At is not only that diplomacy "is not for everyone", but one can say unreservedly that only a small number of people really have the gift and vocation for this work. It is, of course, far harder to say what those people are like and what they ought to be like. But, let us try. They are people of sound but straightforward intelligence, people of simplified and limited sensitivity and a cool heart, but not without heart and sensitivity; capable of deception, but not closed and mysterious, still less underhand; strong, but not rough; quick and decisive, but not hasty or impulsive; realistic, sober, but not dry and dull. They need to know a certain amount, but there should be no trace of crudition or pedantry in what they know, and their knowledge should agreeably surprise and perhaps impress those with whom they are speaking, but never embarrass, offend or shame them. It is the same with their courage: they need to have it, and it should be sound and interformed to have it, and it should be sound and interformed to have it, and it should be sound and interformed to have it, and it should be sound and interformed to have it, and it should be sound and interformed to have it, and it should be sound and interformed to have it, and it should be sound and interformed to have it, and it should be sound and interformed to have it, and it should be sound and interformed to have it, and it should be sound and interformed to have it, and it should be sound and interformed to have it, and it should be sound and interformed to have it.

Jovan Kurbalija Stefano Baldi

INTERNET GUIDE FOR DIPLOMATS

INTERNET GUIDE FOR DIPLOMATS

Jovan Kurbalija Stefano Baldi second edition



DiploProjects Mediterranean Academy of Diplomatic Studies University of Malta, Malta In the preparation of this guide we have made every effort to include only complete, accurate and up to date information. However, due to the rapid growth of the Internet, certain information, especially URLs, will change. We cannot assume responsibility for changes in the contents of this book that are beyond our control.

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PREFACE

PREFACE

Over the last decade the Internet has become an indispensable working tool for most professions. Diplomacy is no exception. Two of the key elements of diplomacy—interaction and information—can be greatly enhanced through the use of the Internet. Interaction and communication take place more quickly, easily and directly through the medium of the Internet. Given the vast amount of information—approximately 800 million pages—stored on the Internet and the potential offered for information management and dissemination, the Internet is fast becoming a vital tool in most diplomatic services.

Already the Internet allows diplomatic services to access and search many newspapers and other media sources efficiently rather than employing a diplomat to spend every day clipping articles out of newspapers. UN documentation, which in the past involved vast amounts of paper, is now distributed via the Internet. Travel arrangements such as purchasing airline tickets and booking hotels can now be easily completed online. The list of ways the Internet can help diplomats is long and fast growing.

While embracing the potential of the Internet we have to keep in mind that "technology is a good servant but a bad master." The Internet can help us in many endeavours but it cannot think for us and it cannot replace our creativity. On the contrary, the more information available, the higher the demand on users to reflect, interpret and apply this information. Passive reliance on technology could lead to situations where "more is less", that is, where we have a mere accumulation of information with little meaning or value.

A frequent assumption about diplomacy is that more information will reduce conflict and tension in the modern world: the more we know about each other the less likely it is that we will solve our differences through force. However, knowledge and information may be necessary, but are not a sufficient condition for harmonious international relations. Social events have multiple causes and we must be careful about assuming that the use of the Internet will automatically make a better world. While the Internet may aid in reducing conflict, it is only human wisdom and endeavour which can achieve this goal.

Diplomatic services are still far from making use of all of the potentials offered by information technology (IT) and the Internet. For example, in the negotiation process a great distance exists between potential and reality in IT applications. Spontaneous human involvement in the negotiation process is often presented as a key argument for the limits to the use of IT. Certainly face-to-face communication and corridor diplomacy are crucial in reaching important agreements. Nevertheless, in some situations, replacing the "noise" of normal human communication (e.g. body language, tacit communication, etc.) with "dry" electronic communication may be a benefit. IT "virtual meetings" could be very effective in the preparation of draft texts, particularly those with technical content, finalised in "physical meetings" through traditional negotiations. Electronic tools could shorten the length of multilateral and bilateral meetings and make it easier for countries with limited human and financial resources to participate actively in international relations.

This simplified summary indicates a few pioneering uses of the Internet in diplomacy. We are now entering a more mature phase of Internet use in which such critical questions as access to vital resources, organisation of information, and identification of relevant and reliable information should be addressed. This guide addresses the complex questions of the potentials and limits of the Internet in diplomacy from a practical point of view.

Prior to beginning work on this guide we faced the question of whether another paper-based guide for the digital world was needed. At first glance, a printed guide for the Internet seems to be a contradiction in terms. Once you begin using the Internet you quickly learn to navigate and a guide is not necessary. Our initial assumption was soon challenged as we began to deliver training courses on IT and the Internet for diplomats. We were often asked to provide guides and printed materials to introduce newcomers to the Internet. Our evangelistic attempts to convince others that they didn't need a guide failed. And they made a valid point: transition from an old medium to a new one can be difficult. Most of us feel safer if we have formal guidance when entering a new field such as the Internet. Once we gain confidence and courage this guide will become obsolete and may even look trivial. This is our ultimate goal: that through using this guide you will find it unnecessary, and that sooner or later you will access the online version of the book which is an updated codification of the relevant resources on the Internet. This guide will best serve its purpose in its own obsolescence.

The Internet is changing and growing even as you read this paragraph. In this guide we try to provide information that will not be affected by daily changes on the Internet. Some topics such as organisation of information are much older than the Internet: the Internet merely provides new tools. Other topics such as development of search strategies are based on logic and remain relevant as technology evolves. We have tried to limit elements affected by frequent changes to a necessary minimum. Still, the guide includes many addresses for relevant Internet resources which can and do change frequently. To overcome this problem, we are maintaining a constantly updated "addendum" to the guide available at: http://diplo.diplomacy.edu/publishing/ internet_guide.

This guide is divided into the following ten chapters and five appendices:

Chapter 1 provides basic information about the Internet and a basic explanation of Internet terminology. Here we raise key questions and dilemmas surrounding the development of the Internet.

Chapter 2 is a practical, step-by-step guide to the Internet. The chapter presents necessary hardware and software, choice of Internet Service Provider, setting up Internet software, etc.

The key topic of **Chapter 3** is interaction. This chapter focuses on Internet-based tools for interaction such as e-mail, chat and conferencing. The chapter addresses the question of how these tools can help diplomats increase and improve their professional communication.

Chapter 4 elaborates on the use of IT and information

management in diplomacy: how IT in general and the Internet in particular can help diplomats gather and manage information. This chapter focuses on a few key techniques for information management in diplomacy—contextualisation, data-mining and condensation. The chapter also discusses various methods for the evaluation of information gathered through the Internet, a vital topic as the decentralised nature of the Internet means that access to reliable and accurate information is not guaranteed.

Chapter 5 focuses on information gathering on the Internet. A comprehensive survey of search engines is provided, elaborating on search techniques common to most search engines (e.g. Boolean operators) as well as indications about specific features of particular search engines. Special emphasis is placed on search strategies for the diplomatic field.

Chapter 6 discusses the use of the Internet in the activities of international organisations, the main arenas of multilateral diplomacy. Three case studies are presented demonstrating the effective use of the Internet in international organisations— Reliefweb, the World Health Organisation and the Economic Commission for Europe. It also includes a case study on social protest enabled by new information technologies, suggested by recent events at the December 1999 World Trade Organisation Summit in Seattle.

Chapter 7 deals with the Internet and diplomatic services. Some questions covered in this chapter are: What information is available on websites of diplomatic services (ministries and diplomatic missions)? How can you identify relevant resources in the field of diplomacy?

Chapter 8 is dedicated to media, often a key resource for diplomats. Traditional forms of media—print, radio and television—now provide information via the Internet. Alongside traditional media, new, exclusively Internet-based media are being introduced. This chapter focuses on tools and techniques for information gathering in the media field.

Chapter 9 provides information about web-management in diplomacy. It provides a special focus on planning webdevelopment, developing websites and monitoring access to websites. **Chapter 10** is dedicated to online learning in diplomacy. Online learning is particularly attractive in the diplomatic field as it reduces the importance of spatial and temporal proximity in the learning process. Diplomats work in geographically dispersed locations and it is increasingly difficult to gather in one place for training. Moreover, increased demands on their time make it very difficult for diplomats to spare a few months exclusively for learning and training.

The following Appendices provide additional information:

Appendix I - Internet Resources for Diplomats (Yellow Pages)

Appendix II - DiploAnalytica: Dissection of Diplomatic Documents

Appendix III - Internet Extensions and Country Codes

Appendix IV - Acronyms and Emoticons

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Jovan Kurbalija Stefano Baldi

CHAPTER

THE INTERNET: AN INTRODUCTION

Basic Concepts and Terminology Basic Issues and Questions

THE INTERNET: AN INTRODUCTION

The Internet, like other new disciplines, has required a new set of terminology. Internet terminology consists of both newly created terms (e.g. website, web design, newsgroup, listserv) and old terms adapted to a new context (e.g. protocol, handshake). This chapter introduces basic Internet concepts and terminology. Explanation of acronyms is available in Appendix VI. In addition, the chapter examines several new issues and questions related to the development, management and use of the Internet, raised as society reacts to the rapid changes in the Internet sector.

BASIC CONCEPTS AND TERMINOLOGY

What is the Internet?

It is difficult to find an all-encompassing definition of the Internet. The decentralised structure of the Internet means that a variety of constantly changing aspects must be considered to gain a complete understanding of the system. We can approach the Internet from several different perspectives in order to gather elements for a definition.

Technological Aspect: The Internet can be defined as a huge worldwide network of computer networks. Its decentralised structure is held together by several coordinating elements and common communication protocols (called TCP/IP).

Socio-Cultural Aspect: The Internet is a new communications medium which not only accelerates existing forms of communication, but allows entirely new ways of interaction in human society on a national and global level. The Internet can also be considered an emerging global library and depository of human knowledge; a digital Alexandrian Library. According to a recent estimate from *Nature* magazine, the Internet contains about 800 million pages, encompassing about 6 terabytes of text data on about 3 million servers.²

Note

Technology sometimes has unpredictable results. The following quote gives an illustration. "Who would have foreseen that the invention of the post box would contribute to women's liberation - by enabling new generations of young ladies to post letters to their sweethearts without their parents' knowledge."¹

NOTE

Approximately half of Internet users are 35 years old or younger and have at least some postsecondary education (only 13% - 18% report only college, whereas 18% - 26% have some postgraduate education). More than 60% (63% -75%) hold some form of professional, technical, managerial, or other white-collar job, and approximately 60% make a salary falling in the \$30,000 to \$90,000 range.4

Economic Aspect: With the introduction of e-commerce, the role of the Internet is growing as a key economic "location". Besides everyday shopping, the Internet is used for advertising, financial transactions, booking and paying for services, etc.

Legal Aspect: The Internet challenges traditional legal systems in many ways. The virtual nature of Internet-based transactions and their unclear anchor in the physical world raises many legal questions such as: Where do transactions take place? Lawyers will also have to find ways to regulate property rights, addressing the fact that an increasing amount of Internet based property is being developed through intensive interaction and collaboration on the Internet rather than through an individual creative process.³

Political Aspect: The Internet is changing the vertical and horizontal stratification of modern society. Vertically, people who posses technological knowledge are forming new social groups, accumulating wealth not through inheritance or other traditional means, but through a combination of good ideas, practical knowledge and circumstances (e.g. Microsoft, Yahoo). Horizontally, new regions and countries are emerging as economic centres (Silicon Valley, Seattle). These changes will affect distribution of political power at local, national and international levels.

NOTE

Basic Laws of Information Technology Development

MOORE'S LAW (Gordon Moore, co-founder of Intel—a leading microchip developer): The number of transistors built on the same microchip will double every eighteen months. In other words, the processing power of PCs will double and the price of PCs will halve every 18 months.

METCALFE'S LAW (Robert Metcalfe): The value of a network rises exponentially relative to the square of the number of people using it. For example: 2 users = $2x^2$ = value 4

4 users = 4x4 = value 16 The added value is in the potentials of networked communication.

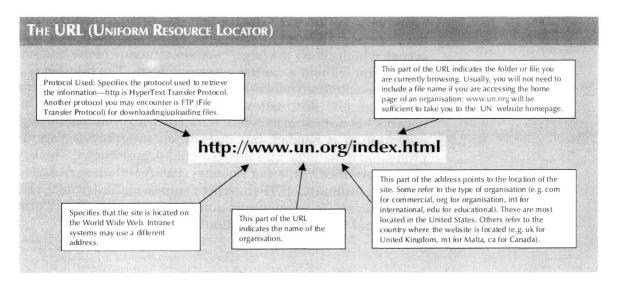
KAO'S LAW (John Kao—Chinese-American business writer): The power of creativity rises exponentially with the DIVERSITY AND DIVERGENCE of the parts of the network. Innovation depends on diversity and sometimes dissonant views rather than on consensus.

Main Services on the Internet

E-mail (electronic mail) is a tool for sending and receiving messages via the Internet.

World Wide Web (WWW) is the key Internet tool that integrates text, graphics, sound, and video. It is usually associated with two components: **websites**—resources on the Internet containing thousand of documents; and **web-browsers**—software for access to websites. The tendency to integrate access to most Internet resources (ftp, gopher, chat) through web-browsers is increasing.

The URL (Uniform Resource Locator) of a website describes its Internet location. The various parts of the URL form provide different pieces of information. The first part, before the double slash (//), describes services. This was more important in the past than currently because many different services were in common use, such as gopher, ftp, etc. Today the dominant service is www which is preceded by http://. The second part of the URL, after the double slash, indicates the address of the computer where the file is located.



