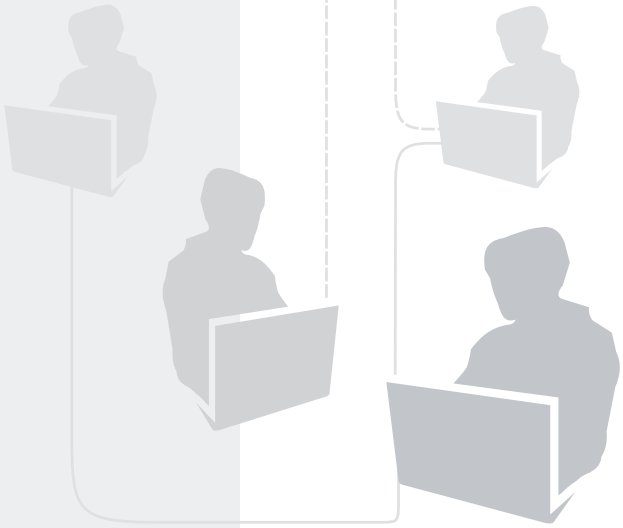
Annual Report 2008



DiPLO
www.diplomacy.edu

Published by DiploFoundation

Malta
DiploFoundation
4th Floor, Regional Building, Regional Road
Msida, MSD 2033
Malta

Switzerland
DiploFoundation
Rue de Lausanne 56
CH-1202 Geneve
Switzerland

email
diplo@diplomacy.edu

website
www.diplomacy.edu

Prepress by Aleksandar Nedeljkov

Contents

1. 2008 in Numbers 2
2. Courses 4
3. Internet Governance Capacity Building Programme 9
4. Other Events and Programmes 17
5. Publications 22
6. Information Management Tools 24
7. Multimedia Development 25
8. Financial Report 26
9. People 28

1. 2008 in Numbers

472

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

Course Participants

from 102 countries
Male: 259
Female: 213

Followed

20

- Online Courses
- Blended Courses
- Online research

Courses and Programmes

Spent

61068 **hours**

in Online Interaction

Made

27654

annotations and links

Online Entries

	Courses	Participants	Countries	Hours Spent online	Online Entries
2006	16	369	107	33760.32	21886
2007	18	403	97	49084.24	24930
2008	20	472	102	61068.21	27654

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

165 Diplomatic services

106 Government

51 Civil society

48 Business sector

43 International organisations

39 Academia

9 Media

10 Others

2. Courses

Highlights of our achievements for 2008 include:

- level of enrollment in the Master's dissertation exceeded goals
- developing and running a new online course on Development Diplomacy

2.1. Master / Postgraduate Diploma in Contemporary Diplomacy

In 2008, 15 participants began the Postgraduate Diploma (PGD) phase of the Master / Postgraduate Diploma in Contemporary Diplomacy. This tenth PGD programme was supported, as in the past, by scholarships from the Commonwealth Secretariat and by the Swiss Agency for Development and Cooperation, through its ongoing support for Diplo. However, the Commonwealth Secretariat advised us that this would be the last year they would offer scholarship support for the PGD programme. *Table 1* shows the geographical distribution of PGD participants and *Table 2* shows the gender distribution.

***Table 1:** Geographical Distribution of PGD 2008 participants*

Europe	5
Caribbean	2
Asia-Pacific	4
South America	3
North America	1

***Table 2:** Gender Distribution of PGD 2008 participants*

Female	10
Male	5

Following the blended learning approach, participants began the programme by attending a 10-day workshop in Malta which focused on building practical skills for diplomacy, in areas such as negotiation, language and verbal communication, diplomatic reporting, media skills, and online learning for diplomacy. Participants attended the International Conference on Climate Change Diplomacy as part of workshop activities.

During the online phase, participants selected five courses from those on offer. Participation in online courses is via Diplo's online classroom, accessed over the Internet. Participants read lecture texts and make hypertext entries, consult additional resources, take part in asynchronous discussion forums, attend online sessions using chat software, complete assignments and write final exams. The following online courses were offered to PGD participants in 2008:

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







"Giving up employment to study full time was not an option. Diplo gave me the opportunity to continue learning, attain academic knowledge and proved an extremely flexible and pragmatic solution. Lively class interactions, coherent approaches, quite challenging observations with a very professional, supportive and extremely friendly team will keep you motivated and on right track. I would never have expected communication with someone from the other side of the world to be so eloquent and efficient."

Alban Dermaku
Project Officer

The opportunity to upgrade the PGD to a Master in Contemporary Diplomacy, accredited by the University of Malta, has continued to prove very popular, with higher enrolment in 2008 than any previous year. The programme builds on study completed during the PGD phase, and involves six months of online study dedicated to preparing a dissertation in close contact with a supervisor. In 2008, sixteen PGD graduates began writing their Master's dissertations. *Table 3* lists the candidates and their research topics for 2008.

Of the twelve candidates who began work on the dissertation in February 2008, four graduated in November 2008, four extended their study period and their dissertations are currently under examination, and four deferred their studies till later. Of the four who began in October 2008, one completed the dissertation on schedule and it is currently under examination, while the remaining three extended their study period until September 2009.

