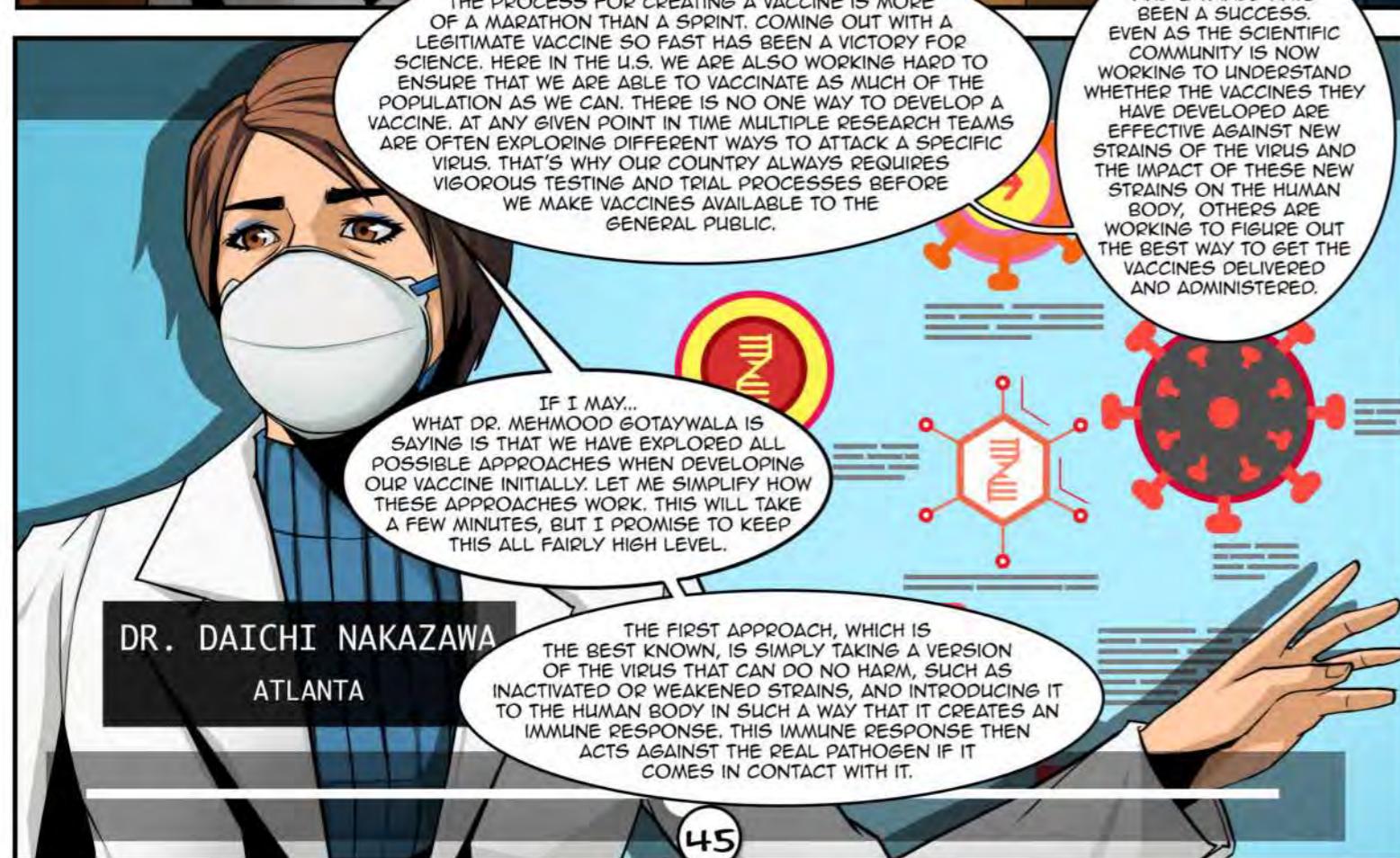
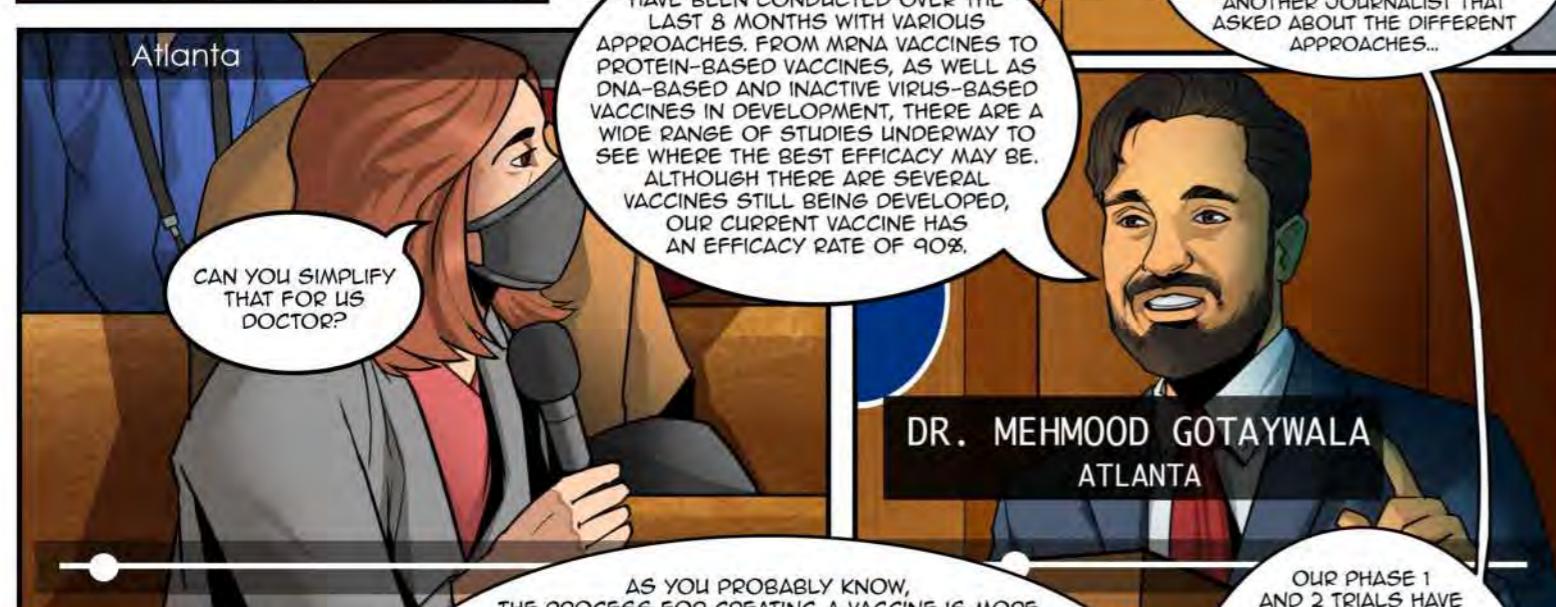
AVA SPOTS TWO FIGURES ENTERING THE SHOP AND A WORRIED EXPRESSION APPEARS ACROSS HER FACE.

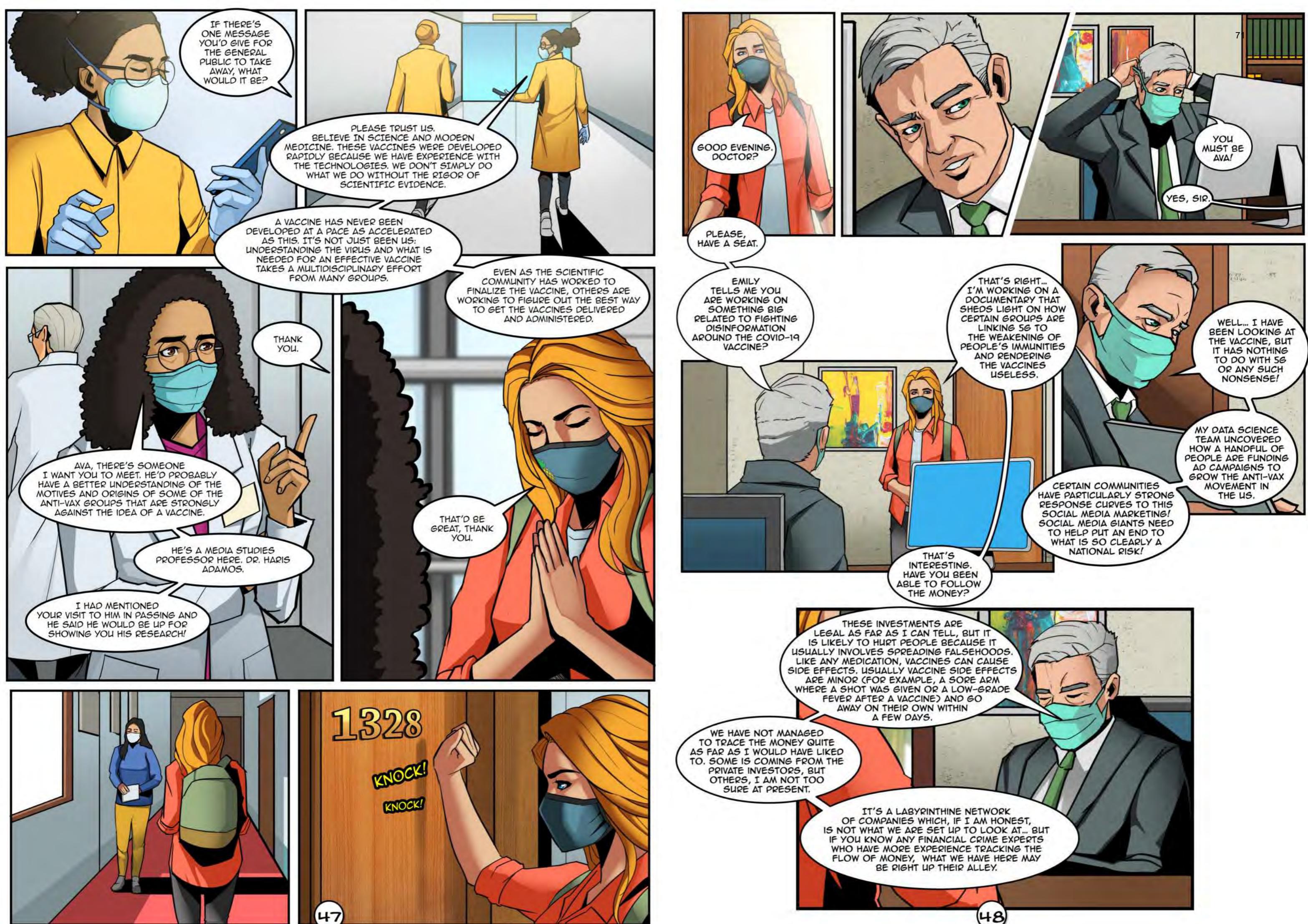


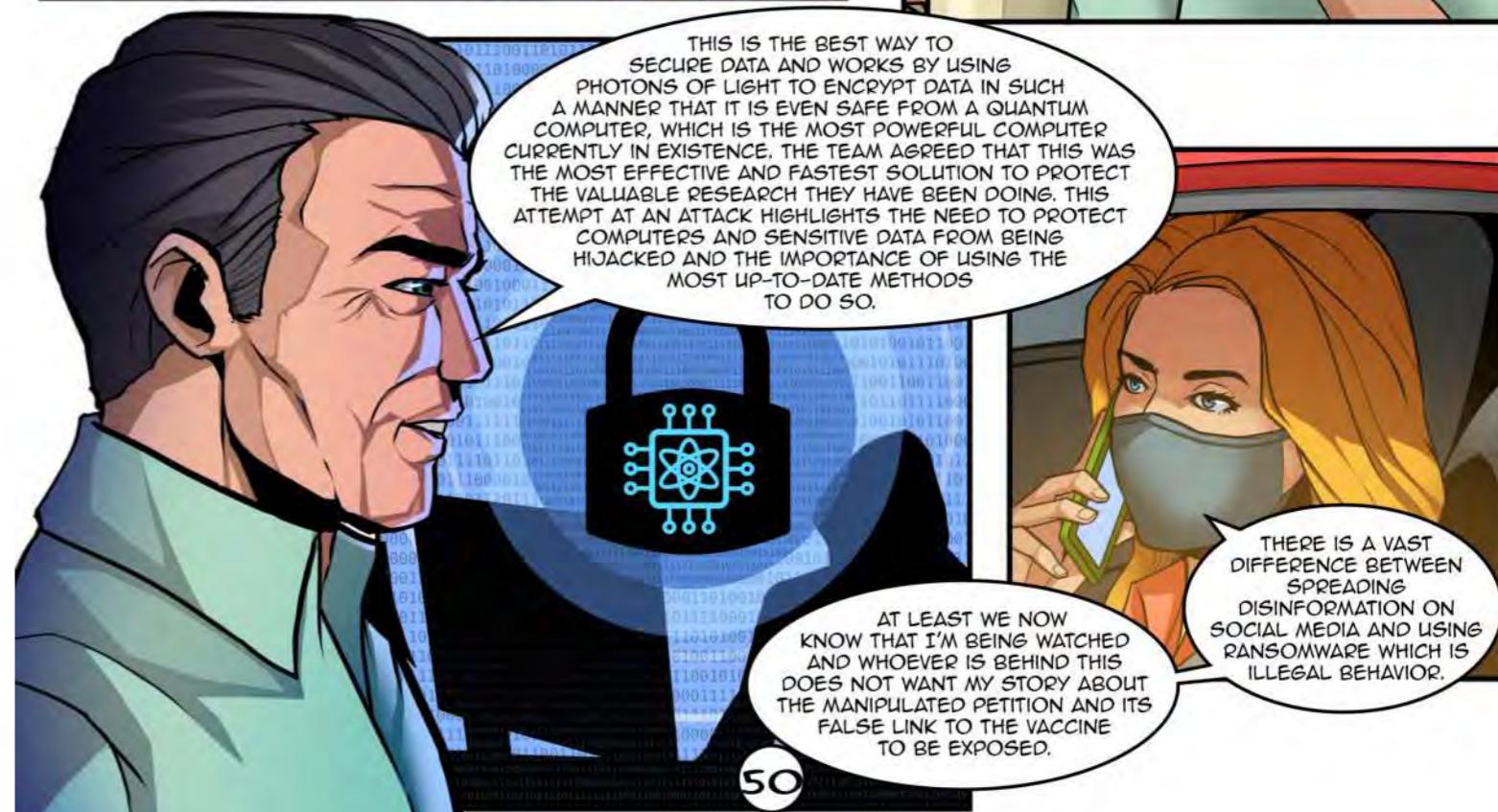
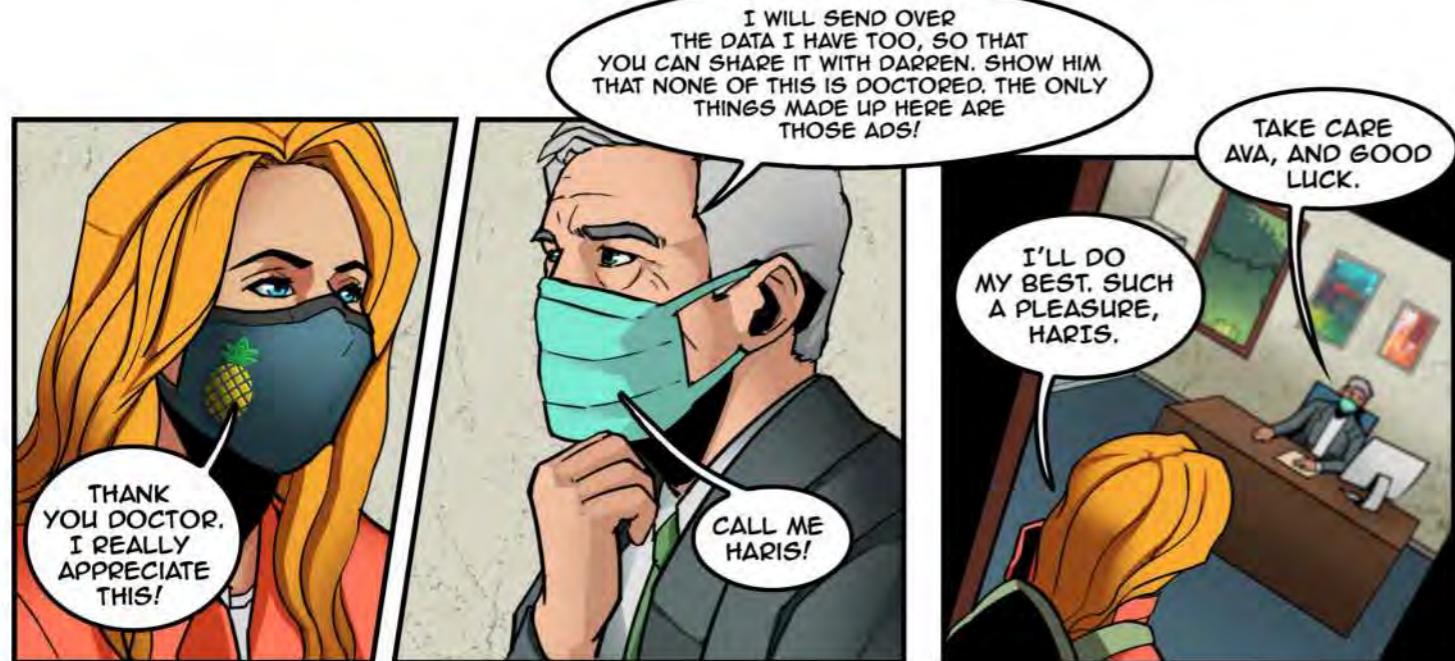
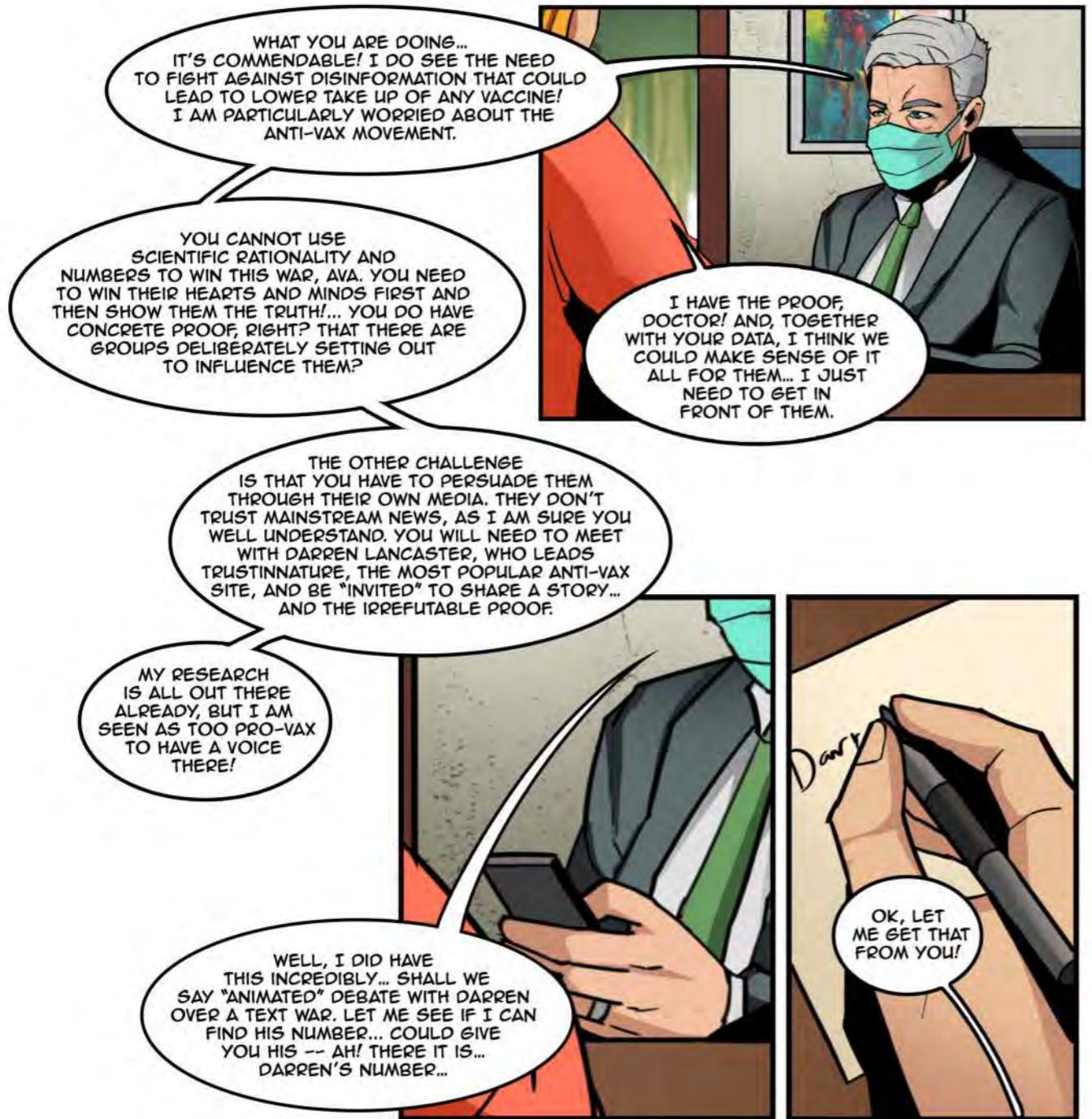
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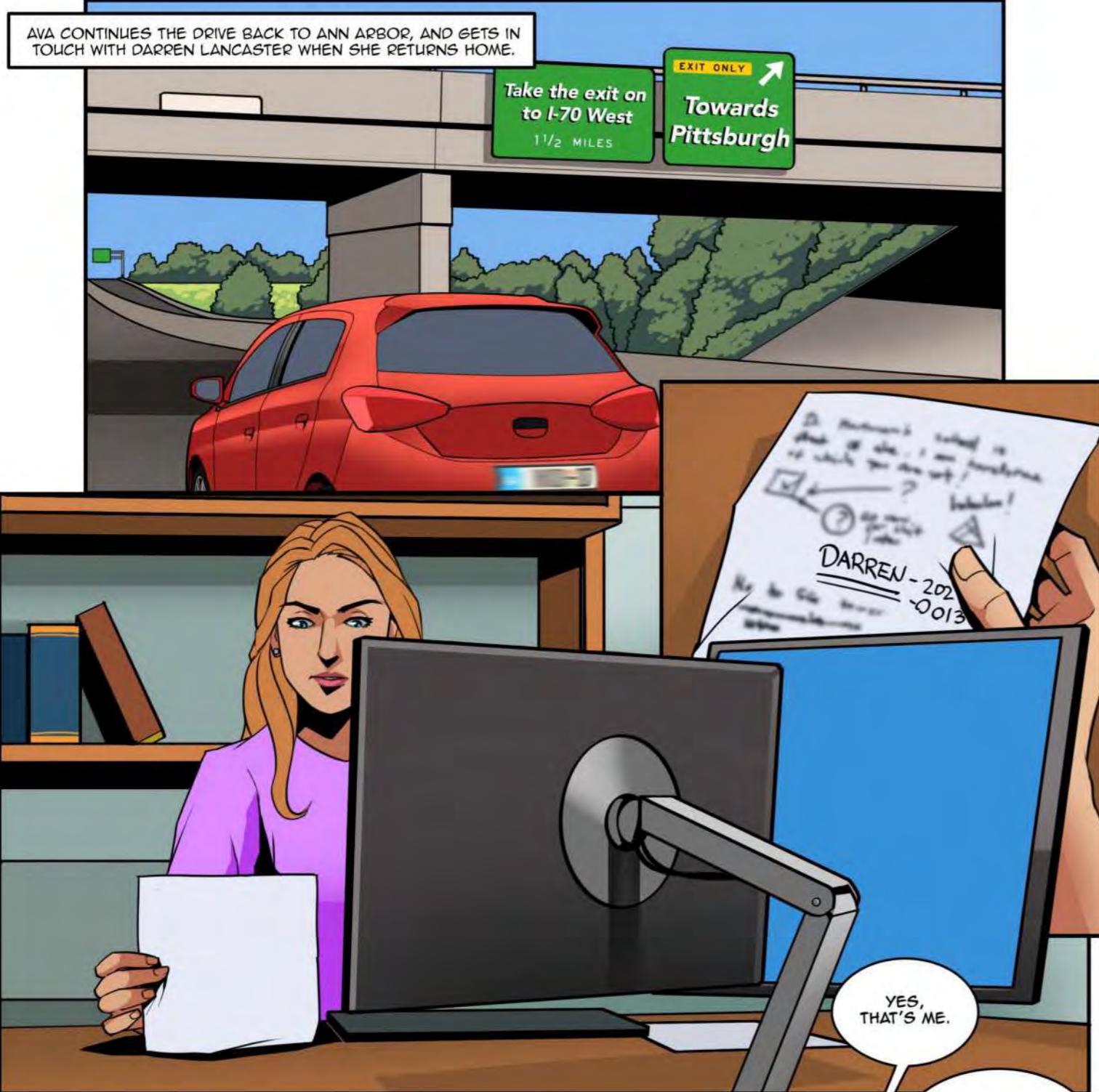








AVA CONTINUES THE DRIVE BACK TO ANN ARBOR, AND GETS IN TOUCH WITH DARREN LANCASTER WHEN SHE RETURNS HOME.



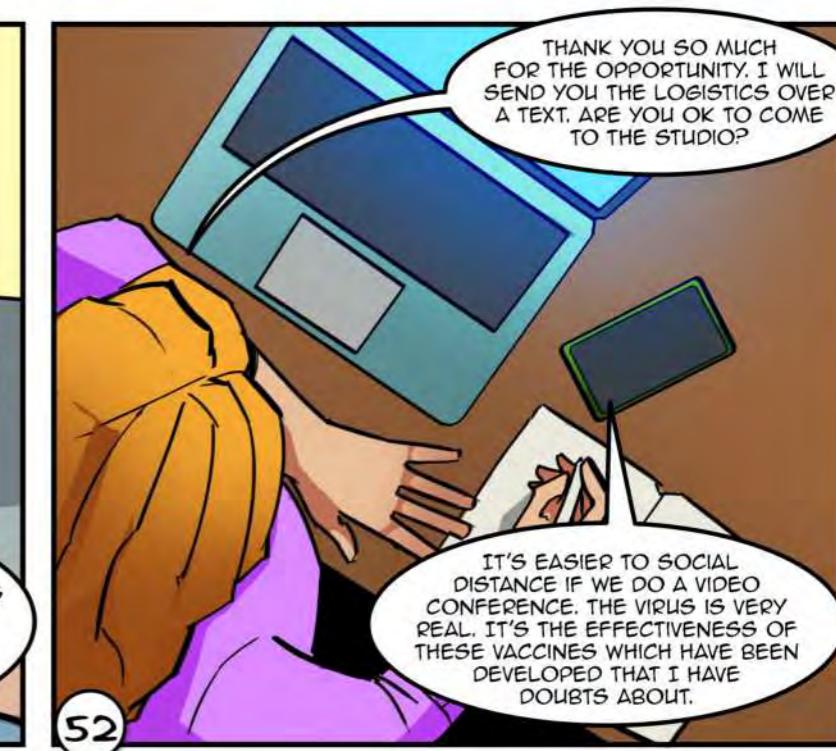
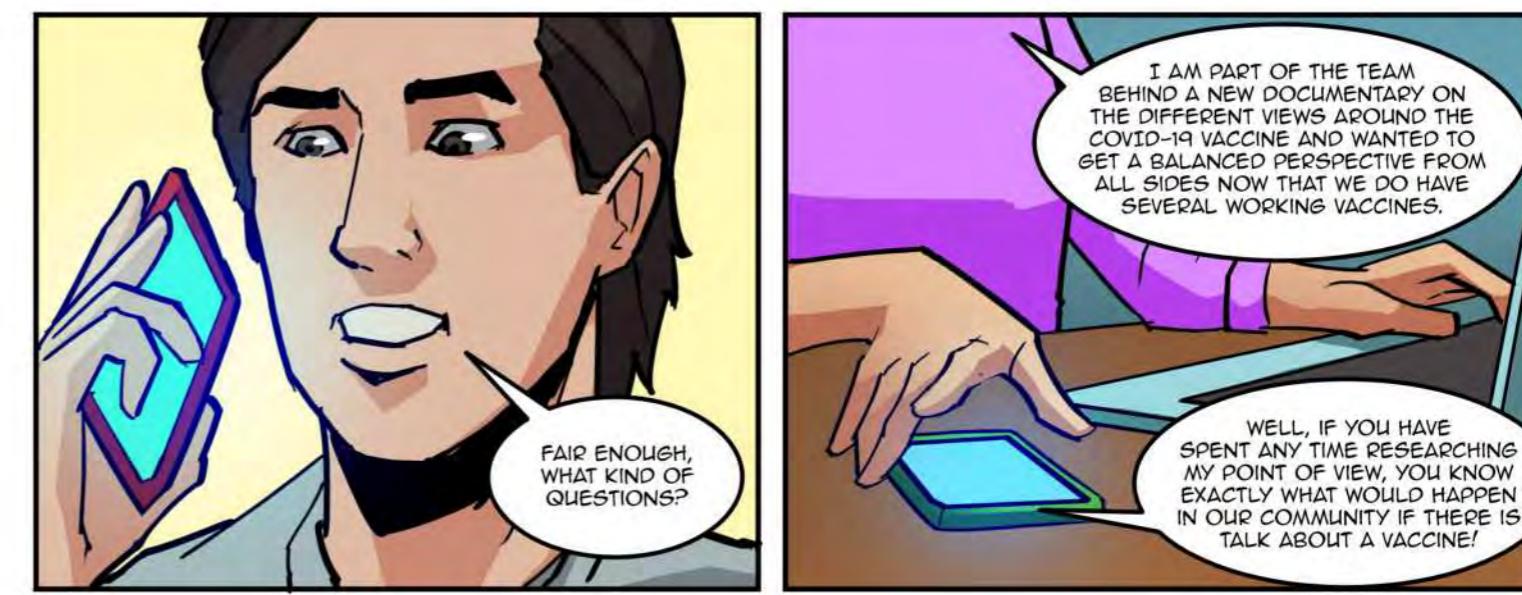
51