FTP (file transfer protocol) is a method for transferring files over the Internet. Although it is an ancient Internet tool, it remains useful in the field of web-maintenance and online delivery of software. **Gopher**, in decline over the last few years, is a directory of files on the Internet, used for organising and holding documents on the Internet.

Telnet is an Internet tool that enables access to remote computers.

Chat is text-based communication in real time.

ICQ ("I seek you") is an emerging Internet tool that facilitates various methods of communication (e-mail, chat, telephony, video, paging) with other ICQ members. Its high functionality makes ICQ very popular with millions of Internet users. Yahoo and Microsoft have recently introduced similar Internet paging systems.

BASIC ISSUES AND QUESTIONS

Who governs the Internet?

In a world with no "free lunch", questions about who governs or who owns the Internet are frequent. The answer is nobody and everybody, an answer which often disappoints people. The developers of ARPAnet in 1969 designed an ingenious technical system which allows the large, complex structure of the Internet to function without a central governing body. The Internet is a highly decentralised network based on the objective of delivering data to an end destination through any possible path. The network has no central technical hub. Thus, no central governing organisation is needed, but instead, an interplay of various professional, national and international organisations. The key players are ISOC (Internet Society), IANA (Internet Assigned Numbers Authority), IETF (Internet Engineering Task Force), ITU (International Telecommunication Union), and WIPO (World Intellectual Property Organisation).

Is Internet use cost effective?

The economic impact of the Internet on modern society has not yet been fully explored. An appropriate economic methodology could be used to calculate the overall impact of the Internet on cost and efficiency. However, it is safe to say that the Internet obviously and indisputably offers savings in communications. The best way to show evidence of these savings is to compare the costs of traditional means of communication with the costs of Internet communication. Tables 1.1 and 1.2 compare the cost of various methods of transmitting a message.

Message type	Real transmission time of message	Cost for 1 minute transmission (SFr)	Cost for sending the message	Time to deliver the message to the final user	Advantages	Drawbacks
Telex	6 minutes	1 (+ 6 Frs. per call)	12.00	1 - 2 days	Valid for all kinds of communications.	Not possible to send documents originating from other sources. Text-only means.
Message through X400 connections	1 minute	0.42	0.42	1 - 2 days	Valid for all kinds of communications.	Not possible to send documents originating from other sources. Text-only means.
Fax	49 seconds	0.75	0.75	Between 1 minute and 1 day	Possible to send documents originating from other sources.	Often a fax cover is needed. To send the same fax to different destinations you have to repeat the procedure (unless it is a group registered in the machine).
Note by diplomatic pouch	1 day	n.a.	n.a.	6 days	Valid for all kind of communications. Possible to send documents originating from other sources.	Slow delivery times.
E-mail	20 seconds	0.16	0.16	1 - 30 minutes	Message sent directly to the final addressee without intermediaries. The same message can be sent simultaneously to different addresses.	Limited use for official confidential communications. The final addressee needs an e-mail address.

Table 1.1

Comparison of Cost of Transmitting Messages (estimated cost refers to a text of one page (A4) composed of about 300 words sent from Switzerland to Italy - in Swiss Francs - 1999)

For the sake of comparison, the time to read the text was calculated as three minutes. An international telephone call from Switzerland to Italy lasting the same time costs about 2.25 Swiss Francs.

Table 1.2 Comparison of the Cost of Transmitting	Means	Cost in US\$	Time	
Messages (based on the cost of sending a	Air Mail	7.40	5 days	
42 page document from New York to Tokyo) ⁵	Private Courier	16.25	24 hours	
	Fax	28.83	31 minutes	
	Internet E-mail	0.095	2 minutes	

Towards a paperless world?

The "paperless office" was one of the hypes of the 80s. Since then, not only have computers not replaced paper but they have reinforced its importance. The history of technology shows that new inventions usually complement rather than replace previous devices. The naiveté of the "technological conflict" is explained well in Victor Hugo's Notre-Dame-de-Paris. While pointing to a book and the Notre-Dame cathedral, Dom Claude Frollo says: "This will kill that. The book will kill the building." The book did not kill the cathedral, or figuratively speaking, religion; but instead gave it a completely new life. Similarly, paper will coexist with digitalisation. Furthermore, in certain areas digital exchange will increase the use of paper. People like to have printed versions of e-mail and of articles from their favourite websites or online newspapers.

What *is* true is that paper is no longer an exclusive medium. What are the forthcoming challenges for paper?

The failure of the first electronic books such as Reader, Rocket and SoftBook to replace paper was based mainly on technological difficulties such as poor resolution and inconvenient format. The second generation of e-books will solve the problem of resolution, making e-books closer to real print. With more convenient e-books and a solution to the famous objection "that computers can't be read in bed", it is likely that e-books will be more widely used in the near future.

NOTE

Xplor International predicts that by 2005 the percentage of all documents appearing in a print form will decline from 90% to 30%. At the same time, the total number of printed documents will double.6

Will we work less?

The Internet will certainly allow people to spend less time moving physically from one place to another and manually looking up information. However, this does not necessarily imply more free time. It means rather that more work can be done in the same amount of time. Where the work is done will become less important and for some activities you will not even have to show up at the office. The implicit risk is that you might end up working all the time!

Freedom and Censorship

There are two different positions concerning Internet control:

a) The Internet is a worldwide network which should not be regulated or censored by any one country.

b) Control should be exercised over Internet publications that contain illegal material (e.g. child pornography, copyright infringement) and possibly legal but harmful material (pornography, racism).

LINK

Internet Resources on Censorship

http://www.yahoo.com/Society_and_Culture/Issues_and_Causes/Civil_Rights/ Censorship/Censorship_and_the_Net

The Blue Ribbon Campaign is probably the most famous initiative to preserve freedom of the Internet. In June 1998 the Electronic Frontier Foundation re-launched the Blue Ribbon Campaign to combat censorship of the Internet in opposition to new United States congressional attempts to impose such censorship. The original campaign, launched in conjunction with the related "Turn the Web Black" anti-censorship protest in 1995, raised awareness of and opposition to the Communications Decency Act (CDA), which was eventually ruled unconstitutional by a unanimous United States Supreme Court decision.

LINK

Electronic Frontier Foundation website: http://www.eff.org/index.html

NOTE

Porn Myth on the Internet

One of the "hottest" issues on the Internet is access to pornographic websites. While this issue commands general attention, the percentage of pornographic websites on the Internet is actually very low—only 1.5%.⁷

NOTE

Nicholas Negroponte highlights the generational division between the "haves" and the "havenots". He believes that young people are the biggest beneficiaries of ITbased changes. He extends his argument to nations, saying: "The digital revolution, blind to wealth, has left many powerful people behind-and, increasingly, nations too. Consider two countries with roughly the same population, Germany and Mexico. More than half of all Germans are over 40. More than half of all Mexicans are under 20. Which country is in a position to benefit more from the digital revolution in a world where a computer will cost less than a bicycle by the year 2000?"8

Level of IT Development: A Comparison

It is still premature to state how and to what extent the use of IT and access to the Internet will affect the position of different societies in international economic and political relations. Opinions range across a broad spectrum. Some hold that ITexpertise, including access to the Internet and IT-literacy of the political elite will be the crucial factor in determining the position of countries in the emerging global stratification of power. Others argue that IT cannot alter traditional elements of power such as geo-strategic position, military effectives, and population.

Table 1.3 presents an interesting survey of IT and communication facilities in developed western countries. It shows the differences in telecommunication capacities that may in the future affect the overall position of states in international relations. In most western countries the government and overall society have a good awareness of the importance of IT development.

Country	Internet connections (% total population) ⁹	Websites (thousands) ¹⁰	PCs (millions) ¹¹	Satellite dishes installed (thousands) ¹²	Cellular phones (per 1000 inhabitants) ¹³	% IT budget of GDP ¹⁴
USA	30.7	33,387	113	8,400	25.6	3.6
Japan	11.1	1,719	27.2	11,163	37.5	2.9
United Kingdom	18	1,692	15.2	4,310	25.2	2.4
France	5.2	571	11	2,470	18.8	2.3
Germany	10	1,375	17.6	11,030	16.9	2.4
Italy	4	371	6.6	760	35.5	1.5

Table 1.3 Information Technologies in Western Countries

NETETIQUETTE

According to US law, it is illegal to use any telefax machine, computer or other system to send unwanted publicity to any system able to register a text or pictures, or both, on paper, from an electronic signal received through a normal telephone line. This law allows receivers to sue the sender of the message for \$500 a copy. This type of activity is called "spamming" on the Internet. Never give your user-ID or password to another person. System administrators, should they need to access to your account for maintenance, will generally be able to do so without knowing your password. Never take for granted, however, that your messages are strictly private or that they will only be read by the receiver and never send anything that you would not like to hear on the evening news.

Some useful advice-Netetiquette:

- Write short and to the point e-mail messages.
- Focus on one subject for each message and always include relevant text in the field of the subject matter of the message so that it can be easily located by other users.
- Do not use the academic networks for commercial activities or for profit.
- Include your signature at the bottom of each message. The signature should include name, title (if wished), organisation and alternate e-mail addresses (Internet, BITNET...). It should be no longer than four lines.
- Optional information could be postal address and telephone number.
- Write in capital letters only to underline an important point or to highlight a title or subtitle. Writing whole words that are not titles in capital letters is generally called SHOUTING!
- *Asterisks* around a word can help to emphasise a term.
- Use the underscore (_) before and after the title of a book, for example: _ The Wizard of Oz_
- Check the length of the line and avoid control characters.
- Follow standard procedures to correspond with your superiors. For example, do not write a message via e-mail directly to the big chief simply because it is possible.
- Be professional and pay attention to what you say about other people. E-mail is sent and cited easily.
- Identify all citations, references and sources of information and respect copyright and other agreements for the distribution of information.
- It is considered very bad manners to send personal and/or private communications to mailing lists or Usenet without the explicit authorisation of the author.
- Be careful about using sarcasm and humour. Without face-to-face communication and intonation, your remarks could be interpreted as criticism. When you want to express a certain idea, use the emoticons. For example, :-) a smiling face implies a joke. For more about emoticons see Appendix VI.

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CHAPTER

GETTING STARTED

Equipment

Connection

Software-Internet Browser

GETTING STARTED

While in the past computer communication was a domain reserved for specialists and gurus, today it is quite simple to connect to the Internet. Powerful hardware and user-friendly software, mainly centred around the latest release of Windows, make it possible for users without any specialised technical knowledge to set up equipment and to successfully connect to the Internet. In order to connect you need three elements: equipment, an Internet connection and software.

EQUIPMENT

A **computer** with sufficient resources is the first necessity for access to the Internet. The rapid development of computer technology makes it difficult to give any specific advice for buying a computer. Your computer will need enough resources to run the software required for the Internet (Internet Explorer or Netscape Navigator). The key elements to consider when buying computer equipment are the Central Processing Unit (CPU), Random Access Memory (RAM) and hard disk space.

The CPU is the brain of the computer. All procedures are performed through the CPU. At any given time, a CPU which is able to perform a standard set of functions, known as a platform, is widely accepted as a common denominator. Today, in September 2000, the standard platform is based on the Pentium III. RAM processes information to and from the CPU. The capacity of the RAM is expressed in Megabytes (16 MB, 32 MB, etc.). The hard disk is used for the storage of information. Currently most hard disks have more than 8 Gigabytes (GB). Multimedia, now frequently used with the Internet, requires special multimedia hardware (sound card, speakers, etc.). Along with these vital elements several other items are also necessary for the functioning of the PC, such as monitor, keyboard, mouse, and printer.

In order to access the Internet, another necessary piece of equipment is the **modem**. The modem enables communication

TIPS

Most problems with Internet connectivity are related to the modem settings, which you select when you install your modem. Make sure that you have appropriately selected "tone" or "pulse", depending on the characteristics of your telephone system.

If you are connecting from a hotel, using a specific number to get an external line, you can add a comma after that number in order to get a pause to get an external telephone signal. For example, you can dial "9,1-800". Adding comas gives you a longer pause. between the computer and the Internet. The speed and quality of the modem affect the comfort and speed of the use of Internet resources. The primary criteria in purchasing a modem is its speed. For dial-up Internet access the standard modem speeds are 14,400 bps (very slow), 28,800 bps (slow), 33,600 bps (normal speed) and 56,000 or 56 Kbps (fast). The speed of the modem is expressed in its baud rate - bps (bits per second). If you have the option of connecting via ISDN (see below) you need a modem that supports this connectivity.

In purchasing a modem you may want to consider its use as a fax-machine, although today the Internet provides various useful and cheap options for e-mail-to-fax or fax-to-e-mail (see boxed note below).

NOTE

An increasing number of services on the Internet connect e-mail to fax service. E-mail messages can be received as faxes, which means a considerable savings in cost for the sender. This could be a useful option for diplomatic services which presently use fax for the transmission of documents. For more information:

http://dir.yahoo.com/Computers_and_Internet/Internet/ Internet_Fax_Server/

CONNECTION

Once you have your equipment ready you need an Internet connection. Several types of connections are available, however it is important to remember that not all types and services are available everywhere as they depend on local telecommunication companies and other infrastructure providers. Dial-up accounts through telephone lines are the normally available connection. A dial-up connection with an ISDN line (Integrated Services Digital Network) is faster and generally more expensive than with a telephone line. A dedicated connection allows you to stay constantly connected. Newer options are connections through cable TV, mobile phones and satellite.