At the November 2008 graduation ceremony, the University of Malta awarded Master's Degrees in Contemporary Diplomacy to:

- Patricia Duran
- Shkendije Geci
- Eleonora Merlicco – *distinction*
- Ibrahim Naeem
- Antonis Sammoutis
- Ljuben Tevdovski

Table 3: 2008 Master's Degree Candidates and Research Topics

Name of Participant	Country	Dissertation Title
William Calvo	Costa Rica	The Ibero-American System and its Influence in the Ibero-American Regional Summit Diplomacy
Shkendije Geci	Kosovo	Kosovo's Final Status Negotiation Process: A Way Out or Cul-de-Sac
Ammar Hijazi	Palestine	Palestinian Diplomacy "From Revolutionary Initiative to State Building"
David Kavanagh	Ireland	Taiwan, the Kosovo of Asia? or Taiwan's Independence: International Double Standards? A Comparison and Contrast of Taiwan and Kosovo
Maria Medard	St Lucia	Strategic Plan for Public Diplomacy in Saint Lucia : The Development of PD at the National and the International Level to Promote Saint Lucia
Eleonora Merlicco	Italy	The Italian Public Administration: Ideas for Innovation
Ibrahim Naeem	Maldives	Economic and Commercial Diplomacy in Micro-states: A case study of the Maldives and Mauritius
Remmy Nweke	Nigeria	The Role of Nigeria in Restoring Peace in West Africa
Ljuben Tevdovski	Macedonia	Cultural Diplomacy - An essential and creative component in the toolkit of contemporary diplomacy: Theoretical and comparative study with a special focus on Macedonia
Amr Aljowaily	Egypt	The Developmental Dimensions of Follow Up and Implementation of UN Economic and Social Conferences: A Case Study on Setting the Framework for the Post-World Summit on Information Society
Hussein Abdullahi	Nigeria	Multilateral Negotiations in Disputes and Conflict Resolution: The Need to Create and Claim Value for Long Term
Unisa Sahid Kamara	Sierra Leone	Conflict Resolution and Peace Building: A Case of Sierra Leone
Uchenna Okoli	Nigeria	Development Aid and Nigeria's Poverty Challenge: Millennium Development Goals 4 and 5 in Focus
Lucy Mulili	Kenya	The Role of Diplomacy in Reducing Small Arms Proliferation in the Great Lakes Region
Ljupco Gjorgjinski	Macedonia	Small States Negotiating EU Accession
Wendy Zecic	Croatia	Intergovernmentalism and Europeanisation in the EU Integration Process

2.2. New Online Course – Development Diplomacy

Development Diplomacy: During 2008 Diplo worked together with Dr Andri Bisaz and Mr Francois Rohner, both retired officials of the Swiss Development Agency, to develop and run a new course on Development Diplomacy. The course presents basic knowledge, strategies, processes, techniques and tools aimed at facilitating development cooperation between two or more countries and/or institutions. It addresses various mechanisms of development cooperation on the national, regional and global levels. The course looks at development issues from the perspectives of both donor and recipient countries. Theory and analysis are supported with examples and illustrations from the professional experience of the course authors.

This course aims to:

- sensitise participants to the importance of development cooperation in international relations;
- familiarise participants with the main concepts, issues, dilemmas and operational aspects of development cooperation;
- enable participants from developing and developed countries to understand better the context of their partner's background and positions in issues of development cooperation;
- equip diplomats and others interested in development issues with basic knowledge and tools to become operational in this field.

The course was very well received during its first session, and will be repeated in 2009 with some updates and improvements.



3. Internet Governance Capacity Building – Beyond Rhetorics

The Internet Governance Forum (IGF) – one of the outcomes of the World Summit on the Information Society – helped bring multistakeholderism in multilateral policy dialogue to the mainstream. In particular, at the IGF meeting held in Hyderabad in 2008, efforts were made to reach out to an increased range of stakeholders through the use of Web 2.0 tools as a way to cut the travel costs while enlarging the involved communities through online tools. Yet an imbalance remained between stakeholders from developed and developing countries, particularly in terms of gender and youth participation. One of the main problems was how to identify and include stakeholders, especially from the Global South, who could benefit from and contribute to the IGF.

What about capacity building?

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

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

Table 4: The Project in Numbers

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

Note: Hypertext annotations and links are the core of Diplo's online learning methodology. The closest analogy is to the number of questions asked or interventions made in a classroom. Besides posing questions to the lecturer, annotations/links are used for making comments and conducting debate. If we divide total number of annotations/links (10444) with number of participants (135), we see an average of 77 annotations per student.

A LOOK AT THE ONLINE COURSE

Since 2005, the online course on Internet Governance has proven its merits as an excellent online training programme. In 2008, 135 participants were selected from 350 applicants and divided into 9 regional groups, each consisting of 14 to 17 participants and lead by a trained and certified Diplo tutor.

Improvements have been introduced based on the positive experience and feedback expressed by the participants - such as the introduction of additional regional and bilingual groups: Arabic, Portuguese and French, in addition to Spanish group already

introduced in 2007. With the localised discussions introduced into each regional group this bilingual approach increased outreach in the Global South. In addition, cross-group interaction was maintained through a general "cafe" forum where all of the participants were in position to meet and discuss a wide variety of issues - from in-depth analysis and sharing of experiences on IG-related topics to more informal chats and plans for visiting each other.