51



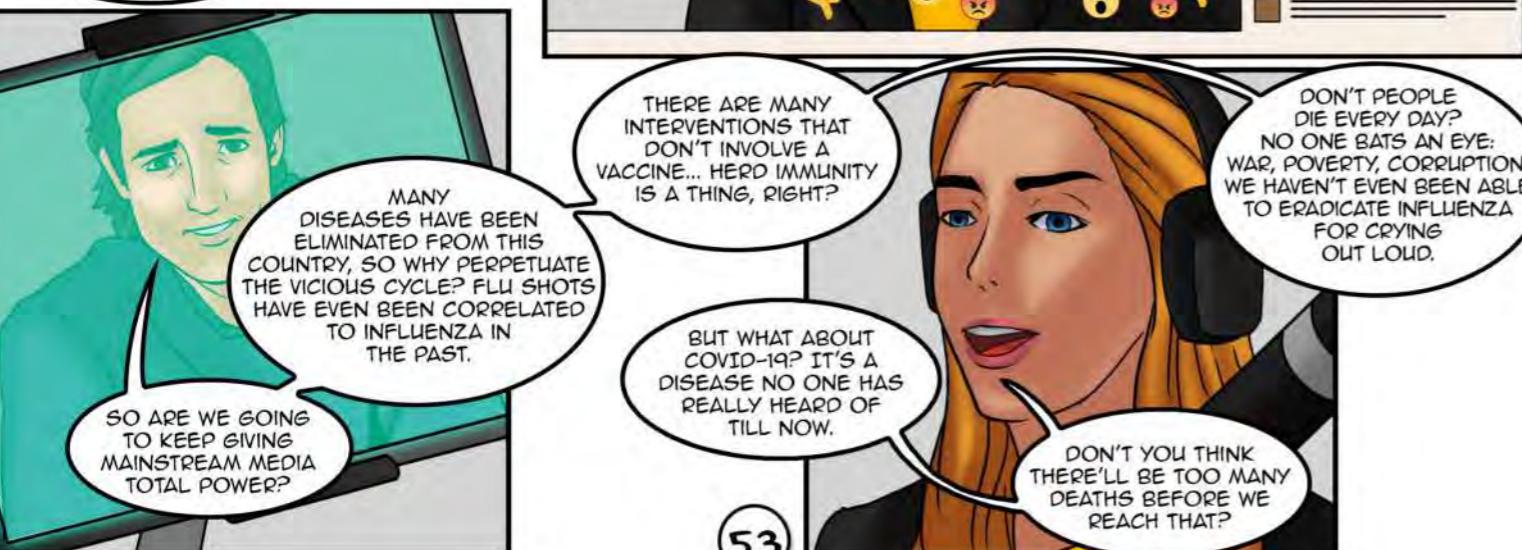
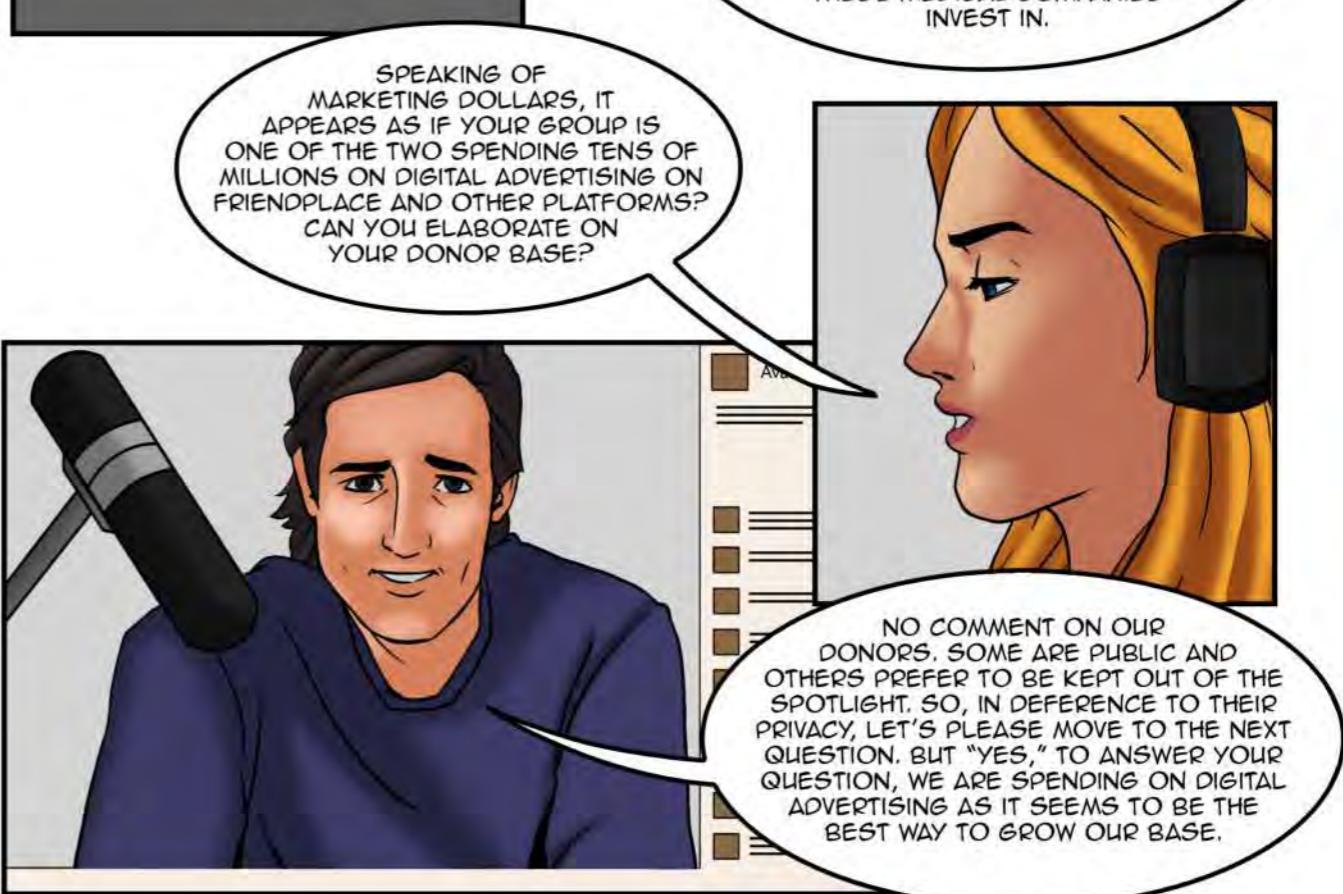
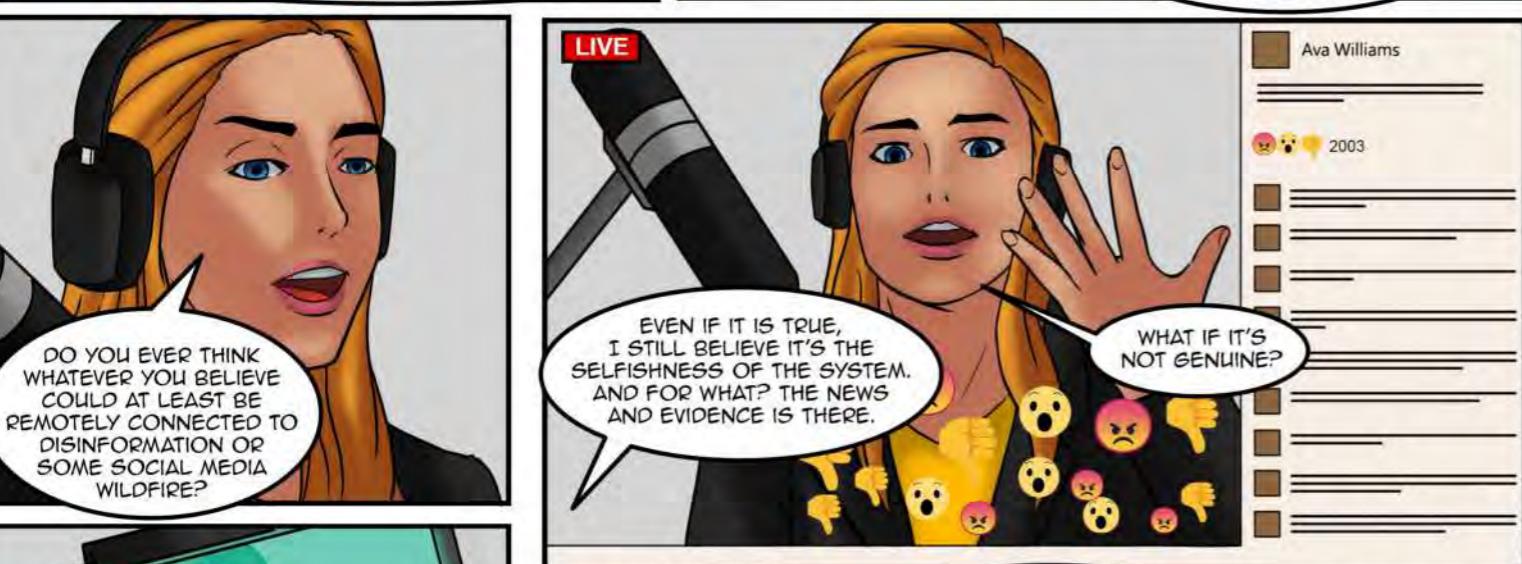
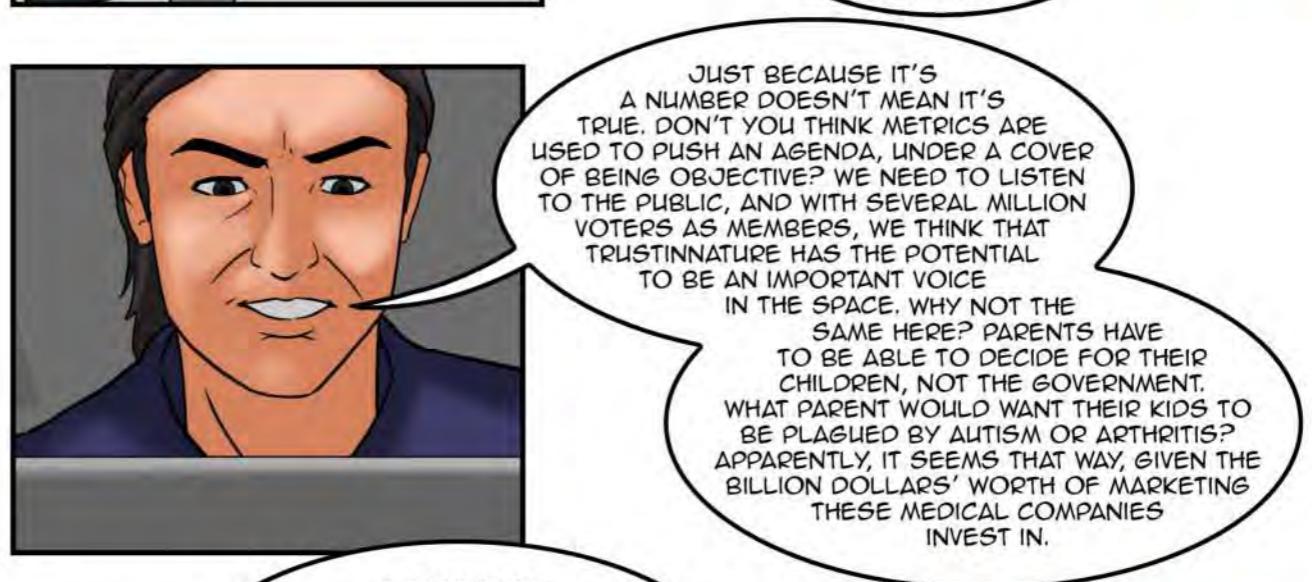
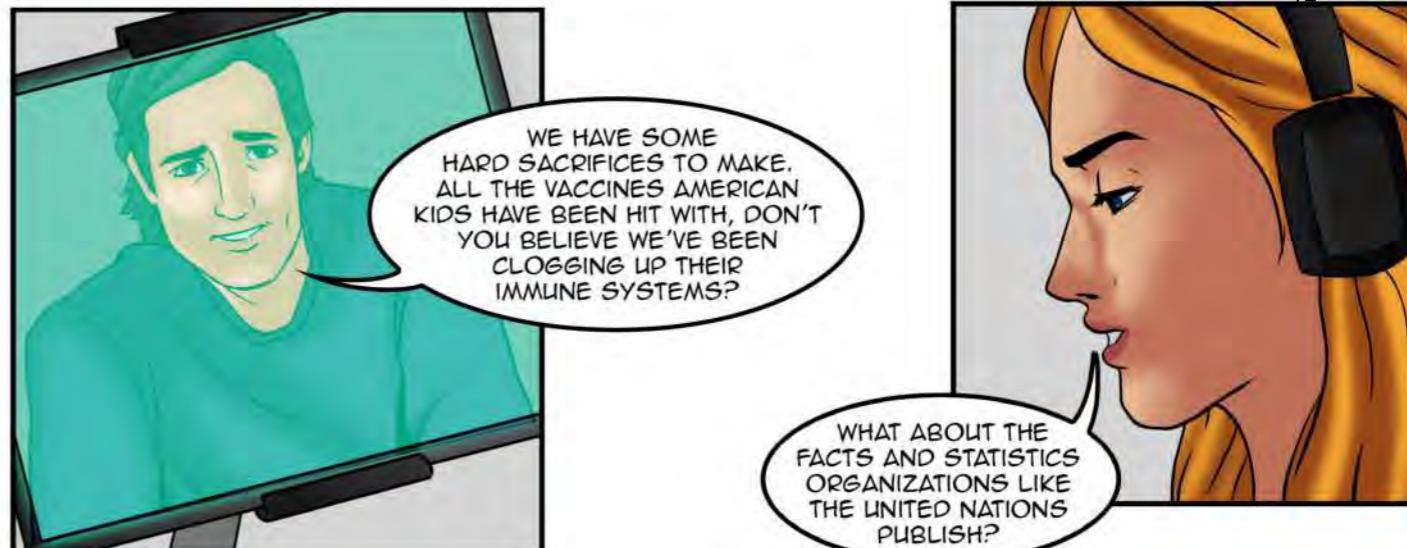
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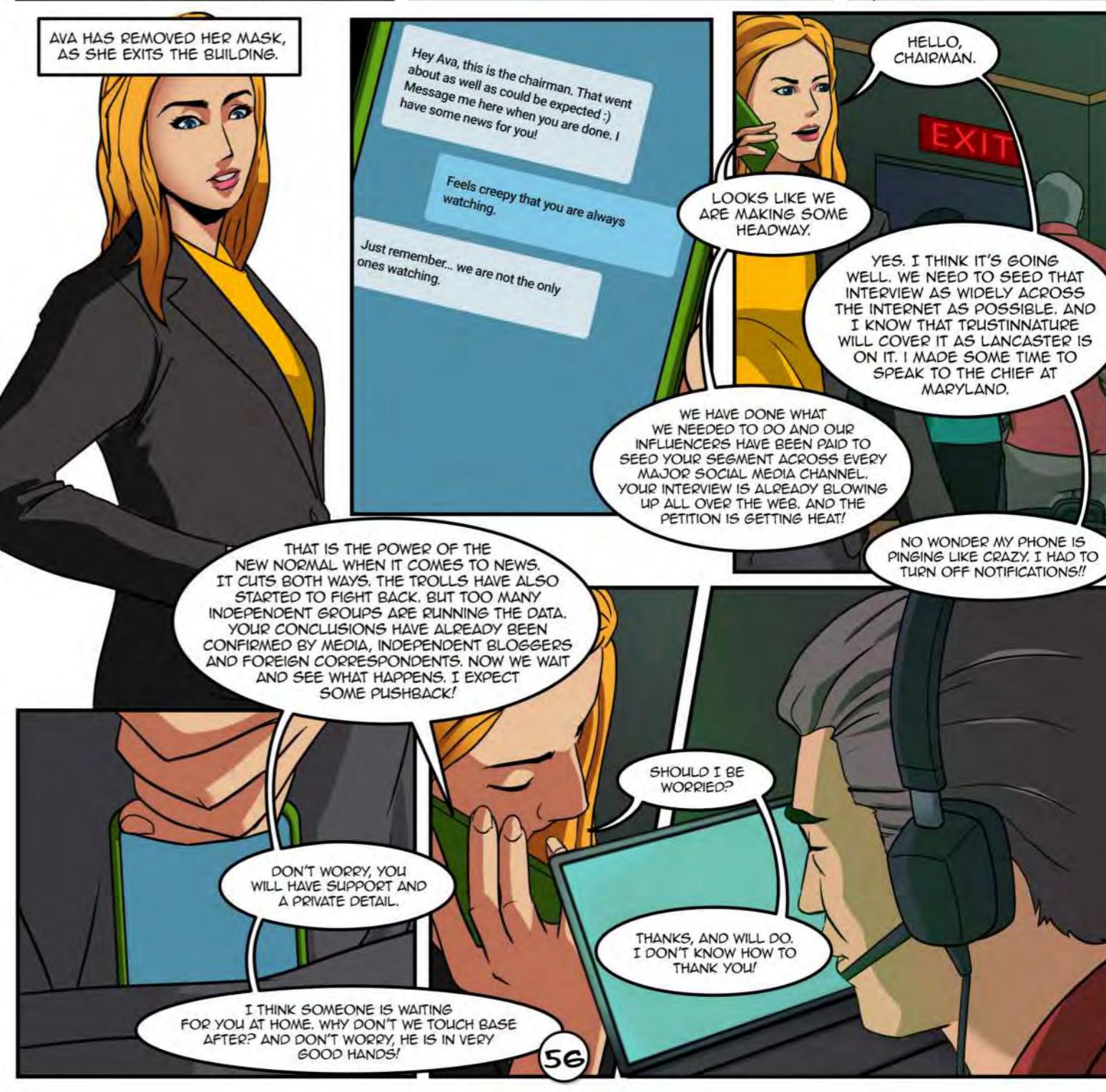
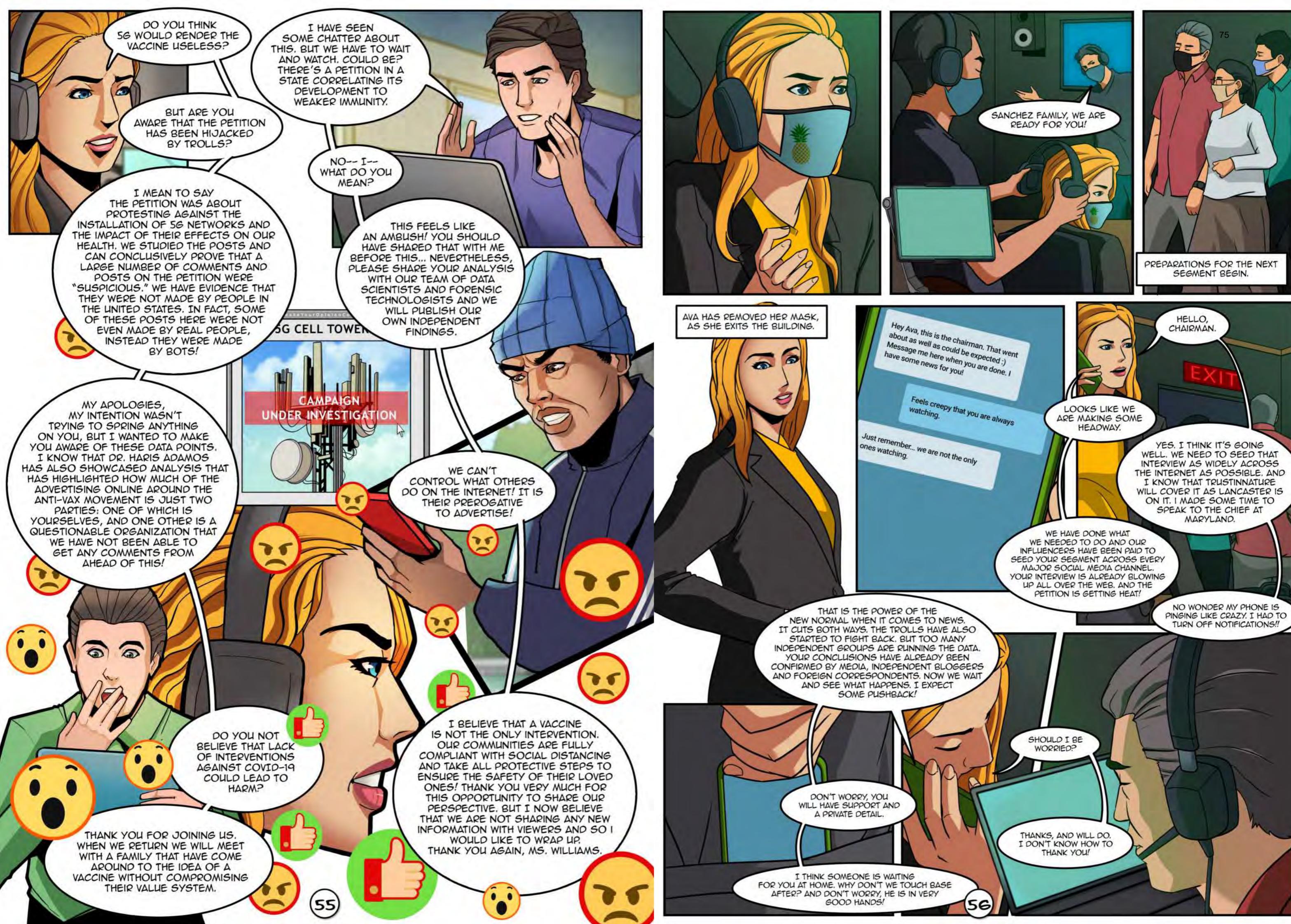


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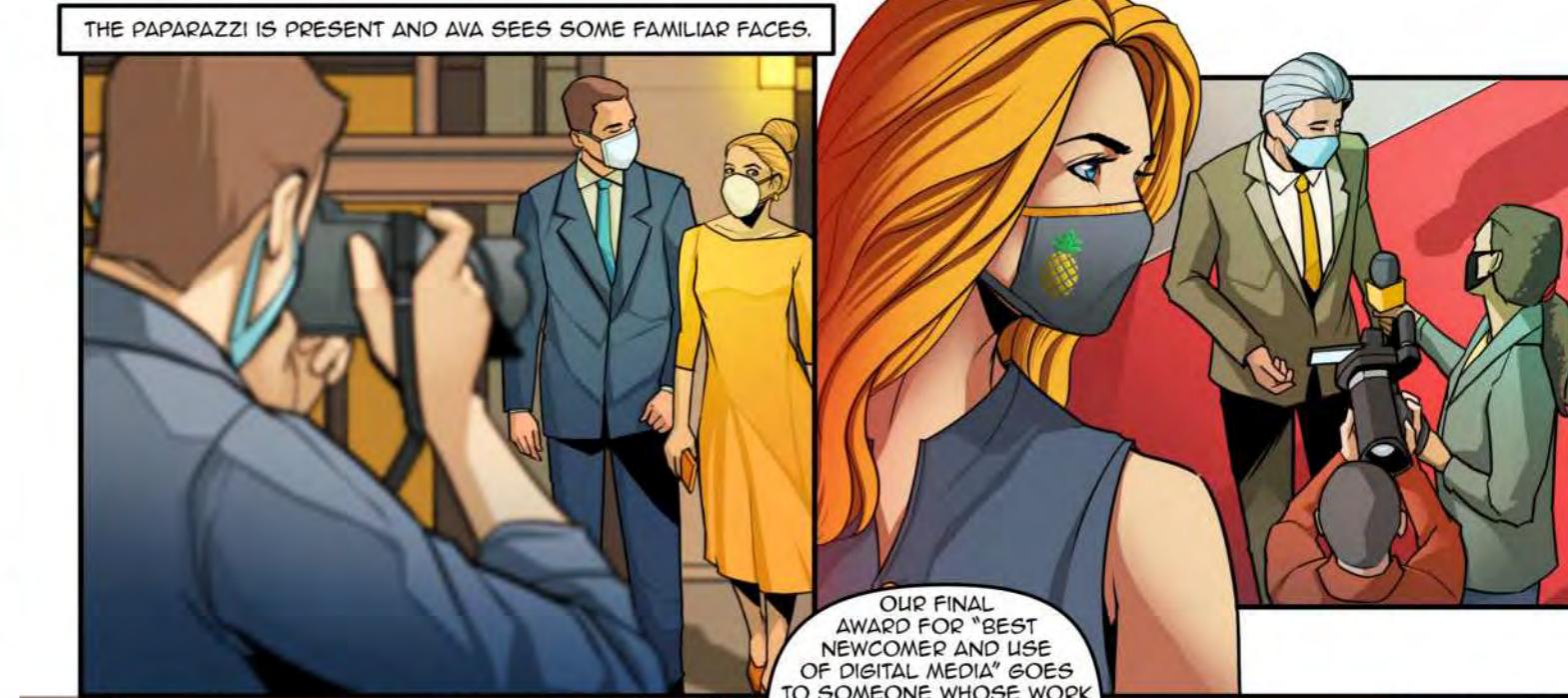
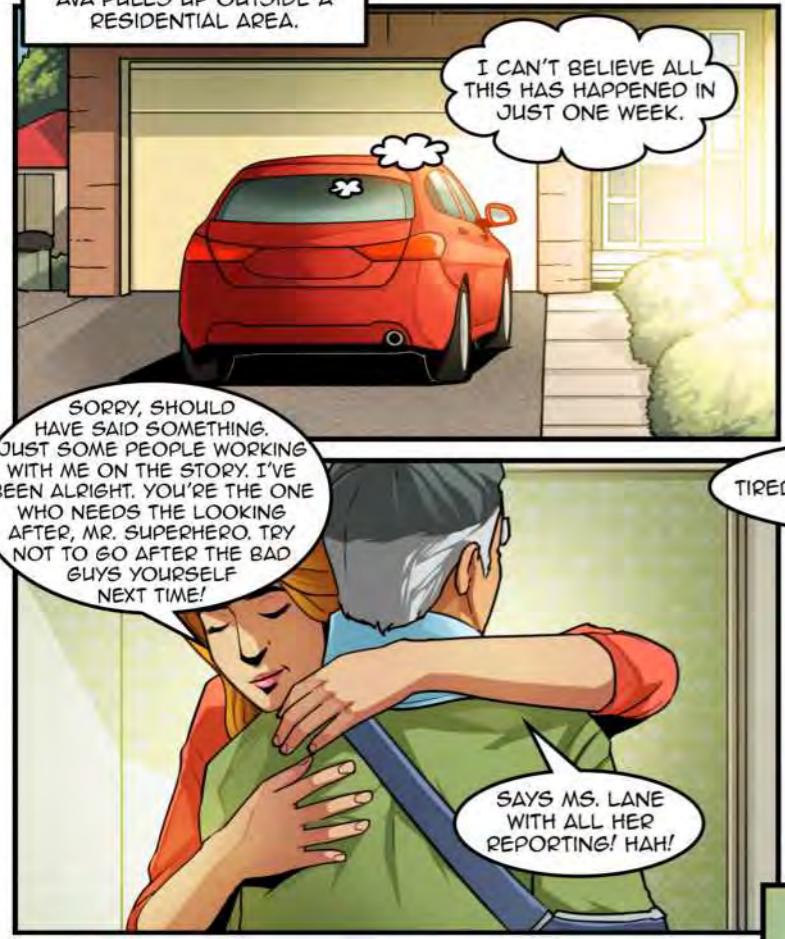
ONE WEEK LATER, IN THE MEDIA RECORDING LAB IN THE UNIVERSITY.

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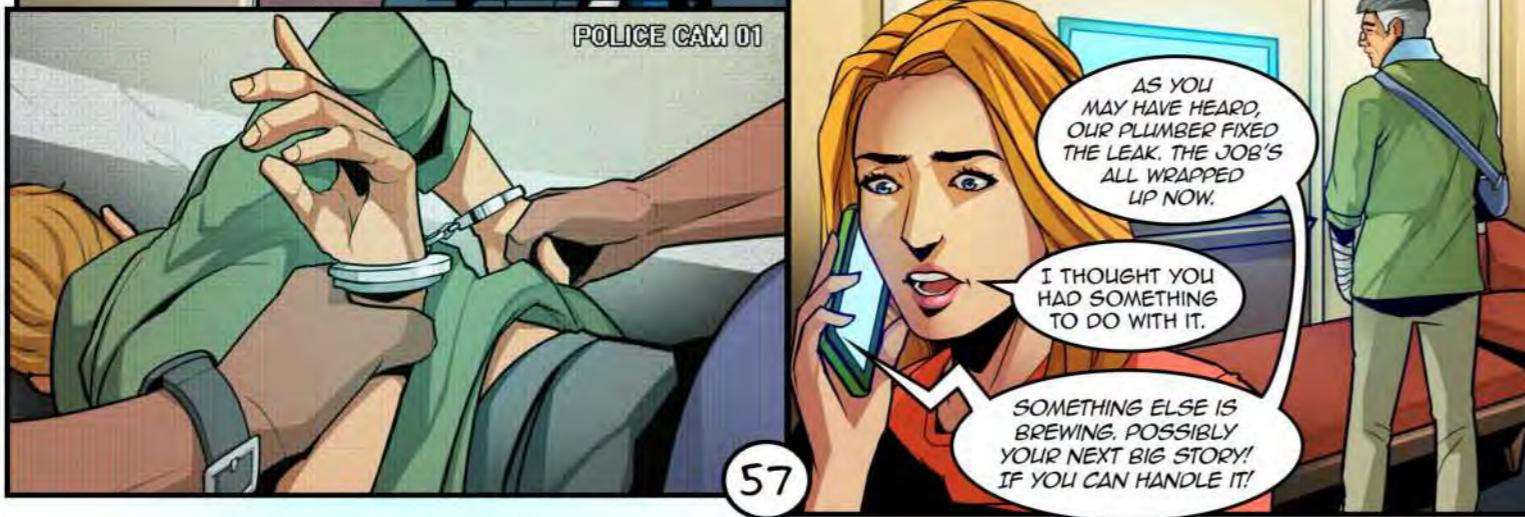


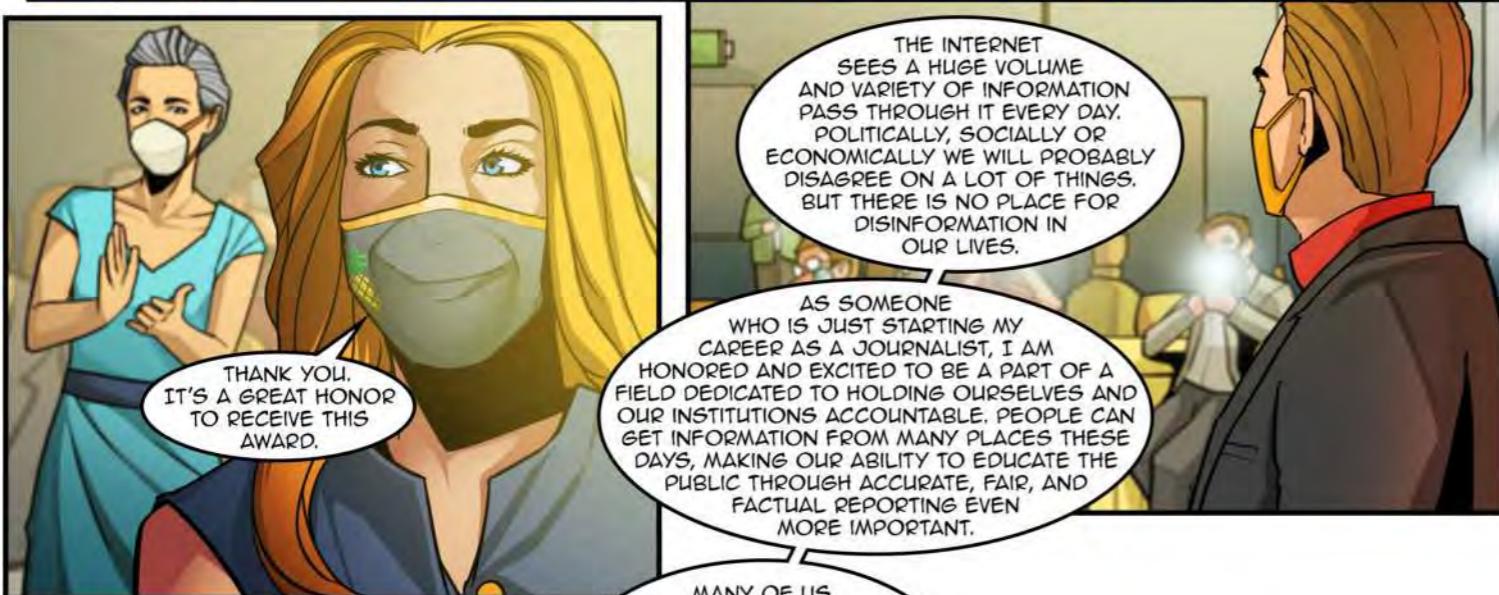
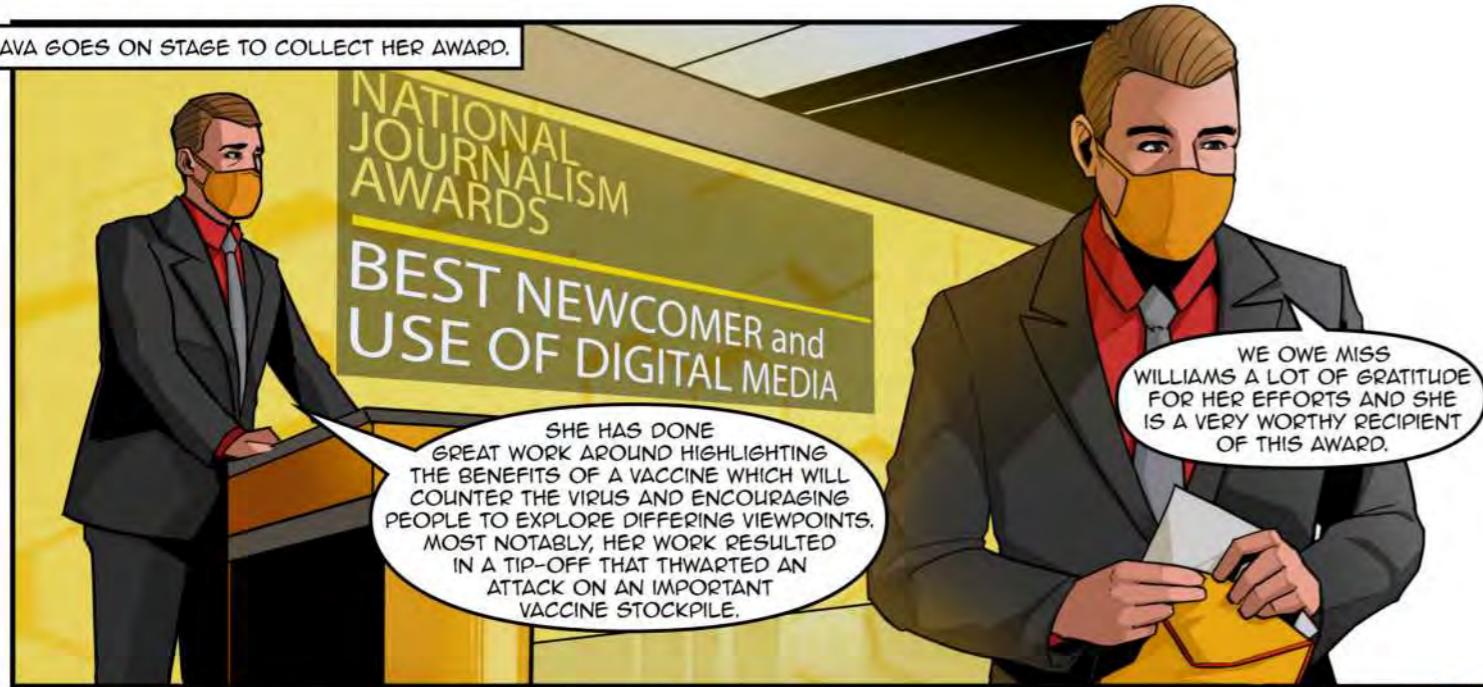
AVA PULLS UP OUTSIDE A RESIDENTIAL AREA.