Dial-up Connection

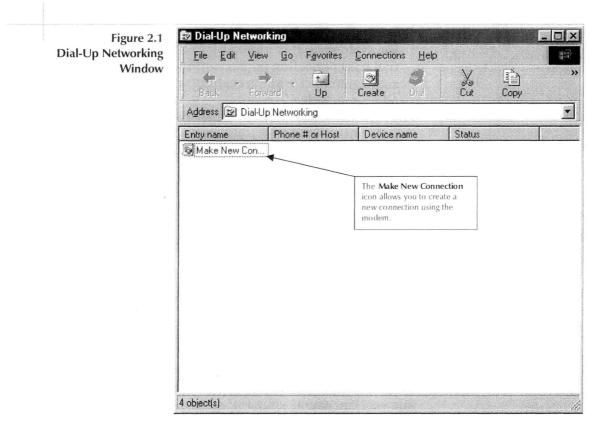
A dial-up connection allows you to connect to the Internet through your telephone line. Your modem phones a number provided by your Internet Service Provider (ISP). As this is a new business field, the number of ISPs is growing very rapidly. It is now easy to find an ISP in most countries. The major players in this field are America Online, EuNet and Prodigy. A few suggestions for choosing an ISP:

- Make sure that the ISP has a local connection point, or you will have to pay for long distance calls to connect to the Internet.
- For diplomats, it is important to choose an international ISP that has connection points worldwide. This will allow you to stay connected while travelling without accumulating huge telephone bills.
- In new Internet markets, especially in developing countries, new ISPs tend to offer competitive prices which attract many users, thus increasing the numbers sharing the bandwidth the ISP has available. Try to find an ISP which guarantees the ratio of users/bandwidth or your connection may be slow.
- Linked to the previous observation, try to find an ISP that provides "no busy signals" service, or at least reasonable ratio of number of attempts before successful connection (5:1).

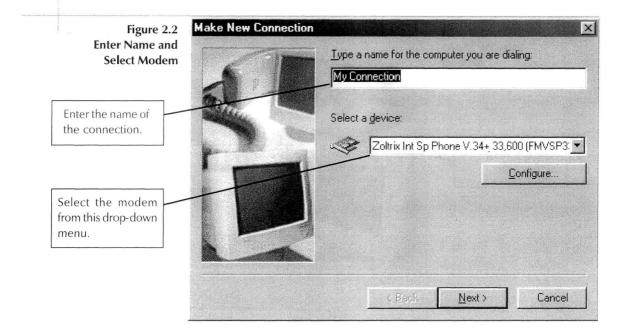
Configuration

Once you have subscribed with an ISP, you need to configure your computer's Internet connectivity. This means selecting or specifying certain settings on your computer which will tell your computer how to communicate with your ISP, according to information which your ISP should provide. Configuration of Internet connectivity has become much simpler than in the past. While a few years ago configuration required specific technical expertise, now ordinary users can configure their own Internet connectivity. Following are instructions for configuring Internet connectivity using Windows 98.

In order to connect to the Internet using a PC you must create a dial-up connection using the **Dial-Up Networking** tools in Windows. You can find these tools by clicking the **Start** button and selecting the following menus in turn: **Programs**, **Accessories**, **Communications**, then **Dial-Up Networking**. This will open the **Dial-Up Networking** window. You will see something similar to Figure 2.1 below. (Please note that this window is in list view but the icons will appear the same in any view.)



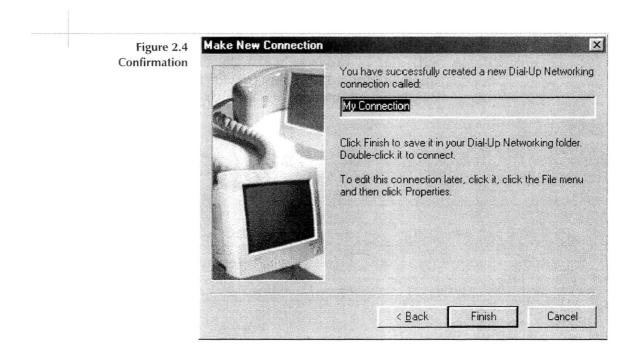
To create the new connection, double click the **Make New Connection** icon in the **Dial-Up Networking** window. A new screen will appear asking you to enter a name for the connection and to select the modem that the connection will use.



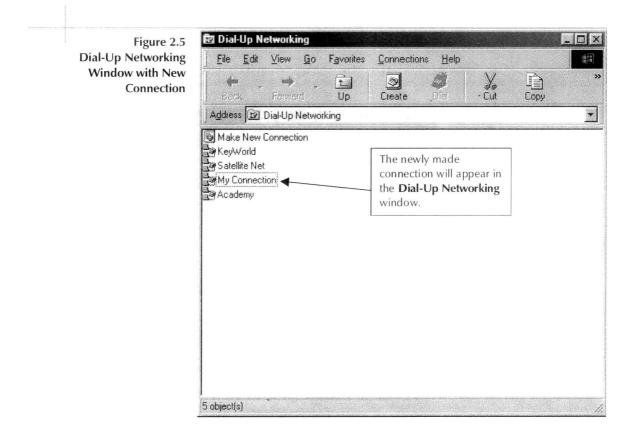
You can name the connection whatever you want. Usually the computer will automatically select the modem installed in the machine from which the connection is being made. Once this is done, click **Next**. A new screen will appear with a space to enter the telephone number of the ISP. This is the number your modem will dial in order to make the connection; your system administrator or ISP should provide the number. The area code should not be entered if the number is local.

Figure 2.3 Enter ISP Phone Number	Make New Connection	Type the phone	numbér for the computer you want to cal Ielephone number:
Enter the telephone number here.		Country code: Malta (356)	
		<u>< B</u>	lack <u>N</u> ext > Cancel

When this is done, click **Next**. A new screen will appear confirming that the connection has been saved.



Click the **Finish** button to end the first part of the procedure for creating the connection. You will be returned to the **Dial-Up Networking** window. The **Dial-Up Networking** window should now include your new connection, with the name you have chosen.



The next step in the process is to configure the connection to work properly with your ISP. Right click on the connection icon and choose **properties**, and a new window will pop up with the settings for the connection. The window has tabs to divide the settings into sections. Under the **General** tab the correct settings should already be entered.

Figure 2.6	My Connection	1
Connection Settings: General Tab	General Server Types Scripting Multilink	
	My Connection	
	Phone number:	
	Area code: Telephone number:	-
	Country code:	
	Malta (356)]
	✓ Use area code and Dialing Properties	
	Connect using:	
	Zoltrix Int Sp Phone V.34+ 33,600 (FMV!]
	<u>C</u> onfigure	1
	OK Ca	ince

Settings under the **Server Types** tab may vary depending on the ISP. The settings shown in the example below are the Windows 98 default settings. Usually you will need to un-tick the **Log on to network** option in the **Advanced Options** section and the **NetBEUI** and **IPX/SPX** in the **Allowed network protocols** section. These settings may vary according to ISP; your ISP should provide you with the correct settings. Click on the **TCP/IP Settings** button to access more settings.

Figure 2.7	My Connection	? X
Connection Settings: Server Types	General Server Types Scripting Multilink	
	Type of Dial-Up <u>S</u> erver:	
	PPP: Internet, Windows NT Server, Windows 98	
	Advanced options:	
	Log on to network	
	Enable software compression	
	Require encrypted password	
	Require <u>d</u> ata encryption	
	☐ <u>R</u> ecord a log file for this connection	
	Allowed network protocols:	
	₩etBEUI	
	I IPX/SPX Compatible	
	<u>ICP/IP</u> <u>ICP/IP</u> <u>TCP/IP</u> Settings	
	ОК Са	incel

Your ISP should provide you with the necessary settings for the TCP/IP section. If these settings are not correct, the connection may not work properly.

- Specify an I <u>P</u> addre	ss	0.0	
Server assigned na		esses	
C Specify name serve Primary DNS:	0 0	0.0	
Secondary DNS:	0.0.	0.0	
Primary <u>₩</u> ING:	0.0.	0.0	
Secondary WINS	0.0.	0.0	
I⊽ Use IP header <u>c</u> om	ression		

Once this is done click **OK** and the settings will be saved. You now have a dial-up networking connection ready to use.

ISDN (Integrated Services Digital Network)

ISDN is a relatively new dial-up service that enables fast access to the Internet. With these digital lines, you can maintain a voice connection (telephone) and receive data at the same time. With ISDN, users should not have difficulties in accessing bandwidthdemanding multimedia resources (e.g. video, sound, animation, etc.).

Dedicated Connection

A dedicated connection allows you to stay constantly connected to the Internet. Dedicated connections are used mainly by institutions. This type of connection usually provides reliable and fast access to the Internet.

Cable TV, Mobile Phone and Satellite Connections

Recent developments have led to the use of non-telecom infrastructures to make Internet connections. Connection through cable TV is generally fast, but the speed depends on the number of users currently using the channel. Currently connection though mobile phones is limited and slow. Satellite connection comes in various forms and ranges in speed from slow to very fast. Satellites can handle many thousands of channels for data, voice, TV and radio broadcasting, etc.

SOFTWARE – INTERNET BROWSER

Besides equipment and an Internet connection, you need Internet software to access Internet resources. Today, especially after the controversial release of Windows 98, Internet software is integrated into operating systems. The main Internet software is the web-browser, used for web navigation. The most popular web-browsers are Netscape Communicator's Netscape Navigator and Microsoft Internet Explorer.

The competition between Netscape and Microsoft is not only about features and functionality but also about standardisation. This competition poses a high risk for the integrity of the Internet, because some websites can only be properly viewed with one or the other of these browsers due to their formats. Incompatibility problems lead to sleepless nights for web-developers who have to cater to users accessing their websites with only one or the other of Netscape Navigator or Internet Explorer. The tendency now is towards standardisation of emerging codes and technologies for creating websites. Through the use of Extensible Markup Language (XML) and Dynamic Hypertext Markup Language (DHTML), the World Wide Web Consortium is promoting standardisation of website development. Both Microsoft and Netscape have been trying to influence this standardisation process.

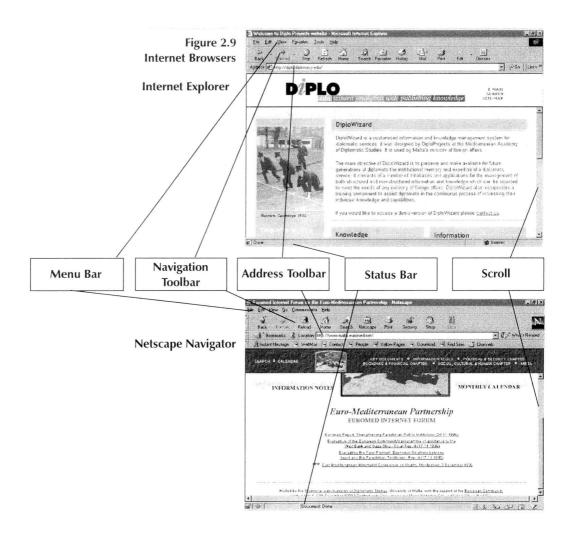
There are two potential difficulties in the use of web-browsers. The first is the "browser war" between Netscape and Microsoft which has created the problem of incompatibility. You may not be able to access some Internet resources with one browser if they were developed with technology supported by the other browser. The second potential difficulty is incompatibility between different versions of browsers. The older versions of browsers, such as Netscape 3.0 and Explorer 3.0, do not support the new features of the 4.0 generation of browsers. Developers of Internet resources should ensure that their web materials can be accessed by the two latest generations of both browsers.

Accessing the Internet with a web-browser is not difficult. Netscape Navigator and Internet Explorer incorporate the same basic tools which allow you to browse the Internet. Refer to Figure

TIPS

If you have to pay per access time, you should consider using off-line readers, especially for long articles and texts. You can access materials online and read them offline. You can use various tools for off-line reading such as Web Buddy, Cli-Mate or WebCopier. 2.9 to find the location of the following features in the two web browsers.

- 'Menu Bar: Click on an item for a drop down menu. Usually navigation controls and other options are accessed from here.
- Address Toolbar: This toolbar allows you to manually enter the address, or URL of a web page. It shows the address of the current web page and contains a partial history of previous sites visited.
- **Navigation Toolbar:** Each button performs the specified function when pressed.
- Scroll: Allows you to move up and down in a web page.
- **Status Bar:** Shows the progress of a loading document/page.



Bookmarks/Favorites

Sometimes it can be difficult to find your way back to a website you have once visited, if you did not make a note of the URL. If you find a website you know you will want to visit again, you can create a "bookmark" or a "favorite". Your browser lists your bookmarks and remembers the URLs of these sites, making it quick and easy to open them again.

In Netscape Navigator you create and use bookmarks by choosing Bookmarks on the toolbar. When you click on Bookmarks you will see a list of your chosen sites. To access one of these sites, simply click on it in the list. If you would like to make a new bookmark, go to the website would like to mark, choose Bookmarks, then choose Add Bookmark. The website will be added to your list. To organise your bookmarks into files or delete them, click on Edit Bookmarks.

In Internet Explorer, choose Favorites from the menu toolbar. Click Favorites to see a list of your chosen websites, and click on the website you would like to visit to access it. To add a new favorite site, go to that website and choose Add to Favorites. To organise your favorites into folders, choose Organize Favorites.

Plug-ins

Although browsers are getting more powerful they cannot keep up with the market in the development of various webtechnologies and contents. This gap in development is filled by plug-ins—software you can download from the Internet. Various plug-ins enable you to access website contents that you cannot access with your browser, such as sound and video.

