

Storybanking cybersecurity incidents to present the voices of those most affected to those developing policies

Summary:

Collecting and evaluating cybersecurity events to present first-person narratives from those most affected as victims or first responders to policy and norms developing deliberations, so that high-level policy decisions are grounded in reality.

A framework and workflow was developed as part of the BPF's cycle in 2022.

Coordinating team

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Proposal for 2023 work

The experiences of first responders and those most affected by a cybersecurity event provide valuable input for those involved in the development of cyber norms that, at the end of a day, must make a difference in the lived experiences of these people. BPF work in 2021, however, revealed a gap in understanding the roles of actors and stakeholders in mitigating cybersecurity incidents. Storytelling can help to close this gap and be an effective tool to listen and learn from first responders and victims.

Storybanking cybersecurity events

The BPF Cybersecurity 2021 produced a report¹ that took a closer look at notable cybersecurity events of the past to assess if norms would have made a difference. The investigators found that the cyber norms we have today would have helped mitigate many of the notorious cyber events of the past. This analysis also uncovered a missing nuance from deeper stakeholder involvement and made clear that **the voices of those most affected by cybersecurity events provide key nuance that are not present in secondary source reports or tertiary source reporting.**

¹ IGF 2021 BPF Cybersecurity, *The use of norms to foster trust and security.*
https://www.intgovforum.org/en/filedepot_download/235/20623

Building upon these findings, the BPF as part of its activities in 2022², explored how storybanking can help to understand events and lifting up voices of participants. Storybanking is a practice being used in different environments, including in communities that are closely related and relevant to IGF and UN-level cybersecurity norms deliberations. For example, the Global Encryption Coalition is collecting testimonials from users and providers of encrypted services³.

The BPF developed a framework and workflow for collecting and evaluating cybersecurity events, both past and present, with a focus on the storytelling narrative. The purpose of this workflow is to be prepared to present first-person narratives from those most affected as victims or first responders of cybersecurity events and to connect those first responders and victims directly into the decision making processes about norms at a high level.

With the framework in place and the expertise on storybanking strategies gained from the BPF session during IGF in Addis Ababa⁴, the BPF in 2023 will gain time and can immediately start with collecting events. This should allow to present insights and lessons learned from first responders and victims at the IGF meeting in Kyoto. Our hope is that in norms development processes the Global IGF's BPF Cybersecurity can present real-world impacts as told directly by most affected voices as a way to ground in reality these high-level policy decisions.

BPF outreach

The BPF envisages to organise a separate workstream on outreach and engagement. The workstream serves a dual purpose:

- supporting and raising awareness about the work of the BPF 2023, sharing calls for input and driving the stakeholder engagement in the BPF;
- actively sharing insights from the body of BPF work in the past years as a resource for relevant forums and processes. In 2022, for example, the outreach workstream provided input to the UN OEWG Chair's Informal Dialogue⁵, contributed to the IGF Parliamentary track⁶, and provided input to the UN OEWG Informal Inter-Sessional Meetings⁷.

² See 'Workstream II: Exploring Historic Cybersecurity Events', BPF Cybersecurity 2022 Output document, p. 18-24, https://www.intgovforum.org/en/filedepot_download/56/24125

³the Global Encryption Coalition asks for testimonials from users and providers of encrypted services how encryption keeps us all safe. <https://www.globalencryption.org/get-involved/tell-your-story/>

⁴ The BPF invited Mr Gabriel Rodriguez, VP at Spitfire strategies as subject-matter expert.

⁵ Input from the BPF Cybersecurity to the UN OEWG Chair's Informal Dialogue https://www.intgovforum.org/en/filedepot_download/56/22049

⁶ <https://www.intgovforum.org/en/content/igf-2022-parliamentary-track>

⁷ Input from the BPF Cybersecurity to the UN OEWG Informal Inter-Sessional Meetings https://www.intgovforum.org/en/filedepot_download/56/24093