The advanced phase of the online course was a continuation of the successful model from 2007; nevertheless, additional improvements have been made by extending the duration and diversity of the advanced modules thereby bringing more focused and in-depth learning and analysis of e-commerce, privacy, intellectual property rights, cyber-security and e-voting. Further, a separate section on Internet Governance process and actors was added to the foundation phase to bring the details of the international and regional fora closer to participants.
The credibility and sustainability of the online course has been due to the expertise of Diplo's team in online training. To strengthen the tutoring approach, a set of successful participants from earlier years was been selected and trained in online tutoring by senior Diplo fellows; the successful participants were awarded with Diplo certificates and offered positions as tutors for the IGCBP. Constant adjustment of both the methodology and content are made to maintain its relevance as a discussion about the Internet.

Importance of policy research

In 2008, a total of 5 research groups were formed for the policy research phase, made up of the most successful participants of the online course phase. Building on the success of the 2007 challenge of trying to provide an appropriate framework for online group research, the wiki technique was chosen as a collaborative research tool. Realising the need for integrating a wiki platform with Diplo's existing learning system, efforts were made by the Diplo programming team to produce an internal wiki platform allowing each group to take advantage of the different reasoning and research approaches of each team member, while maintaining a cohesive and relevant piece of work.

An important aim of this phase was to develop advanced research skills among the participants - realising that most of the participants lack basic comprehension about policy as such, and experience in producing policy research, a 3-week long research module preceded the practical work.

Finally, the teams have produced 5 wikis with a total of almost 150 pages, analysing regional and national challenges related to the Internet, access to knowledge, cyber-security, IPv6 transition and multilingualism, as well as the global challenges of sustainable formats of governance of the Internet. Diplo will present the most successful wikis through the Diplo IGCBP website.

Policy Immersion – don't underestimate it!

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

Fellowships for policy immersion were awarded based on performance and motivation during the online course and research phases, also taking into account regional distribution, country of origin, and gender. Over the four years of this programme, Diplo has built a strong relationship with the institutions which have provided short-term fellowships: international organisations such as UN and ITU, business entities such as

Afilias, regional and national institutions such as LACNIC, Industry Canada and regulatory authorities of Switzerland (OFCOM), India (NIXI) and Egypt (NTRA). For example, each year several participants are offered a three-month internship with the IGF Secretariat at the UN in Geneva. Other participants are chosen to attend the IGF and other regional meetings relevant to Internet Governance. During all of these meetings, the selected participants report back to other participants and alumni in the IGCBP. In 2008, a group of 18 Diplo participants at the IGF in Hyderabad reported continuously on the parallel workshops and events using Diplo's website and community social network, as well as by producing a comprehensive wiki. This interactive real-time reporting provided additional bonding and community building.

Beyond the IGCB programme - Community Facilitation

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

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

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

Right now, the DiploInternetGovernance.org community site has over 450 members in 42 discussion groups, fostering discussions of current controversies and a space for networking and alliances among Diplo and other IG colleagues.

Multiplier Effect

The 'multiplier effect' has had a greater impact than imagined. Many former Diplo students have become involved in global, regional, and national Internet Governance policy fora. So far, four IGCBP alumni are members of the IGF Advisory Group, three alumni are members of the ICANN governing bodies (ALAC, GAC, and GNSNO) and one is a member of the ITU Study Group; several have become the driving force of their local ISOC chapters, while one of the best students of the programme has been elected as co-coordinator of the Internet Governance Caucus. Currently, we are collecting data from alumni who are involved in regional and national policy processes.

Direct communication among participants has led to many spontaneous interactions and outreach activities. The constant dialogue both online and at relevant meetings solidifies the newly acquired knowledge of the participants, stimulates their desire

to share current IG related experiences, and motivates them to start off on their own actions. Usually, Diplo has seen that a multiplier effect emerges around a year after the completion of the programme.

To share the experiences, motivations and future plans of the "emerging leaders" of the Diplo IG community, another publication was produced and disseminated both online and within the global IG community. The publication "Capacity Development: How the Internet Governance Forum empowered people from developing countries" can be downloaded from: http://www.diplomacy.edu/ig/Resources/.

Remote Participation

A group of active members of the Diplo IG community from several countries created the Remote Participation Working Group (RPWG) in 2008, with the aim to increase remote attendance at the Internet Governance Forum (IGF). The RPWG also implemented the concept of local IGF hubs, which consist of local meetings that take place around the world parallel to the IGF, with the option of viewing the webcast of the event and discussing the issues both locally and remotely. In 2008, there were nine hubs registered to the IGF, taking place in Argentina, Brazil, Colombia, Serbia, India, Pakistan and three in Spain. In addition to the participation of hubs, a total of 522 individual attendees joined the remote meetings throughout the four-day IGF event in Hyderabad. The RPWG is currently working towards improved remote initiatives which will be implemented during the IGF 2009 and beyond.

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



Internet Governance Trainings

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

Extended Internet Governance Capacity Development Portfolio

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

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

Building Southern African Development Community (SADC) Capacity in Internet Governance, Botswana

DiploFoundation has been a key resource partner of the executive training programme "Building SADC Capacity in Internet Governance", organised by the Centre of Specialization in Public Administration and Management (CESPAM) - the SADC mandated Centre of Specialization in Public Administration and Management. The training programme, supported by the Commonwealth Secretariat, was held from 19th – 22nd August 2008 in Gaborone, Botswana. This four-day seminar was attended by fifteen participants - representatives of governments, regulatory authorities, business and civil society from Southern African Development Community countries. Through highly interactive sessions consisting of lectures, discussion panels, case studies and simulations, a thorough understanding of what Internet governance is has been





provided, key global challenges and processes have been identified, and the African perspective was discussed and analyzed in details. At the end, participants came up with their own recommendations on the issues and actions of highest priority for the SADC region. The participants brought up many ideas for the way forward and follow-up activities for Africa.