The most frequent plug-in used by international organisations is Adobe Acrobat Reader. This supports access to documents in Adobe's PDF (portable document format), a standard format for document dissemination in the United Nations system. It has the unique advantage of preserving the original layout of documents. You can get this plug-in free from http://www.adobe.com/ acrobat. In the field of multimedia, the key plug-ins are Macromedia Shockwave and RealPlayer. Macromedia Shockwave supports access to animation and multimedia, and is available free at http:// /www.macromedia.com/tools/Shockwave/sdc/Plugin/. RealPlayer is used for live audio broadcasting over the Internet, and is available free at http://www.realaudio.com/products/. For more details on applications of RealPlayer see Chapter 3.

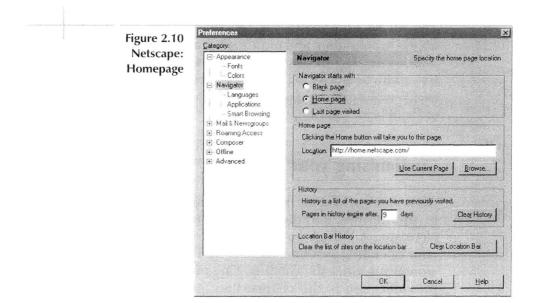
Customising your Browser

After you install your browser you can begin using it according to pre-defined standards and options set by Microsoft or Netscape. Although you get your browser free of charge, with your operating system, "there is no free lunch"; you may start wondering what the catch is. One of the reasons browsers are provided free is the chance they provide to influence your Internet habits and patterns. If you get used to starting your Internet searches at the Netscape page, this offers Netscape a value-added element on which they can capitalise. Your access increases the access rate at the Netscape website, increasing the market value of this website and the possibility for selling advertisement space.

Keeping this in mind, you may want to customise your browser to your needs. Do not do this automatically; first check if the pre-defined set-up suits you. If you are a beginner you can start by using the pre-defined settings and once you see all the possibilities, perform any customisation you desire. Keep in mind that pre-defined settings are not the only options—they can be altered. Following are instructions for changing some of the predefined settings on Netscape Navigator and Internet Explorer.

Start-up Page: You can select the page that you would like to use in order to start each of your browsing sessions. For example, you can use YAHOO or AltaVista. You may also use a page designed by your own institution which is customised for your needs. How can this be done?

Netscape Navigator 4.7: Edit/Preferences. In the section called Home Page, enter the address of the page you would like to use as your home page, then click OK.

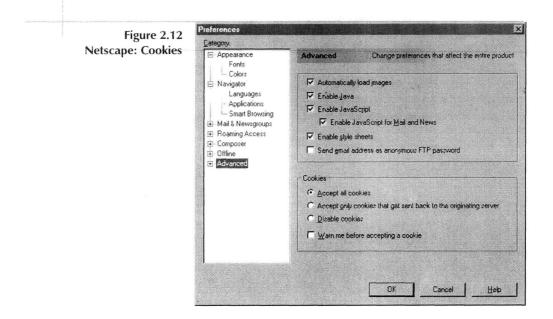


Internet Explorer 5.0/5.01: Tools/Internet Options: In the section called Home Page, enter the address of the page you would like to use as your home page, then click OK.

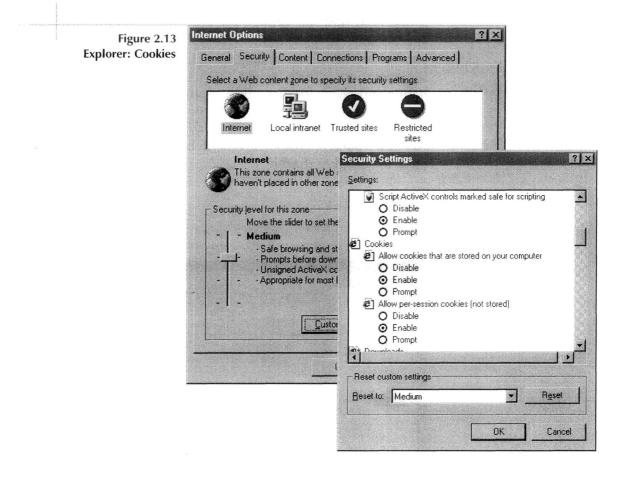
Explorer: Home Page	General Security Content Connections Programs Advanced
	Home page You can change which page to use for your home page Address: Titlp://www.altavista.com/ Use <u>Current</u> Use <u>D</u> efault Use <u>B</u> lank
	Temporary Internet files Pages you view on the Internet are stored in a special folde for quick viewing later. Delete <u>Fi</u> les
	History The History folder contains links to pages you've visited, to quick access to recently viewed pages. Days to <u>keep pages in history</u> . 20 <u>Clear Histor</u>
	Cglors Fonts Languages Accessibi

Cookies Set-up: Cookies are small data files that websites leave in your browser in order to track when you visit them. For example, if you visit Amazon.com, it will leave a cookie. Whenever you re-visit them they will know your identity, preferences, how much money you have spent so far with them, etc. There are different opinions on cookies. Some consider them a practical tool; for others, cookies are a sign of increasing surveillance on the Internet. (From the technical point of view cookies are harmless, as they do not even conform to standard file operations: create, delete, open, close.) Depending on your habits and needs for discretion in surfing the Internet, you can enable/disable cookies.

Netscape: Edit/Preferences/Advanced. In the section called Cookies click to accept or disable.

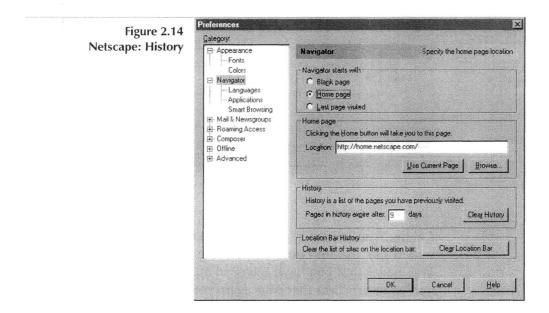


Explorer: Tools/Internet Options/Security Tab. Choose the Customize Level button and find the section called Cookies. Click to disable or enable cookies.



History: While you use the Internet you leave traces. One of these traces is the history of your browsing. All addresses you have visited will be saved in your history. Like other facilities, this can be used in two ways. On the one hand, it can be useful to have reminders of where you have visited. It can help you find a page you need, saving you hours of surfing. On the other hand, a record of the places you have visited may not be convenient in all situations. You can specify how long—the number of days—the history should be kept:

Netscape: Edit/Preferences. In the History section, click Clear History to remove all records, or specify the number of days records should be kept.



Explorer: Tools/Internet Options. In the History section, click Clear History to remove all records, or specify the number of days records should be kept.

Figure 2.15	Internet Options		
Explorer: History	General Security Content Connections Programs Advanced		
	Home page You can change which page to use for your home page. Address: http://www.altavista.com/ Use <u>Current</u> Use <u>Default</u> Use <u>Blank</u>		
	Temporary Internet files Pages you view on the Internet are stored in a special folder for quick viewing later. Delete <u>Fi</u> les <u>Settings</u>		
	History History The History folder contains links to pages you've visited, for quick access to recently viewed pages. Days to keep pages in history: 20 + Clear History		
	Colore Fonts Languages Accessibility		
	OK Cancel Apply		

Cache: Another trace of your browsing activities is the cache, which has the function of speeding up access to the Internet. Web pages that you have accessed are kept on your hard disk. If you want to access that page again you do not have to go through the Internet to the website; your computer opens it from your hard disk. Of course limitations exist on how many files you can store, and this can be set through the browsers.

Netscape: Edit/Preferences/Advanced/Cache. You can clear the cache, or choose the amount of memory to be dedicated to cache.

etscape: Cache	Category:	
	 Appearance Fonts Colors 	Cache Designate the size of the cach
	Navigator Navigator Languages Applications Smart Browsing Mail & Newsgroups Roaming Access Composer Offline Advanced Cache Proxies SmartUpdate	The cache is used to keep local copies of frequently accessed documents and thus reduce time connected to the network. The Reload button will always compare the cache document to the network and show the most recent one.
		Memory Cache: 1024 KBytes Clear Memory Cache
		Disk Cache: 7680 KBytes Clear Disk Cache
		Disk Cache <u>Folder</u> C:\Program Files\Netscape\Users\anthony\ca
		Choose Folder
		Document in cache is compared to document on network:
		C Once per session
		€ <u>E</u> very time
		C Never

Internet Explorer: Tools/Internet Options. In the Temporary Internet Files (cache) section you can clear the cache, or click on the Settings tab to bring up more options such as selecting the amount of memory to be dedicated to cache.

Figure 2.17 Explorer: Cache	Internet Options ?
	Home page You can change which page to use for your home page Address: http://www.eltevista.com/ Use Current Use Default Use Blank
	Temporary Internet files Image: Set of the se
	History The History tolder contains links to pages you've visited, for quick access to recently viewed pages. Days to keep pages in history: 20 Clear History
	Colors Foots Languages Accessibility
	OK Cancel Apply

CHAPTER

INTERACTION AND COMMUNICATION

E-mail

Newsgroups

Chat

Live Conferences (RealPlayer)

Video Conferencing

CHAPTER 3

INTERACTION AND COMMUNICATION

The Internet can greatly enhance interaction and communication, two key elements of diplomacy. Diplomacy proceeds through interaction: diplomats communicate, exchange views and suggestions, test the will of the other side, propose and find common ground, among other things. All of this is done through interaction with colleagues, diplomats representing other countries, and international organisations. The Internet enormously increases and improves interaction by transcending borders and allowing people to communicate directly. It improves traditional forms of interaction (e.g. exchange of documents) while introducing entirely new forms (e.g. negotiation through hypertext annotated documents—see Appendix II).

This chapter introduces Internet-based tools which enhance interaction and communication and explores the possibilities they offer to diplomats.

NOTE

E-mail addresses on the Internet are always made up of two parts, separated by the symbol @ (at). Consider, for example, the address toscanini@opera.it. The name of the user is toscanini. This may be a real name or a nickname. After the symbol @ comes opera, which indicates the name of the server where the e-mail box of the user is located. The last part of the address, in this case it, describes the location of the server-Italy.

E-MAIL

E-mail is one of the most often used Internet applications. Like all instruments, e-mail is most useful and efficient when used correctly.

The first thing a diplomat should do when arriving at work in the morning, once the PC is turned on and connected to the Internet, is check for new e-mail. This simple task is all too often forgotten. There is no point in having a carrier which acts in real time, like the Internet, if you do not frequently check and read messages.

E-mail is a particularly effective tool for people dealing in international politics, whose work, by definition, means contacting colleagues all over the world. It is inexpensive, which, in a period when public budgets are being cut drastically, becomes a priority and a discriminating factor. As well, problems created by different time zone barriers are largely overcome. Even if a colleague is still sleeping in the United States, you can send a message from Europe which will be waiting in his mailbox when he arrives at the office in the morning. And at the cost of a local call! The Internet uses ordinary telephone lines and the access point for each user is generally provided by an ISP in the same city.

Often e-mail is considered as a fax substitute, but actually email is totally different and much faster. For example, if a fax is to be sent to several addresses, the sending operation must be repeated for each recipient and telephone number. With e-mail, sending the same message to different addresses is done simultaneously. Another big difference is cost. While e-mail is always sent at the cost of a local telephone call, the expense of sending a fax varies according to the country of destination.

A big advantage of e-mail is the possibility of sending documents, called attachments, together with a message. This saves retyping time at the recipient end, required by a fax, and allows the receiver to make modifications to the text directly in the original document. Anything available in electronic format can be sent by e-mail (e.g. newspapers articles, official UN documents, meeting agendas, etc.). Therefore, if you find an interesting item such as a press release or an article on the Internet, you can easily and quickly send it to as many colleagues as you want, using the same text and simply adding an accompanying message, or by giving the details of Internet access to the document itself. As well, use of a scanner allows any printed text to be scanned and sent as an attachment. E-mail is also particularly useful for sending periodical communications such as bulletins, circulars, and internal memoranda.

Tips

The easiest and safest way to e-mail someone an article found on the Internet is to use the **copy**/ **paste** function. Simply highlight the text you want to send on the web page itself and copy it (**Edit/Copy** or right click then **Copy**). Open your email program and paste the text (**Edit/Paste** or right click then **Paste**) into the contents of a new message.

Many ministries of foreign affairs have already begun to use email for exchanging non-confidential messages with the aim of simplifying, streamlining and making the information flow more effective. Given the satisfactory results, it is very likely that this procedure will be further consolidated in the future.

However, e-mail use also has negative aspects. Because of the amount of e-mail circulating at all times, occasionally a message is simply not delivered. Furthermore, uncoded messages can be tapped before delivery. However, these problems are often exaggerated, and are, in fact, also present with fax transmissions and other means of information exchange. They can be overcome, if necessary, with an adequate numbering system which allows you to check that all messages have arrived, and with available hardware and software encryption systems.

Even the ease of use and the speed of e-mail may cause disadvantages in particular circumstances. The traditional decision-making process involved in preparing drafts of documents, typing and other procedures provided time for comprehensive evaluation of various options. The speed of email could cause certain disadvantages in this respect.

Electronic transmission and e-mail will probably never completely replace traditional transmission and carriers: they will complement each other. Easy access to basic information should leave more time for analysis and study, and the decision making process should become easier, more balanced and more in touch with reality.