NEWS

POLICE CAM 01





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J. WOLFE. "CORONAVIRUS BRIEFING: WHAT HAPPENED TODAY." 2020  
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### PAGE 50:

S. GHOSE. "ARE YOU READY FOR THE QUANTUM COMPUTING REVOLUTION?" 2020  
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## NOTES FROM CISA

**DISINFORMATION IS AN EXISTENTIAL THREAT TO THE UNITED STATES, OUR DEMOCRATIC WAY OF LIFE, AND THE INFRASTRUCTURE ON WHICH IT RELIES. THE RESILIENCE SERIES (OF WHICH THIS IS THE SECOND TITLE) USES THE GRAPHIC NOVEL FORMAT TO COMMUNICATE THE DANGERS AND RISKS ASSOCIATED WITH DIS- AND MISINFORMATION THROUGH FICTIONAL STORIES THAT ARE INSPIRED BY REAL-WORLD EVENTS.**

**THE RESILIENCE SERIES GRAPHIC NOVELS WERE COMMISSIONED BY THE CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY (CISA) TO SHARE INFORMATION TO ILLUSTRATE:**

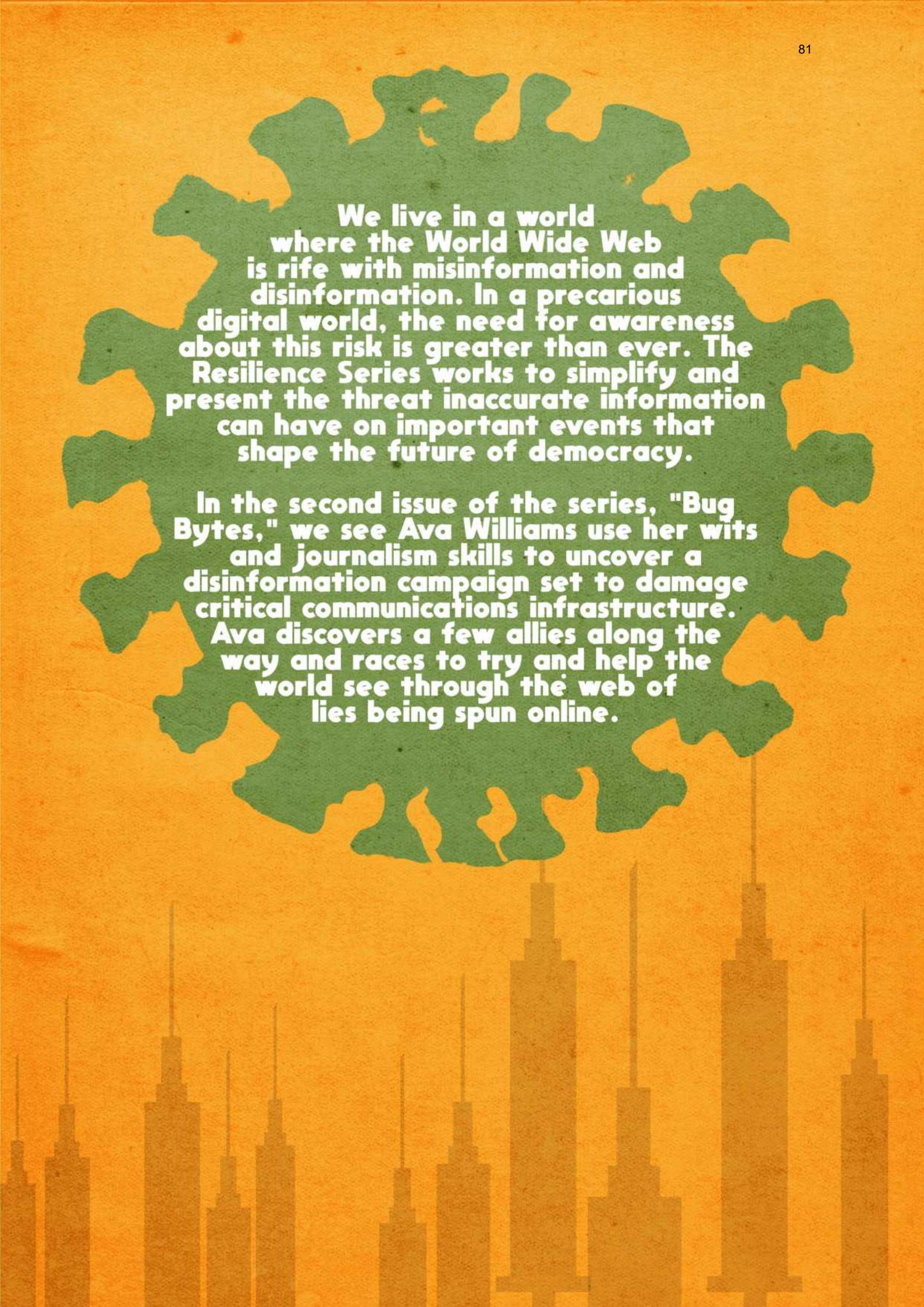
**1) FOREIGN ACTORS ARE TRYING TO INFLUENCE U.S. SECURITY, ECONOMY, AND POLITICS THROUGH THE MALICIOUS USE OF ONLINE MEDIA TO CREATE AND AMPLIFY DISINFORMATION.**

**2) WHILE THE STRATEGY OF USING INACCURATE INFORMATION TO WEAKEN AND DIVIDE A SOCIETY IS NOT NEW, THE INTERNET AND SOCIAL MEDIA ALLOW DISINFORMATION TO SPREAD MORE QUICKLY THAN IT HAS IN THE PAST.**

**3) DEEPFAKES, BOTS, AND TROLL FARMS ARE JUST SOME OF THE EMERGING TECHNIQUES FOR CREATING AND SPREADING DISINFORMATION.**

**CISA ENCOURAGES EVERYONE TO CONSUME INFORMATION WITH CARE. PRACTICING MEDIA LITERACY INCLUDING VERIFYING SOURCES, SEEKING ALTERNATIVE VIEWPOINTS, AND FINDING TRUSTED SOURCES OF INFORMATION IS THE MOST EFFECTIVE STRATEGY IN LIMITING THE EFFECT OF DISINFORMATION. FOR MORE INFORMATION AND FURTHER READING ABOUT DISINFORMATION, PLEASE VISIT THE CYBERSECURITY & INFRASTRUCTURE SECURITY AGENCY WEBSITE, [WWW.CISA.GOV](http://WWW.CISA.GOV).**





**We live in a world where the World Wide Web is rife with misinformation and disinformation. In a precarious digital world, the need for awareness about this risk is greater than ever. The Resilience Series works to simplify and present the threat inaccurate information can have on important events that shape the future of democracy.**

**In the second issue of the series, "Bug Bytes," we see Ava Williams use her wits and journalism skills to uncover a disinformation campaign set to damage critical communications infrastructure. Ava discovers a few allies along the way and races to try and help the world see through the web of lies being spun online.**



# Resilience Series

# RISE

Commissioned by the Cybersecurity and Infrastructure Security Agency  
Written by Clint Watts and Farid Haque



# CREDITS



The Cybersecurity and Infrastructure Security Agency (CISA) produced this graphic novel to highlight tactics used by foreign government-backed disinformation campaigns that seek to disrupt American life and the infrastructure that underlies it. CISA's publication of information materials about this issue are intended for public awareness, and are not intended to restrict, diminish, or demean any person's right to hold and express any opinion or belief, including opinions or beliefs that align with those of a foreign government, are expressed by a foreign government-backed campaign, or dissent from the majority.

CISA celebrates the First Amendment rights of all U.S. persons without restriction. CISA doesn't endorse any products, services, institutions, or conduct outside of our authority that have been included in this story. While based on actual nation-state adversary activity, the story and all names, characters, organizations, and incidents portrayed in this production are fictitious.

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## EDITOR

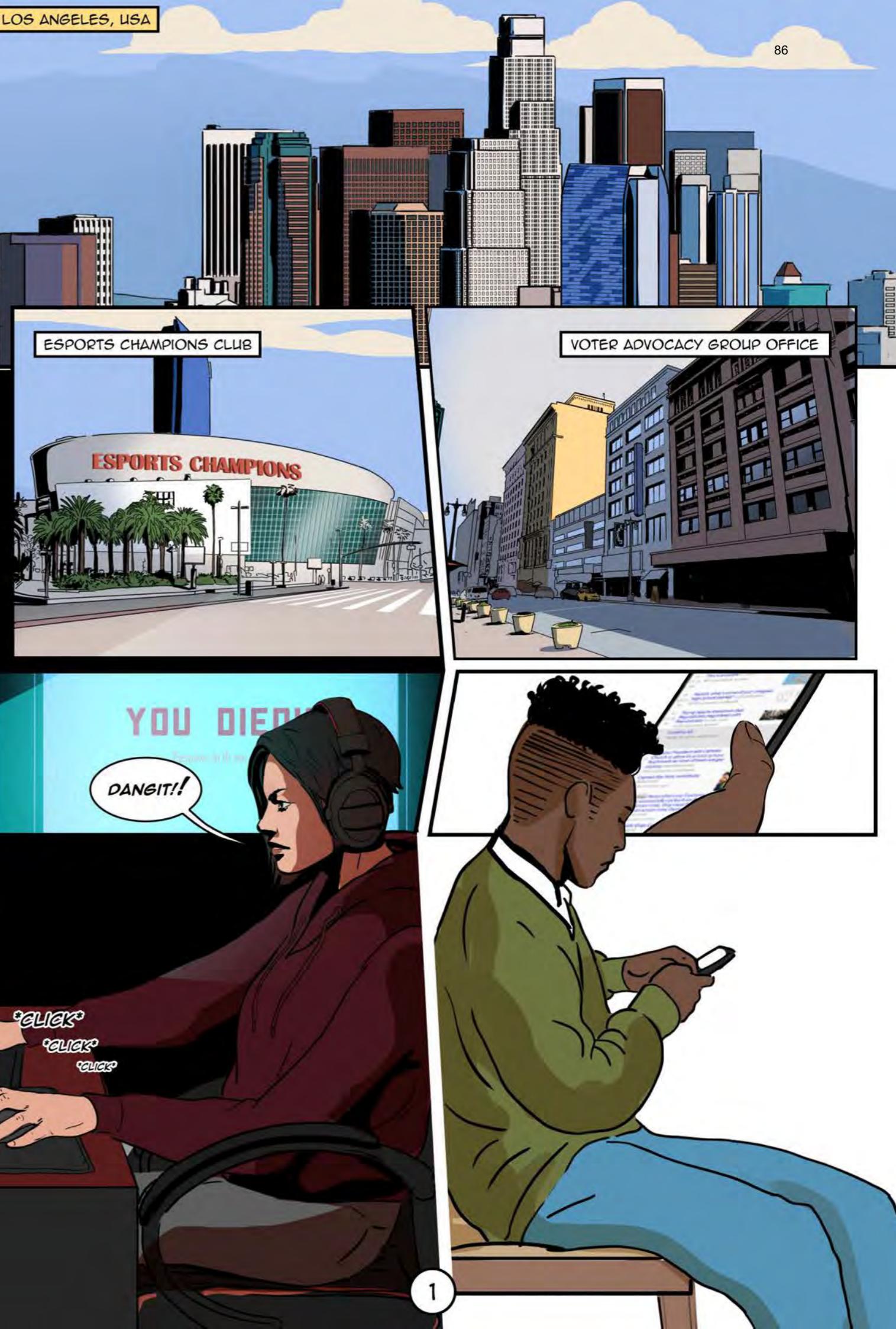
**Tolly M.**

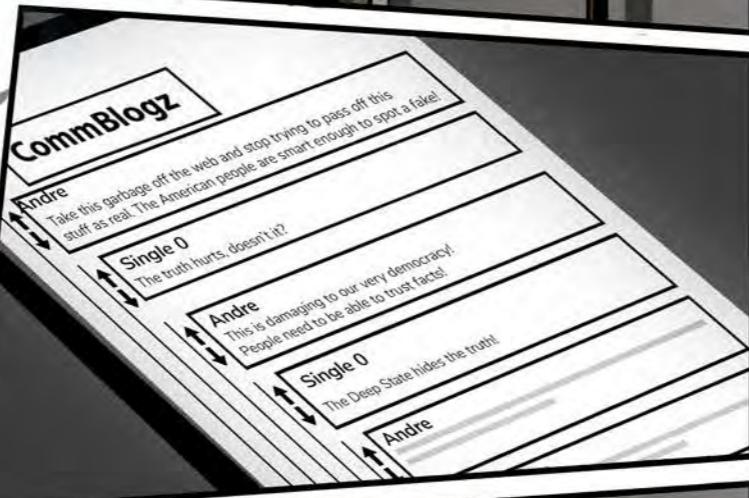
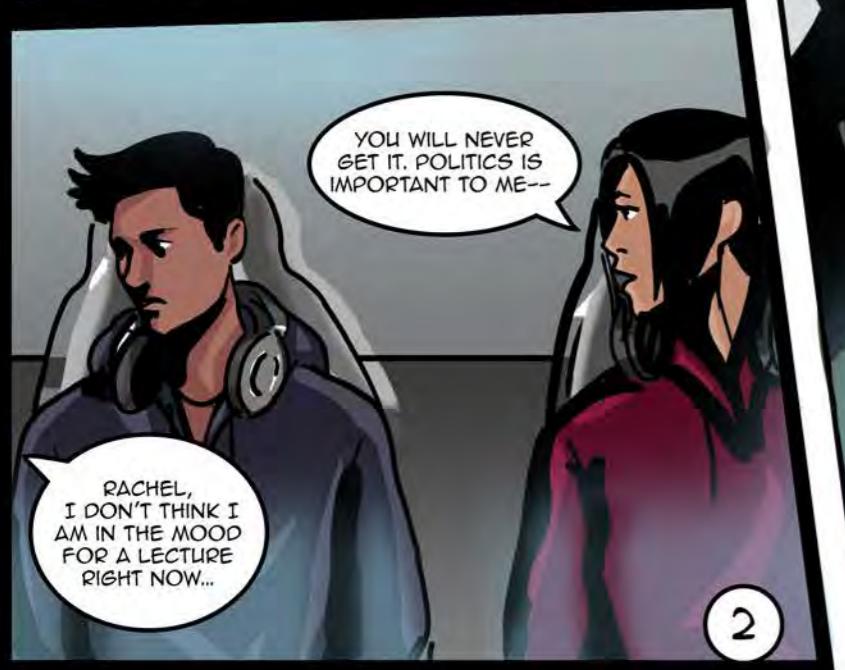
## SCRIPTWRITERS

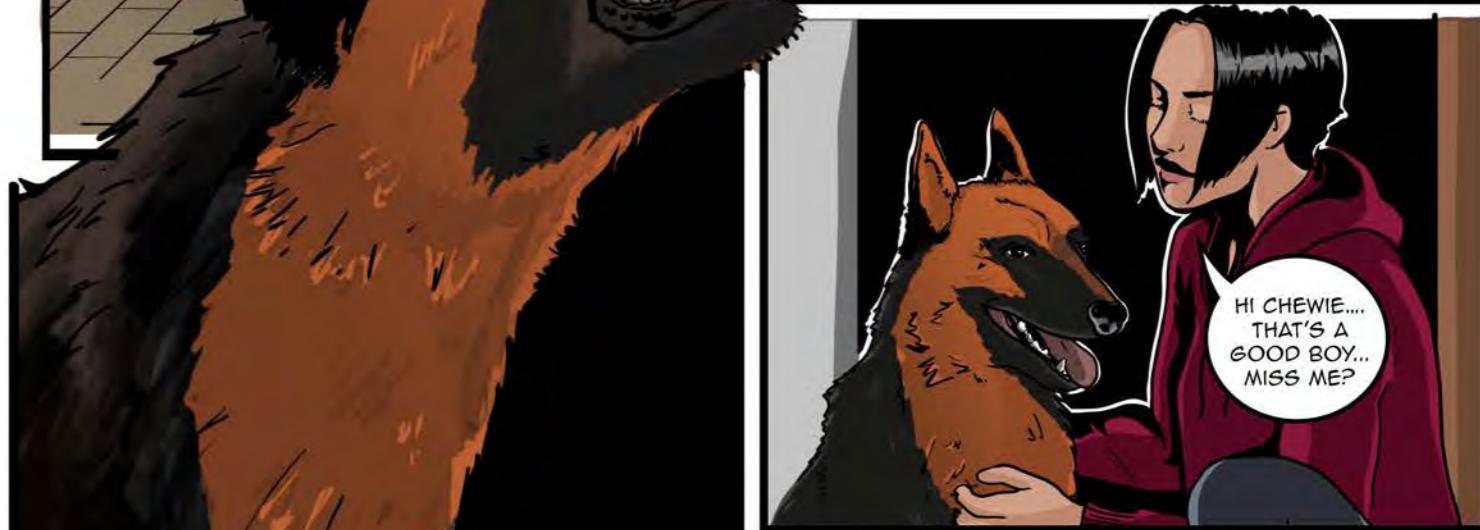
**Michael Gianfrancesco, Kabir Sabharwal**

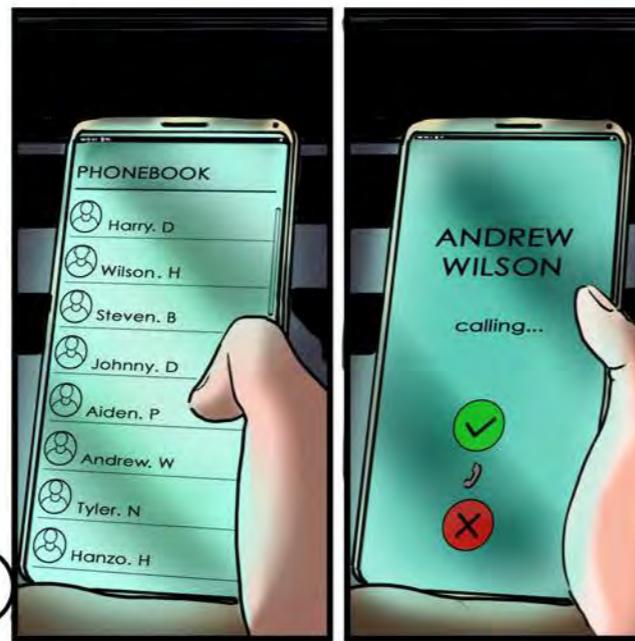
# Resilience Series RAAF

CLINT WATTS  
FARID HAQUE









'GPUS IS THE ACRONYM USED TO DESCRIBE GRAPHICS PROCESSING UNITS WHICH ARE SPECIALIZED, ELECTRONIC CIRCUITS DESIGNED TO RAPIDLY MANIPULATE AND ALTER MEMORY FOR A HARDWARE DEVICE TO ACCELERATE THE CREATION OF IMAGES. THEY ARE OFTEN USED TO IMPROVE PERFORMANCE FOR PERSONAL COMPUTERS, WORKSTATIONS, AND GAME CONSOLES (AS WELL AS OTHER DEVICES) THAT NEED TO DEAL WITH LARGE IMAGE RELATED DATA.'



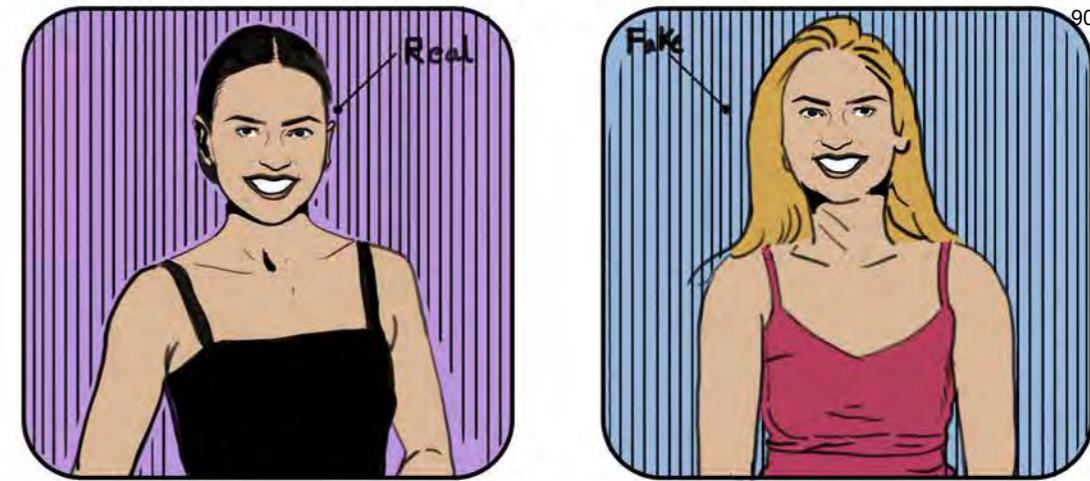
## A BRIEF HISTORY OF DEEPFAKES.

THE TERM "DEEPFAKE," A COMBINATION OF "DEEP LEARNING" AND "FAKE," IS USED TO DESCRIBE SYNTHETIC VIDEO OR AUDIO CONTENT, WHICH IS OFTEN CREATED WITH MALICIOUS INTENT TO SPREAD MIS AND/OR DISINFORMATION. THE TERM WAS FIRST USED BY A REDDIT USER IN 2017.



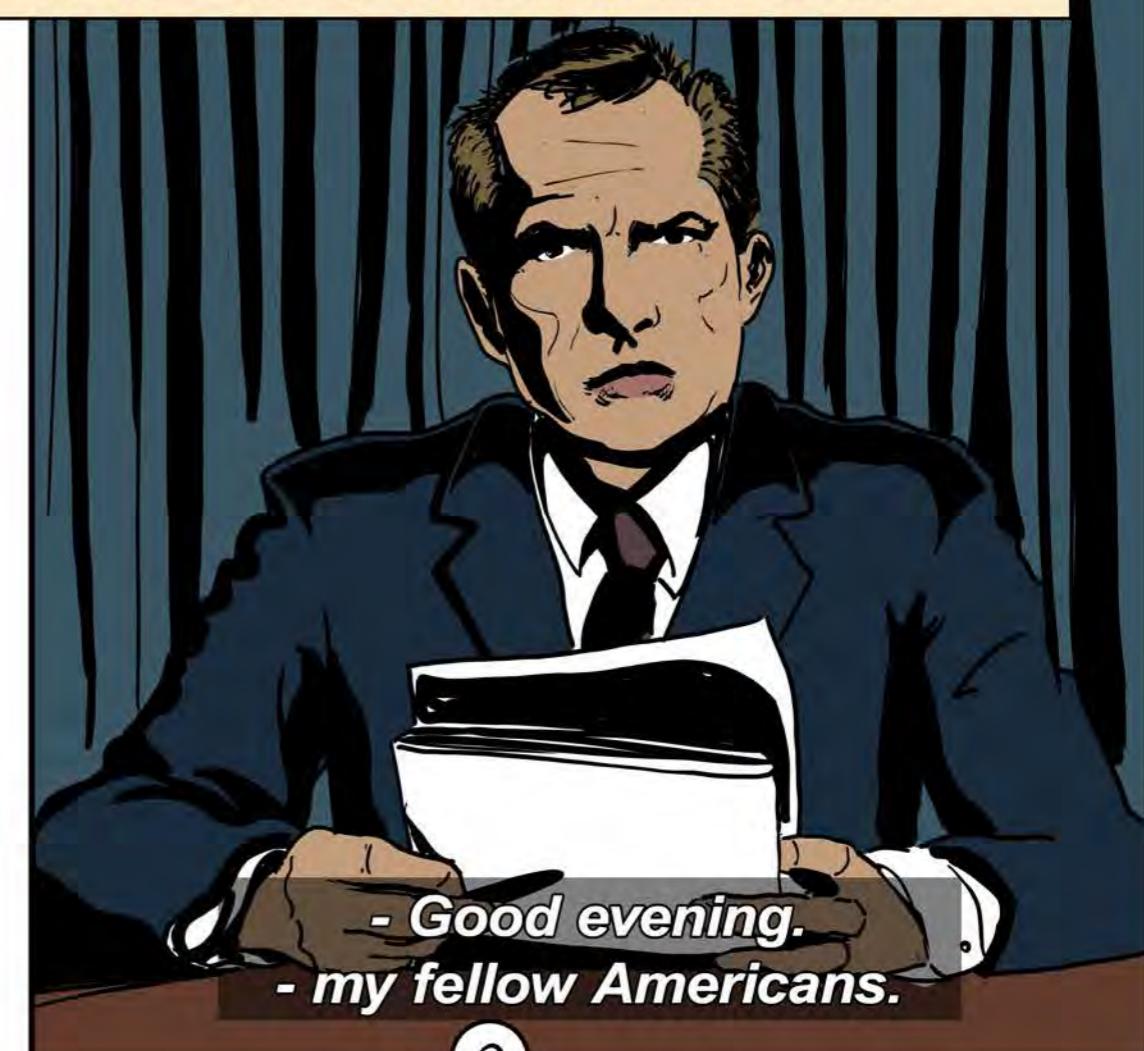
THE FIRST DEEPFAKES THAT GAINED NOTORIETY WERE MOSTLY FOCUSED ON NON-CONSENSUAL PORNOGRAPHY, CREATING SYNTHETIC MEDIA, OFTEN USING CELEBRITIES AS SUBJECTS, TO GARNER WIDESPREAD SHARING. IN MANY CASES THE SYNTHETIC MEDIA HAS BEEN USED AS A WAY TO SHAME, HUMILIATE, AND MANIPULATE VICTIMS AROUND THE WORLD. TECHNIQUES HAVE RANGED FROM FACE-SWAPPING TECHNOLOGY TO MUCH MORE COMPLEX APPLICATIONS.

A screenshot of the r/deepfakes subreddit homepage. It features a sidebar with a logo and the title "Deepfakes r/deepfakes". Below the sidebar are several post cards. One card for a "DEEPCODE REQUEST MEGATHREAD" has 21 upvotes and 63 comments. Another card for a "CELEBRITY DEEPFAKES THREAD(NSFW)" has 0 upvotes and 1 comment. At the bottom of the sidebar is a "PROMOTED" section. To the right of the sidebar is an "About Community" section showing statistics: Members (redacted), Online (redacted), and Restricted. There is also an "ADVERTISEMENT" placeholder.

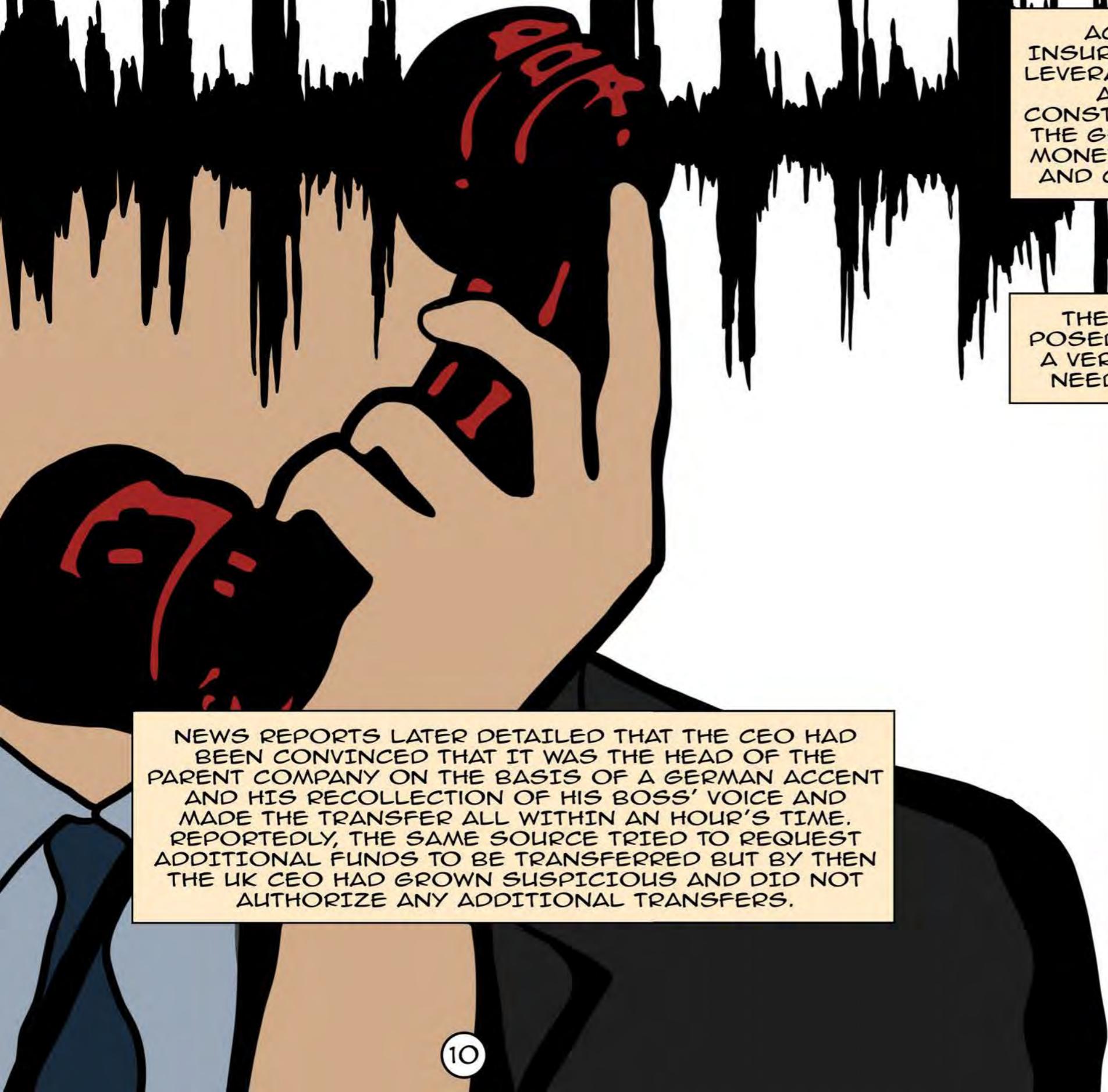


DEEPFAKES HAVE COME BY WAY OF NOT ONLY VIDEO BUT AUDIO TOO. THE ABILITY TO USE READILY AVAILABLE AND AFFORDABLE SOFTWARE TO CREATE FAKE SOUND OR VIDEO HAS BECOME AVAILABLE TO THE MASSES AS THE COST OF GRAPHICAL PROCESSING UNITS HAS FALLEN AND THE NECESSARY PROCESSING POWER TO MAKE A DEEPFAKE, WHICH WAS ONCE OUT OF REACH, HAS BECOME MORE ACCESSIBLE.

ACADEMICS HAVE ALSO BEEN HARD AT WORK SHOWCASING THE EXTENT TO WHICH DEEPFAKES CAN BE USED TO INFLUENCE MAINSTREAM MEDIA. MIT PRODUCED A VIDEO OF PRESIDENT RICHARD NIXON WHERE THEY PLAYED OUT AN ALTERNATIVE MOON LANDING STORY. THAT DEEPFAKE WAS USING A PRESIDENT OF YESTERDAY... FAST FORWARD TO AN ELECTION YEAR AND IMAGINE HOW VIDEO ALTERATION SOFTWARE CAN MANUFACTURE VIDEOS OF A PRESIDENTIAL CANDIDATE WITH DEVASTATING IMPACTS ON THE CONFIDENCE OF VOTERS IN THE INFORMATION THEY INGEST.



IN MARCH 2019, THE CEO OF A UK-BASED ENERGY FIRM WAS ASKED OVER A CALL, BY SOMEONE HE THEN THOUGHT TO BE THE HEAD OF HIS GERMAN PARENT COMPANY, TO TRANSFER 20,000 EUROS TO A HUNGARIAN SUPPLIER.



NEWS REPORTS LATER DETAILED THAT THE CEO HAD BEEN CONVINCED THAT IT WAS THE HEAD OF THE PARENT COMPANY ON THE BASIS OF A GERMAN ACCENT AND HIS RECOLLECTION OF HIS BOSS' VOICE AND MADE THE TRANSFER ALL WITHIN AN HOUR'S TIME. REPORTEDLY, THE SAME SOURCE TRIED TO REQUEST ADDITIONAL FUNDS TO BE TRANSFERRED BUT BY THEN THE UK CEO HAD GROWN SUSPICIOUS AND DID NOT AUTHORIZE ANY ADDITIONAL TRANSFERS.

ACCORDING TO THE COMPANY'S INSURANCE COMPANY, FRAUDSTERS HAD LEVERAGED DEEPFAKE TECHNOLOGY AND ARTIFICIAL INTELLIGENCE TO CONSTRUCT A LIFE-LIKE RECORDING OF THE GERMAN GROUP HEAD'S VOICE. THE MONEY WAS SYPHONED OFF TO MEXICO AND CHANNELED TO OTHER ACCOUNTS.

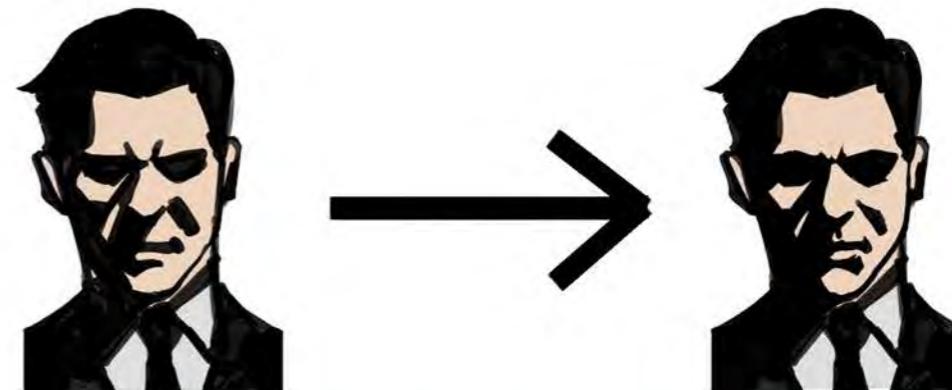
THE FINANCIAL, POLITICAL, AND SOCIAL THREAT POSED BY DEEPFAKES (AND TODAY CHEAP FALES), IS A VERY REAL RISK ABOUT WHICH SOCIETY AT LARGE NEEDS TO DEVELOP AWARENESS AND RESILIENCE.



ONE TECHNIQUE FOR THE CREATION OF A DEEPMFAKE VIDEO INVOLVES SWAPPING A PERSON'S FACE AND REPLACING IT WITH ANOTHER, USING A FACIAL RECOGNITION ALGORITHM AND A DEEP LEARNING COMPUTER NETWORK CALLED A VARIATIONAL AUTO-ENCODER (VAE).

VAES ARE TRAINED TO ENCODE IMAGES INTO SIMPLER LOW-DIMENSIONAL REPRESENTATIONS (THINK OF ZOOMING INTO A PICTURE TO SEE THE PIXEL) AND THEN DECODING THOSE REPRESENTATIONS BACK INTO IMAGES. FOR INSTANCE, IF YOU WANTED TO TRANSFORM A VIDEO OF ANYONE SPEAKING, YOU WOULD NEED TWO AUTO-ENCODERS, ONE TRAINED ON IMAGES OF THE SUBJECT'S FACE, AND ONE TRAINED ON IMAGES OF A WIDE RANGE OR DIVERSITY OF FACES.

TRAINING THE MACHINE IS WHY THE TERM MACHINE LEARNING IS USED TO DESCRIBE THIS PARTICULAR APPLICATION OF ARTIFICIAL INTELLIGENCE. ONCE THE MACHINE HAS LEARNED OR IS 'TRAINED,' IT IS THEN POSSIBLE TO COMBINE THE ENCODER TRAINED ON THE DIVERSE FACES WITH THE DECODER TRAINED ON THE SUBJECT'S FACE. THIS RESULTS IN THE SUBJECT'S FACE BEING ABLE TO BE PLACED ON SOMEONE ELSE'S BODY.



THE IMAGES OF FACES USED FOR BOTH TRAINING SETS CAN BE CURATED BY APPLYING AN ALGORITHM FOR FACIAL RECOGNITION. THIS ALGORITHM IS ABLE TO CAPTURE VIDEO FRAMES FOR A DIVERSITY OF FACES IN VARIOUS NATURALLY OCCURRING POSES AND LIGHTING CONDITIONS.