Regional and National ICT Strategic Planning and Implementation Workshop, Swaziland

In cooperation with the Commonwealth Secretariat, DiploFoundation has delivered training on National ICT strategic planning and implementation for the officials of the Southern African countries. The workshop conducted in Swaziland from the 20th to 28th of October 2008 aimed at developing the internal capacity of regional institutions to develop their national ICT policies by integrating local needs and specific challenges with the best practices of similar countries. Moreover, it aimed at equipping the policymakers with skills to produce workable action plans, while enabling them to implement them meaningfully with their own resources.

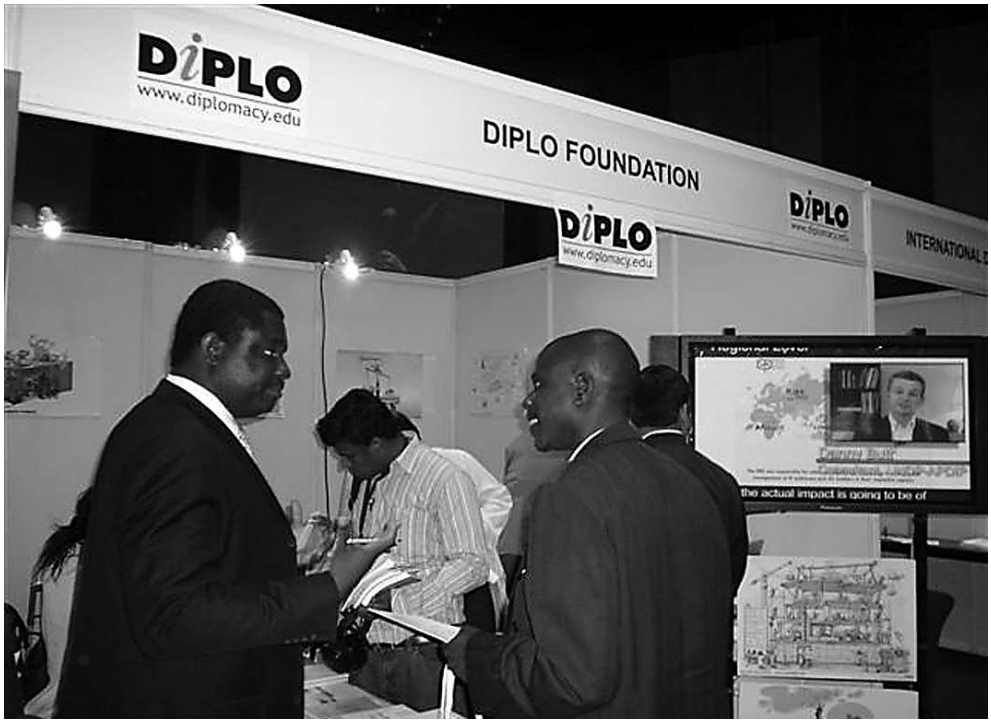
First, the introduction to ICT challenges, global and regional processes and stakeholders was facilitated, followed by the training on development of policy (including vision, mission, thematic areas and objectives), conducting e-readiness assessment and benchmarking, and development of the strategic plan (including identifying programmes and projects within, pathfinder projects, funding sources, stakeholder roles and governance models). The training consisted of a combination of interactive lectures with facilitated discussions and workshops with case studies aiming to allow participants to carry out practical exercises and simulations of a real multistakeholder process found occurring within current ICT debates.

As a result, participants have come up with drafts of National ICT Policy, National e-Readiness Assessments, ICT Benchmarking, and National ICT Strategic Plans. The proposals have to a large extent reflected the real state of ICT development in the participants' countries of origin, since they have discussed all the issues through the prism of experiences with developments in their own states.



Online Capacity Building Programme for India

Based on the success of the four years of the Internet Governance Capacity Building Programme, and the IG Forum meeting in India in December 2008, DiploFoundation joined the National Internet Exchange of India (NIXI) as the IGF hosting organization, to conduct a 10-week long online training programme for India. The programme was run from September to November 2008, involving 30 professionals from India, 10 of whom were chosen by NIXI and the rest selected based on their applications. The aim of the programme was to enable the Indian stakeholder representatives to participate meaningfully in the IG process and to be able to recognize the key issues of interest for India and the region. To involve them further in the process and offer them a first-hand experience, the 10 best participants were awarded with fellowships by NIXI to attend the IGF meeting in Hyderabad.



4. Other Events and Programmes

4.1 Cooperation with UNODC

In May 2008 DiploFoundation and United Nations Office on Drugs and Crime (UNODC) signed an agreement to jointly develop and deliver a pilot online capacity building course on the Universal Legal Framework against Terrorism. The project aimed:

- to raise awareness and strengthen national capacities and expertise related to counter-terrorism;
- to assist persons involved in international cooperation in criminal matters and counter-terrorism from countries with limited financial and human resources develop the skills and knowledge to participate meaningfully in international cooperation in criminal matters against terrorism;
- to help participants develop the capacity to understand and apply international instruments as well as domestic legislation related to terrorism.

Diplo and UNODC staff members worked together to draft a syllabus for the course, prepare course materials (texts, multimedia materials, learning activities), recruit participants, and deliver the course.