LISTSERV

A listserv (or listserver) is an efficient way to quickly disseminate information to a large number of people and to exchange opinions or advice through the Internet. A listserv is a system designed to simplify the process of sending the same message to a group of people via e-mail. The users sends an e-mail to the mailing list address, which appears to the user to be a simple e-mail address, and the listserv distributes the message automatically to everyone subscribed to the mailing list.

A listserv can be public or private. Users subscribe to, or unsubscribe from a listserv by asking that their e-mail addresses be added or deleted from the mailing list. Restrictions can be applied by the owner of the list concerning the rights to send or receive messages.

Listservs often focus on specialised topics. Several listservs that may be useful for diplomats and others involved in international

affairs are presented in Table 3.1. The Ministries of Foreign Affairs of the UK and Japan have already started to use listservs to distribute information concerning their activities.

Name of listserv	URL for subscription	Description
H-Diplo	http://h-net2.msu.edu/~diplo/	Listserv on diplomatic and
		international history.
Info-Diplo	http://www.monde-	Listserv of Le Monde Diplomatique;
	diplomatique.fr/md/forum/info- diplo/index.html	in French only, concerning the
	uipio/index.ntini	indexes of Le Monde Diplomatique
		and dossiers d'actualité.
TransAtlantic	http://www.theatlantic.com/transatlantic/	E-mail newsletter of Atlantic
		Unbound; alerts subscribers to
		what's new on the Atlantic Monthly
		website.
Reliefweb	http://www.reliefweb.int/bul_sub.html	Bulletin to disseminate short
		releases on new developments and
		major announcements concerning
		the humanitarian community.
Stratfor System	http://www.stratfor.com/SERVICES/GIU/subsc	Global Intelligence updates; daily
	ribe.asp	intelligence updates on geopolitical
		and economic news.
Foreign and	http://www.fco.gov.uk/personalise.asp	Personalised e-mails to alert users
Commonwealth		about new items on the site.
Office - UK		
Ministry of	http://www.mofa.go.jp/mail/	Newsletter concerning daily
Foreign Affairs of		additions to "What's New" listing on
Japan		the website.
International	http://www.imf.org/external/cntpst/membersig	0
Monetary Fund	nup.asp	items for several sections, chosen
		by user, on the website.
World Bank	http://www.worldbank.org/subscriptions/	Offers many e-newsletters; in
		particular the "Press Review", a
		summary prepared by the External
		Affairs Department of the World
		Bank. All material is taken directly
		from published and copyright wire
		service stories and newspaper
		articles.

Table 3.1 Listservs on International Affairs

NEWSGROUPS

A newsgroup is a medium which allows people to exchange ideas and information—a forum for discussion. Users post their ideas and opinions on a particular subject in the appropriate newsgroup and other users can respond over a period of time. The network which facilitates this exchange of information is called Usenet. More than 21,000 newsgroups are presently available on the Internet, although some of them are not active. The contents of a newsgroup can be read by anybody who wishes to do so. Although the number of newsgroups dedicated to international affairs is still rather limited, several groups deal with contemporary history, economics and the European Union (e.g. talk.politics.European-Union). No newsgroup is specifically devoted to foreign policy.

In order to consult newsgroups you must configure your browser (either Netscape Navigator or Internet Explorer and enter the settings (e.g. server name, user name and password, etc.) provided by your ISP. Forte Free-Agent (available free at http://www.forteinc.com) is a specific software for reading newsgroups.

Once connected, you can choose which newsgroup to consult among those available. It can be interesting for diplomats, while posted abroad, to read groups concerning their countries. For example, a series of newsgroups concern Italy. If you wish to follow the ongoing discussion about the death penalty in Italy you can consult the group **it.discussioni.pena-di-morte** and read the different opinions exchanged online on the subject. It is important to remember that most newsgroups are un-mediated: anyone can post any opinion. Therefore postings may not always be informed or relevant to your needs or the topic at hand.

Creating a newsgroup is complicated and you must follow specific rules.

LINK

For more information on how to create a newsgroup, see: http://pino.selwerd.cx/nnq/newgroup.html

CHAT

Many instruments and programs available on the Internet, such as chat programs, newsgroups, video conferencing and RealAudio, are very useful but have so far been left outside of the framework of diplomatic work.

Through chat programs such as Internet Relay Chat (IRC) several people can communicate simultaneously in a particular channel (or "chat room"), or even multiple channels. IRC allows any number of people to participate simultaneously and interactively in a discussion via the keyboard, similar to CB international radio. What you type is read immediately by anyone in the world who is connected at that precise moment to the same channel. You can enter a group conversation already taking place or create a new one. All conversations take place in real time. You can use IRC from anywhere in the world, making it particularly wellsuited to diplomats, who often need to discuss issues with colleagues spread around the world.

The use of chat can be optimised by defining the subject of discussion or through the circulation of a document to be discussed. Otherwise, discussion may develop in a confused and incoherent way with no specific conclusions, especially if the number of participants is high.

IRC has been used to provide instantaneous information on some important events. For example, in 1993, when Russian members of parliament barricaded themselves inside the parliament building, some enterprising Muscovites and a couple of Americans created an information channel on IRC which allowed diplomats to send continuously updated news directly from Moscow. IRC can also be used for online learning. DiploEdu courses make use of the DiploEdu Conference Room, a web-based interface to IRC channels found at http://irc.diplomacy.edu:8000/.

Short Guide to Internet Relay Chat

In order to use IRC easily you need a program which can simplify the various operations needed to link up with different channels and come into contact with other participants. One of the most popular programs is mIRC, which you can easily download from the web for free (http://www.mirc.com).

As most people use nicknames on chat, one of the first steps, before connecting, is simply to choose a nickname.

Next, you can connect to one of the many servers dedicated to chat which are indicated in the program itself. Generally, you should use the nearest geographical server for rapid message transmission. You must also choose between different chat networks, which are linked to each other (Efnet, Undernet, DALnet). The main network is Efnet, which has, on average, about 5000 users daily. The second most important network is Undernet which has about 1000 users per day.

Table 3.2 List of Principal Commands for Internet Relay Chat

1	
/away	This command is used to let other people know that you
	are still connected but temporarily away from the
	computer.
/help	This shows a list of subjects for which there is an
-	instruction file. The system asks for the topic in which you
	are interested. You can leave help by pressing enter.
/join	This is used to enter a channel or to create one: e.g.
	/join #funfactory. Note that you must always begin the
	name of a channel with # .
/list	Produces a list of all the public channels together with
	their subject matters, if there are any, and the number of
	users present in each channel. Hidden or private channels
	do not appear on the list.
/nick	This command allows you to change the name which other
	users will see before your messages (your nickname): e.g.
	/nick robinhood.
/auit or	Used to leave IRC.
/signoff	
/who	E-mail addresses of the people using this channel are
channel	shown.
/whois	This gives information on a specific user, in particular
,	his/her e-mail address: e.g./whois robinhood.
	mo, nor o man address, o.S., more resimbled.

LINKS

You can find out more about IRC by consulting the following pages:

IRC - Intro - http://www.mirc.queen.it/ircintro.html

IRC - Frequently Asked Questions - http://152.3.50.86/irchelp/faq.html

Once you are connected with an IRC server (sometimes you have to try several times before successfully connecting) you can enter one of the existing chatting areas (channels) or create a new area. As soon as you connect to an IRC server you are in channel zero, an empty channel from which you can have a look around. Although you are now connected to an IRC server you still cannot communicate with anybody. In order to do this you must first select a particular channel.

On the monitor screen IRC occupies almost the whole area. In the upper part you will see messages sent by different chat participants. The bottom line on the screen is used to write your own messages and IRC commands.

IRC is often regarded as a difficult environment for the newcomer, but this is not necessarily true. Although IRC users can use around one hundred different commands, no more than five or six are usually necessary. All commands are introduced by the character /, in order to distinguish them from messages, and are followed by pressing enter. Table 3.1 lists principle ICQ commands.

The basic command, once you are connected, is:

/list

This provides a list of all the open channels (there may be over 5000). Once you choose the channel where you want to chat you must type:

/join #channelname (Insert the name of the channel you have chosen instead of channelname.)

If the channel selected does not exist, it will be immediately created. As soon as you enter, messages will start to appear in the upper part of the screen. Every message begins with the nickname of the author in angular brackets, (e.g. **<peterpan>**), followed by the text itself.

At the beginning everything may seem extremely confusing. Two or three conversations may be proceeding at the same time and sometimes the messages come quickly. Eventually, however, when you tune into the channel everything will begin to make more sense. Monitoring a channel is the responsibility of the Channel Operator. The person who creates the channel automatically becomes the Channel Operator and acquires a series of powers, such as the power to create new Channel Operators or to deny entrance to the channel, and to determine the status of the channel as private or open to invitations.

You can find out more about the real identity of the various chat participants by using the command: /who #channelname

This command will provide a list of the organisations to which the users belong together with their IRC names (in brackets).

English is commonly spoken throughout most channels, but usually you can find channels operating in other languages.

Visual Chat - The Palace

Along with ordinary textual chat, whether IRC (mIRC), webbased, or ICQ, the Internet now offers a number of visual chat programs. Visual chat programs use a textual component, as in IRC, adding a 2D graphical interface: all channels/rooms are represented with images of virtual rooms, and users are represented, besides with standard nicknames, with small graphics called *avatars*. An avatar (an incarnation of Vishnu, a Hindu deity who visits the world in various forms) is a virtual graphical representation which you choose for yourself (e.g. a smiley face :-), a pet, a skater, a tin of Jolt Cola, or true representation with a small photo). This adds a psychological dimension to chat, since you "really" enter the space, be it a gate, a lounge, a conference room, or park or beach, and you not only talk to the other participants, but you can approach them (or rather, move your avatar next to the avatar of your collocutor). As with any successful service on the Internet, many types of visual chats have been developed, but the most popular one is The Palace (http://www.thepalace.com).

The Palace has gained cult fame for a number of reasons. Hundreds of Palaces, that is, Palace servers, have been created in cyberspace; designing rooms and avatars is very appealing;

Figure 3.1 The Palace Chat



hyperlinks to web pages can be embedded in rooms of a Palace and vice versa, hyperlinks on web pages can point to a particular Palace. It is even possible to use programming language to add desired effects or features to certain rooms, making the whole experience even more fun and interactive. Although The Palace is oriented towards so-called "life-styles" (the main Palace, for instance, organises events with celebrities; recently a famous UK actor, Bob Hoskins, was the guest), the technology is available and nothing prevents us from creating our own Palaces for organising virtual diplomatic meetings, for educational purposes like distant learning sessions and simulation exercises. The Mediterranean Academy of Diplomatic Studies has its own Palace called Palace Academy, accessible at: **diplo.diplomacy.edu** port **9998**. You can download the Palace client free (1.83 MB) from The Palace website.

LIVE CONFERENCES (REALPLAYER)

The use of programs that allow you to hear and see live or recorded events on the Internet is becoming common. The most used program is RealPlayer, which can be downloaded for free from http://www.real.com. The sound quality is good, although picture quality is still not. International organisations and some national bodies have already started to utilise the potential of this technology successfully in broadcasting international conferences live all over the world. For example, the Italian Parliament broadcasts plenary sessions live (Live from the Floor section in website at http:/english.camera.it).

The International Telecommunication Union (ITU) was one of the first, in 1998, to make this service available (http://www7.itu.int/ IBS/index.htm). The World Trade Organisation (WTO) broadcast live all official speeches during the commemoration of their fiftieth anniversary, and more recently the Third Ministerial Conference which took place in Seattle in December 1999 (http://www.wto.org/ wto/seattle/english/ibs_e/ibs_e.htm). The WTO also allows users, in some sessions, to choose the language in which to listen to speeches from among the official languages.

Finally, it must also be stressed that the United Nations is using RealAudio and RealVideo in several situations. An entire section concerning "Audio Visual Services" (http://www.un.org/av/) has been added to the UN website. The UN broadcasts radio news on UN Radio at http://www.un.org/av/radio/latenews.htm daily. You can follow the Daily Press Briefing of the Office of the UN Secretary General every weekday at noon, at http://www.internetbroadcast.com/un/ index.html. The last two General Assemblies (53rd and 54th) of the UN were broadcast via the Internet (http://www.un.org/ga/ 20special/ga54/archiE.htm). Also, the ECOSOC High Level session in 1999 was available live online (http://www.unog.ch/broadcast/ archive.htm).

Now that international organisations have understood the potential of Internet broadcasting (at relatively low cost) it will be more and more common for people not physically present at a meeting to directly follow speeches and public sessions. Organisations which have already started to use Internet broadcasting also provide online video and audio archives of the different sessions.

LINKS

How Internet Broadcasting Systems work: http://www7.itu.int/ibs/aboutibs.htm

ITU - Internet Broadcasting System http://www7.itu.int/ibs/

WTO - Internet Broadcasting System http://www.wto.org/wto/ibs/websym.htm

UN TV - http://www.internetbroadcast.com/un/index.html UN Audio - http://www.un.org/av/radio/latenews.htm

TIPS

Instructions for Downloading RealPlayer

In order to use RealPlayer your PC must be equipped with a Sound Card.

Download RealPlayer from http://www.real.com following the instructions provided. Take care to choose the free version unless you want to buy the "plus" version.

- Save the file in a subdirectory on your hard disk.
- · Double-click on file to run setup.
- Select speed of your connection (T1 for LAN or 28k for dial-up).
- Select browser that you would like RealPlayer G.2 to configure.
- If your company has a firewall, you should consult your Lan Administrator for Proxy Information, in order to configure RealPlayer.

VIDEO CONFERENCING

RealPlayer technology should not be confused with videoconferencing, where participants in a conference interact (talk and listen) in real time from different locations (multi-casting).