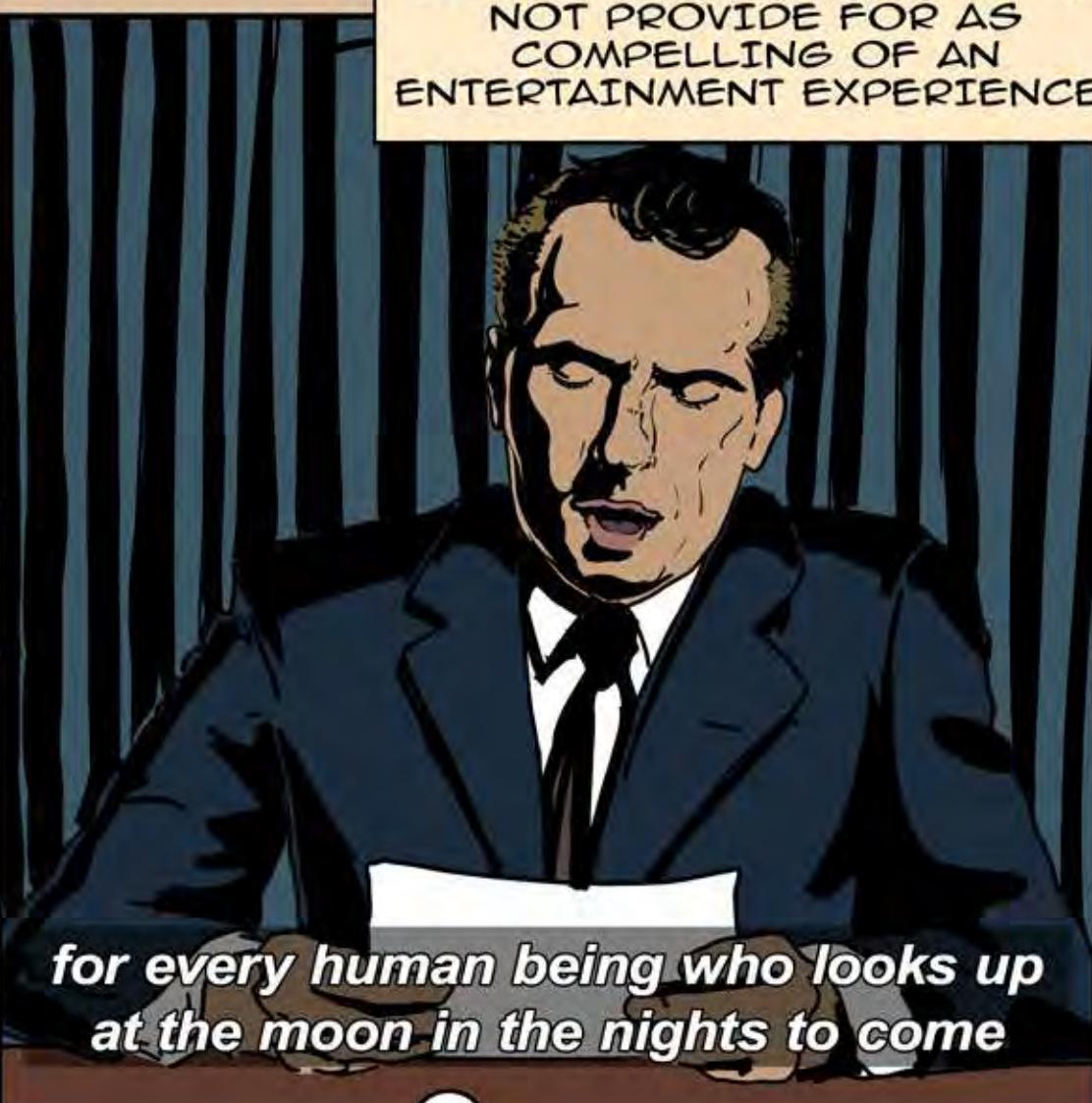
HOLLYWOOD HAS LEVERAGED DEEPFAKE TECHNOLOGY WITH GREAT SUCCESS, SUCH AS "GEMINI MAN" WHERE A MULTI-MILLION DOLLAR BUDGET PRODUCES A YOUNGER VERSION OF WILL SMITH THAT BATTLES WITH HIS CONTEMPORARY SELF. SIMILAR DE-AGING EFFECTS CAN BE SEEN IN "THE IRISHMAN" PRODUCED BY NETFLIX IN 2019.

# HOLLYWOOD

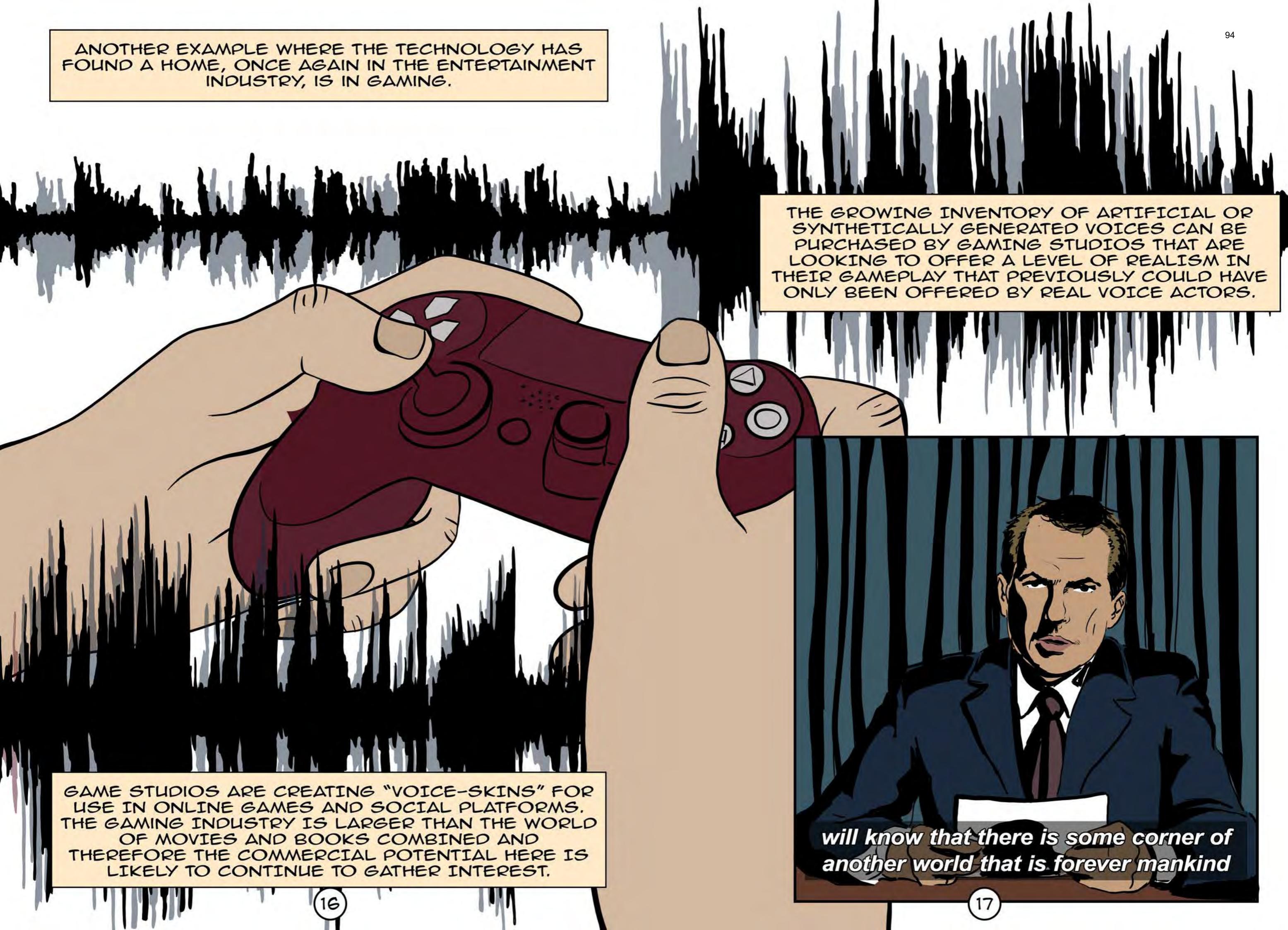
WHILE THESE PRODUCTIONS SPARE NO EXPENSE AT BIG BUDGET DEEPFAKE WORK, ONE DOES NOT HAVE TO SEARCH TOO LONG ON YOUTUBE TO FIND PLENTY OF EXAMPLES OF CHEAP FADES. ONE OF THE MOST PROMINENT EXAMPLES USES WILL SMITH'S FACE SUPERIMPOSED ON KEANU REEVES' FACE IN A SCENE FROM "THE MATRIX." THIS WAS CREATED BY A YOUTUBER USING A FREE SOFTWARE.

THIS IS EXCITING TECHNOLOGY FOR HOLLYWOOD BECAUSE IT ALLOWS FOR POSSIBILITIES LIKE RECREATING HISTORICAL VIDEOS SUCH AS PRESIDENT KENNEDY SPEAKING DURING THE CUBAN MISSILE CRISIS BUT USING AN ALTERNATIVE SCRIPT. MANY STUDIO EXECUTIVES SEE THE TECHNOLOGY AND ITS USE BECOMING MORE PERVERSIVE IN THE COMING YEARS.

DISNEY RELEASED A SIGNIFICANT PAPER IN 2020 WHICH DETAILS A NEW ALGORITHM THAT IS ABLE TO ACHIEVE SIGNIFICANTLY BETTER QUALITY SYNTHETIC VIDEO OUTPUTS FOR HIGH-RESOLUTION VIDEOS. WITH THE DAWN OF HIGHER RESOLUTION TELEVISION SETS, THIS WILL BECOME EVEN MORE IMPORTANT AS THE MINUTIAE OF FACES IS MORE VISIBLE AND LOW FIDELITY ALTERATIONS MAY NOT PROVIDE FOR AS COMPELLING OF AN ENTERTAINMENT EXPERIENCE.



ANOTHER EXAMPLE WHERE THE TECHNOLOGY HAS FOUND A HOME, ONCE AGAIN IN THE ENTERTAINMENT INDUSTRY, IS IN GAMING.



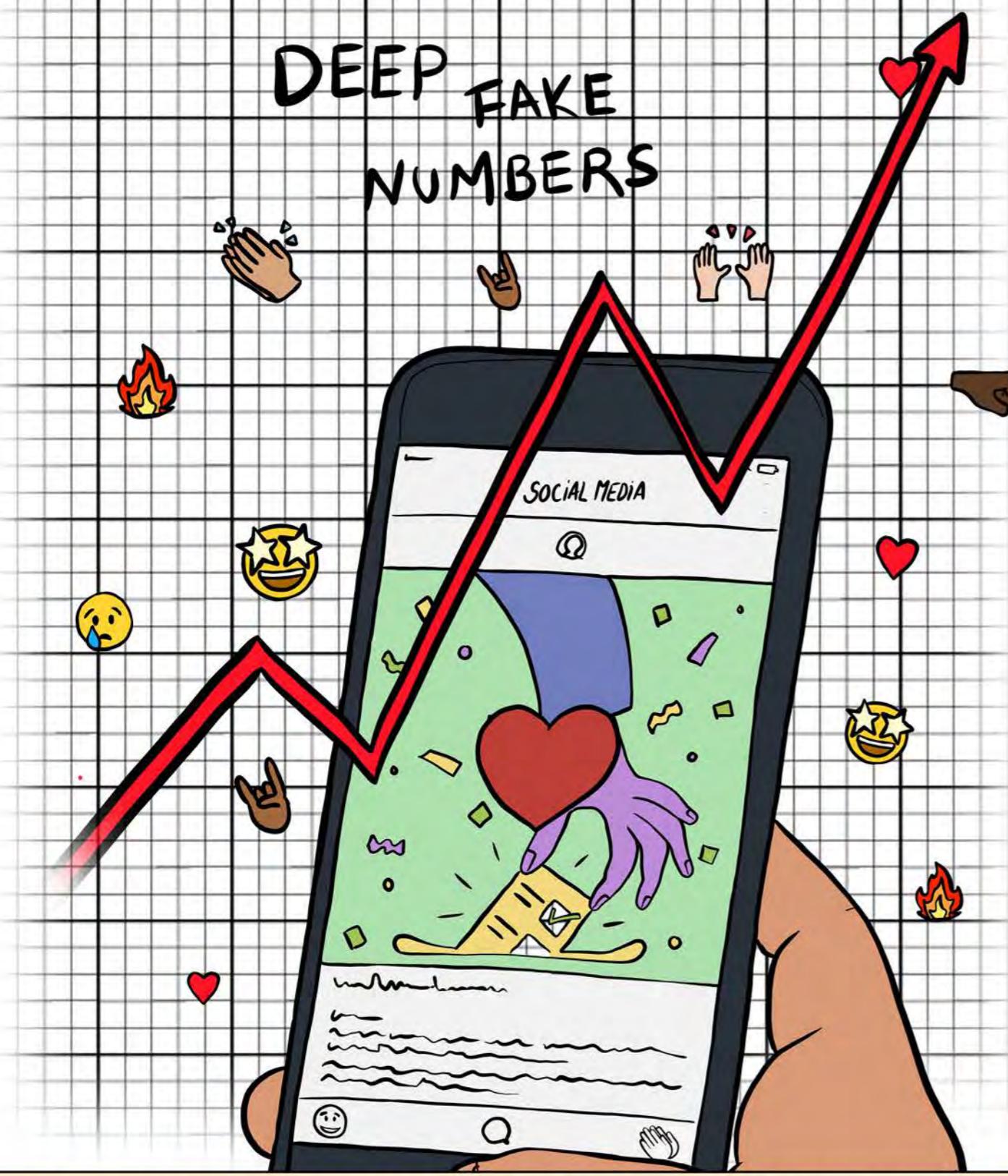
GAME STUDIOS ARE CREATING "VOICE-SKINS" FOR USE IN ONLINE GAMES AND SOCIAL PLATFORMS. THE GAMING INDUSTRY IS LARGER THAN THE WORLD OF MOVIES AND BOOKS COMBINED AND THEREFORE THE COMMERCIAL POTENTIAL HERE IS LIKELY TO CONTINUE TO GATHER INTEREST.

THE GROWING INVENTORY OF ARTIFICIAL OR SYNTHETICALLY GENERATED VOICES CAN BE PURCHASED BY GAMING STUDIOS THAT ARE LOOKING TO OFFER A LEVEL OF REALISM IN THEIR GAMEPLAY THAT PREVIOUSLY COULD HAVE ONLY BEEN OFFERED BY REAL VOICE ACTORS.

*will know that there is some corner of another world that is forever mankind*

WHILE THE NUMBER OF DEEPCODE AND CHEAP FAKE VIDEOS CONTINUES TO EXPLODE ON THE INTERNET, A NEW SET OF ORGANIZATIONS HAVE EMERGED TO IDENTIFY, TRACK, AND REPORT ON THESE THREAT VECTORS.

## DEEPCODE NUMBERS



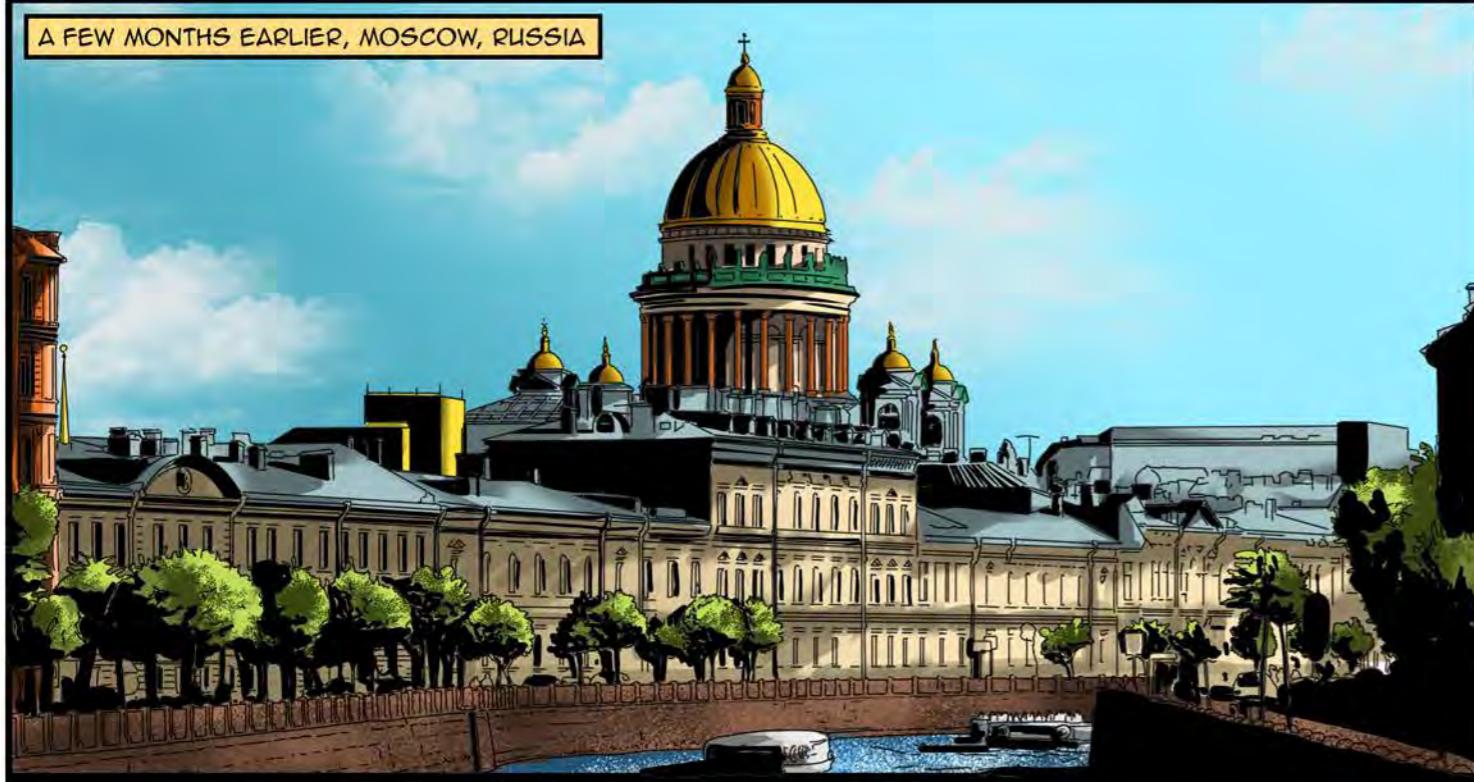
SOME OF THESE COMPANIES EMPLOY LARGE TEAMS THAT ARE SCANNING SOCIAL PLATFORMS AROUND THE WORLD AND IDENTIFYING THE EMERGENCE OF SUCH MEDIA, RECOGNIZING THAT SYNTHETIC CONTENT HAS THE POTENTIAL TO IMPACT ECONOMIES AND PEOPLE AROUND THE WORLD.

IT'S IMPORTANT FOR THE VOTING PUBLIC TO BE PARTICULARLY VIGILANT ABOUT THE CONTENT THEY SEE ON THE INTERNET, AND TO SEEK OUT TRUSTED SOURCES. THE CONSTANT CHURN OF USER-GENERATED CONTENT MIXED WITH PLANTED CHEAP FAKES IS A PARTICULAR AREA OF CONCERN FOR DEMOCRACIES AROUND THE WORLD THAT GRAPPLE WITH THE POTENTIAL INFLUENCE THIS TYPE OF MEDIA COULD HAVE IF VOTERS ARE FACED WITH ELECTION-RELATED DISINFORMATION.

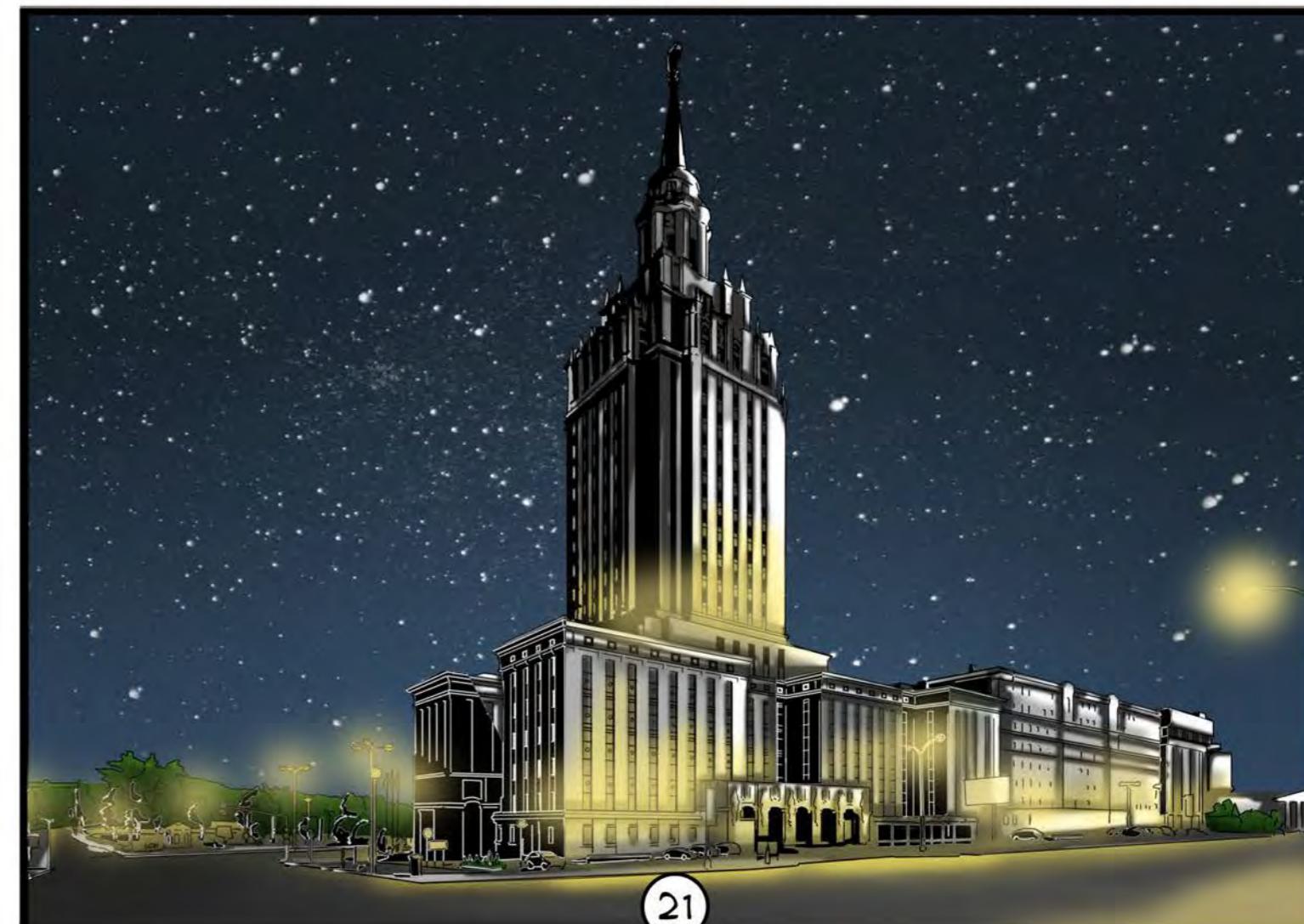
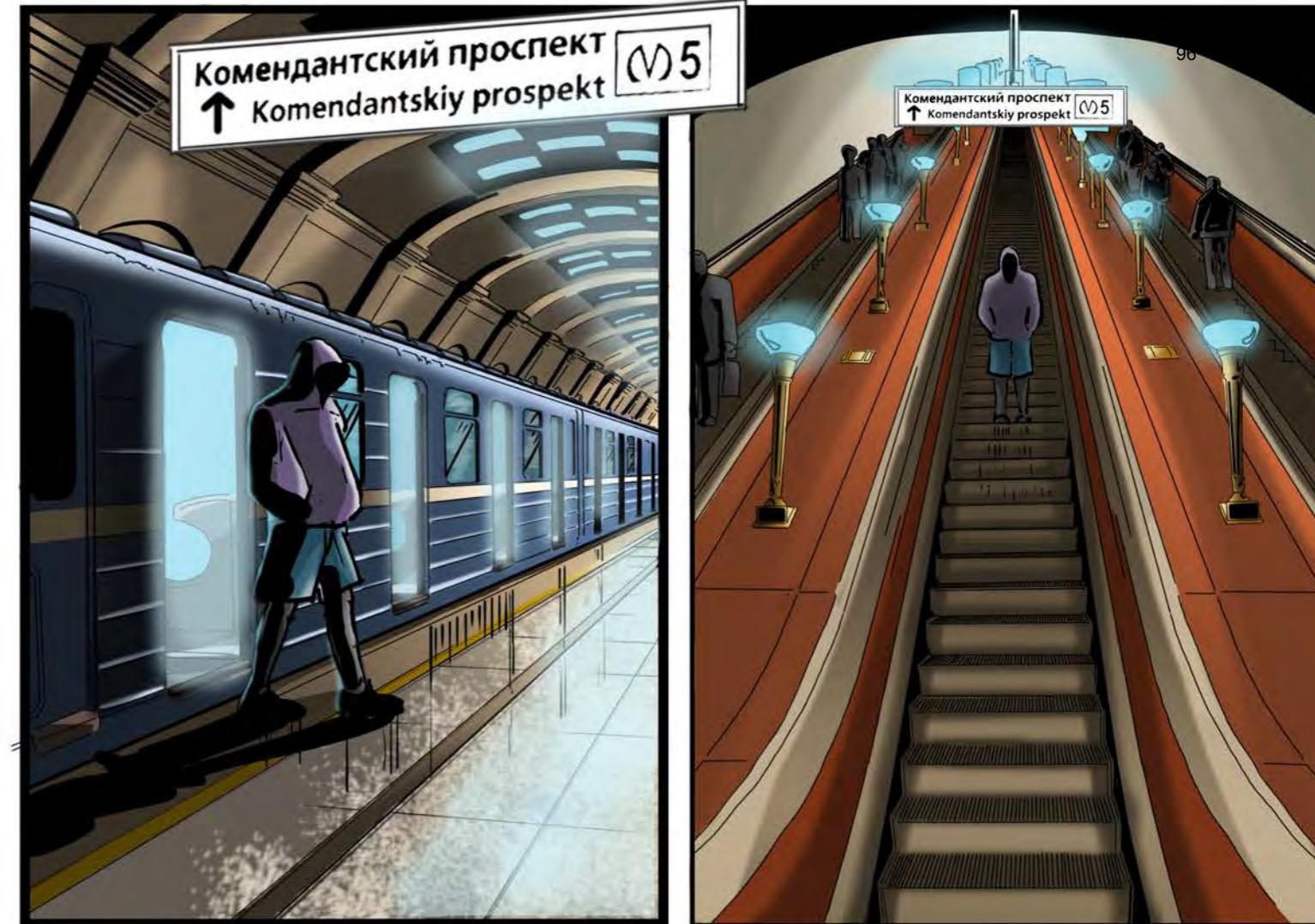
WHILE MANY IN THE MEDIA ARE DOING GREAT WORK TO UNCLOAK AND REPORT ON DISINFORMATION AND EVEN IDENTIFY SPECIFIC DEEPCODES, ALL OF THIS TALK ABOUT DISINFORMATION ALSO FEEDS WHAT IS REFERRED TO AS THE 'LIARS DIVIDEND.' THE PUBLIC BECOMES INCREASINGLY HYPERAWARE OF THE ISSUE AROUND THE ORIGIN OF CONTENT THAT THEY MAY EVEN START TO DOUBT THE VERACITY OF LEGITIMATE VIDEOS AND MEDIA ON THE INTERNET.

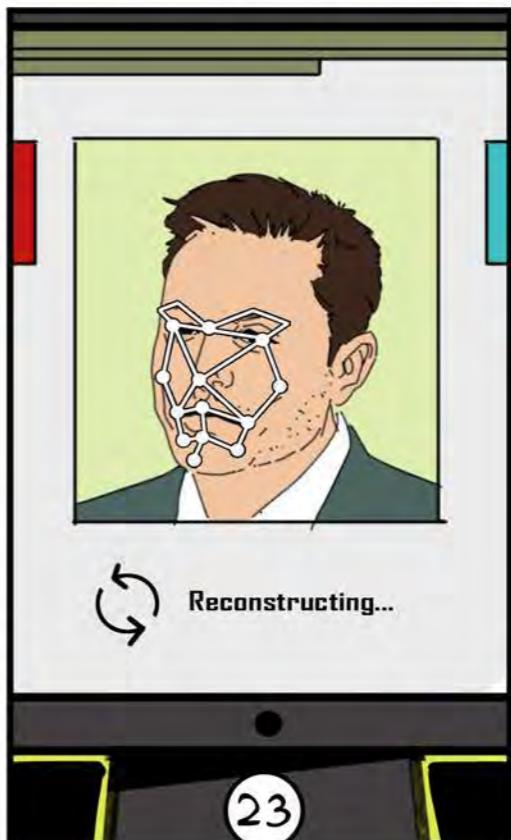
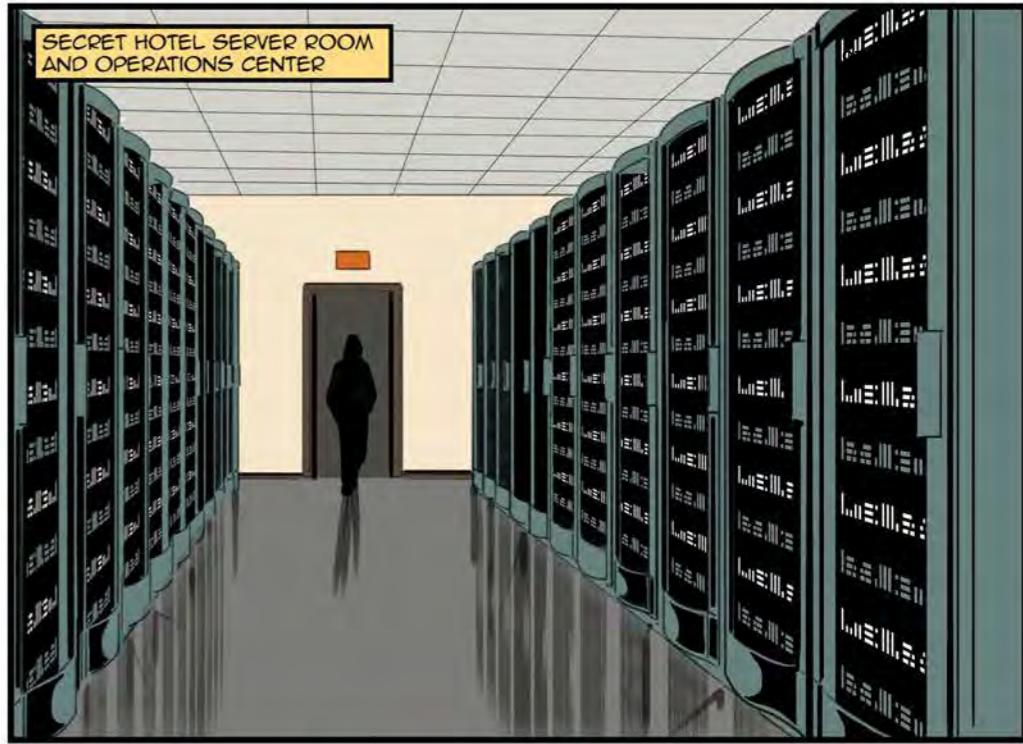