Achievements

- Creation of **high quality course texts and learning activities focussed** on the Global Regime against Terrorism. These materials went through several iterations of review for content (by experts from UNODC), for pedagogical approach (by Diplo staff members), and for writing (by editing professionals);
- Preparation of **video interviews with counter-terrorism experts.** Diplo assisted in making these materials more accessible to participants with lower Internet bandwidth through providing streaming versions and written transcripts;
- Adaptation of Diplo's online learning methodology for the purposes of delivering a capacity building course on this topic;
- Training of a group of **23 participants, mostly from developed countries worldwide, through the online course on Global Norms against Terrorism.** The training:
  - **increased participants' awareness and familiarity** with the Universal Legal Regime against Terrorism, in particular, relevant universal legal instruments and corresponding national legislation;
  - **developed their skills and knowledge** in the area of counter-terrorism;
  - **improved their capacity to apply domestic legislation** in the area of counter-terrorism;
  - **improved their capacity to participate more meaningfully in international cooperation** against terrorism;

> The course materials and resources were excellent. My understanding of key issues of global terrorism was greatly improved. Relating other areas of discourse such as human rights and diplomacy were ably covered. Lastly, interacting and sharing of experiences was an eye opener, refreshing and an experience worth the effort.
>
> *(Course participant, quoted from final questionnaire)*

- Through offering this course, UNODC and Diplo also created the basis for a global professional network of experts on the topic;
- In the process of working together to prepare and offer this course, UNODC and Diplo staff members established an effective cooperation which may serve well for the co-development of future projects;

Assessment

The process of recruitment clearly indicated a high interest and demand for training in this field: UNODC received 89 applications for 25 places in the course. While it is too early to assess the long-term impact of the project, we can look at a couple indicators to assess short-term impact. First, the course had a very high completion rate: 23 of the initial 25 participants completed the course. This is particularly impressive in the field of distance learning where drop-out rates tend to be high. Second, the responses provided by course participants to two questionnaires distributed after the end of the course were highly positive, suggesting that participants found the course useful and practical. Highlights include:

- 81% of respondents said that the course was **relevant to their work;** the rest said that it was somewhat relevant;
- **100% of respondents would recommend the course to someone else;**
- 90% agreed or strongly agreed that the course was **highly collaborative and interactive,** and felt that they learned much through sharing knowledge with other participants;
- 95% **rated course tutors as good or excellent** in all respects;
- **100% found course texts interesting and relevant,** while 85% said they were current, up-to-date and covered different viewpoints;
- 95% found the **hypertext interaction, the forum discussions and the weekly; summaries fairly to very useful;** 85% found the online sessions fairly to very useful;
- Around 90% of **participants appreciated all aspects of the weekly assignments;**
- 100% of respondents found that the **course administration and coordination was good or excellent.**

4.2 International Conference: Climate Change Diplomacy (Malta, 7th–8th February 2008)

Diplo's 2008 annual conference focused on climate change. This is an emerging global policy process in which small and developing countries currently do not participate fully, due to limited financial and/or human resources. Diplo gathered diplomats, academics, civil society activists and others in order to discuss capacity development for small and developing states. The conference gathered close to 100 participants from all over the world. The discussion at the Conference provided input for the online course on climate change diplomacy which would be provided in 2008 and 2009.







4.3 Special Event at the United Nations, New York: Online Learning for Diplomats from Small Island States (9th July 2008)



Online training in climate change diplomacy as a solution for governments of small island states was one of the resounding messages heard at the UN Special Event on Climate Change Diplomacy held at the United Nations Headquarters in New York on July 9, 2008.

A Special Event in New York was co-chaired by Malta's Permanent Representative to the United Nations, Ambassador Saviour Borg, and by Switzerland's Permanent Representative to the United Nations, Ambassador Peter Maurer. The Special Event was honoured by the presence of the President of the 62nd Session of the UN General Assembly, H.E. Mr. Srgjan Kerim.

Diplo presented its new online course on climate change diplomacy, which will be delivered over the next few years in an attempt to assist small states to deal with climate change issues.





4.4 Seminar in Cyber Diplomacy (Baku, 17th–18th June 2008)

As part of an ongoing programme of cooperation with the Azerbaijan Diplomatic Academy, Dr Jovan Kurbalija delivered a two-day workshop on Cyber Diplomacy for Azeri diplomats in Baku. The workshop focused on the impact of the Internet and digital technology on modern diplomacy. It consisted of a theoretical introduction and numerous practical exercises involving use of the Internet tools in diplomacy.



4.5 Seminar on Diplomatic Protocol (Baku, 21st–23rd October 2008)

Mr Olaph Terrible, Director of Protocol and Consular Services for the Maltese Ministry of Foreign Affairs and Diplo faculty member, delivered an interactive workshop on diplomatic protocol at the Azerbaijan Diplomatic Academy. A group of 20 Azeri diplomats and high officials learned about organisation of state visits, diplomatic events and etiquette. The workshop was highly rated by those who attended, and Mr Terribile was invited to deliver another workshop in the future. This visit formed part of an ongoing and mutually enriching cooperation between the Azerbaijan Diplomatic Academy (ADA) and DiploFoundation which has emerged during 2008.