Video-conferencing through the Internet is still very restricted because of the limited bandwidth of communications in many countries. Nevertheless, progress being made in data transmission and compression procedures will probably soon render videoconferencing more reliable. When the service is fully operable enormous savings will be possible, as meeting and travel costs will be drastically reduced.

CHAPTER

INFORMATION MANAGEMENT IN DIPLOMACY

Basic Terminology (Data-Information-Knowledge) Main Methods in Information Management Evaluation of Information

CHAPTER 4 INFORMATION MANAGEMENT IN DIPLOMACY

Information gathering is one of the key diplomatic functions listed in Article 5 of the 1961 Vienna Convention on Diplomatic Relations. The recent explosion of information resources on the Internet led some people to believe that IT would replace diplomats in performing this function. However, although technology can assist diplomats in information gathering it cannot replace them, as diplomats do not engage in mere information gathering. The term information management is increasingly used rather than information gathering, to indicate that the process does not only involve collecting data, but requires a much broader activity which starts with gathering data and ends with providing information relevant for decisionmaking processes. In that context the Internet is a useful tool but certainly not a replacement for diplomats.

BASIC TERMINOLOGY (DATA-INFORMATION-KNOWLEDGE)

Data is the record of a particular event; a record of a set of unconnected facts. For example, we can consider the fact that "Ambassador A met Ambassador B" to be data. The data records the fact—a diplomatic event. As salesmen sell things and waiters serve food to people, diplomats meet each other. If we add to this statement "Ambassadors A and B met and agreed to conclude a visa agreement" we have information. Information carries some additional meaning and message beyond simple semantic meaning.

If we interpret this information and consider it from various perspectives (e.g. country represented by ambassador A signals need to improve relations with the other country; country B is under pressure from regional institutions to conclude this agreement) we are creating knowledge. Knowledge is the creation of a context in which information and data have significance. Knowledge is both a resource and a product of our thinking process. In order to analyse information and data we need knowledge and through analysis of information and data we produce knowledge.

IT offers many possibilities for information management in diplomacy. First, the Internet provides access to a vast amount of information. We are talking about millions of pages of information which could eventually lead towards the establishment of a sort of new "Alexandrian Library" containing all documents and books. Thus, the Internet could ultimately become a universal source of information. Second, the Internet provides fast access to information. Unlike traditional printed media, information on the Internet can be accessed in a matter of seconds. Third, an increasing number of tools, such as search engines and directories, provide systematic access to information. Fourth, the Internet allows navigation and ease of access through hypertext links.

MAIN METHODS IN INFORMATION MANAGEMENT

After data is gathered through the Internet or other methods it must be transformed into relevant information. Three essential techniques can be used: contextualisation, data-mining and condensation. These techniques are not new but they have acquired a completely new life due to new technologies.

Contextualisation

The first technique for processing data is contextualisation. The huge amounts of data available on the Internet must be put into the proper context; a process of transforming raw data into relevant information. The data recording the fact that "the ambassador of country A met the ambassador of country B" does not mean much if it is not put into the proper context. Why did they meet? Was it a regular meeting? Did they come to some agreement? How often do they meet? What consequences might this meeting have? Contextualisation requires special skills and knowledge beyond simple technological proficiency.

Contextualisation has to be performed both on the spot, as

situations arise, and in the ministry. Nothing can replace a diplomat on the spot who knows the complex social and cultural webs and local circumstances that allow interpretation of particular data. However, a second necessary step in the process of contextualisation is putting data into the broader context of the overall activities of a diplomatic service. Although a diplomat on the spot may provide the appropriate local context, he or she does not necessary have the broader perspective of the entire diplomatic service. This context must be provided on the level of the diplomatic service (not exclusively in headquarters). For this activity horizontal communication in diplomatic services must be increased. Everyone in the service should have easy access to data from various departments, diplomats, and missions abroad. How does or should such a system work? What can IT and information management provide in this respect?

First, organisationally speaking, certain techniques and methods can overcome the limitations of a hierarchical organisation and enhance horizontal exchanges when necessary. While hierarchical structure provides stability in institutions, a more dynamic exchange of information can be generated through various forms of problem-centred structures. Problem-centred structures provide smooth shifts in the perspectives from which particular problems are addressed. Today, in our inter-connected world, any diplomatic event can be approached from many perspectives. Essentially, bilateral data can have multilateral consequences, cultural, political, economic. Thus, proper organisation of a ministry should ensure that data is put into various contexts.

Second, several tools can enable easier contextualisation. Databases provide access to structured information such as figures and records. Hypertext is the key tool for access to texts unstructured information. Contextualisation usually involves the management of unstructured information. As a concrete example, you could connect the paragraph about the meeting between the two ambassadors to other paragraphs with reports about their previous meetings or cultural activities between the two countries, using hypertext links. Sometimes you may want to add annotations or additional comments. Hypertext allows the same information to be positioned in different contexts—a key requirement of diplomacy. Hypertext links can be compared to

NOTE

The situation of diplomats today regarding information was summarised by Newt Gingrich in a speech at Georgetown University (October 7, 1997): "Now (there is) a level or proliferation of data, of information unlike anything that the human race has ever known. And in that context, to suggest that we're going to have traditional ambassadors in traditional embassies reporting to a traditional desk at the State Department, funnelling information up through a traditional assistant secretary who will meet with a traditional secretary strikes me as unimaginable. And of course, in the real world, it no longer works that

Note

Hypertext: In a hypertext document certain highlighted or underlined words, phrases or images contain links which users can follow to move to another area of the same document or another document altogether. Hypertext allows practical and easy-to-use organisation and presentation of information through association of related pieces of information.

George P. Landow, in his book *Hypertext: The Convergence of Contemporary Critical Theory and Technology*, draws on structuralism and poststructuralism to propose a definition for hypertext. "In *S/Z*, Roland Barthes describes an ideal textuality that precisely matches that which has come to be called computer hypertext—text composed of blocks of words (or images) linked electronically by multiple paths, chains, or trails in an open-ended, perpetually unfinished textuality described by the terms link, node, network, web, and path: 'In this ideal text,' says Barthes, 'the networks are many and interact, without any one of them being able to surpass the rest; this text is a galaxy of signifiers, not a structure of signifieds; it has no beginning; it is reversible; we gain access to it by several entrances, none of which can be authoritatively declared to be the main one; the codes it mobilizes extend as far as the eye can reach, they are indeterminable...'"

Landow continues to explain that the term *hypertext*, "coined by Theodor H. Nelson in the 1960s, refers also to a form of electronic text, a radically new information technology, and a mode of publication. 'By *hypertext*', Nelson explains, 'I mean non-sequential writing—text that branches and allows choices to the reader, best read at an interactive screen. As popularly conceived, this is a series of text chunks connected by links which offer the reader different pathways." In his work Landow uses the term *hypertext* to denote "text composed of blocks of text and the electronic links that join them. *Hypermedia* simply extends the notion of the text in hypertext by including visual information, sound, animation, and other forms of data."²

"reading between lines" or "small print", in that they provide meaning that cannot be detected at first glance. The "DiploWizard" system, which was developed as a practical tool, could be considered a first step towards the creation of an intelligent hypertext tool for the contextualisation of diplomatic information.

Data-mining

The second important technique in information management for diplomats is data-mining. Data-mining is the process of deriving useful information from the vast amount of data available using the processing power of computer drives and access to large databases. Practically speaking, the data that Malta signed a particular convention does not mean much unless it is a controversial convention. However, the information that a particular convention was signed by Malta and not by members of the European Union could be interesting information, provoking Maltese decision makers to investigate. Was it due to geographical circumstances or a matter of foreign policy that should be harmonised with EU policy? Thus, through datamining one can derive from apparently unrelated data very interesting information that could be the basis for further decision-making activities.

Although theoretically speaking, it was possible to perform this process in the past (by going through all records), data-mining techniques are made practical with the increase of processing power and storage capacity of computers.

Condensation

The third important technique for information management is condensation. We are currently bombarded by enormous quantities of information. The key intellectual technique is no longer to find information, as in the past, but to select relevant information, put it into context and present it in concise form. Faced with many documents and materials, participants in international diplomatic life both in diplomatic services and international organisations, often concentrate on the means (documents) rather than on the real issues presented by those documents.

One possible organisational solution would be to impose a limit, for example, that any problem or issue should be presented on a maximum of one or two pages. This solution for a paper-based world involves a few serious drawbacks. Reduction of complexity is one of the most difficult intellectual tasks, requiring an interesting and unusual mixture of skills such as logical thinking, ability to make abstract constructions and high literacy. Moreover, even if one has those skills, reduction to a few pages may also result in a reduction of the richness of information and deprive the user of one of the advantages that the Internet offers—access to vast amounts of information.

Another solution would be to change the paradigm—the use of hypertext allows for the presentation of information in layers. A paper-based precedent for such a presentation is already available in business reports which begin with an executive summary, followed by more detailed considerations of particular problems. With hypertext, the first layer contains the "executive summary". The second layer could contain more detailed explanations. Another layer could contain academic perspectives on particular problems. Following that, one could deal with economic or other relevant perspectives. What is even more important is that the document itself could include annotated hypertext-links to resources other than text. (An annotated hypertext-link provides a pointer to another document with an explanation of why that document is relevant for the discussion).

A frequent comment today is that modern problems are too complex for simple analysis. This is not only a passing complaint from overwhelmed diplomats but a real development based on the fact that the modern world is becoming increasingly interconnected. Many problems involve perspectives and aspects far beyond traditional classifications of politics, economy and society. How can we deal with complexity? The first solution is to reduce complexity by simplifying information and contexts. This solution is appealing, especially in politics. People like simple answers. Unfortunately, the historical track-record of providing usable, simple answers to complex questions is not very positive. Generally speaking, simplification carries the potential of neglecting issues that may look unimportant at the particular moment, but which may, with unpredictable developments, become more important later. Thus, hypertext provides a solution which allows us to present a simple and short story yet enables us to preserve the complex data-structures which would allow others to develop their own views on a particular event or problem.

EVALUATION OF INFORMATION

In recent years the Internet has come to be widely accepted as an important source of information. As more people come to rely on the Internet for information, the question of the validity of information available becomes important. Validity of information is a general concern which is particularly visible in diplomacy. Can diplomats base decisions on information taken from the Internet? Is it possible to verify information found on the Internet?

Some factors that may affect the validity of information gathered through the Internet:

1. Easy universal access to web development technology.

The enabling potential of the Internet means that almost anyone, with basic Internet training and access to a web-server, can create a website and disseminate information via the Internet. This ease of access can lead to the dissemination of both useful information and unreliable and even false information. While in traditional media, dissemination of information is linked either to the approval of certain authorities (editors, media directors) and/or to possession of a complex technical infrastructure (TV), dissemination on the Internet is in the hands of anyone who can create web pages.

2. The medium is the message.

This rule applies to human perception of technical media: the Internet, as a very advanced media, gives an impression of reliability. However, information is not necessarily correct and reliable simply because it is available on the Internet. We need to use an even stricter approach in the evaluation of information on the Internet than we use for information found in newspapers, books, and other traditional media formats.

3. Perception of the website as a static information tool.

In the current phase of development, the Internet is still somewhere between an information presentation tool and an information management tool. In the past the Internet was quite

NOTE

An example from South Africa shows the potential problems associated with using unverified information from the Internet. The Economist reports that in preparing his speech to parliament about the controversial issue of anti-AIDS drugs, the South African President asked his assistants to use the Internet to gather the most up-to-date information. It seems that they relied on "snippets of negative information rather than peerevaluated data of genuine scientific value", leading to a speech with factual mistakes. These mistake included claims that several lawsuits had been issued in Western Europe against companies producing anti-AIDS drugs.3

static. It was used for presentation. Update of information was not critical. Such an approach towards the Internet still exists and leads to the preservation of obsolete information.

A few hints for evaluating the reliability of information on the Internet:

1. What authority is behind information available on the Internet?

The first step is to check who is behind the information published on a website. Many official institutions have websites. Government, media and international organisation websites can be considered reliable, though even this presumption should be taken with necessary caution. Some websites have an indication regarding the level of officiality. Information about authors and sponsors should be found in the header or the footer of a website, where you should also find a disclaimer.

Websites that are not established and maintained by an institution you recognise are more difficult to verify. For these websites the best method may be to analyse the URL. The extension (edu=educational; gov=government; com=commercial; net=network; org=organisation; int=international organisation) can provide a hint in identifying the character of the site. URLs which include a tilde (~) usually indicate a personal web page.

Figure 4.1 shows an example of an organisation which appears to have two websites. An Internet search for "International Civil Aviation Organisation" produced two different websites, both of which at first glance seem to be for this organisation. However, one is official and the other is not. How can we detect the official website? The following techniques can help.

First, check the URL. The URL http://www.icao.int/ is more likely to indicate the official website, as it indicates the name of the organisationhttp://dir.yahoo.com/Computers_and_Internet/ Internet/Internet_Fax_Server/ and the fact that it is an international organisation. The second URL is much longer and does not reveal any useful information:http://e119ws1.tuwien.ac.at/ Oeko/RSchild/Rules/id189.htm. Second, examine the contents of the sites. Usually the website of an international organisation will have an indication that it is the official website, calendars of meetings, latest news, documentation, etc. All of this can be found be found on the website at http://www.icao.int/.