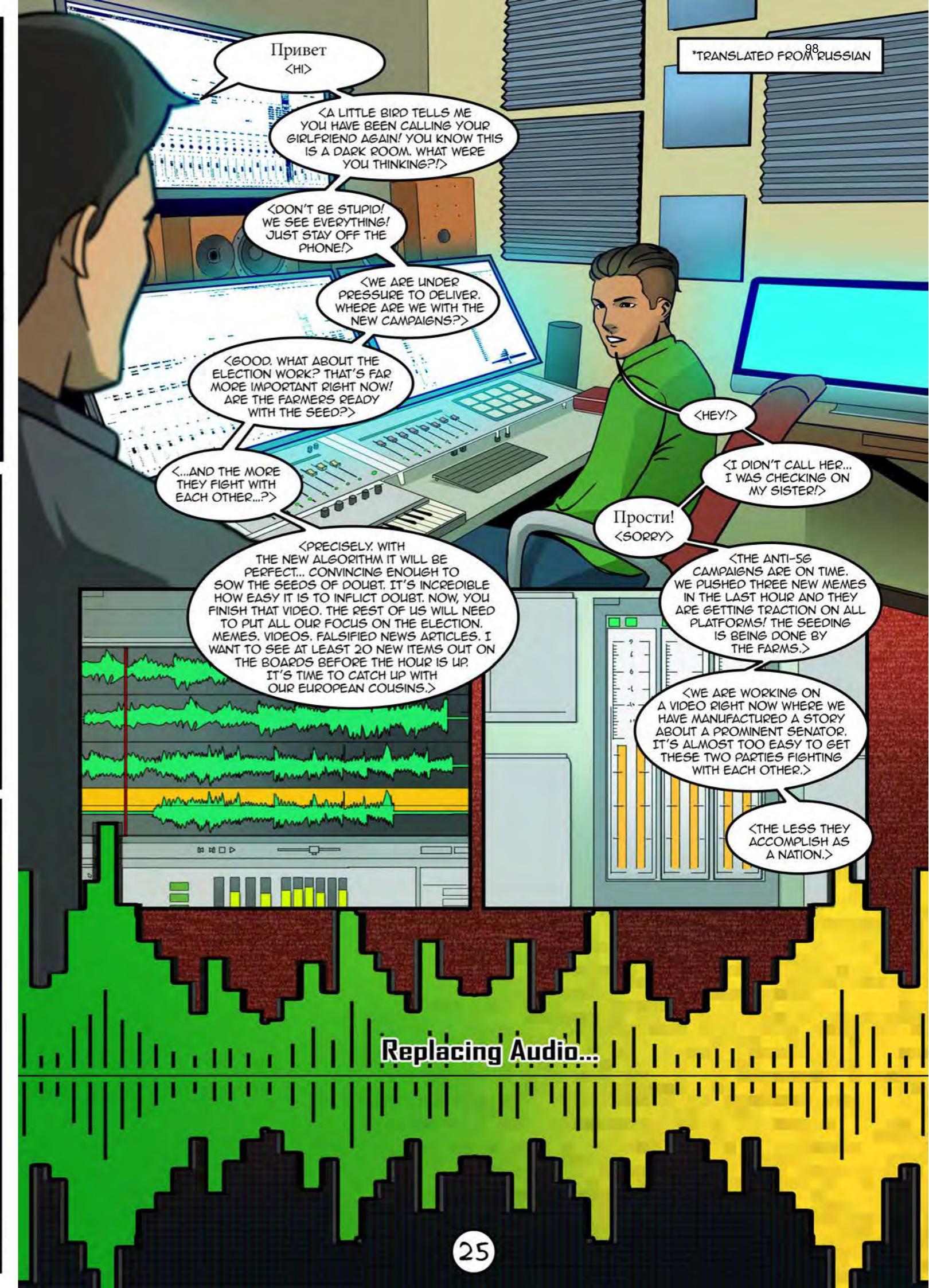
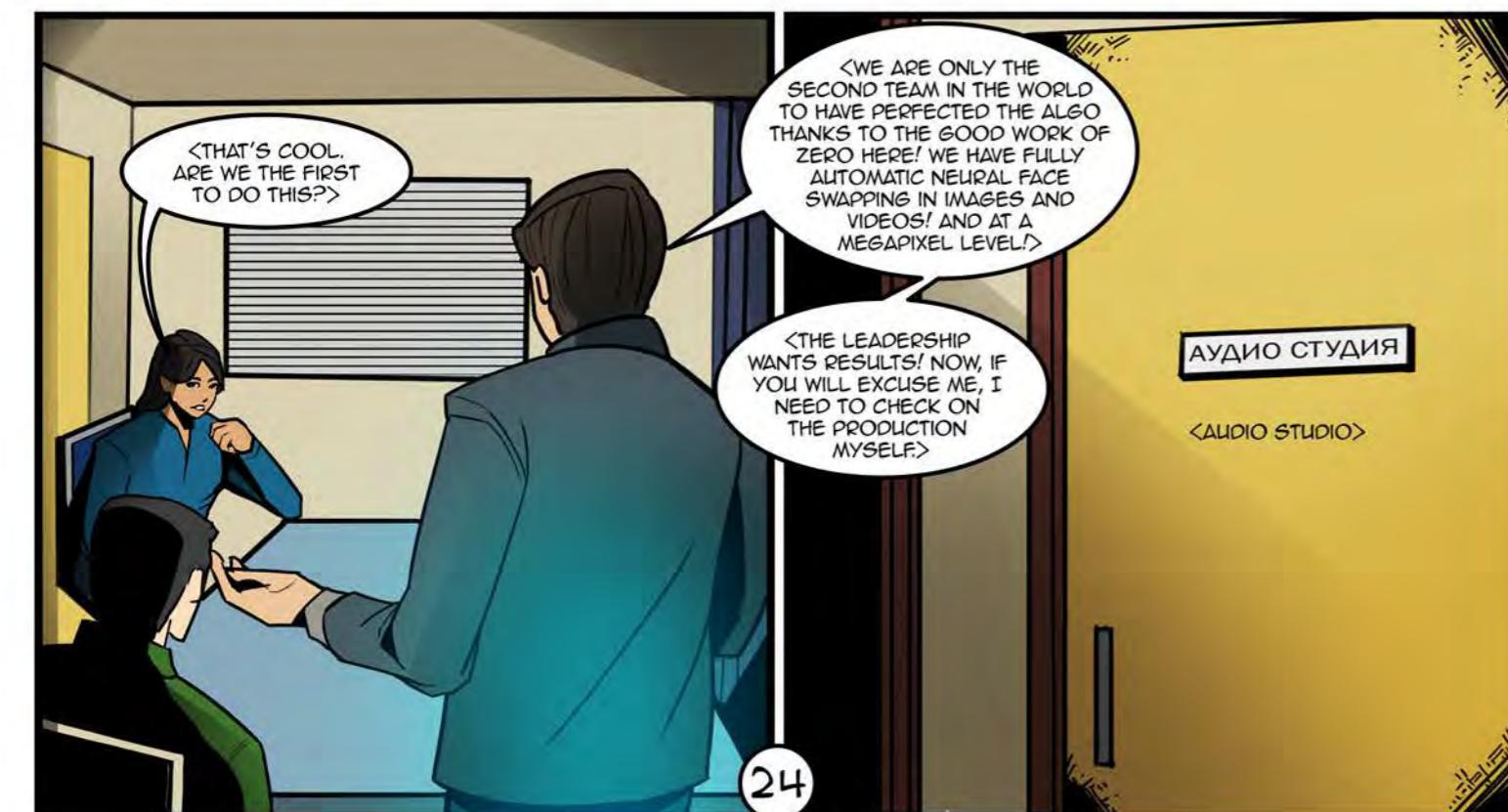
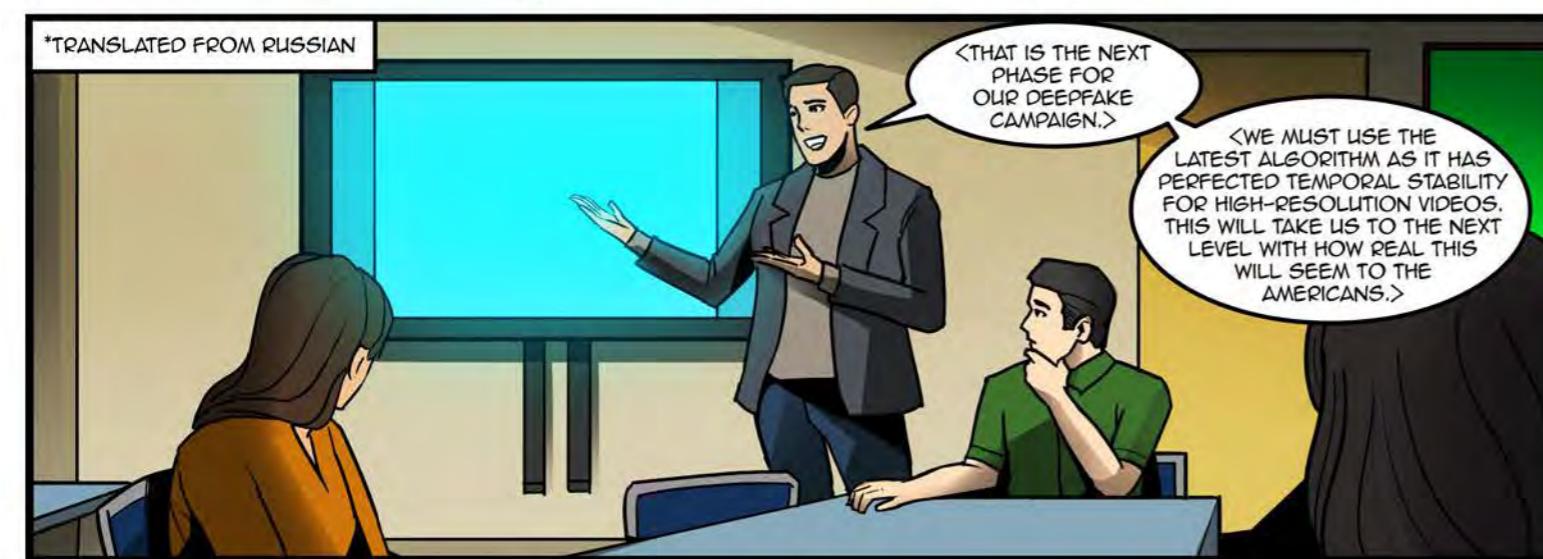
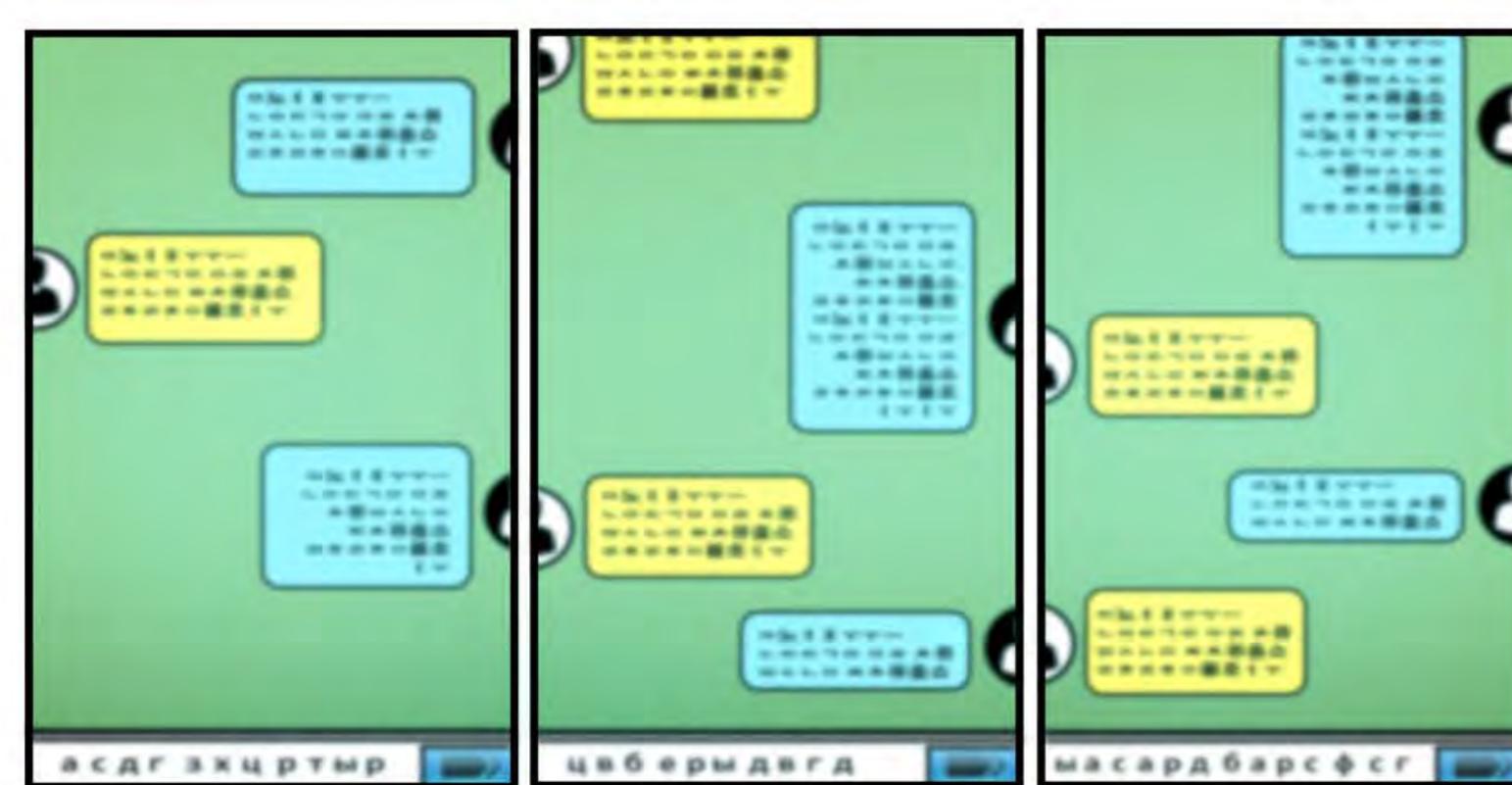
A FEW MONTHS EARLIER, MOSCOW, RUSSIA

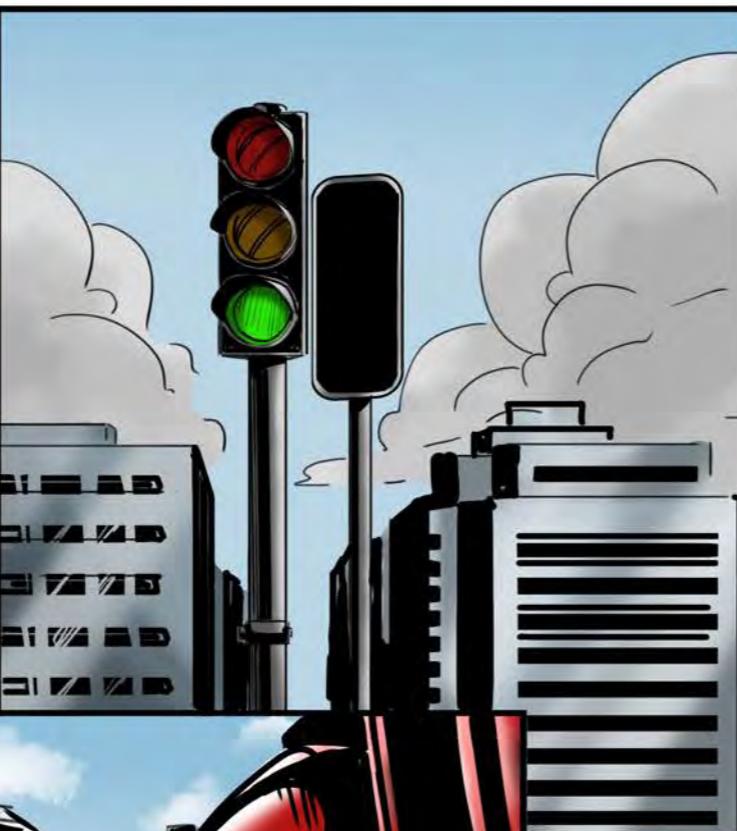
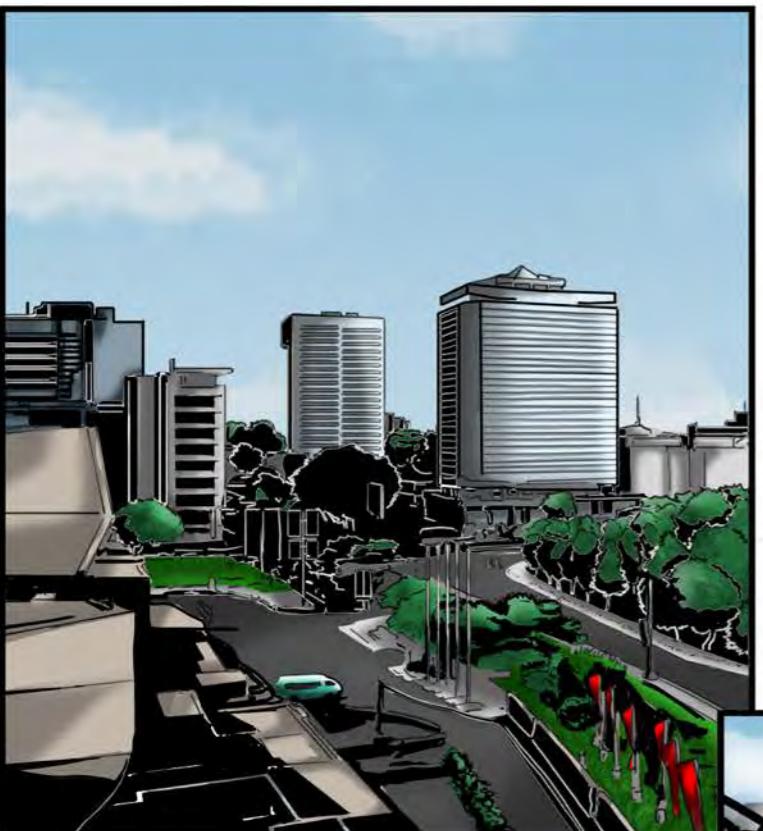


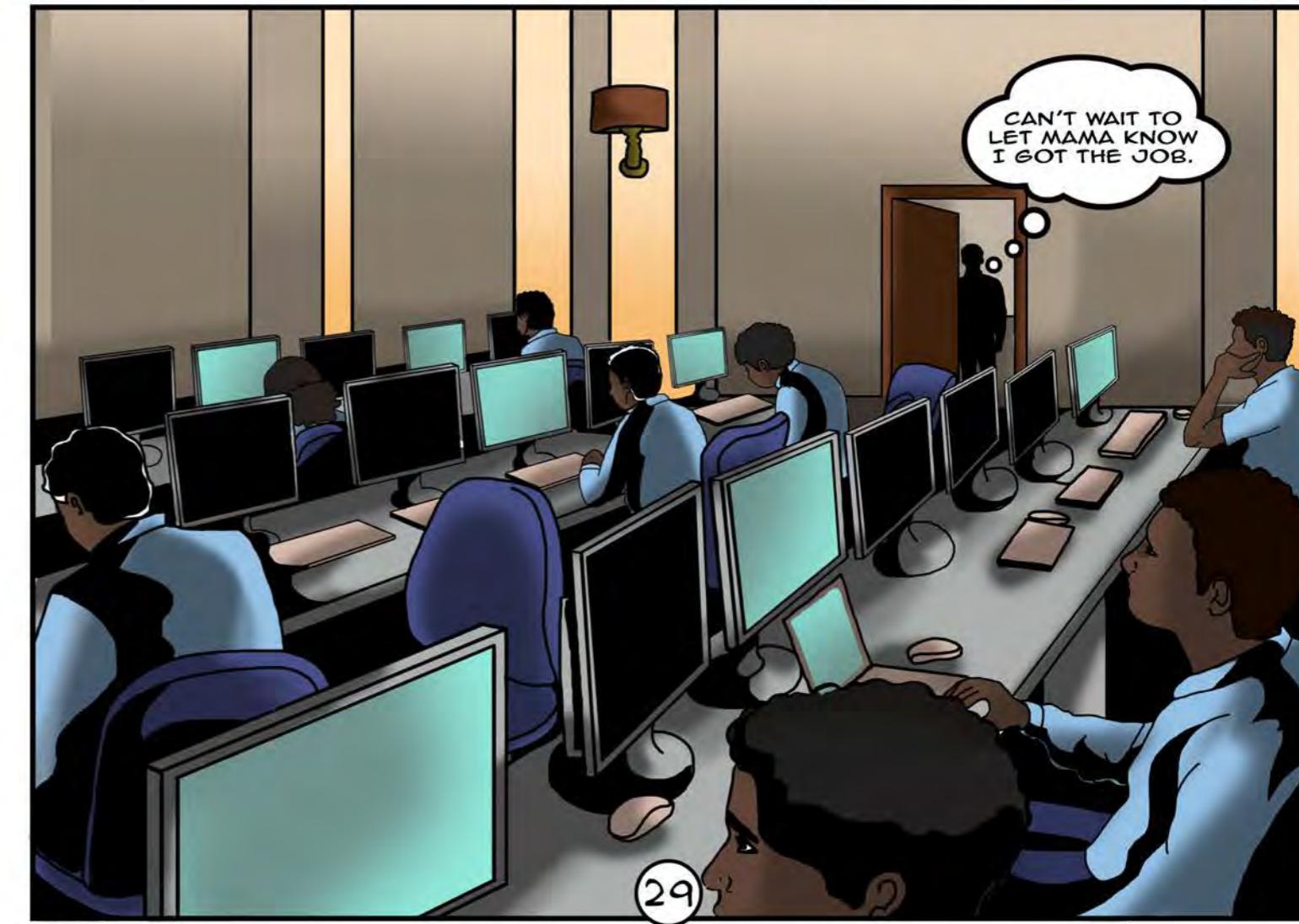
LENINGRADSKAYA STATION

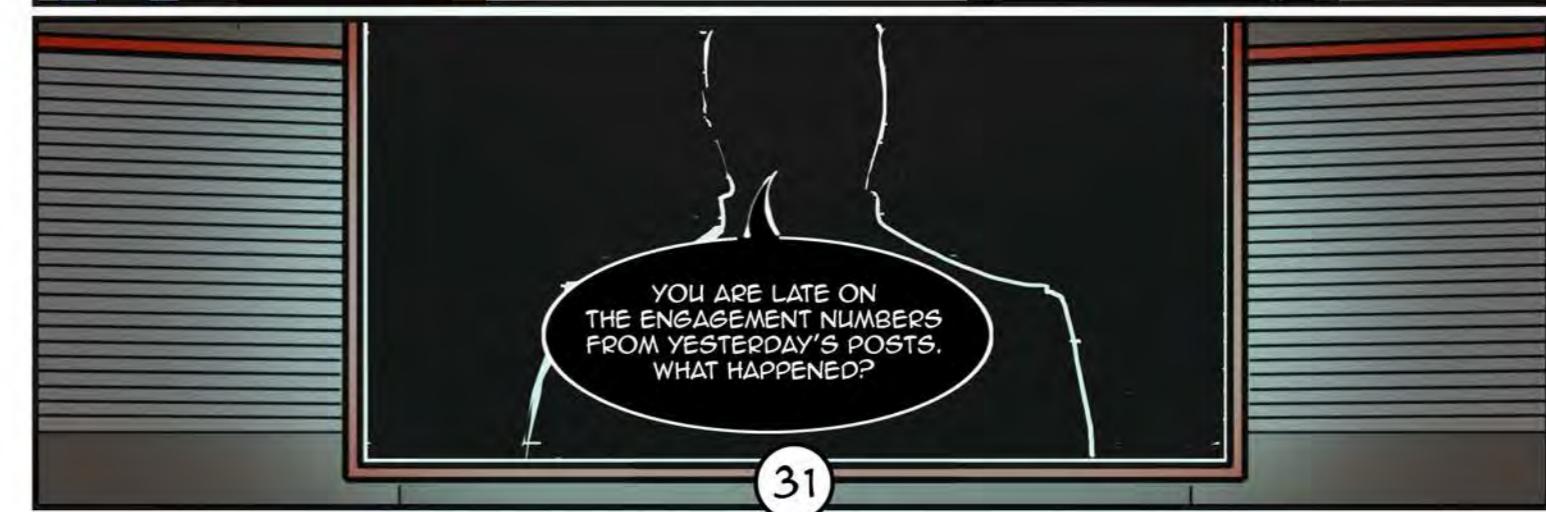
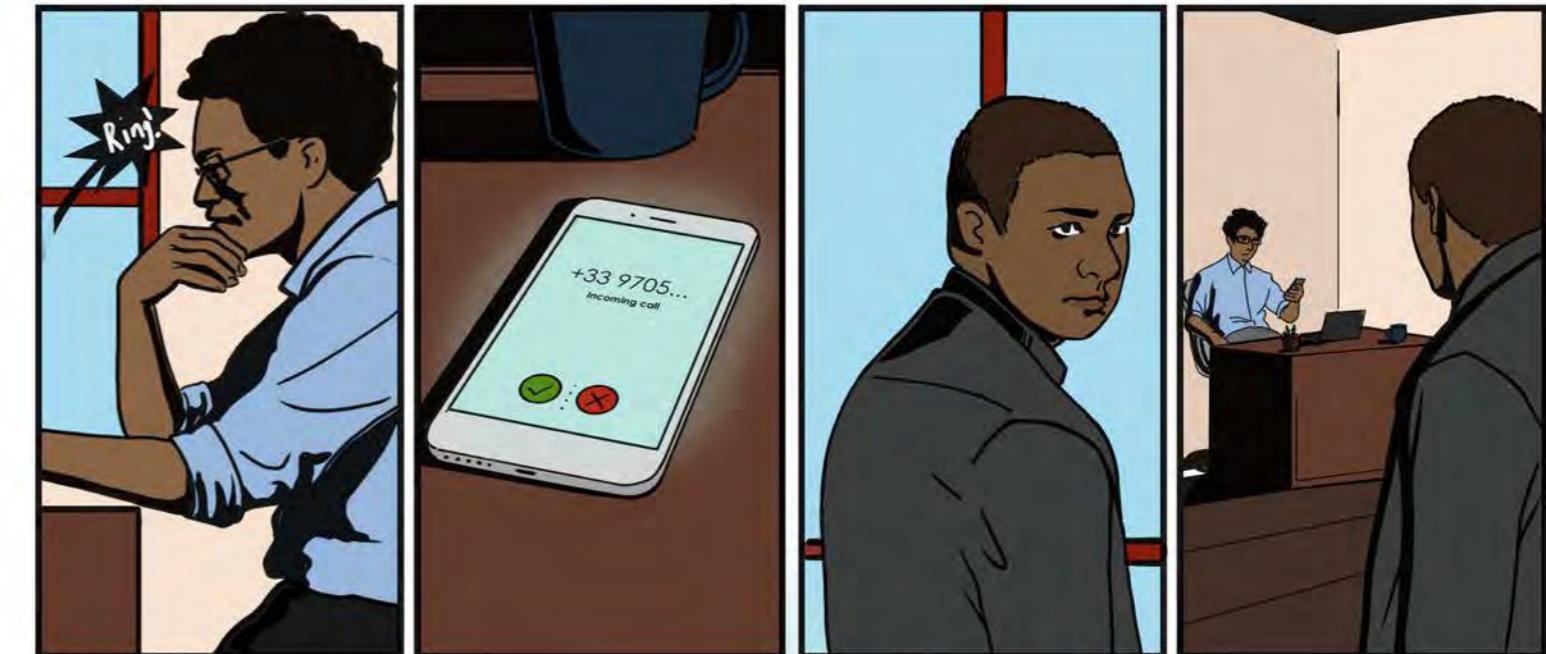
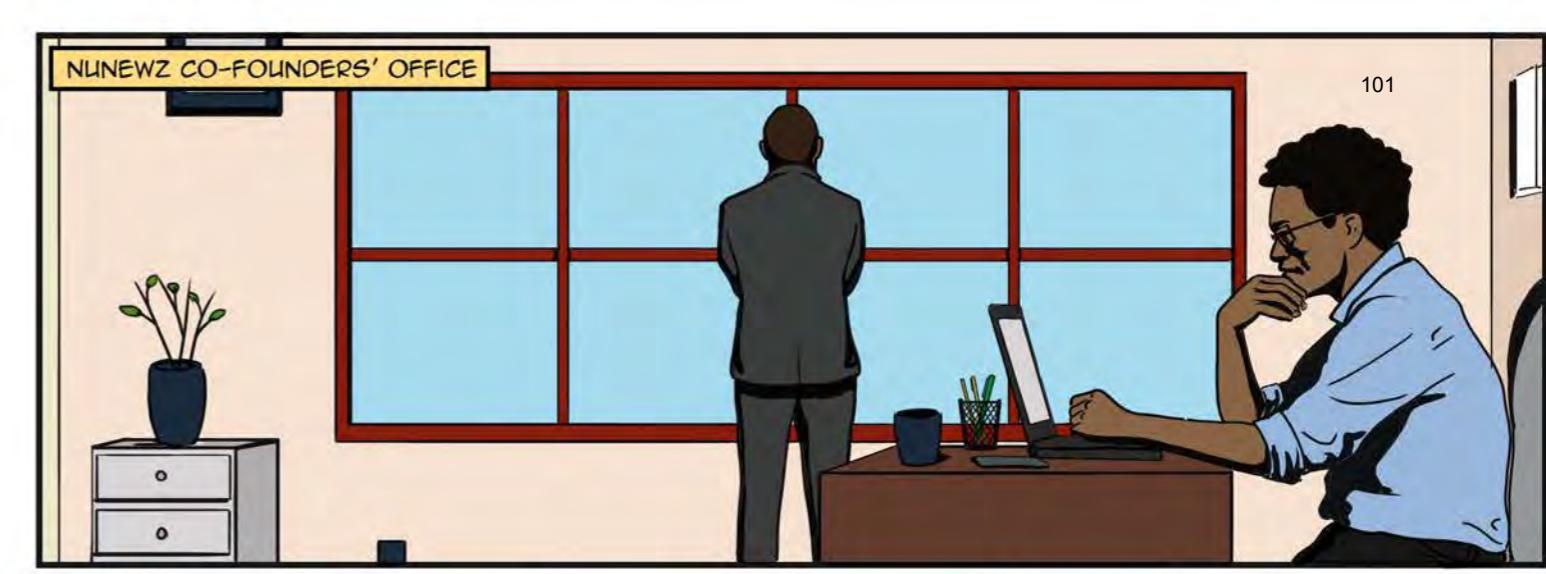
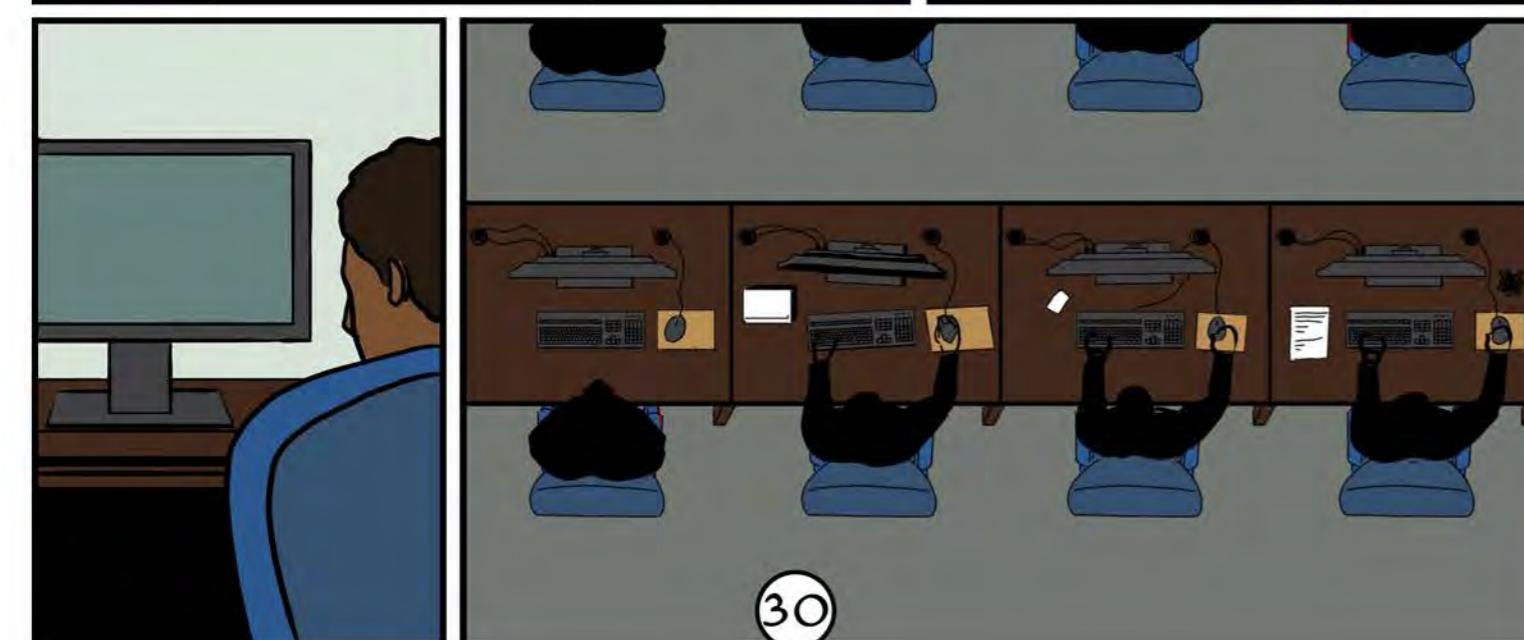
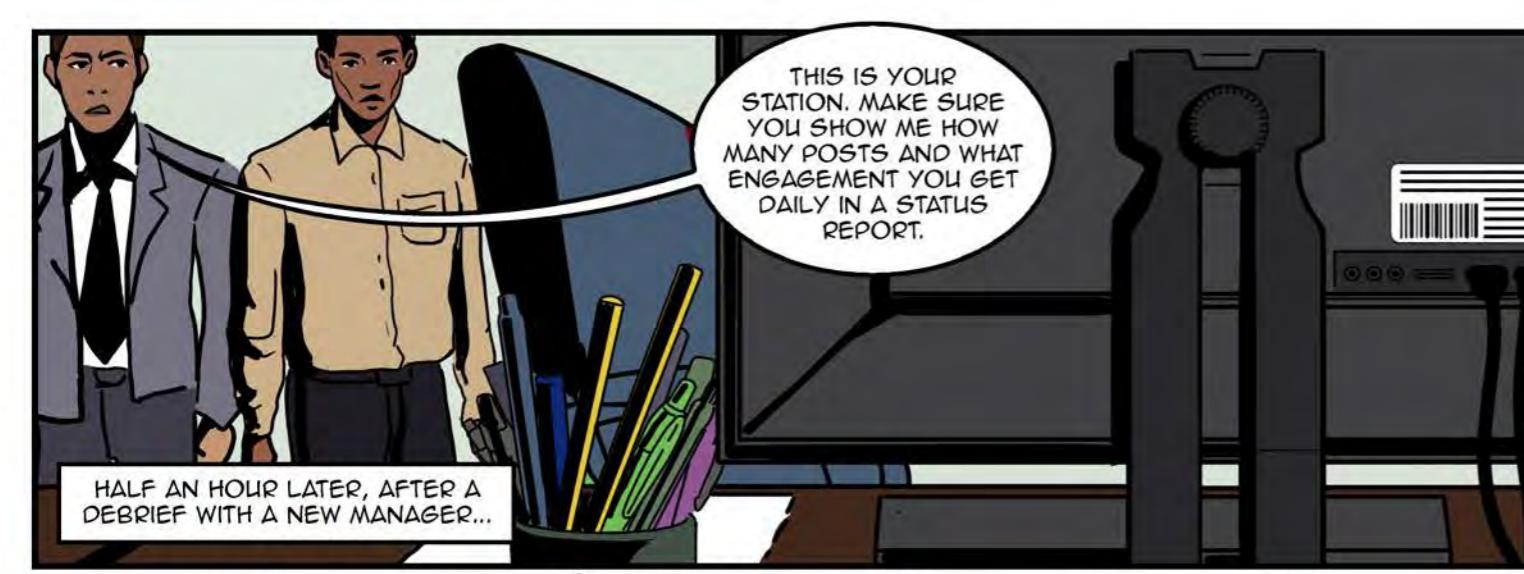