4.6 Seminar on Multistakeholder Diplomacy (Brussels, 10th–22nd June 2008)

Diplo was one of several diplomatic training institutions to contribute to a training programme for EU officials. Due to its experience with teaching and research in the field of multistakeholder diplomacy, Diplo was selected to deliver training focused on the participation of various stakeholders in modern diplomacy, including diplomats, business community, civil society and academia. The course consisted of a conceptual introduction, a simulation exercise and a language workshop, and was delivered by a team of Diplo faculty members. It was organised in cooperation with the European Institute of Public Administration (EIPA).

4.7 Internet Governance Forum (Hyderabad, 3rd–6th December 2008)

DiploFoundation participated in the third Internet Governance Forum, held in Hyderabad, India, from 3 to 6 December 2008. With support of partners, the International Telecommunication Union (ITU) and the National Internet Exchange of India (NIXI), this

year more than 30 professionals from developing countries - successful participants from Diplo's IG Capacity Building Programmes - took part in the IGF meeting. In addition to actively participating in sessions and workshops, the fellows organised and participated in number of interesting side events, including reporting from the sessions, presenting their research work, debating on controversial IG issues, simulating global negotiations, and more.



5. Publications

5.1 New Title

Le Bicorne et la Plume,
Les publications de diplomates suisses de 1848 à nos jours
Un essai de bibliographie

Jacques Rial
preface by Bénédict de Tscharner
2008, Graduate Institute of International and Development Studies and DiploFoundation
Paperback, 240 pages
ISBN: 978-99932-53-19-8



Diplomats normally write a lot. It belongs to their trade. But do they publish? They certainly do since there are at least 6 Nobel Literature prize winners among them (St John Perse, Pablo Neruda, George Séféris, Ivo Andrić, Czesław Miłosz, Octavio Paz) and maybe more.

In Switzerland however (as in a few other countries) strict administrative regulations have often put a limit on this activity. Nevertheless, Jacques Rial, a retired Swiss diplomat, has looked into the catalogues of the main Swiss libraries and has made some surprising discoveries.

Moreover, the topic is rather in vogue: DiploFoundation has recently published a first volume devoted to Italian diplomats as writers (Pasquale Baldocci and Stefano Baldi: *La penna del diplomatico,* which is in its second edition and has already been translated into English). Similar research has now been announced in other countries, especially in Latin America.

Le Bicorne et la Plume was put on-line last December and has benefited from many suggestions, corrections and additions by Swiss colleagues. The book has just been published under the joint sponsorship of the Graduate Institute of International and Development Studies, Geneva, and DiploFoundation.

About the author

Jacques Rial is a retired Swiss career diplomat. In the early sixties he served with the UN in the Congo and later joined the Swiss diplomatic service (1967). After assignments at the Ministry in Berne, then in London and in The Hague, he was appointed Ambassador to Cameroon (also accredited to Gabon, Chad, Equatorial Guinea and Sao Tome), then to Uruguay and Paraguay and finally to Croatia. Back at headquarters, he became negotiator for Switzerland in matters of international refugee policy.

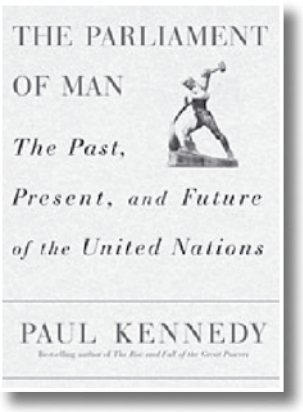
He has published books about Africa and diplomacy. His hobby is sailing: in 1992, he rounded Cape Horn on board a 35 ft. yacht.

5.1 Geneva Diplomatic Book Circle

12th June, 2008

THE PARLIAMENT OF MAN

Auditorium Jacques Freymond (AJF)
The Graduate Institute of International and Development Studies (IHEID)



Panelists included:

- **Paul M. KENNEDY** (Author of *The Rise and Fall of the Great Powers*),
- **J. Richardson Dilworth,** Professor and Director of International Security Studies, Yale University,
- **Philippe Roman,** Professor of History and International Affairs, London School of Economics.

12th November, 2008

LE BICORNE ET LA PLUME,
Les publications de diplomates suisses de 1848 à nos jours

Auditorium Jacques Freymond (AJF)
The Graduate Institute of International and Development Studies (IHEID)

Panelists included:



- **Jacques Rial,** retired Swiss Ambassador (author of the book),
- **Bénédict de TSCHARNER,** Swiss Ambassador, Foundation for the History of the Swiss Abroad,
- **Joëlle KUNTZ,** Writer and journalist at daily newspapers Le Temps, author of the book *Histoire Suisse en un clin d'oeil*,
- **Jovan KURBALIJA,** Director of DiploFoundation.



6. Information Management Tools

2008 saw a further global expansion of new web tools and their strong adoption in the development cooperation activities. This has led to some changes in the online communication patterns, but also in the social processes surrounding activities in this sector.

Diplo continues to develop and perfect its tools, focusing on the context in which they are deployed and their usability. Equally, Diplo continues to pay particular attention to inclusiveness – ensuring its tools and online activities are accessible in the conditions of poor Internet infrastructure and limited resources.

Online Learning Environment

The online learning platform is Diplo's key tool for delivering online training. This web application underwent a number of incremental improvements in 2008: hypertext system was simplified by replacing two types of user-created entries with a universal hypertext entry type; hypertext printing was upgraded to provide simpler indexing; user interface for working with hypertext was redesigned and made more user-friendly through moveable windows.

We have also developed a new wiki platform for the learning environment. This allows design and use of new learning activities which benefit from the features offered by wiki platform, now well integrated into the learning module, with single user authentication. The wikis were first used for the policy research phase in Internet Governance Capacity Building Programme.