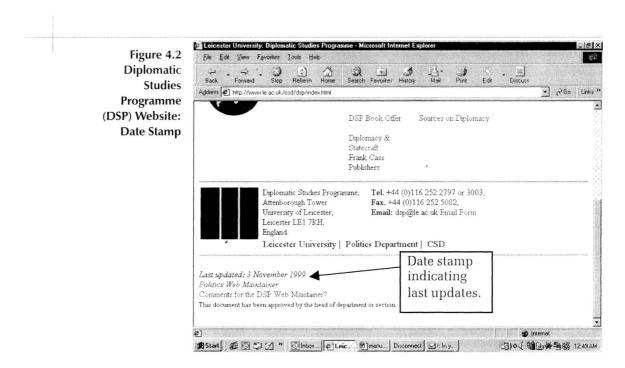


Third, consider the quality of the website. In this case both websites are very professional. Moreover, the website at http://e119ws1.tuwien.ac.at/Oeko/RSchild/Rules/id189.htm has a very original navigational bar.

2. How often is information updated?

Information may be essentially correct but not up to date. Updating is especially important for information that changes rapidly. A date stamp usually indicates the last time a website was changed.

If you cannot find a date stamp you can determine the last date of changes to a page through **File/Properties** in Microsoft Internet Explorer. Activate this option by moving the mouse into the browser window, right clicking and selecting the option **Properties**. As well as other information (title, etc.), you can see when the file was last modified. In Netscape this information can be found by right clicking and selecting **View Info**. However, the last date of change may simply indicate changes in spelling or design rather than content.



3. Stability of information

Web content is frequently changed. Thus the question of stability of information is essential. Deleting or moving a particular web page can cause difficulties related to references made to that website and hypertext links.

4. Is the website professionally designed?

With more experience on the Internet you will start finding details that reveal the level of professionalism of the webdevelopers. Such details as the existence of meta-tags and titles at the top of pages indicate the level of professionalism of the designers. Usually, the more professionally maintained a website, the higher the likelihood that the contents of the site will be reliable.

NOTES

- 1. Equipped for the Future: Managing U.S. Foreign Affairs in the 21st Century, (Washington D.C.: Henry L. Stimson Center, 1998).
- 2. George P. Landow, *Hypertext: The Convergence of Contemporary Critical Theory and Technology* (Baltimore, Maryland: Johns Hopkins University Press, 1992), 3-4.
- 3. "Mbekis words of website wisdom," *The Economist*, 13 November 1999, 51.

CHAPTER

SEARCH TOOLS

Search Engines Search Techniques Directories Virtual Library

CHAPTER 5 SEARCH TOOLS

Sometimes we get frustrated with the Internet. Although we hear a great deal of hype about the Internet as the ultimate resource and the largest library in the world, it can still be very difficult to find specific information, especially for newcomers. The decentralised and sometimes anarchical structure of the Internet is often praised as the main reason for the vitality of this system, yet, paradoxically, these same factors create certain limitations. For example, the lack of standards in organising information makes it difficult to find specific items; the Internet seems to operate on an unwritten law: the more the Internet develops in an unguided way, the more difficult it will be to find the information you need, when you need it. However, following the principle of self-organisation, the Internet community has, since its early days, created solutions for the problem of locating information by developing search engines and other tools. In this chapter we will discuss three main search tools on the Internet: search engines, directories, and the virtual library.

SEARCH ENGINES

Search engines and directories are often confused. Both types of search tools examine and catalogue websites. Search engines, also called indexes, catalogue every word in every website they examine, and will list for you each page that contains the word(s) for which you are looking. Directories, also called subject guides, take the overall subject matter of the websites they examine and list the sites which match your search word(s).

Search engines regularly and automatically scan the Internet for web pages and record the HTML content and key words. They also have the ability to follow any links associated with scanned pages and obtain even more information. AltaVista and HotBot are two commonly used search engines. In contrast, Yahoo and Magellan are two well-known directories of web page subjects. Each reference is entered into the directory and updated manually by someone who places each web address in a certain section much like a telephone company's Yellow Page directory. Some systems, such as Infoseek, combine search engines and directories.

NOTE

Internet and Intranet:

The Internet has already been defined, in Chapter 1, as a huge worldwide network of computer networks. An intranet is a private, internal system for a particular company or organisation that uses Internet-style technology for information distribution. An organisation can have its own private e-mail network and can post notices and announcements in the form of web pages.

Search engines use special software commonly called spiders or robots for gathering and indexing information. Spiders go through the Internet and collect web pages. They usually follow hypertext links in the page-gathering process. For example, if you submit the home page of your website, the spider will follow all links from that page and gather all other pages accessible from your site through hypertext links. Once pages are gathered, they are stored in huge databases and indexed. Spiders cruise the web non-stop, so be careful! With the increasing integration of intranet and Internet, you may find that a page not intended for public use is indexed since it was accessible through hypertext links.

How to Select the Most Appropriate Search Engine

Success in finding required information depends both on the search engine used and how the enquiry is made. Table 5.1 outlines the principal search engines and some of their characteristics.

Search engine	URL	Characteristics
AltaVista	http://www.altavista.com	One of the most powerful search engines; it has good scope, speed and effectiveness. It receives around two million enquires every day.
Yahoo	http://www.yahoo.com	Yahoo is both a search engine and a directory. The main page allows you to use different search methods; the directory contains a long list of available subjects.
Excite	http://www.excite.com	Excite limits the number of results and groups results from the same site.
HotBot	http://www.hotbot.com	HotBot is one of the most accurate engines as it allows the construction of complex enquiries in an easy way. Limiting the execution of the search is also possible.
Lycos	http://www.lycos.com	Lycos is defined as a catalogue of the Internet, with its 20 million references which cover about 90% of the web. It is divided into two sections: the first is for searches, the second is a directory of some interesting sites.
Infoseek	http://www.infoseek.com	Infoseek allows both specific and general enquiries, and the field of research may be progressively refined. Infoseek also includes a section of geographical maps.

Table 5.1 Main Search

Engin

If you perform a search and do not find what you are looking for in the first 20 or 30 sites indicated, you should probably change the type of search or change the search engine. The choice of search engine appropriate for any search is connected to the type of research and the needs of the individual. Good starting points, however, are AltaVista, Hotbot, Yahoo and Excite.

LINK This website explains how search engines index websites: http://www.searchenginewatch.com/webmasters/features.html

Too many search engines!

Hundreds of search tools are available. As well as the popular ones, specific search services cater to special interests. Some search e-mail, addresses or phone numbers, or only newsgroups. For example, if you are looking for an e-mail address or a street address you can use a 411 service (http://people.yahoo.com or http:// canada411.sympatico.ca). If you need information on newsgroups you can use Deja News (http://www.dejanews.com).

Some search engines like Metafind (http://www.metafind.com) access a number of different engines at once. The first set of ten or so hits from each engine are listed. Other similar well-known and easy to use engines are Metacrawler (www.metacrawler.com) and All-In-One (http://www.allonesearch.com).

Search Engine Sizes

No single search engine indexes everything on the web. A good one should index several pages from each website it visits. The more pages it gathers, the more likely that it will have a comprehensive index of the web. The engine should make regular visits to the websites in its index in order to keep the index fresh.

LINK

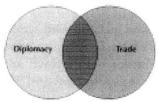
The following website presents a comparison of search engines sizes: http://www.searchenginewatch.com/reports/sizes.html

	Table 5.2
Search	Engine Sizes

Search engine	Search results for "foreign affairs" (number of sites)				
	1997	1999			
AltaVista	10,028	208,397			
Yahoo	1 section and 59 sites	5 categories, 117 sites, 232380 pages			
Excite	29,326	1,446,532			
HotBot	88,479	> 100,000			
Lycos	6,611	85,729			
Infoseek	31,480	1,194,348			

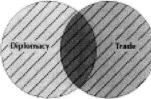
SEARCH TECHNIQUES

A simple search may give you thousands of results. The main aim of advanced search techniques is to narrow your search results down to those particularly relevant for your needs. Most search engines use the same search logic and techniques. However, certain engines allow specific techniques that others do not. We will start by examining common techniques and continue with a discussion of special features offered by some search engines.



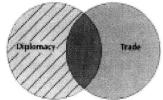
The Boolean operators AND, NOT and OR are frequently used search techniques. The operator AND placed between two words in your search request will provide only pages that contain both of these words. For example, the search request "diplomacy AND trade" will result only in pages with both of these words.

Figure 5.1



The operator OR placed between two words will provide web pages that contain either of these two words. For example, the search request "diplomacy OR trade" will result in pages that contain either one of these two words.

Figure 5.2



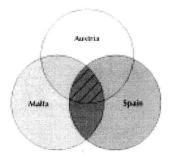
The operator NOT placed between two words excludes pages containing the second word from the search results. For example, the search request "diplomacy NOT trade" will result in pages that contain the word diplomacy but not the word trade. It excludes pages that contain both the words trade and diplomacy.



More complex search requests can be created with nested Boolean operators. You can make any combination of the above mentioned operators. We will take a few examples from the legal database of the "DiploWizard" knowledge and information system.

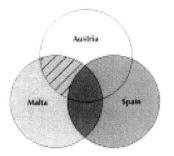
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Figure 5.5 DiploWizard Search Profile Specifying Multilateral Conventions Signed by "Austria AND Malta AND Spain"



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5 NOV 1992	European Charter for Regional or Minority Lang	Multilat	eral	
5 JUN 1992	United Nations Convention on Biological Diversity (Rio Declaration)			eral
9 MAY 1992	United Nations Framework Convention on Clim 1992)	ate Change (9 Ma	Y Multilat	eral
21 OCT 1991	Protocol Amending the European Social Charte	r	Multilat	eral
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Figure 5.6 Search Profile: "Austria AND Malta NOT Spain"



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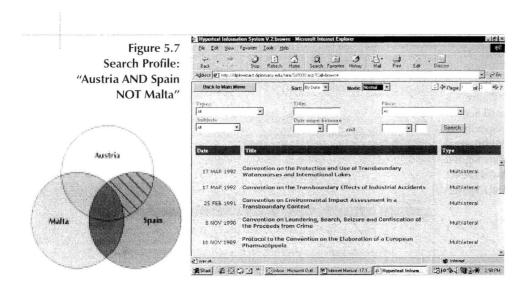


Table 5.3 shows search results for various combinations of the terms "diplomacy", "trade" and "environment" using the techniques described above. The different search engines give widely varying numbers of results, showing the different levels of coverage by the different engines.

	AltaVista	Excite	HotBot	Infoseek	Lycos	Webcrawler	Yahoo
diplomacy	81,895	38,180	>10,000	13,399	29,520	3116	89 sites 63,924 pages
trade	2,947,018	1,377,360	>1,000,000	807,849	1,476,036	73,772	11,179 sites 2,392,750 pgs
environment	1,924,229	1,377,360	>100,000	561,569	818,276	87,503	13,566 sites 2,913,246 pgs
diplomacy AND trade AND environment	16,328	5,460	>10,000	814	4,096	1,073	12 sites 19,506 pgs
diplomacy OR trade OR environment	13,929,145	2,784,240	>1,000	3,200,877	234,645	183,660	1 site 6,988 pgs
trade AND diplomacy NOT environment	11,948	3,760	>1,000	356	4,620	648	7,051 pgs
trade AND environment NOT diplomacy	338,770	18,120	>1,000	384	68,930	1120	6922 pgs
(trade OR diplomacy) AND environment	807,365	19,970	>1,000	285	118,281	1,450	1
"trade diplomacy" AND environment	187	19,095	/	132	1	1,450	1 site
"environment * diplomacy" AND trade	366	19,095	. /	187	1	1,820	1 site

Table 5.3 Search Results: Diplomacy, Trade, Environment

NOTE

Boolean Operators and Diagrams: British mathematician and logician George Boole (1815-1864) devised an algebra of logic that later became a key tool in computer design. It is also the basis for any computerised search tool and service.

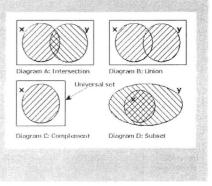
In 1854 Boole published his findings in *An Investigation of the Laws of Thought*. Boolean algebra was developed essentially as an algebra of logic. Symbolism was introduced by George Boole to permit the basic principles of logic to be represented as an algebra of sets. Denoting the universal set as 1 and the empty, or null, set as 0, Boole used **x times y** to represent the **intersection** of two sets, x and

y (cross-hatched section on diagram A), $\mathbf{x} + \mathbf{y}$ to represent their **union** (hatched area on diagram B), and **1** - \mathbf{x} to represent the **complement of the set** \mathbf{x} (white area on diagram C). To indicate that one set, \mathbf{x} , **was a subset of a second set**, \mathbf{y} , he wrote x times y equals x: $\mathbf{xy} = \mathbf{x}$ (cross-hatched area on diagram D).

The logical operators **AND**, **OR**, and **NOT**, also known as Boolean operators, correspond to intersection, union and complement respectively. (Note that the operator OR is inclusive OR, i.e., both elements can be present, while in colloquial speech OR is exclusive: either ... or). Diagrams invented around 1880 by the British logician John Venn (1834-1923), named **Venn's diagrams** after him, are used to illustrate and explain Boolean operators.

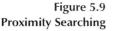
In formulating search expressions using Boolean operators it is useful to know that AND and OR are so-called binary operators, while NOT is a unary operator, and the following law holds: 1. NOT(x AND y) = NOT x OR NOT y 2. NOT(x OR y) = NOT x AND NOT y

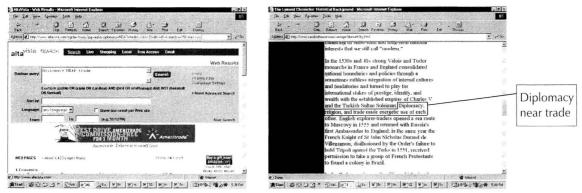
In plain English expression 1 can be formulated: "Find all documents except those where both x and y keywords are present." (Everything but the cross-hatched section on diagram A.) The second expression can be formulated as: "Find all documents where neither x nor y keyword are present." (White area on diagram B.)