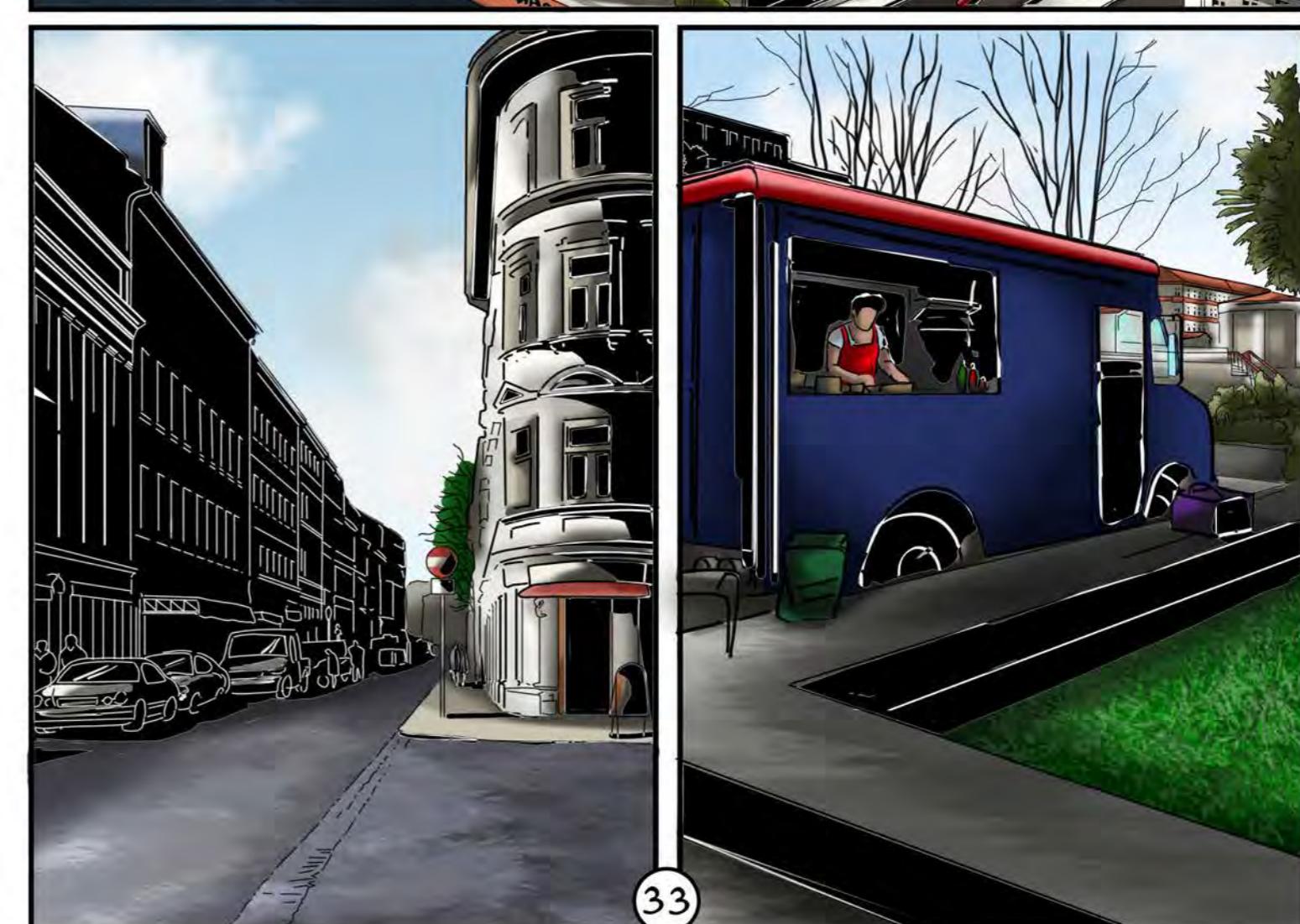
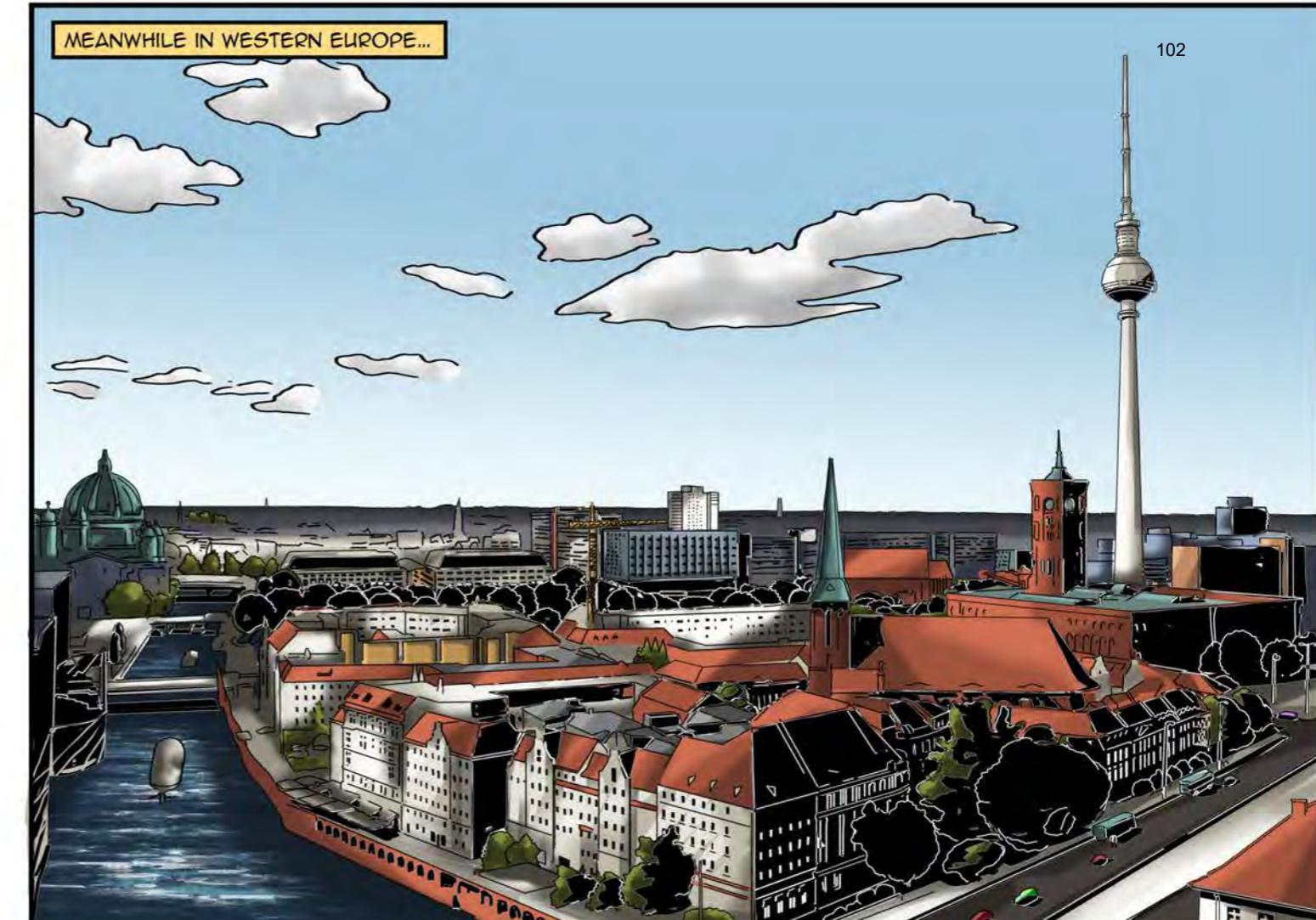
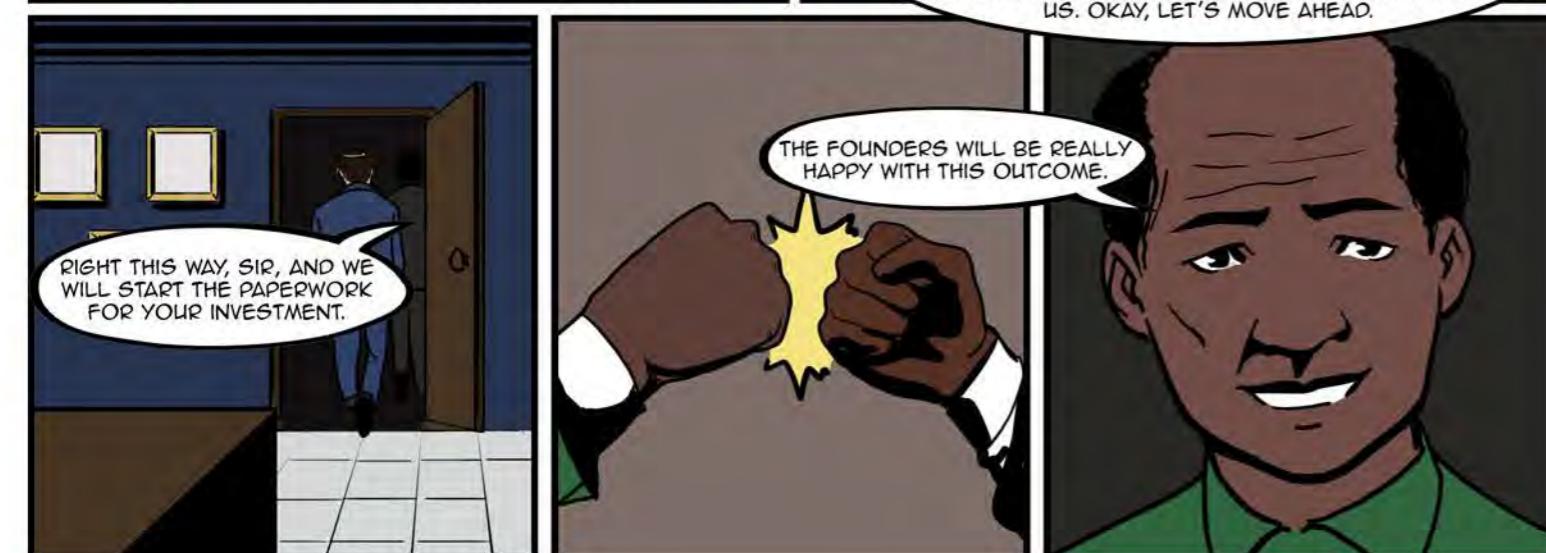


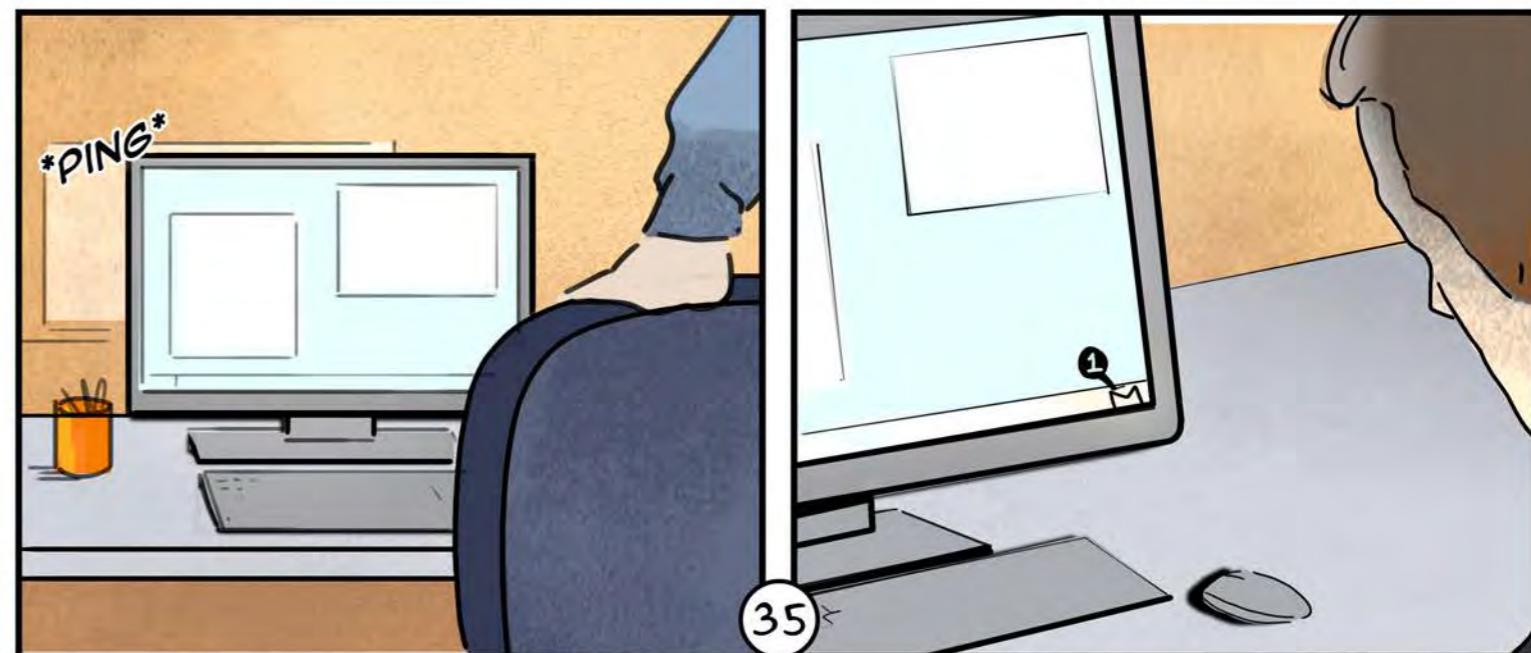
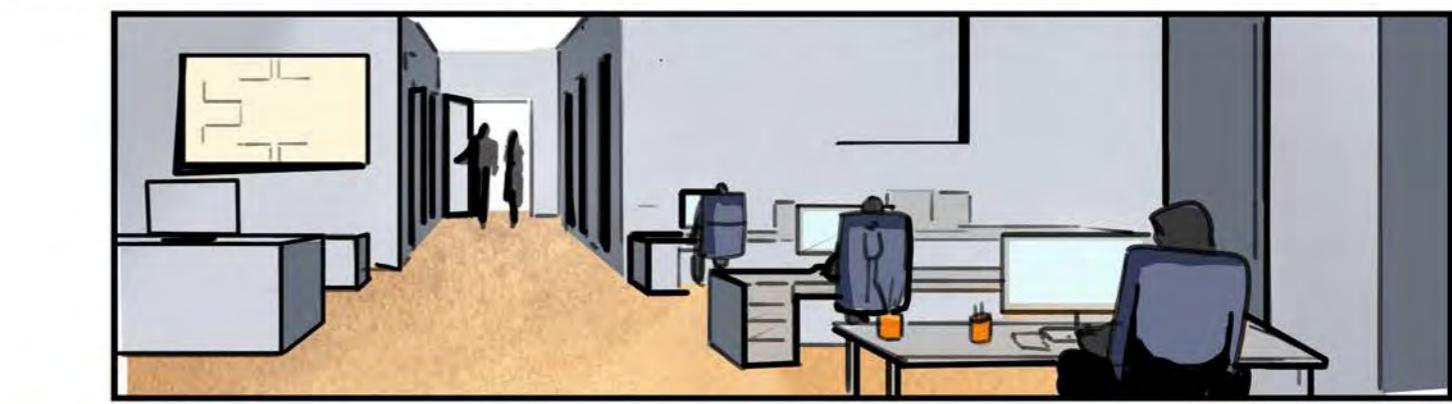


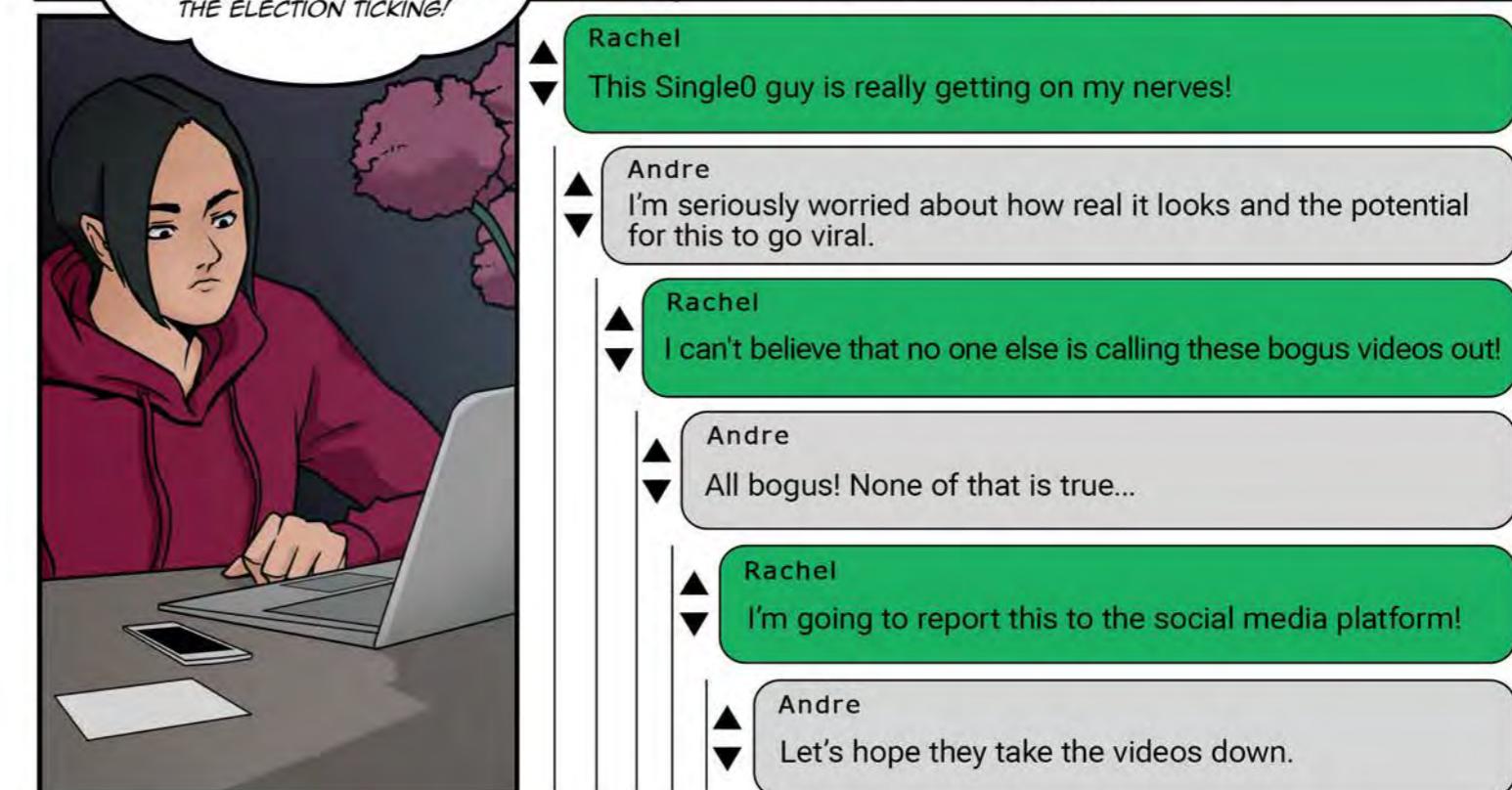
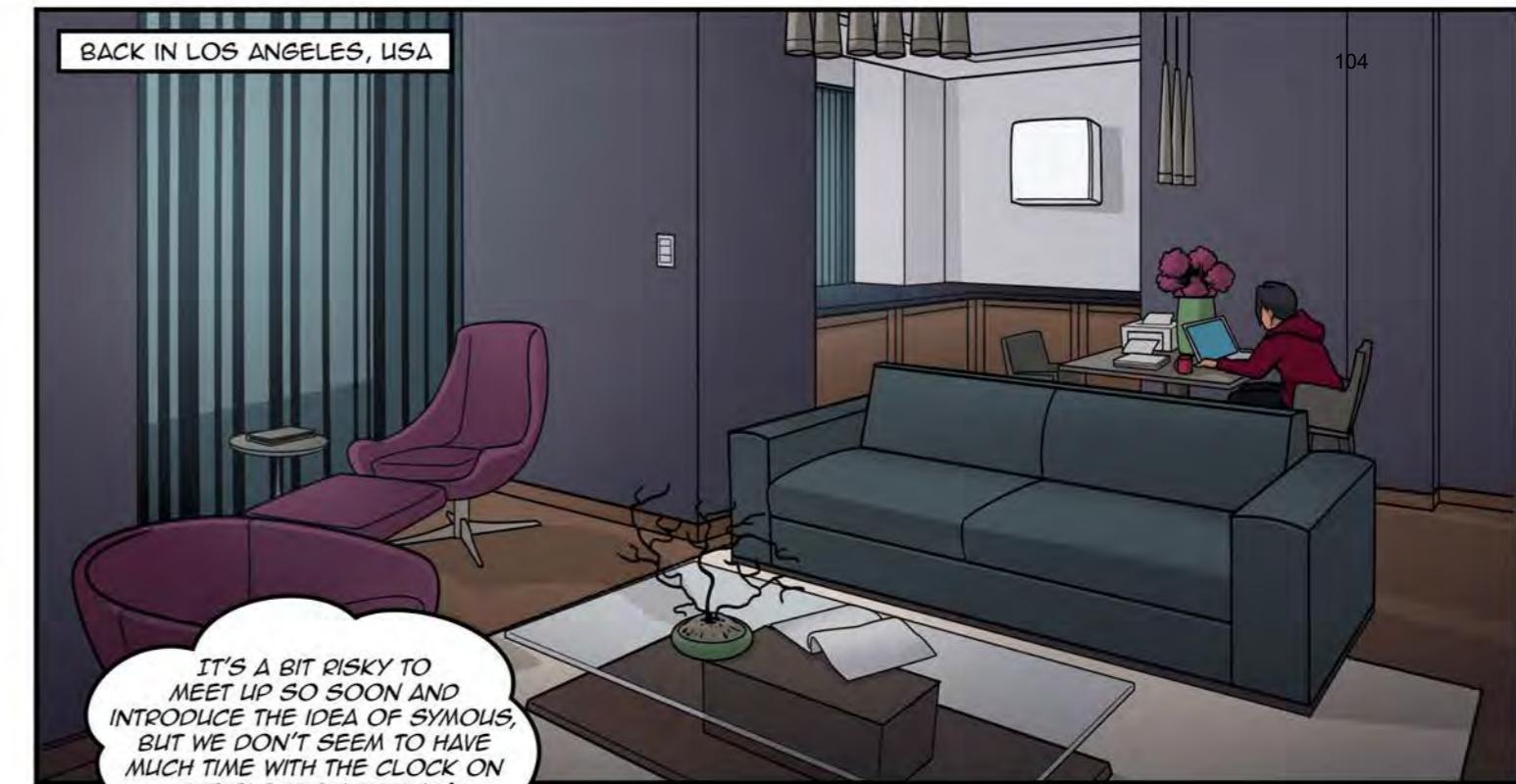
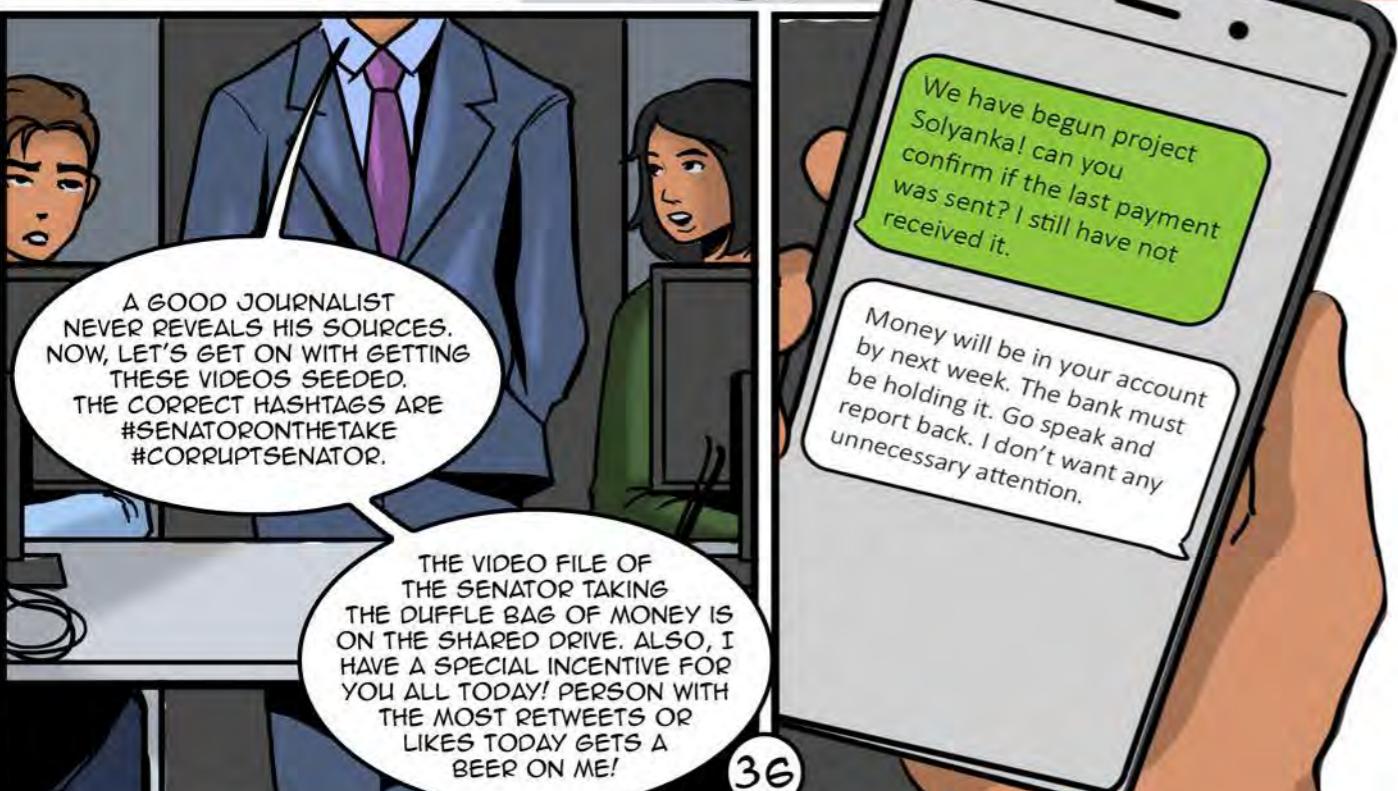
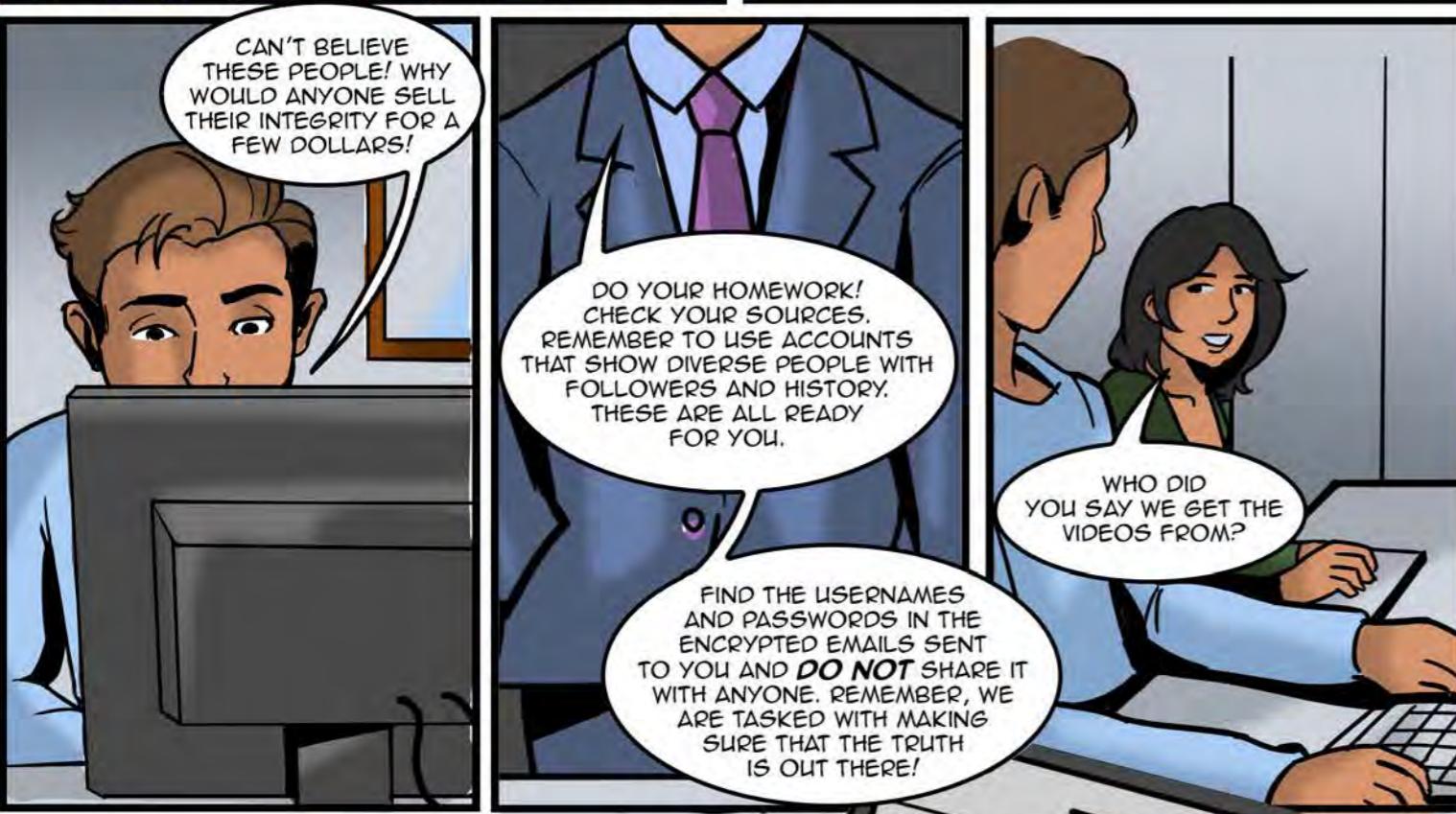


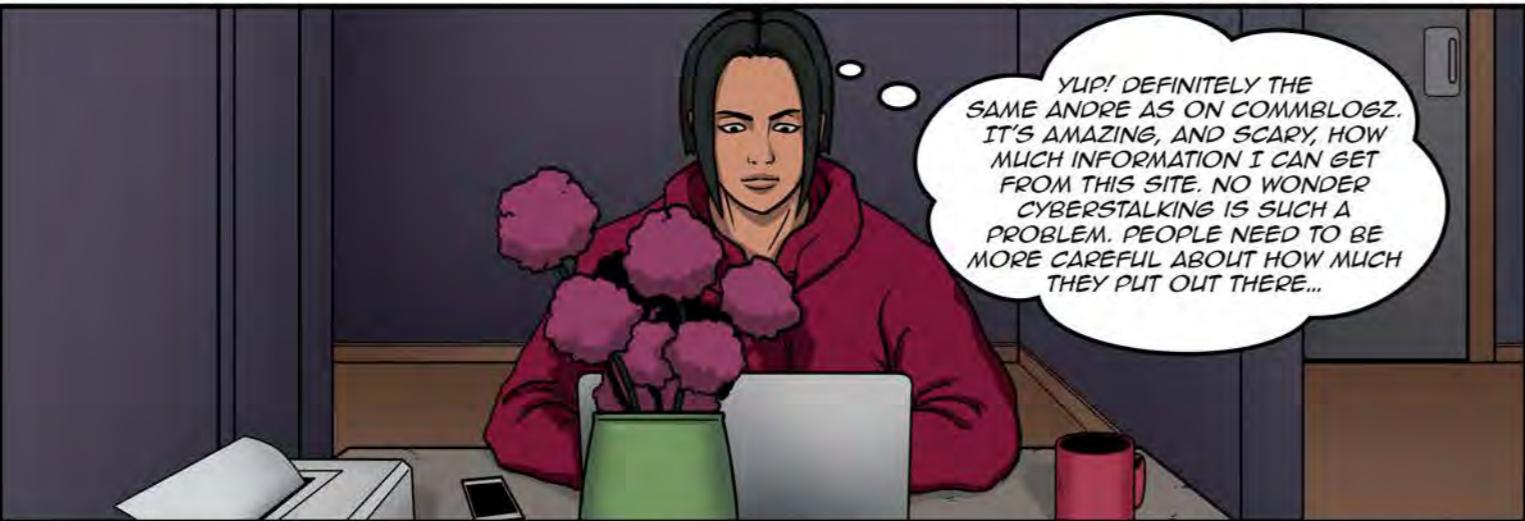
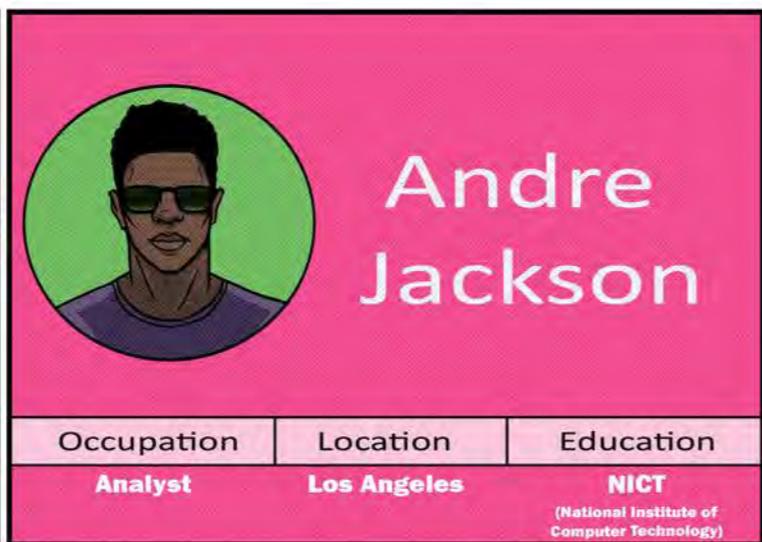