Online Course Registration

Thanks to the development of a new web application, future participants of Diplo online courses are now able to apply online. Online registration makes the application process simpler and easier both for the prospective students and for Diplo staff working on admissions.

Other Web Tools

In 2008 we have also started the development of a new version of an interactive alumni map. This application will benefit from building on Google Maps technology to introduce new levels of interactivity for alumni members. The presentation of geographical information about alumni will also be more precise and easier to navigate.

7. Multimedia Development

Accepting new Web 2.0 concepts was a main goal during 2008. Diplo has started using multimedia services on the net such as: YouTube video service, SmugMug photo repository, Google apps etc. These services are highly useful and mostly free of charge.

Diplo photos from conferences and events are placed on the SmugMug photo repository. Also, Diplo has a huge collection of well-known illustrations printed in many Diplo publications. At the moment the repository contains 2,012 photos and is still growing. Diplo staff and our students are using SmugMug sharing for viewing photos of interest.

For our new web 2.0 approach, Diplo launched and maintained two YouTube channels. These channels are a fast and certain way of reaching a wide audience. Our videos are watched on YouTube but also embedded on other web pages and shared web-wide. That's how they reach every corner of the virtual backyard. Channels are updated regularly and they bring a quick response on every main topic of Diplo interests, following major events (such as the IGF and other conferences) and bring the audience feedback in a matter of days.

YouTube statistics – **Diplo Foundation**

Diplo has 42 videos divided in 3 playlists: "Internet Governance", "Internet Governance Forum" and "Second Life and Virtual Diplomacy".

In 2008, Diplo's channel had **9,762** Views. **25** Tube Users become subscribers of DiploFoundation Channel.

In percentage, videos are most popular in Sri Lanka, Pakistan, USA, Canada, Nigeria, Barbados, Australia, and Switzerland.

The most viewed video is "Evolution of Internet governance" with 13.7%, the second is "Cyber Crime" on the Internet Governance playlist with 12.1%, followed by "Domain Name System" with 10.63%.

Users between the ages of 35 and 54 are a major population, making up more than 60 percent of our viewers.

Gender breakdown: Male 78 percent, female 22 percent.

Diplo DOSS (Diplomacy of Small States)

636 viewers have chosen to see one of the 7 videos on Diplomacy of Small states channel, 2 of them decided to subscribe.

The most viewed video was "Garret Fitzgerald" with 46.58%, followed by "Alex Sceberras Trigona" with 22.43% and "Kishan Rana" with 11.6 percent.

Diplo's Videos are most popular in Malta (where 1 percent of all YouTube views were directed to the DOSS channel) , Ireland, Saint Vincent and the Grenadines, Trinidad and Tobago, Slovenia, Switzerland, Slovakia, Taiwan and the UK.

The population from 45-64 years makes up 52 percent of DOSS viewers;, male 82% and female 18 percent).

In the future Diplo will develop plans for more clear visibility on the Web 2.0 field. Soon, more video channels will be launched using new and fast-growing services like BlipTv or Vimeo and more videos posted on various blogs.

At the end of 2008 Diplo started with upgrading its older graphical database-driven applications to incorporate the newer resources of Web 2.0. Through these upgraded applications our students will be able to communicate and contribute using the latest technologies and tools.

8. Financial Report

BALANCE SHEET SUMMARY

As at 31 December 2008

	2008		2007	
	Chf	Chf	Chf	Chf
ASSETS				
Fixed assets				
Furniture and equipment		30,438		27,112
Current assets				
Debtors and other receivables	116,698		73,276	
Cash and cash equivalents	1,058,114		518,592	
		1,174,812		591,868
TOTAL ASSETS		**1,205,250**		**618,980**
FUNDS AND LIABILITIES				
Funds				
Founders' fund	37,190		37,190	
Capital assets fund	30,439		27,113	
General fund	257,811		116,459	
Total funds		325,440		180,762
Current liabilities				
Creditors and other payables		380.623		669.823
TOTAL FUNDS AND LIABILITIES		**1,205,250**		**618,980**

INCOME STATEMENT SUMMARY

For the year ended 31 December 2008

	2008	2007
	Chf	Chf
Revenue		
Main sponsors	1,362,740	1,400,236
Courses and other income	355,497	279,507
	1,718,237	1,679,743
Capital assets fund	(38,430)	(10,048)
Total operating income	**1,679,807**	**1,669,695**
Direct costs – courses, conferences and other events		
Salaries, lectures and other fees	836,835	835,563
Accommodation and travel costs	90,021	144,922
Other expenses	99,729	162,405
Promotion expenses	54,594	110,770
Administration and other expenses		
Salaries and professional fees	238,616	274,459
Accommodation and travel costs	13,081	19,188
Printing and publication costs	22,950	22,550
Rent and other office expenses	122,214	131,350
Other operating expenses	90,748	93,320
Finance costs	4,771	7,834
Surplus on disposal of fixed assets	–	(3,337)
Total operating expenditure	**1,573,559**	**1,799,024**
Net surplus/(deficit) for the year	**106,248**	**(129,329)**

The summary financial report represents an extract from the audited financial statements of DiploFoundation for the year ended 31st December 2008. The auditors' report for these financial statements is shown below.