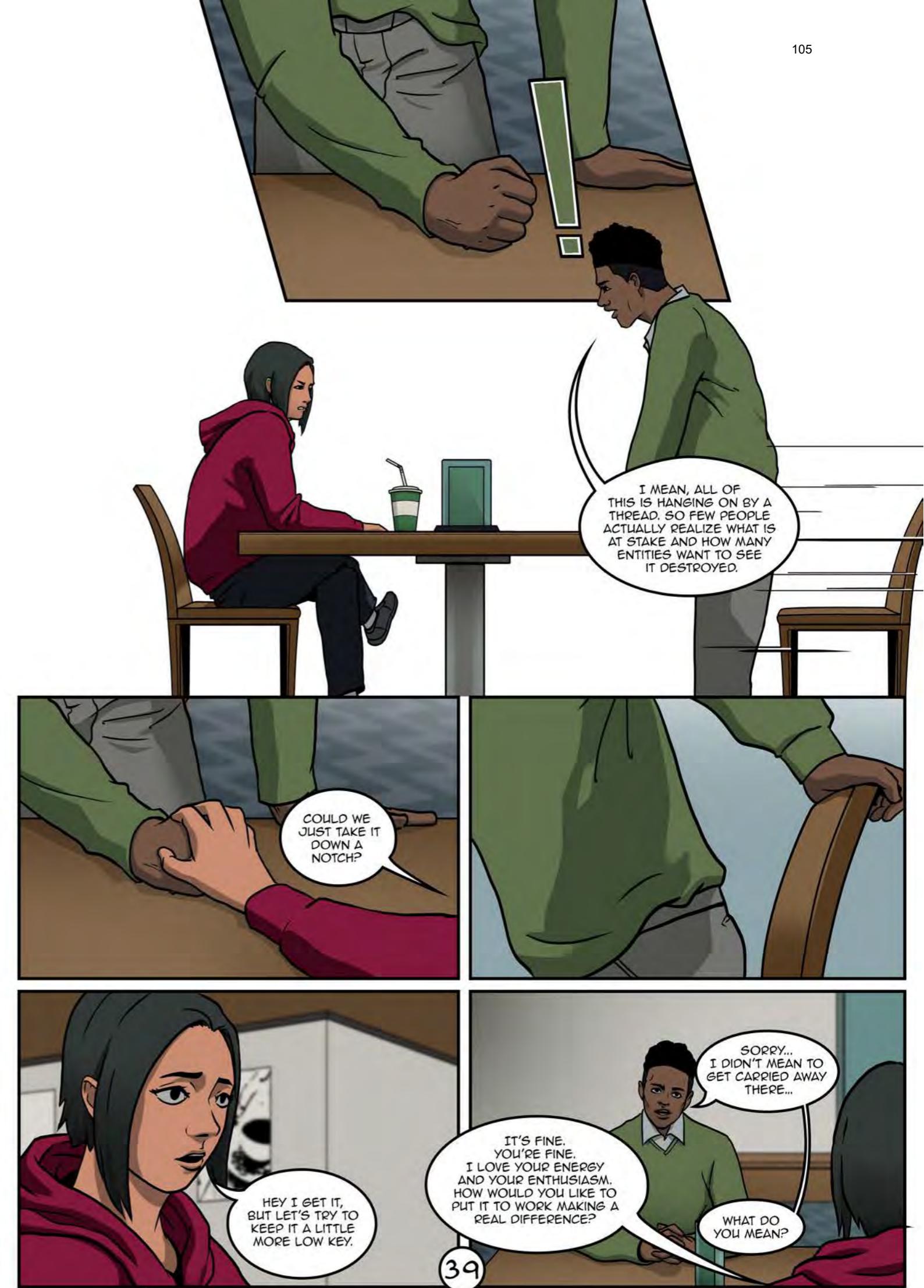




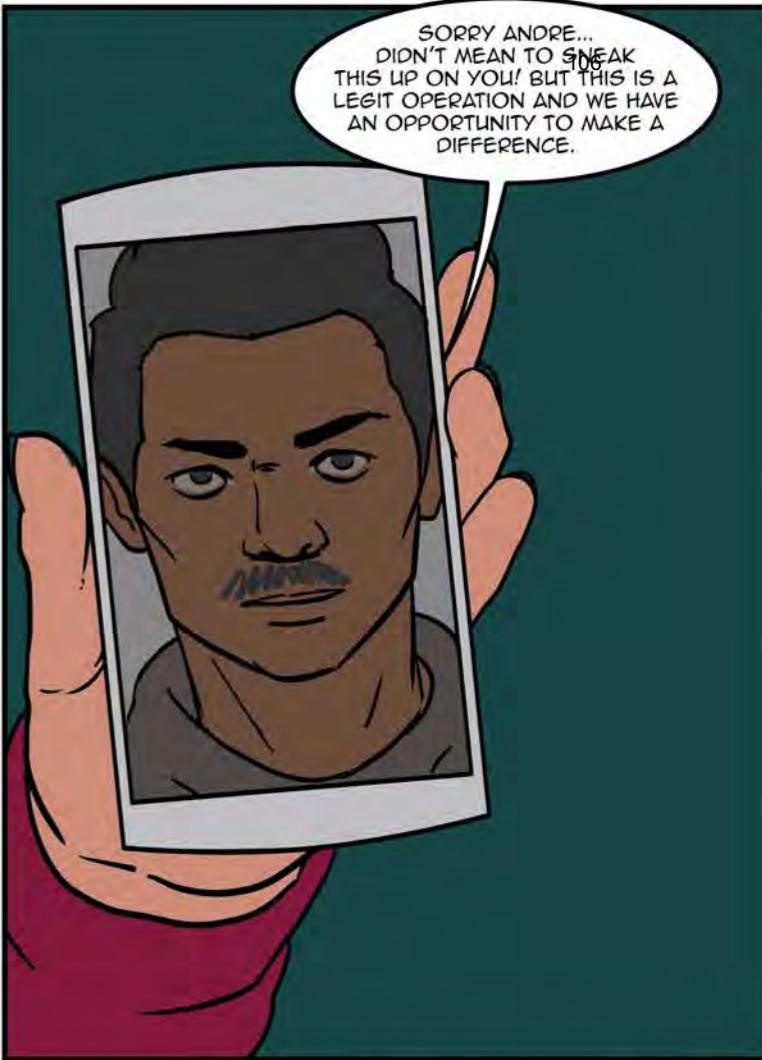




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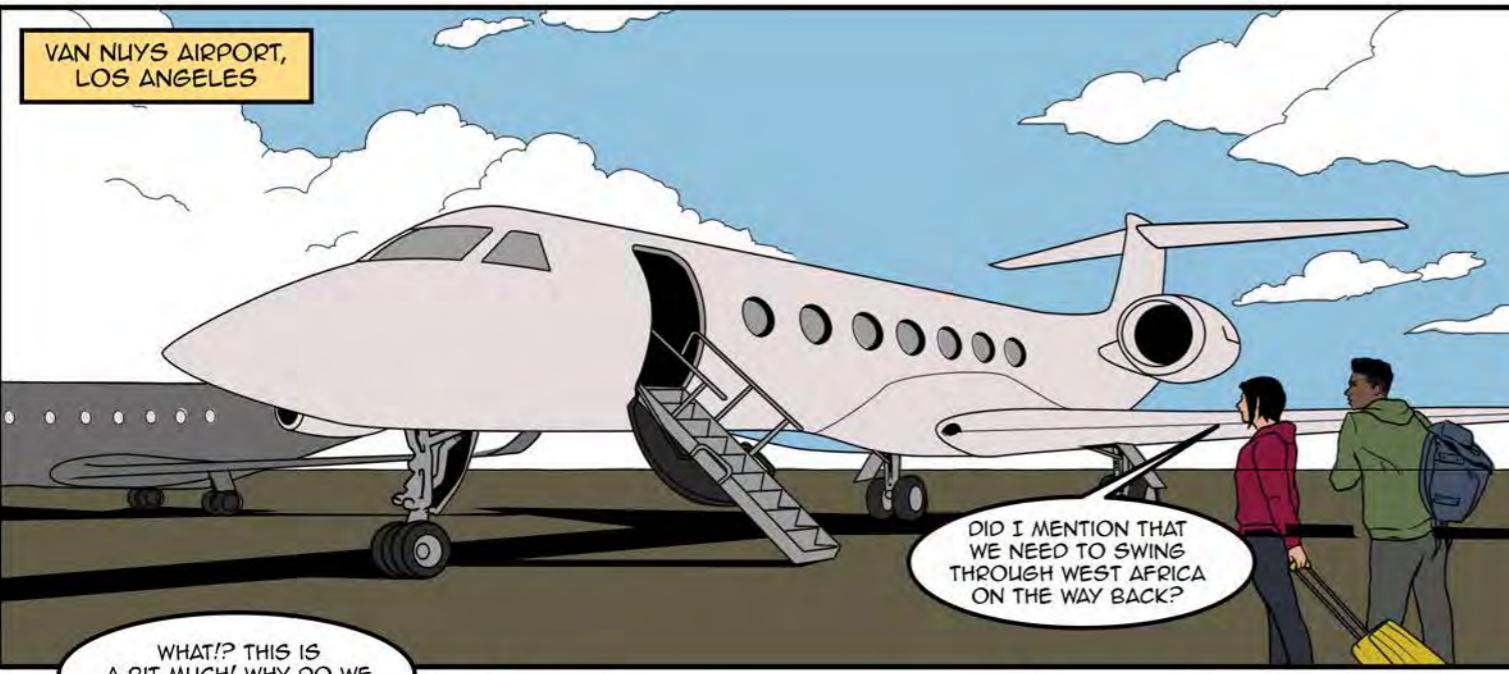


HALF AN HOUR LATER...

107



VAN NUYS AIRPORT,  
LOS ANGELES

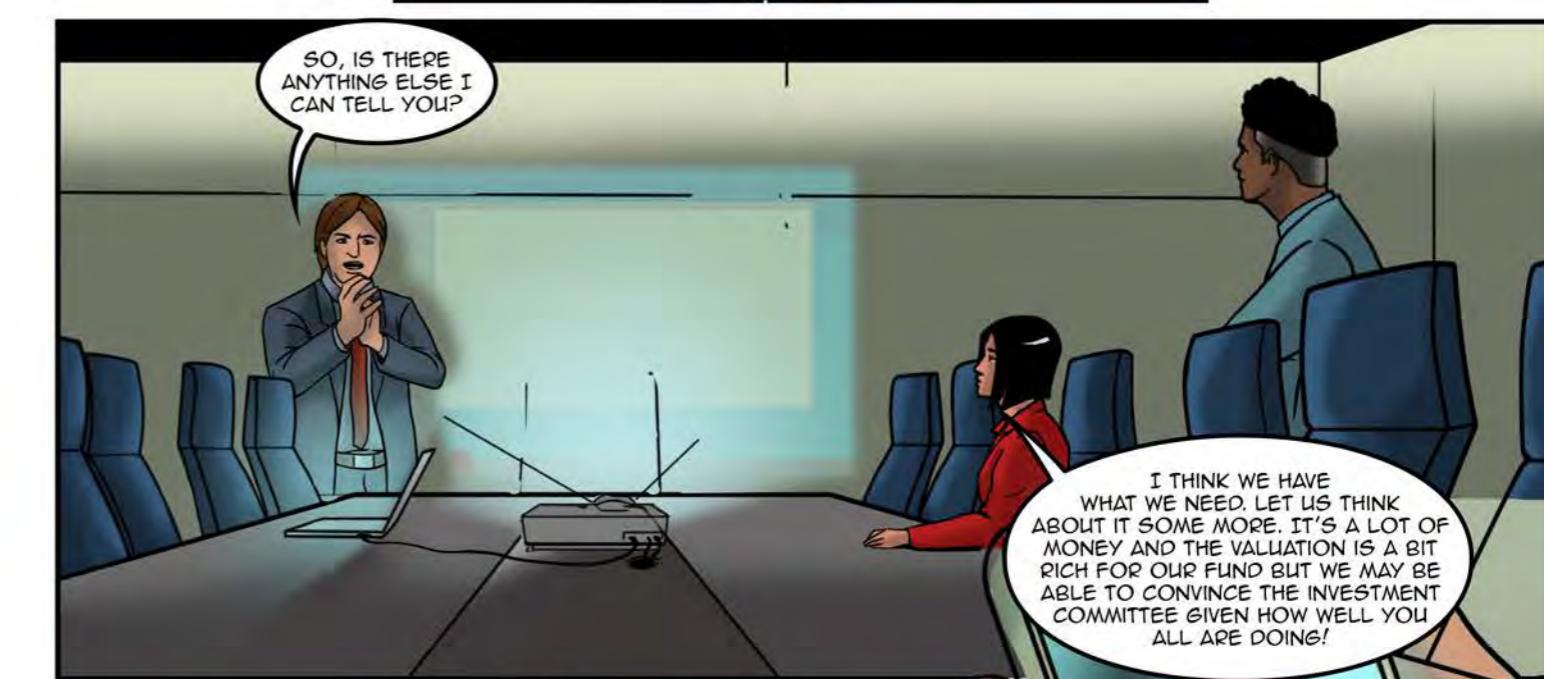
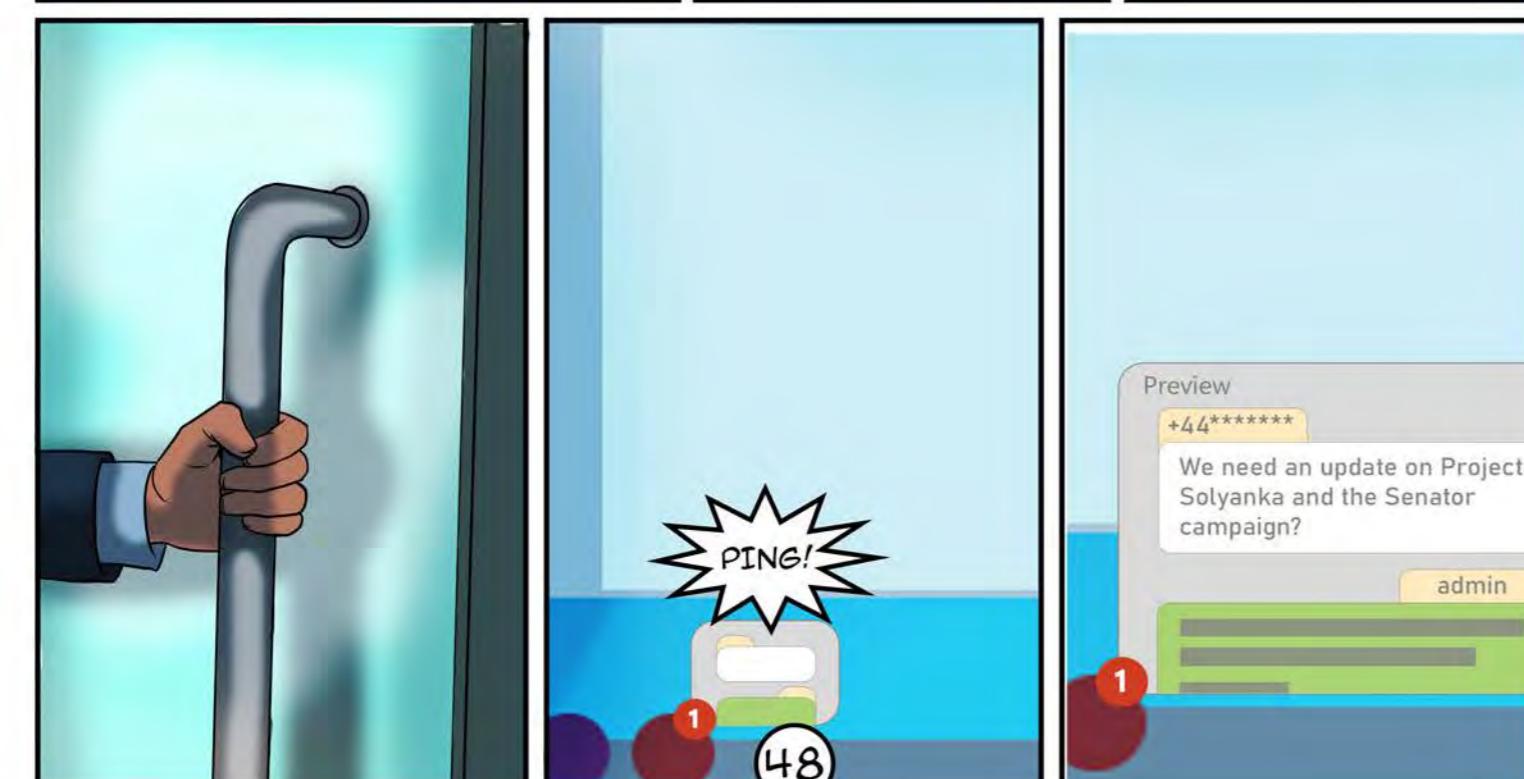


SOMEWHERE OVER U.S. AIRSPACE  
CROSSING A STATE BORDER...

108





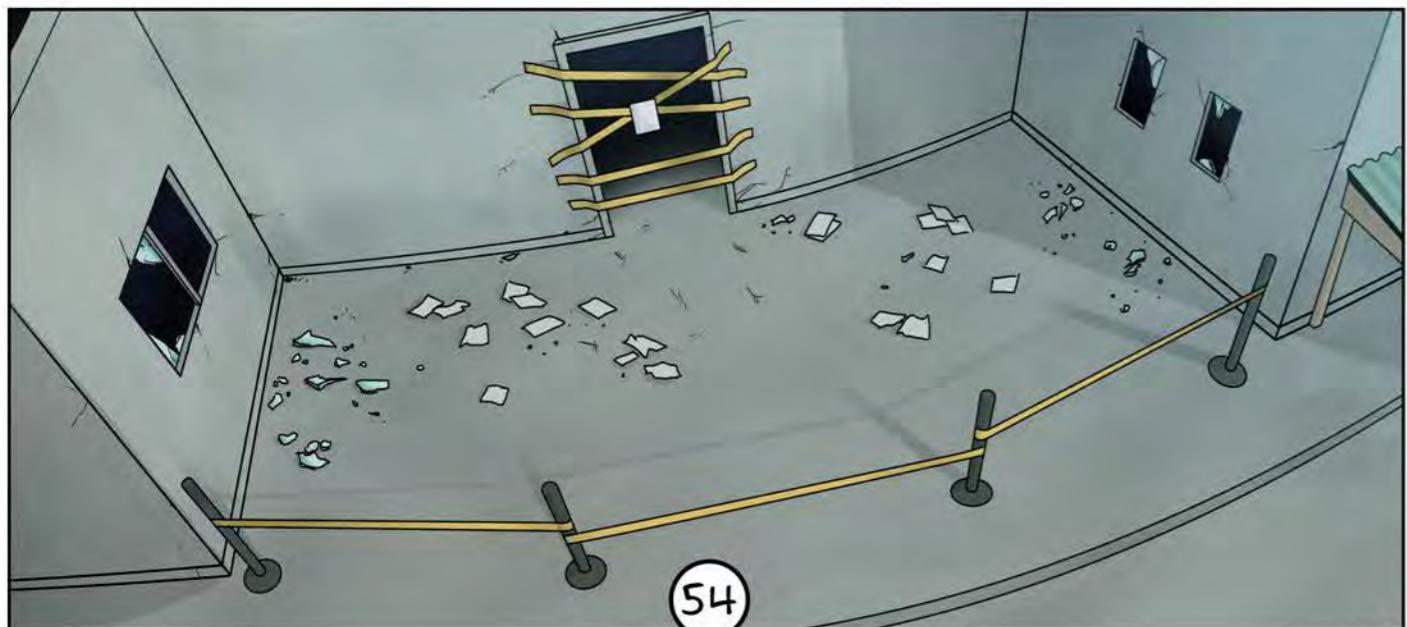
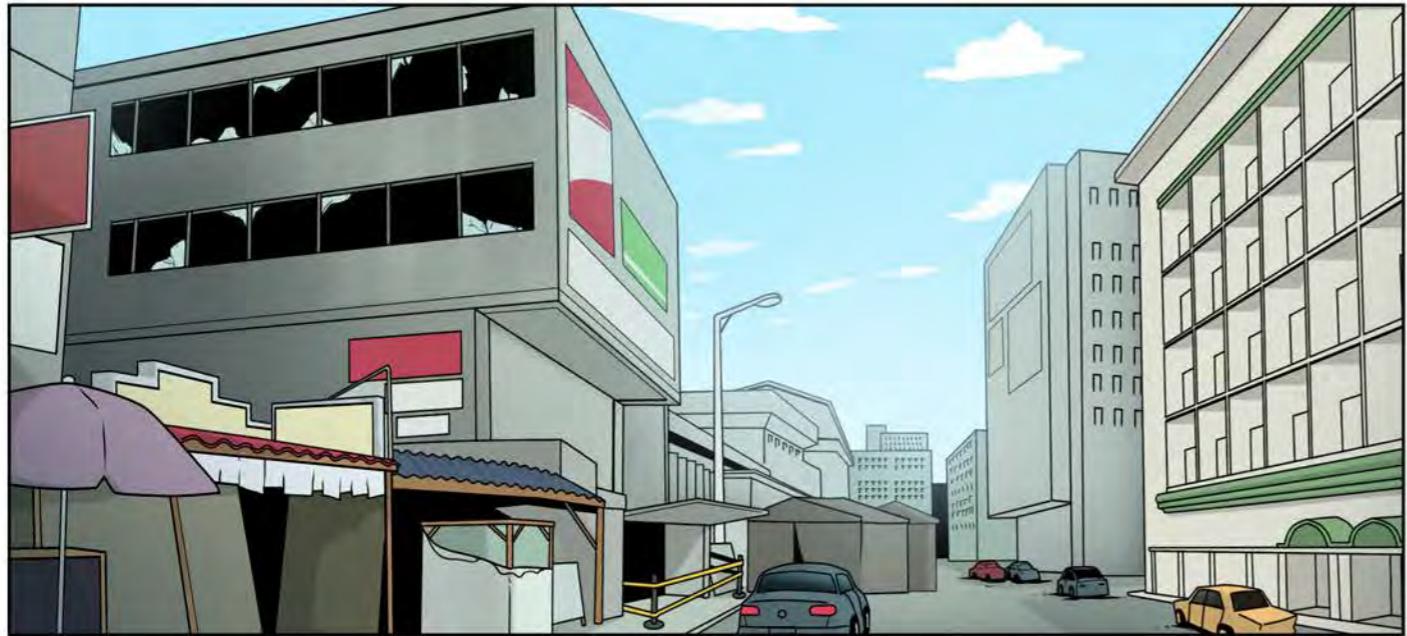








THE NEXT MORNING...

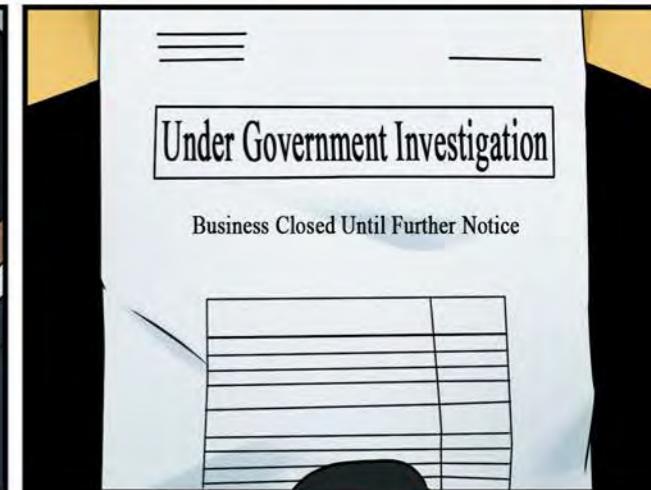


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Under Government Investigation

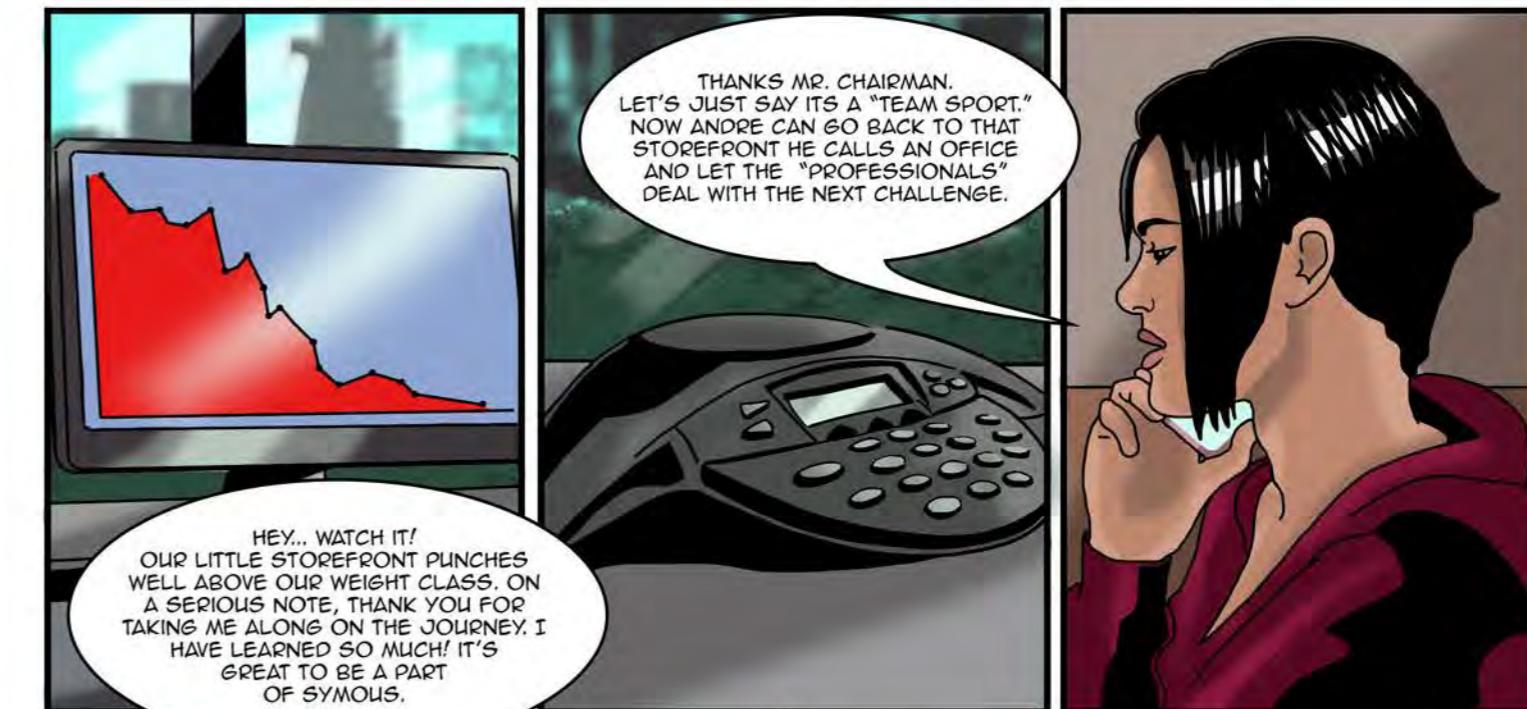
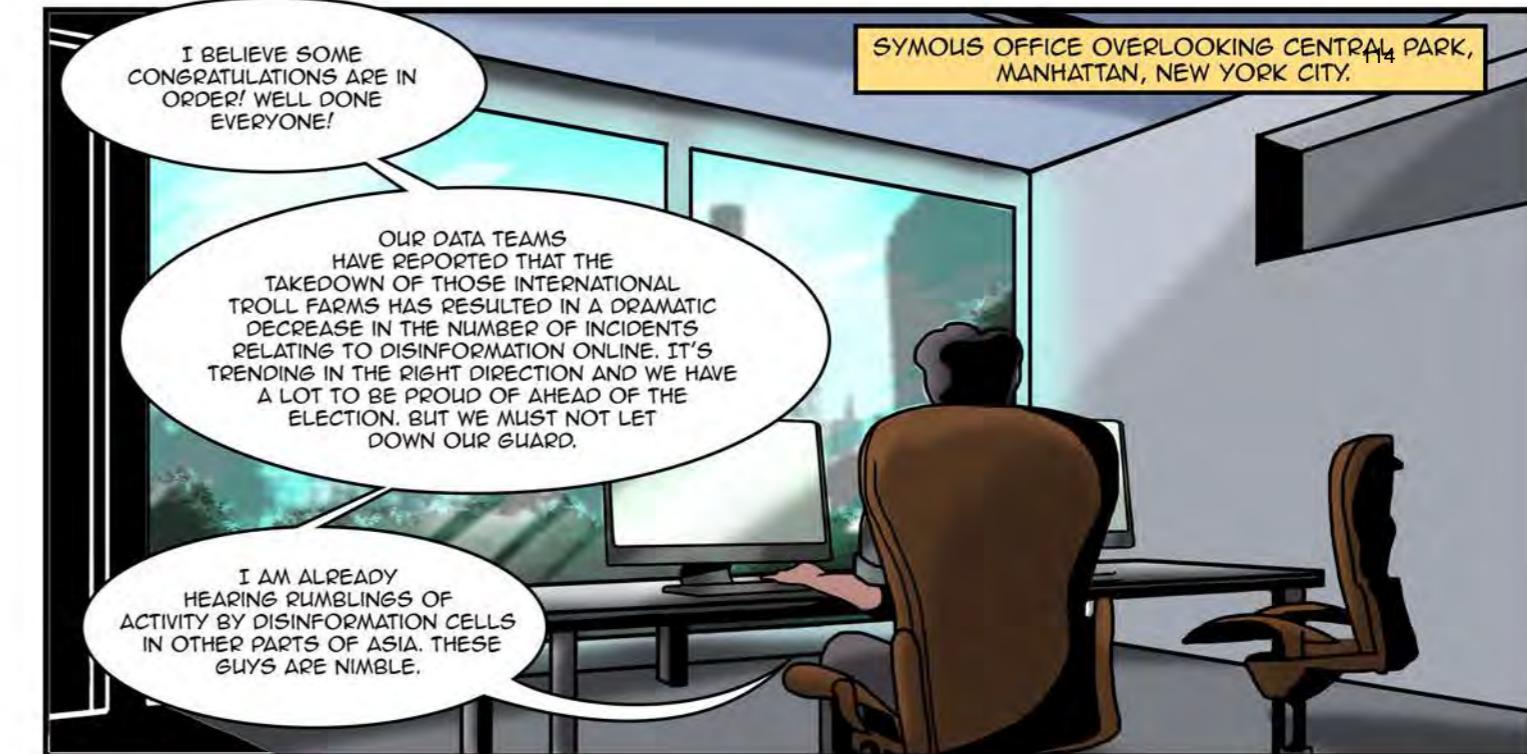
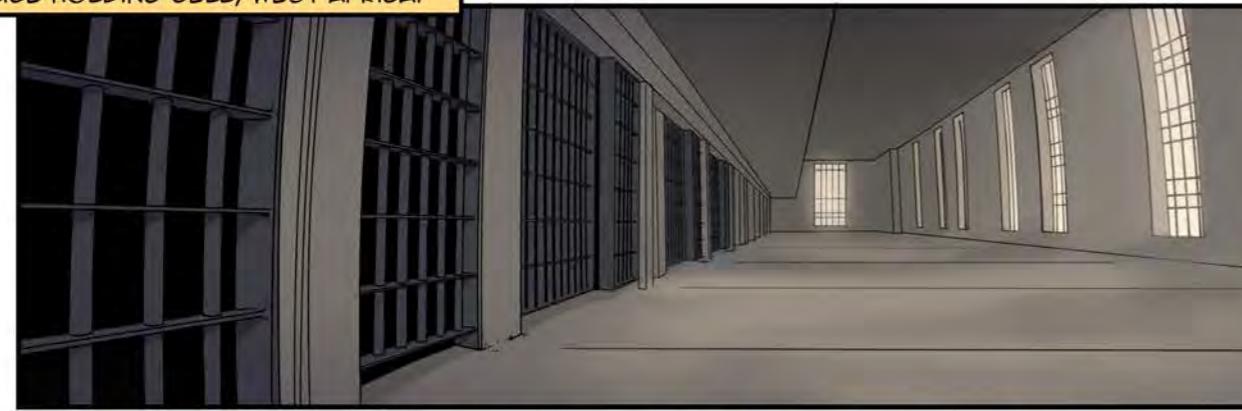
Business Closed Until Further Notice



55



POLICE HOLDING CELL, WEST AFRICA.



# NOTES FROM CISA

Disinformation is an existential threat to the United States, our democratic way of life, and the infrastructure on which it relies. The Resilience Series (of which this is the first title) uses the graphic novel format to communicate the dangers and risks associated with dis- and mis-information through fictional stories that are inspired by real-world events.

The Resilience Series graphic novels were commissioned by the Cybersecurity and Infrastructure Security Agency (CISA) to share information to illustrate:

- Foreign actors are trying to influence U.S. security, economy, and politics through the malicious use of online media to create and amplify disinformation.
- While the strategy of using inaccurate information to weaken and divide a society is not new, the internet and social media allow disinformation to spread more quickly than it has in the past.
- Deepfakes, bots, and troll farms are just some of the emerging techniques for creating and spreading disinformation.

CISA encourages everyone to consume information with care. Practicing media literacy – including verifying sources, seeking alternative viewpoints, and finding trusted sources of information – is the most effective strategy in limiting the effect of disinformation.

For more information and further reading about disinformation, please visit the Countering Foreign Influence Task Force webpage, [www.cisa.gov/cfi-task-force](http://www.cisa.gov/cfi-task-force).

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We live in a world where the internet is rife with misinformation and disinformation. In a precarious digital world, the need for awareness about this risk is greater than ever. The Resilience Series graphic novels have been created as a medium to communicate the threat of inaccurate information and its impact on our world.

In **REAL FAKE**, the first story in the series, we meet the protagonist Rachel O'Sullivan, a gamer, patriot and member of Symous, a group fighting disinformation, deepfakes, troll farms and foreign interference in elections as Election Day approaches.



# RUMOR CONTROL PAGE START-UP GUIDE

Misinformation, disinformation, and malinformation (MDM) can present risks to the election infrastructure community, its owners and operators, and the public. MDM can spread quickly, causing rumors to undermine facts.

## MISINFORMATION

is false, but not created or shared with the intention of causing harm.



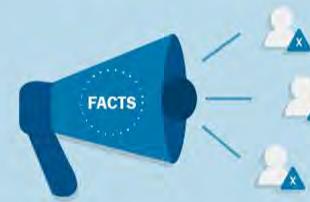
## DISINFORMATION

is deliberately created to mislead, harm, or manipulate a person, social group, organization, or country.



## MALINFORMATION

is based on fact, but used out of context to mislead, harm, or manipulate.



The risks of MDM range from undermining confidence in institutions to activating and inspiring dangerous behaviors and violence.

This Rumor Control Page Start-Up Guide is for organizations seeking to dispel specific MDM narratives through transparent and authoritative information. Designed for use by state, local, tribal, and territorial (SLTT) government officials and private sector partners, this guide cites the Cybersecurity and Infrastructure Security Agency's (CISA) Rumor Control page as a model for debunking inaccurate narratives. The recommendations in this guide are not intended to be one-size-fits-all and should be adapted to the capabilities and resources available, as well as the MDM risks facing the community. Organizations should only set up a rumor control webpage related to issues for which they have access to information and expertise necessary to properly dispel MDM narratives and articulate facts. Each organization that plans to set up a rumor control page may want to consult with the appropriate organization legal counsel, if possible, prior to beginning operations.



## What is a rumor control page?

A [rumor control page](#) is a web page that offers the public accurate and authoritative sources of information which will help address common MDM narratives. It is provided by a trusted voice to either preempt or respond to developing narratives. Credible messengers are most effective at disproving falsehoods. A rumor control page should not be considered the sole source of truth, rather it should drive people to seek more information about a complex subject by directing them to other trustworthy sources.

With a rumor control page, election officials and stakeholders can dispel rumors about the systems and assets they manage and have unique insight into. Some election offices may already have public information websites, which commonly include a "Frequently Asked Questions" page and/or press releases that seek to clarify information. In this sense, a rumor control page can be viewed as an extension of existing efforts.

It is important to note that a rumor control page is only one element of a successful MDM response strategy. Improving the resilience of elections to MDM also requires reporting MDM narratives. The Center for Internet Security (CIS) was established to support the cybersecurity needs of the election subsector. The CIS can be leveraged to report real-time MDM via email at [misinformation@cisecurity.org](mailto:misinformation@cisecurity.org). Be sure to include links and screenshots, as well as details on the misinformation and your jurisdiction.