REPORT OF THE AUDITORS

To the Board of Administrators of DiploFoundation

We have audited the accompanying financial statements of the DiploFoundation, which comprise the balance sheet as at 31 December 2008 and the income statement, statement of changes in funds and cash flow statement for the year then ended, and a summary of significant accounting policies and other explanatory notes.

Director's Responsibility for the Financial Statements

As described on page 2, the director is responsible for the preparation and fair presentation of these financial statements in accordance with International Financial Reporting Standards. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatements, whether due to fraud or error; selecting and applying appropriate accounting policies, and making accounting estimates that are reasonable in the circumstances.

Auditors' Responsibility

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

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

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

Opinion

In our opinion the financial statements give a true and fair view of the financial position of the Foundation as at 31 December 2008 and of its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards.

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

8 July 2009

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

Additional Funding for Courses and Projects:
Commonwealth Secretariat
The United Nations Office on Drugs & Crime
Ministry of Foreign Affairs of the United Mexican States
Ministry of Foreign Affairs of Azerbaijan
National Telecom Regulatory Authority – Egypt

9. People

Board of Directors

Dietrich Kappeler
President of DiploFoundation

Victor Camilleri
Vice President of DiploFoundation
(Ambassador, Permanent Representative of Malta to the United Nations Office and Specialized Institutions in Geneva)

Saviour Borg
Ambassador (Permanent Representative of Malta to the United Nations, New York)

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

Joseph Pirotta
(Head of International Relations, Faculty of Arts, University of Malta)

Jovan Kurbalija
Secretary of the Board
(Director of Diplo Foundation)

Management

Jovan Kurbalija
Director

Dejan Dincic
Information Architect/Technical Director

Hannah Slavik
Educational Programs Director

Sylvana Bugeja
Administrator

Staff

Martin Aquilina
Accountant (part time)

Miodrag Badnjar
Administrative Coordinator for Belgrade office

Patrick Borg
Course Coordinator

Mariejo Duc
Project Manager (part time)

Jelena Jakovljevic
Web Coordination and Design

Arvin Kamberi
Senior Film Editor

Valentin Katrandjiev
Course Development

Milica Virijevic Konstantinovic
Administrative and Travel Assistant

Branislav Kurbalija
Multimedia Software Developer

Nikola Krstic
Chief of Staff for Belgrade office,
Software Developer

Mina Mudric
Project Coordinator

Tanja Nikolic
Admissions

Vladimir Radunovic
IGCBP Coordinator

Carmel Romano
IT Systems Engineer (part time)

Andrej Skrinjaric
Training Coordinator

Eva Tanner
Project Development and Coordination
(part time)

Vladimir Veljasevic
Illustrator, Graphic Designer (part time)

Faculty

Mr Amr Aljowaily (Egypt)
Mr Seiiti Arata (Brazil)
Mr Stefano Baldi (Italy)
Professor Geoff Berridge (UK)
Dr Andri Bisaz (Switzerland)
Ambassador Victor Camilleri (Malta)
Ms Solange Cross (Trinidad and Tobago)
Dr Petru Dumitriu (Romania)
Mr Haraldur Egilsson (Iceland)
Mr Eduardo Gelbstein (France)
Ms Katharina Hoene (Germany)
Professor Dietrich Kappeler (Switzerland)
Dr Valentin Katrandjiev (Bulgaria)
Dr Jovan Kurbalija (Switzerland)
Mr Aldo Matteucci (Switzerland)
Dr Andrei Mikheyev (Russia)
Ms Utchay Okoli (Nigeria)
Ambassador Kishan Rana (India)
Mr Francois Rohner (Switzerland)
Dr Biljana Scott (UK)
Mr Andrej Skrinjaric (Serbia)
Mr Christiaan Sys (Belgium)
Mr Olaph Terribile (Malta)
Dr Alex Sceberras Trigona (Malta)
Ms Tracy Winters Evans (Trinidad and Tobago)

Tutors (Internet Governance Capacity Building Programmes)

Foundation phase:
Charity Gamboa (Philippines)
Priyanthi Daluwatte (Sri Lanka)
Hanane Boujemi (Morocco/Malta)
Ulemu Nyasulu (Malawi)
Jean Paul Nkurunziza (Burundi)
Stephanie Psaila (Malta)
Marilia Maciel (Brazil)
Virginia Paque (Venezuela)
Marsha Guthrie (Barbados)

Advanced phase:
Carolina Rossini (Brazil) – Intellectual Property Rights on Internet
Adela Danciu (Romania) – Privacy and the Internet
Biljana Glisovic-Milic (Serbia) – Internet Infrastructure
Virginia Paque (Venezuela) – Internet Voting
Alfonso Avila (Mexico) – Cyber-Security
Nikhil Agarwal (India) – e-Commerce

Research phase:
Carolina Rossini (Brazil) – Intellectual Property Rights on Internet
Nikola Bozic (Serbia) – Cyber-Security
Marilia Maciel (Brazil) – Future of IG Arrangements
Ulemu Nyasulu (Malawi) – IPv6 Transition
Hanane Boujemi (Morocco/Malta) - Multilingualism

DiploFoundation

Malta
4th Floor
Regional Building, Regional Rd.
Msida, MSD 2033, Malta
Phone: +356 21 333 323; Fax: +356 21 315 574

Geneva
Rue de Lausanne 56,
CH-1211 Genève 21, Switzerland
Phone: +41 22 741 0420; Fax: +41 22 731 1663

Contact us:
E-mail: diplo@diplomacy.edu
Website: http://www.diplomacy.edu