## How can a rumor control page reduce risk of MDM?

A rumor control page is a public resource for authoritative information. By providing people with accurate, timely information, the page can help slow the dissemination and amplification of MDM narratives and reduce your organization's risk. It also provides an authoritative source for others to cite to amplify accurate information, including via internet searches.



## When should you use rumor control?

A rumor control page provides reasonable, authoritative information that refutes claims that develop via MDM narratives. MDM narratives often emerge where there is a lack of information or where not all information is known (as in a breaking news story). Effective narratives appeal to one's sense of identity and community belonging (or the desire to belong), and shortcut rational processes through invoking an emotional response, like shock, fear, or excitement.

At this point of interest, consumers may seek more information to either confirm or refute what they have read, and a rumor control page fills the void by providing accurate information from a trusted local source. When presented with this information, consumers are less likely to amplify an MDM narrative.

Above all, use caution when deciding what rumors to include on your page. Before developing a response, consider whether any of the following factors are at play to determine the best path forward:

- **Is the content of the rumor within your sphere of influence to address?** Consider if you are best positioned to respond to the narrative, or if another entity would have more authority or expertise, such as your technical systems provider. In some instances, a joint response may also be appropriate.
- **How prevalent is the rumor?** To the extent you are allowed by law, determine the spread of the narrative across different social media platforms and/or whether it has been picked up by traditional media outlets. If the spread is minimal, consider whether responding to it will amplify the rumor instead of combating it.
- **Are you confident your response is accurate and contains appropriate caveats?** For example, rumors involving breaking news stories may need a caveat that updates will be made once more information is known. Where you do not have sufficient expertise, reference the trusted sources and experts you consulted in crafting your response.
- **Does the content of the rumor involve matters currently in litigation?** If so, consult with your office's attorney before proceeding with a response.

Not all rumors and MDM narratives have to be addressed. Deciding which rumors should be addressed is an exercise of an organization's judgement — and that judgement may change as MDM narratives evolve.

A sample checklist on page 5 outlines criteria that may help you determine if a rumor control entry is appropriate.



## How do you communicate effectively on a rumor control page?

Pre-emptively debunk or "pre-bunk."



Lead with the truth, not the rumor.



Keep it simple.



Be consistent in the types of MDM narratives and activities you debunk.



First, even when there are no specific narratives for you to counter, consider common questions those in your community have about elections and election-related processes and answer those on your rumor control page. You should also anticipate complex or difficult-to-understand characteristics of your operation may be targets for MDM narratives. Proactive communications and engagement will help build trust in your office as an authoritative source of information and make it more likely that consumers will return to your page when MDM narratives emerge.

When MDM narratives emerge, a standard format should be used to explain why each rumor is inaccurate or misleading. The rumor control page entry should provide a factual statement, summarize the rumor in one sentence, and provide a substantial explanation debunking the rumor.

- **Begin with the facts:** Debunking or mitigating MDM reduces belief in the narrative at hand, according to the [Virality Project](#). Presenting factual information first is the best strategy for combating MDM, as starting with the rumor can unintentionally amplify an MDM narrative and confuse or mislead your audience.
- **Use plain language:** It is critical the information used to debunk MDM narratives is easily understood by the average person. Content should be simple and straightforward, with links to further resources where appropriate. Where possible, include images and diagrams in social media posts (including ones developed by other sources if your resources are limited).
- **Provide other sources:** You should provide links to sources that are recognized as independent and reliable.

 **Reality:** Malicious actors can use fake personas and impersonate real accounts.

 **Rumor:** If a social media account claims an identity, the account must be run by that person or organization.

**Get the Facts:** Malicious actors often use fake personas and impersonate real accounts to trick the public into believing disinformation, including election-related disinformation.

Popular social media platforms such as Facebook, Instagram, Twitter, Snapchat, and others provide an indication, such as a checkmark that is either blue or grey, to indicate that an account is verified by the platform. If an account claims to be a well-known person or official organization but is not verified, they may be an imposter.

There are multiple things to look for if you think an account is fake or spoofed. Is the account brand new? Do they create content or merely re-share? Do they have a coherent profile description, and does it match what they are sharing? Do they have a real profile photo? A best practice when looking for election-related information is to go to trusted sources, like your local election official.

If you find a suspicious social media post or account, consider reporting the activity to the platform so others don't get duped. Most platforms have a "report" function built into posts, so it's easy to report suspicious items, such as misinformation about election infrastructure. If an account is posting election disinformation, consider reporting to your state or local election official.



## How should you document the decision to include a rumor on your page?

Record your decision-making process for each rumor. This assessment will inform future decisions as your organization works to fight MDM.

- What considerations informed your decision to address or not address the rumor?
- What were the potential consequences of the spread of this MDM narrative?
- Was the rumor “ripe for intervention” based on the timeliness of the situation, the potential spread of the MDM narrative, and the consequences of its spread?



## How should you handle inflammatory or sensitive rumors?

Reporting MDM activity helps the election community combat emerging MDM narratives. MDM narratives that contain sensitive or leaked information, call for violence, or pose an imminent threat of physical harm should be directed to local law enforcement. These narratives may also be reported to federal law enforcement, like your Election Crimes Coordinators. A rumor control page is not intended to address these sorts of MDM narratives.



## Rumor Control Checklist

Consider the checklist on the next page before making your decision on which rumors should be addressed. Note that the decision of how, when, and where to respond will always be context- and content-specific and there is no firm threshold for response. Nonetheless, if you answer “Yes” to a majority of these criteria, then you should discuss moving forward with dispelling the rumor. Add your own criteria to the list as well. By creating a selection process for rumors to be featured on your page, your organization can quickly respond to and disrupt MDM narratives.

<b>ASSESSMENT</b>		
My organization has the expertise and mission set to distinguish the narrative from good faith discourse.	Yes	No
My organization has the expertise and responsibility to clearly and appropriately dispel the false narrative and articulate the facts.	Yes	No
The narrative is around a contentious or disputed topic, where information is changing or not widely known.	Yes	No
The narrative pertains to systems, information, processes, or expertise that is operated by or unique to my organization.	Yes	No
<b>TRENDS</b>		
The MDM narrative is trending on social media.	Yes	No
The narrative is spreading on multiple platforms.	Yes	No
Traditional media is reporting on the narrative/artifact. (Traditional media comprises broadcast and print media at the national, state, and/or local level. This may include the major networks, newspapers, journals, and online.)	Yes	No
Multiple narratives/artifacts are converging into a single narrative or conspiracy.	Yes	No
<b>AMPLIFICATION</b>		
Multiple organizations across the sector are reporting similar narratives/artifacts.	Yes	No
The allegation is paired with media (pictures, video, audio) that is unverified or misrepresented, in an effort to provide “legitimacy” to the narrative.	Yes	No
There is an opportunity to amplify corrections initiated by social media platforms and/or traditional media.	Yes	No
<b>CONSEQUENCES</b>		
The narrative includes a call to arms* or other directions for action, whether in person or virtual.	Yes	No
The narrative/artifact focuses on upcoming major milestones or events where early fact-checking could proactively disrupt the spread.	Yes	No
The rumor could cause physical or reputational damage to the organization, community, country, or global society.	Yes	No

*\*MDM Narratives that contain sensitive or leaked information, calls for violence, or poses an immediate threat of physical harm should be directed to local law enforcement, reported to your Election Crimes Coordinator, and reported to any other entity required under the law. This document is provided as guidance only. Organizations should consult with their election officials, legal counsel, and other required entities within their jurisdiction before starting a rumor control program. This guide does not provide your organization with the legal authority to operate a rumor control page if it's not allowed/authorized by your SLTT laws.*



# SOCIAL MEDIA BOTS



Social Media Bots are automated programs that simulate human engagement on social media platforms. As they become more prevalent and better at mimicking human behavior, the potential impacts — helpful and harmful — expand. Visit CISA.gov/MDM to learn more.

Social Media Bots use artificial intelligence, big data analytics, and other programs or databases to masquerade as legitimate users on social media. They vary depending on their function and capability: Some are helpful, like chat bots and automated notifications, but some can be used to manipulate real users. When misused, Bots can amplify disinformation and distort our perception of what's important, polluting or even shutting down online conversations.

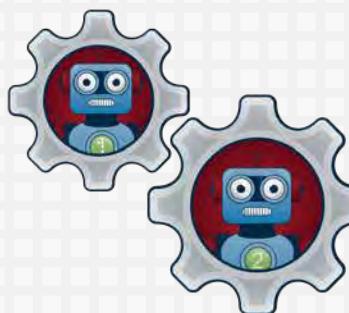
**Recognizing Bot behavior can help us respond to their attacks.**

**Common Attacks**

- Click/Like Farming**  
Bots inflate an account's popularity by liking or reposting its content.
- # Hashtag Hijacking**  
Bots attack an audience by leveraging the group's hashtags (e.g., using spam or malicious links).
- Repost Network**  
Coordinated Bots ("botnet") instantly repost content from a "parent" Bot.
- Sleepers**  
Bots wake up from long periods of dormancy to launch thousands of posts or retweets in a short time.
- Astroturfing**  
Bots share coordinated content to give a false impression of genuine grassroots support for or opposition to an issue.
- Raids**  
Bots swarm and overwhelm targeted accounts with spam.

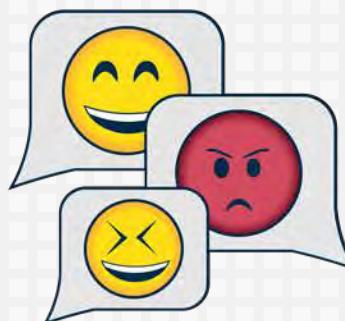


Bots can be recognized by their interactions with each other and with real users. They often display:



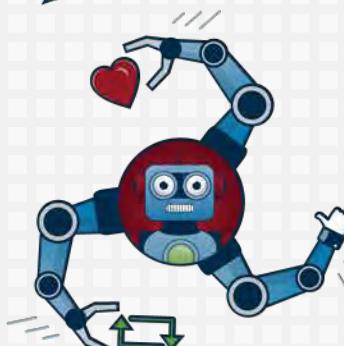
#### Coordinated Actions

Bots often act together, sharing similar content around the same time or frequently re-sharing each other's posts.



#### Repetitive and Specific Postings

Bots often post identical content and use emoticons and punctuation in more regular patterns compared to real users.



#### High Levels of Activity

Bots often have higher levels of activity compared to normal social media behavior, posting frequently and often sharing content without an opinion.



The Cybersecurity and Infrastructure Security Agency (CISA) produced this graphic to highlight tactics used by disinformation campaigns that seek to disrupt critical infrastructure in the United States. CISA's publication of information materials about this issue are intended for public awareness, and are not intended to restrict, diminish, or demean any person's right to hold, express, or publish any opinion or belief, including opinions or beliefs that align with those of a foreign government, are expressed by a foreign government-backed campaign, or dissent from the majority.

# SOCIAL MEDIA BOTS



Social Media Bot capabilities have evolved from assisting with simple online tasks to engaging in more complex behaviors imitating human users, which bad actors use to manipulate our online interactions. Visit CISA.gov/MDM to learn more.

Social Media Bots are increasingly integrated into many of our online activities, sometimes without us even knowing. Bots vary in their functions and capabilities: Some help automate simple tasks, while more advanced Bots use artificial intelligence, big data analytics, and other programs to mimic human users. Bad actors sometimes employ Bots as part of coordinated efforts to manipulate human users.

**Understanding different Bot uses can help us recognize attempts to manipulate.**

## Helpful Bots support:

### Notifications

Automatically post an update when a trigger event occurs



### Entertainment

Generate humorous content or aggregate news



### Searches

Enable key word searches and detect dangerous activity



### Commerce

Provide customer care or schedule posts for brands



## Harmful Bots manipulate:

### Popularity

Inflate follower counts and share posts to boost perception of influence



### Harassment

Overwhelm or ruin reputations of targeted accounts to the point of deactivation



### Scams

Phish for personal data or promote a product



### Information Operations

Spread propaganda to limit free speech and manipulate democratic processes

**Bad actors seeking to manipulate users on social media often employ different types of Bots as well as trolls to spread inauthentic content:**



**Automated** Bots run purely on programming language executed without human management. They can be purchased to do simple actions and to give the impression of influence.



**Semi-automated** Bots allow a user to program a set of parameters but require human management, like fake accounts. These “cyborgs” are better at evading detection.



**Trolls** are human users, often with obscured identities, who seek to create division online. Bad actors may employ Bots in coordination with trolls.

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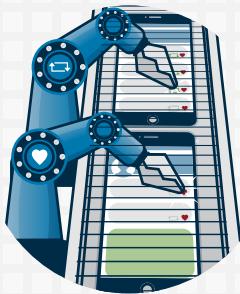
# SOCIAL MEDIA BOTS



Social Media Bots support coordinated inauthentic behavior by bad actors and threaten our ability to have important democratic discussions.<sup>127</sup>  
Visit CISA.gov/MDM to learn more.

Social Media Bots are often one part of larger inauthentic efforts through which accounts, both human-run and automated, work in coordination to mislead people. By purchasing or setting up their own Bots, bad actors can amplify their efforts to spread false or misleading information, shut down opposition, and elevate their own platforms for further manipulation.

**Knowing how Bots support inauthentic activity can help us mitigate their attacks.**



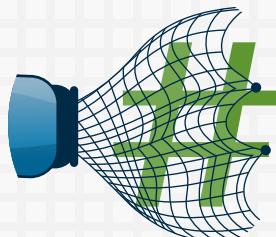
## Click/Like Farming

Bots inflate popularity by liking or reposting content. The perception of influence online can translate to actual influence and distort what really matters.



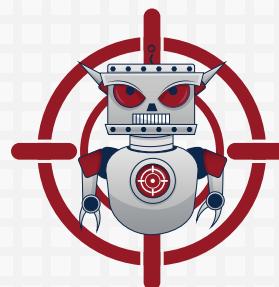
## Astroturfing

Bots share coordinated content to give a false impression that there is genuine grassroots support for or opposition to an issue, making it seem more important than it is.



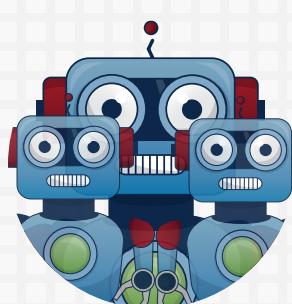
## Hashtag Hijacking

Bots attack an audience by leveraging the group's hashtags (e.g., using spam or malicious links), silencing opposing opinions and chilling open discussion.



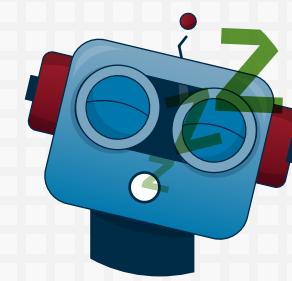
## Raids

Bots swarm and overwhelm targeted accounts with spam, harassing the user and silencing opposing opinions.



## Repost Network

Coordinated Bots ("botnet") instantly repost content from a "parent" Bot, flooding social media with inauthentic content that can influence public opinion and undermine facts.



## Sleepers

Bots wake up from long periods of dormancy to launch thousands of posts in a short time. The surge in attention to an issue can generate a false sense of urgency.

As social media becomes increasingly important for connecting with each other, Bot attacks help bad actors disrupt democracy by polluting online conversations about the issues.



**Undermine trust in institutions** by overwhelming facts with falsehoods.



**Influence our priorities** by manipulating organic discussions.



**Polarize us** into more extreme positions that prevent healthy dialogue.



**Suppress participation** by silencing different opinions.



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# SOCIAL MEDIA BOTS

## How to Spot a Bot

### 1. Profile Image

May be stolen from real users, AI-generated, or a cartoon, sometimes detectable by reverse image searching.

### 2. Username

Contains suspicious numbers and/or irregular capitalization.

### 3. Bio

Contains divisive content that appeals to a target group but contains little personal information.

### 4. Creation Date

Account was created recently or only became active recently after a period of dormancy.

### 5. Followed Accounts

Account follows a high number of other accounts to build a following and may be followed by an almost identical, high number of accounts (e.g., follow for follow).

Although Social Media Bots try to imitate human users, some<sup>128</sup> characteristics *may* be indicators of inauthentic behavior. Recognizing inauthentic behavior can increase resilience to manipulation. Visit CISA.gov/MDM to learn more.



### 6. Coordinated Network

Frequently reposts from other suspicious accounts or shares similar content in coordination with other suspicious accounts.

### 7. Sharing

Reposts most content from other users rather than creating original posts, often sharing without stating an opinion.

### 8. Viral Content

Shares content that elicits an emotional response and is easily reposted, like memes and GIFs; spams targeted hashtags; or uses emoticons and punctuation in notable patterns.

### 9. Erratic Behavior

Shares content about many unrelated topics or changes interests and behavior suddenly, such as randomly posting in a new language.

### 10. Hyperactive

Shares a large amount of content, sometimes nonstop around the clock or spiking at certain times.

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# SOCIAL MEDIA BOTS\*

Los bots en redes sociales son programas automatizados que simulan interacción humana en las plataformas de redes sociales. A medida que su incidencia y habilidad de imitar el comportamiento humano aumenta, los impactos potenciales, tanto útiles como perjudiciales, se expanden.<sup>130</sup> Visite CISA.gov/MDM para obtener más información.

Los bots en redes sociales utilizan inteligencia artificial, análisis de big data y otros programas o bases de datos para hacerse pasar por usuarios legítimos en las redes sociales. Estos varían según su función y capacidad: algunos son útiles, como los bots de chat y las notificaciones automáticas, pero otros se pueden usar con el fin de manipular a usuarios reales. Cuando se usan inapropiadamente, los bots pueden amplificar la desinformación y distorsionar nuestra percepción acerca de lo que es importante, contaminando o incluso terminando las conversaciones en línea.

**Reconocer el comportamiento de los bots puede ayudarnos a responder a sus ataques.**



## Ataques comunes

### Obtención de clics o de reacción "Me gusta" [Click/ Like Farming]



Los bots incrementan la popularidad de una cuenta al darle reacción "me gusta" o al publicar de nuevo su contenido.



### Apropiación de etiquetas [Secuestro de hashtags]

Los bots atacan a una audiencia aprovechando las etiquetas [los hashtags] del grupo (por ejemplo, usando correos basura [spam] o enlaces [links] maliciosos).



### Red de reenvío de publicaciones [Repost Network]

Los bots coordinados ("botnet") publican nuevamente y de manera instantánea el contenido de un bot "principal".



### Bots inactivos o bots durmientes [Sleepers]

Los bots se despiertan luego de largos períodos de inactividad con el fin de lanzar miles de publicaciones ('posts' en redes sociales) o retuits en poco tiempo.



### Campañas artificiales [Operación de 'Astroturfing']

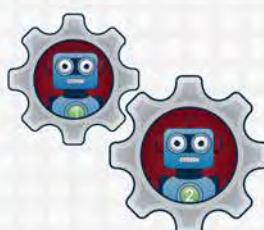
Los bots comparten contenido de manera coordinada, con el fin de dar una falsa impresión de apoyo u oposición auténticos formulada con la intención de parecer generada por un impulso orgánico común sobre un tema de interés público.



### Bombardeos o Asaltos [Raids]

Los bots se activan de manera coordinada y sobrecargan cuentas específicas y predeterminadas, con correos basura [spam].

Los bots pueden ser reconocidos por sus interacciones entre sí y con usuarios reales. A menudo exhiben las siguientes características:



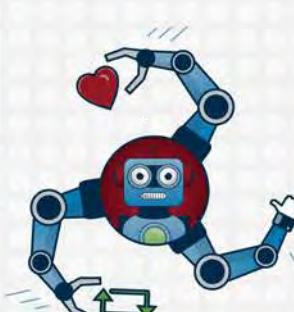
### Acciones coordinadas

Los bots a menudo actúan juntos, compartiendo contenido similar al mismo tiempo, o con frecuencia, publicando de nuevo ('reposting') el contenido de unos y otros.



### Publicaciones ('posts' en redes sociales) repetitivas y específicas

Los bots a menudo publican contenido idéntico, y utilizan emoticones y puntuación en una forma más distinguible que los usuarios reales.



### Altos niveles de actividad

Los bots a menudo tienen niveles de actividad más altos en comparación con el comportamiento típico en redes sociales, publicando frecuentemente y, a menudo, compartiendo contenido sin ninguna opinión.

\*Bot es un acortamiento que se refiere a un programa de computadora que actúa como una cuenta automatizada.



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# SOCIAL MEDIA BOTS\*

Las capacidades de los bots en redes sociales han evolucionado desde ayudar con tareas simples en línea hasta asumir comportamientos más complejos que imitan a los usuarios humanos, los cuales son utilizados por actores maliciosos con el fin de manipular nuestras interacciones en línea. Visite CISA.gov/MDM para obtener más información.<sup>131</sup>

Los bots en redes sociales están cada vez más integrados en muchas de nuestras actividades en línea, incluso en ocasiones sin que nos demos cuenta. Hay una gran variedad de bots con funciones y capacidades distintas: Algunos ayudan a automatizar tareas simples, mientras otros bots más avanzados utilizan inteligencia artificial, análisis de big data y otros programas, para imitar a los usuarios humanos. Estos actores maliciosos a veces emplean bots como un componente de esfuerzos coordinados para manipular a los usuarios humanos.

**Comprender los diferentes usos de los bots puede ayudarnos a reconocer los intentos de manipulación.**

## Apoyo por parte de bots útiles:

### Notificaciones

Publican actualizaciones automáticamente cuando ocurre un evento de activación



### Entretenimiento

Generan contenido humorístico o noticias agregadas



### Búsquedas

Permiten búsquedas de palabras clave y detectan actividades peligrosas



### Comercio

Proporcionan atención al cliente o programan publicaciones para marcas



## Manipulación por parte de bots nocivos:

### Popularidad

Incrementan artificialmente el número de seguidores y comparten publicaciones para aumentar la percepción de influencia



### Acoso

Amenazan o arruinan la reputación de cuentas específicas hasta el punto de lograr desactivarlas



### Estafa

Phishing de información personal [Capturan información personal digitalmente de manera fraudulenta] o promocionan un producto

### Operaciones de información

Difunden propaganda para limitar la libertad de expresión y manipular los procesos democráticos

**Los actores maliciosos que buscan manipular a los usuarios en las redes sociales a menudo emplean diferentes tipos de bots y troles [trolls] para difundir contenido falso:**



Los bots **automatizados** funcionan únicamente a través de lenguajes de programación que se ejecutan sin necesidad de gestión humana. Se pueden comprar para ejecutar acciones simples y dar la impresión de influencia.



Los bots **semiautomáticos** permiten al usuario programar un conjunto de parámetros, pero requieren gestión humana, como cuentas falsas. Estos ciborgs [cyborgs] son mejores para evadir detección.



Los **troles** [trolls] son usuarios humanos, a menudo con identidades ocultas, que buscan crear división en línea. Los agentes criminales pueden emplear bots en combinación con troles [trolls].

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# SOCIAL MEDIA BOTS\*

Los bots en redes sociales apoyan el comportamiento no auténtico y coordinado de los agentes criminales y amenazan nuestra capacidad para tener importantes debates democráticos. Visite CISA.gov/MDM para obtener más información

Los bots en redes sociales a menudo forman parte de esfuerzos no auténticos a mayor escala, a través de los cuales las cuentas, tanto administradas por humanos como aquellas automatizadas, trabajan de manera coordinada con el fin engañar al público. Al comprar o configurar sus propios bots, los agentes criminales pueden incrementar sus esfuerzos por difundir información falsa o engañosa, eliminar a la oposición, y elevar sus propias plataformas con el fin de ampliar su capacidad de manipulación.

**Saber cómo los bots apoyan actividades no auténticas puede ayudarnos a mitigar sus ataques.**



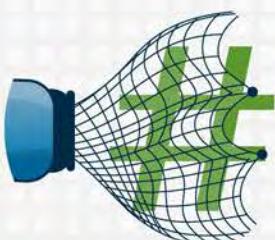
## Obtención de clics o de reacción "Me gusta" [Click/ Like Farming]

Los bots incrementan la popularidad de una cuenta al darle "me gusta" o al publicar de nuevo su contenido. La percepción de influencia en línea puede traducirse en influencia real y distorsionar lo que realmente importa.



## Campañas artificiales [Operación de 'Astroturfing']

Los bots comparten contenido de manera coordinada, con el fin de dar una falsa impresión de apoyo u oposición popular a un tema de interés público, lo que hace que parezca más importante de lo que es.



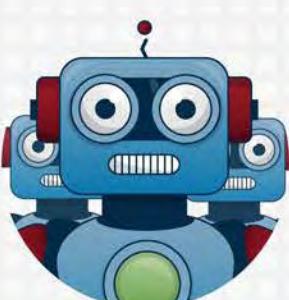
## Apropiación de etiquetas [Secuestro de hashtags]

Los bots atacan a una audiencia aprovechando las etiquetas [/os hashtags] del grupo (por ejemplo, usando correos basura [spam] o enlaces maliciosos), silenciando opiniones opuestas, y desalentando la discusión abierta.



## Bombardeos o Asaltos [Raids]

Los bots se multiplican y sobrecargan cuentas específicas con correos basura [spam], acosando al usuario y silenciando las opiniones opuestas.



## Red de reenvío de publicaciones [Repost Network]

Los bots coordinados ("botnet") publican nuevamente y de manera instantánea el contenido de un bot "principal", inundando las redes sociales con contenido no auténtico que puede influir en la opinión pública y socavar los hechos.

A medida que las redes sociales se vuelven cada vez más importantes para conectarse entre sí, los ataques de bots ayudan a los agentes criminales a perturbar la democracia, contaminando las conversaciones en línea sobre temas de interés público.



**Erosionar la confianza en las instituciones** manipulando discusiones orgánicas.



**Influir en nuestras prioridades** manipulando discusiones orgánicas.



**Polarizarnos** hacia posiciones más extremas que impiden un diálogo sano.



**Reprimir la participación** silenciando opiniones contrarias.

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# SOCIAL MEDIA BOTS\*

Aunque los bots en redes sociales intentan imitar a los usuarios humanos,<sup>133</sup> algunas características pueden indicar un comportamiento no auténtico. Reconocer el comportamiento no auténtico puede aumentar la resiliencia a la manipulación. Visite CISA.gov/MDM para obtener más información.

## Cómo detectar un bot

### 1. Imagen de perfil

Puede ser robado de usuarios reales, generado por IA, una caricatura, a veces detectable mediante la búsqueda inversa de imágenes.

### 2. Nombre de usuario

Contiene números sospechosos y/o usa mayúsculas de manera inusual.

### 3. Biografía

Contiene contenido divisivo que atrae a un grupo en particular, pero contiene escasa información personal.

### 4. Fecha de creación

Cuenta recientemente activada o que solo se activó poco después de un período de inactividad.

### 5. Cuentas seguidas

La cuenta sigue a una gran cantidad de otras cuentas con el fin de generar seguidores y puede ser seguida por una gran cantidad de cuentas casi idénticas (p. ej., seguir para seguir).

### 6. Red coordinada

Vuelve a publicar con frecuencia desde otras cuentas sospechosas o comparte contenido similar en coordinación con otras cuentas sospechosas.



### 7. Compartir

Vuelve a publicar la mayoría del contenido de otros usuarios en lugar de crear publicaciones originales, a menudo compartiendo sin expresar una opinión.

### 8. Contenido viral

Comparte contenido que provoca una respuesta emocional y que puede ser publicado de nuevo fácilmente, tales como memes y GIF; spam hashtags definidos; o utiliza emoticones y puntuación de manera específica.

### 9. Comportamiento errático

Comparte contenido sobre muchos temas no relacionados entre sí, o cambia de intereses y en comportamiento súbitamente, como al publicar en un nuevo idioma repentinamente.

### 10. Hiperactivo

Comparte una gran cantidad de contenido, a veces sin parar durante todo el día o con picos de actividad en momentos específicos.

\*Bot es un acortamiento que se refiere a un programa de computadora que actúa como una cuenta automatizada.

La Agencia de Seguridad de Infraestructura y Ciberseguridad (CISA, por sus siglas en inglés) produjo este gráfico con el fin de resaltar las tácticas utilizadas por las campañas de desinformación que buscan perturbar la vida en los Estados Unidos y la infraestructura crítica que la sostiene. La publicación por parte de CISA de materiales informativos sobre este tema está destinada para conocimiento público y no tiene la intención de restringir, disminuir o denigrar el derecho de cualquier persona a tener, expresar o publicar cualquier opinión o creencia, incluso cuando dichas opiniones o creencias se alinean con las de un gobierno extranjero, se expresan mediante una campaña respaldada por un gobierno extranjero, o disienten de la mayoría

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## TOOLS OF DISINFORMATION:

# Inauthentic Content

Disinformation actors use a variety of tools to influence their victims, stir them to action, and create consequences. CISA created this fact sheet to illustrate deepfakes, forgeries, proxy sites, and other tools of disinformation actors.

Knowing these techniques can increase preparedness and promote resilience when faced with disinformation.

## Key Terms



**Misinformation** misleads. It is false information that is communicated and spread, regardless of intent to deceive.

**Malinformation** sabotages. It is factual information that is taken out of context and presented to cause harm.

**Disinformation** deceives. It is false information that is intentionally crafted and spread to deceive.

## Examples of Inauthentic Content

### MANIPULATED AUDIO/VIDEO

Often times, audio/video content goes viral because it grabs the attention of the audience and is repeatedly shared. But what if this content is a cheapfake or deepfake? Manipulated audio/video content is dangerously effective at spreading false information.

- Cheapfakes are real audio clips and videos that have been sped up, slowed down, or shown out of context to mislead.
- Deepfakes are fake, but very believable, audio clips and videos, crafted and spread to deceive. They can convince you that people have said or done things that did not happen. Visual deepfakes can generate fake-but-plausible faces or full-body video. An audio deepfake can be a voice clone that produces new sentences from one person or multiple people on its own or with a fake video.



The quality of manipulated audio/video varies. Some fakes are detectable on closer examination, while uncovering others will require special software.

**On its own, this content can be convincing. Check with multiple sources to confirm its authenticity.**

### FORGERIES

Forged artifacts typically feature fake letterheads, copied and pasted signatures, made-up social media posts, and maliciously edited emails. Such forgeries are made and distributed for various malign purposes. To make them more credible, forgeries are often presented as obtained from a hack, theft or other interception of documents—they purport to be “leaked” materials.

**Stay vigilant. Forgeries can be packaged with authentic content to lend it credibility. If the forgery appears to be groundbreaking news, check reputable news sites to see if they are covering the event.**

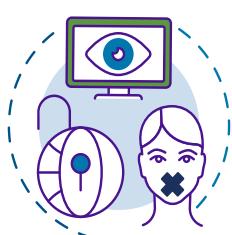


### PROXY/FAKE WEBSITES

Proxy websites are fronts for malicious actors, designed to launder their disinformation and divisive content or use that content to drive website visits. These sites are not developed to provide authentic information.

Following high-visibility events, these sites will crop up to take advantage of the public's legitimate desire for information. Be cautious of sites that have unclear origins. Both the information and its sources should be trustworthy.

**Clues like misspellings in a URL can indicate before even visiting a website that it may not be a trustworthy source.**





## HERRAMIENTAS DE DESINFORMACIÓN:

# Contenido Inauténtico

Los actores de la desinformación utilizan una variedad de herramientas para influir a sus víctimas, ponerlos en acción y crear consecuencias. CISA creó esta hoja informativa para demostrar ultrafalsificación, falsificaciones, sitios proxy y otras herramientas utilizadas en las campañas de desinformación.

Conocimiento de estas técnicas puede aumentar la preparación y promover resiliencia ante la desinformación.

## Términos Clave



**Información Errónea** engaña. Es información falsa que se comunica y propaga sin el intento de engañar.

**Información Mala** sabotea. Es información factual que se usa fuera de contexto y se presenta para causar daño.

**Desinformación** defrauda. Es información falsa que se manipula intencionalmente y se propaga para defraudar.

## Ejemplos de Contenido Inauténtico

### AUDIO / VIDEO MANIPULADO

Contenido de audio/video llama su atención, así que es contenido que es usualmente compartido y a veces viral. Pero, ¿Y si este contenido es comunicación alterada ("cheapfakes") o ultrafalsa ("deepfakes")? El contenido de audio y/o video manipulado es peligrosamente efectivo para propagar información falsa.



- Comunicaciones alteradas son clips de audio y videos reales que se han acelerado, ralentizado o mostrado fuera de contexto para engañar.
- Contenido ultrafalso son clips de audio y videos falsos pero muy creíbles, creados y propagados para engañar. Pueden convencerlo de que la gente ha dicho o hecho cosas que no sucedieron. Contenido ultrafalso visuales pueden generar rostros falsos pero convincentes o videos de cuerpo completo. Un ultrafalso de audio puede ser un clon de voz que produce nuevas oraciones de una o varias personas por sí solo o con un video falso.

La calidad del audio/video manipulado varía. Algunas falsificaciones son detectables en un examen más detenido, mientras que descubrir otros requiere un programa especial.

**Por sí solo, este contenido puede ser convincente. Verifique con múltiples fuentes para confirmar su autenticidad.**

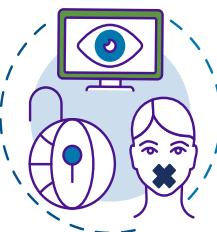
### FALSIFICACIONES

Los artefactos falsificados suelen tener encabezados falsos, firmas copiadas y pegadas, publicaciones en redes sociales inventadas y correos electrónicos editados maliciosamente.



Se fabrican y distribuyen para diversos fines malignos. Para hacerlos más creíbles, las falsificaciones a menudo se presentan como obtenidas de un pirateo, robo u otra interceptación de documentos; pretenden ser materiales "filtrados".

**Manténgase alerta. Las falsificaciones se pueden empaquetar con contenido auténtico para darle credibilidad. Si la falsificación parece ser una noticia innovadora, consulte sitios de noticias de buena reputación para corroborar si están cubriendo el evento.**



### SITIOS WEB PROXY/FALSOS

Los sitios web proxy son frentes para actores maliciosos, diseñados para lavar su desinformación y contenido divisivo o utilizar ese contenido para impulsar las visitas al sitio web. Estos sitios no están desarrollados para proporcionar información auténtica.

Después de eventos de alta visibilidad, estos sitios aparecerán para aprovechar el deseo legítimo de información del público. Tenga cuidado con los sitios que tienen orígenes poco claros. Tanto la información como sus fuentes deben ser confiables.

**Pistas como errores ortográficos en un URL pueden indicar, incluso antes de visitar un sitio web, que puede no ser una fuente confiable.**



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