Proximity Searching

The Boolean operator AND allows us to find all web pages containing both words (e.g. all web pages containing the words diplomacy AND trade). Proximity search provides more precise search results. The most frequently used Boolean operator for proximity searching is NEAR. For example, in AltaVista, the search "diplomacy NEAR trade" will provide all documents that contain the two words within ten words of each other.





TIPS

Sometimes you may follow a link provided by a search engine and find that the page you want has disappeared. You will receive an annoving message like "404 Not Found" instead of the page you were looking for. In some cases, however, the page has simply been transferred to another section/ subdirectory of the same site or the file has been renamed. Therefore, it is worthwhile checking a parent site of the missing page by entering a truncated version of its address into the browser (in the "Address" field for Internet Explorer or "Location" field in Netscape). For example, if you look for a page concerning Ministries of Foreign Affairs Online originally located at the address http:// hostings.diplomacy.edu/ baldi/mofa.html you will get the 404 error message. You can delete mofa.html, leaving the address http:// hostings.diplomacy.edu/ baldi/ which is the homepage of this website. There you will find a link to the new Ministries of Foreign Affairs Online page.

Asterix (*)

The asterix can be very useful in preparing search requests. You can use an asterix in the following situations:

a) TRUNCATION: If you are either not sure how a particular word ends or you want to find all words with a common first part, you can use an asterix. For example, if you search for diploma* you will get among other results diplomacy, diplomatic, diplomat.

b) WILDCARDS: If you are not sure of the correct spelling of a word you can use an asterix instead of the letters in question. For example, if you search for dipl*cy you will get all documents containing the word diplomacy.

Phrase Searching

If you want to search for an exact phrase you can put the phrase in quotation marks. For example, the search request "trade diplomacy" will provide all documents containing exactly this phrase. It is usually best to start searching with an exact phrase. If you do not get the results you expect, try some of the described alternative strategies (Boolean operators, use of asterix, etc.).

Advanced Features – Additional Search Request Based On Search Results

After applying one or a combination of the above mentioned search techniques, you will get search results. Sometimes you will have to perform additional tasks in order to refine your results to satisfy your initial intention. Several techniques can help in this respect.

Sorting of Results

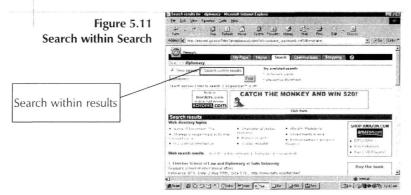
Some search engines, such as Excite, AltaVista and Infoseek, provide the possibility of sorting results by URL, that is, by the organisation hosting the web page.

Figure 5.10 Descriptions



Descriptions

Search results may only provide the title of the page and the address (URL). Sometimes descriptions of the page contents, also called annotations, can be useful in determining if a page is relevant. Some search engines automatically provide annotations while others provide them only upon request.



Search within Search

After you have your search results, you may want to narrow them down by searching for another term within the pages already specified. Several search engines, including HotBot, Infoseek and Lycos offer this option.

DIRECTORIES

The second main tool for finding information on the Internet is directories. Directories are organised according to a subject catalogue. While creation of indexes for search engines is done automatically by spiders, software development of directories is done by specialists who categorise websites by subject. Table 5.4 Top Level Categories in the Main Internet Directories

EXCITE

Arts **Business** Computing Education Entertainment Health Hobbies Life & Style Money **News & Reference Personal Pages Politics & Law** Regional Science Shopping Sports

MAGELLAN

Autos **Business** Careers Computers Education Entertainment Games Health Home Horoscopes Investing Lifestyle News **People & Chat** Reference Relationships Shopping **Sports** Travel

NFOSEEK

Automotive Business Careers Computer Entertainment The Good Life Health Internet Kids & Family News Personal Finance Real Estate Shopping Sports Travel

LOOK SMART

Entertainment Shopping Connecting Lifestyle Library Work & Money Computing Lookup Travel Personal

LYCOS TOP 5%

News Travel Science Culture **Business** Fashion **Sports** Technology Education Shopping Entertainment Government Money Health Lifestyle Kids Careers

YAHOO

Arts & Humanities Business & Economy Computers & Internet Education Entertainment Government Health News & Media Recreation & Sports Reference Regional Science Social Science Society & Culture Finding a website in a directory is done through a process of browsing. You start with the relevant top level category and move down towards more specific information. At the bottom level you will find a list of websites. Table 5.4 shows the top level categories for each of several popular Internet directories.

It is interesting to note that the category "diplomacy" can be found in the directories. The category does not refer to real diplomacy, but to the game "diplomacy". This is because the discipline of diplomacy is usually included under the social sciences rather than considered a separate discipline. The prevailing view in American academic circles is that diplomacy is part of international relations. Table 5.5 shows a comparative survey of the appearance of diplomacy and other related disciplines as categories in the main Internet directories.

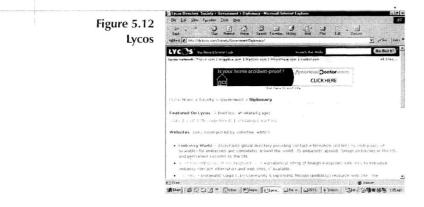
Main Internet Directories

Table 5.5

"Diplomacy" in

NAME	ADDRESS	Diplomacy	Diplomacy (game)	Internat- ional Organisat- ions	Diplomatic Missions	Internation al Law	Internat- ional relations	Foreign Policy
Infoseek	http://www.in foseek.com		Yes	Yes	Yes	Yes	Yes	US
LookSmart	http://www.lo oksmart.com	Yes	Yes			Yes	Yes	US
Lycos TOP 5%	http://point.ly cos.com/categ ories	Yes	Yes	Yes		Yes	Yes	Yes
Magellan	http://magella n.excite.com/		Yes		Yes		Yes	
Yahoo	http://www.ya hoo.com		Yes	Yes	Yes	Yes	Yes	US

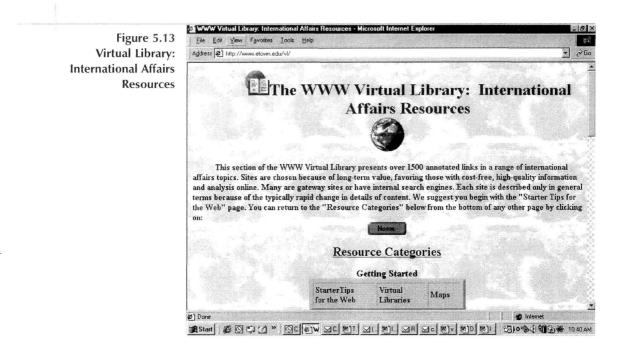
The following screenshot shows where "diplomacy" can be found in the Lycos directory.



VIRTUAL LIBRARY

The Virtual Library (VL) (http://www.vlib.org/) is one of the oldest catalogues on the web. In fact, it was initiated by Tim Berners-Lee, the creator of html and the web itself. It is not a commercial service (like Yahoo) and it is run on a voluntary basis by experts who compile pages of key links for their particular subject areas. Each volunteer is responsible for the contents of his or her own pages, as long as they follow certain guidelines. The VL is not the largest index of the web, but some of its sections are of very high quality and can be extremely helpful.

For example, the WWW Virtual Library on International Affairs Resources (http://www.etown.edu/vl/) is a wide collection of useful links for diplomats. This section of the VL, created and maintained by Professor Wayne A. Selcher, presents over 1500 annotated links on a range of international affairs topics. Sites are chosen for their long-term value, favouring those with costfree, high-quality information and analysis online.



CHAPTER

INTERNATIONAL ORGANISATIONS

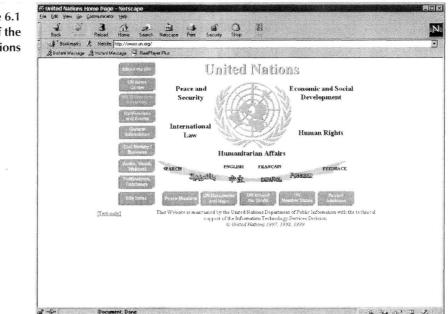
United Nations

Case Studies

CHAPTER 6

INTERNATIONAL ORGANISATIONS

Major improvements are taking place regarding the number of documents and databases relevant to the diplomatic community available on the Internet. The United Nations, in collaboration with member states, now tries to provide most information for distribution on the web as well as in traditional formats. A quick glance at the homepage of the UN (http://www.un.org) gives an idea of the quality and quantity of information already available for consultation online. For a more detailed survey of UN links consult Appendix I.



A good example of documents now available on the Internet are the Security Council Resolutions which diplomats often cite or use as references. In the past it was difficult to obtain the complete final text of a resolution immediately after its approval. Now, through the UN website, these texts are immediately

Figure 6.1 Website of the United Nations accessible and retrievable (http://www.un.org/Docs/sc.htm).

The same applies to the UN Economic and Social Council (ECOSOC) and General Assembly decisions. All of the most recent documents issued by the UN Secretariat (including those from UNCTAD, OCHA, ECE, etc.) are available, but their access is restricted to the diplomatic community in a site protected by username and password (http://www.undocs.unog.ch or http:// www.ods.un.org/). Access to these sites is limited to authorised users in order to avoid excessive traffic.

The Comparative Survey of UN Resources on the Internet (http://diplowizard.diplomacy.edu/Internet_Center/resources.htm) lists examples of interesting information services offered by UN and European Union organisations on the Internet. Most organisations publish relevant documents, schedules of meetings, press releases and news, among other information.

Obviously diplomats are not the only end users of information provided by international organisations, but as official representatives of member states of international organisations, they have the right, if not the obligation, to provide guidelines and suggestions regarding information to be made available and the way it should be presented.

From ECOSOC resolution E/1999/74 of 10.6.99 concerning international cooperation in the field of IT

Electronic dissemination of United Nations information via the United Nations Internet web server and other related web facilities

- The United Nations website (www.un.org) is coordinated, maintained and managed by the Department of Public Information with the technical support of the Information Technology Services Division. Established in August 1995, the website has grown into a major repository of information about the United Nations and contains links to the websites of the United Nations family of organizations. With the latest addition of an Arabic and Chinese language feature in November 1998, the United Nations website is now available in all six official languages. In 1997, there were a total of 42.7 million accesses to the website, growing to 98.5 million in 1998. By the end of May 1999, there were nearly 58 million accesses.

- United Nations information centres/services/offices continue to develop local language websites to meet the needs of local audiences. Currently, there are 23 such sites worldwide; addresses may be obtained at www.un.org/aroundworld/unics/icpages.

- On 4 March 1999, exactly one year after the streaming of United Nations daily radio news, the first truly audio-visual website was launched (www.un.org/av), offering radio feature programmes with photographs and other graphics as well as audio and video clips. Work is under way to provide more audio-visual content on the Internet, with the expectation that all United Nations radio programming will be available as streaming media by 2003. A pilot study is being undertaken on the feasibility of distributing high-fidelity radio programmes over the Internet. The distribution of high-resolution photographs is being addressed by the Department's implementation of an integrated digital photo system, which will be fully operational in 2003. News coverage by United Nations Television could be made available as live streaming media as soon as the United Nations local area network bandwidth permits and the ancillary technical provisions are made available.

- Development Business, a bimonthly publication of the Department of Public Information, went on-line in early 1999. United Nations Development Business Online (www.devbusiness.com), available by subscription only, offers the advantage of a continuously updated and easy-to-use search resource that enables users to quickly identify sales and consulting leads by country, region, sector, bank or type of goods and services.

- The new "civil society/business" feature of the United Nations website (www.un.org/partners), launched in January 1999, seeks to highlight the efforts of the United Nations and its partners in civil society and business in promoting the goals and ideals of the Organization, and provides contact points for more information on the thematic areas of the work programme of the United Nations. Other recent additions include the Economic and Social Council site (www.un.org/esa/coordination/ecosoc), pages on current topics, such as the crisis in Kosovo (www.un.org/ha/kosovo), and new audio-visual material.

- A specialized website for maps and related resources (intranet/ Cartographic/English/htmain.htm) has been launched on the United Nations Intranet. Posting on the Internet for general access is expected shortly. The site contains up-to-date peacekeeping maps, regional and country-profile maps and information on cartographic resources and recent acquisitions of the Map Library.

- The delivery of customized information via e-mail list services continues to grow rapidly throughout the United Nations system. In 1998, the total number of electronically delivered documents was 2.9 million (compared with 1.7 million in 1997). A special service makes 32 electronic publications available to over 5,000 subscribers worldwide. In some cases (the Department of Political Affairs, the Economic and Social Commission for Asia and the Pacific, the United Nations Office at Vienna, the Food and Agriculture Organization of the United Nations, and the World Health Organization), the information is also posted on local bulletin boards and fed directly into on-line databases.

UNITED NATIONS

Most UN bodies and specialised international organisations have established websites, and an official UN website locator (http:// www.unsystem.org) was created by the Information Systems Coordination Committee (ISCC) in Geneva both for access and retrieval of information. Websites of international organisations usually provide a brief overview of the activities and nature of the organisation, and often include additional updated information, such as press releases, calendars of meetings, available posts and in some cases documentation of meetings. Several sites contain unofficial lists of international organisations and other organisations such as NGOs which deal with international matters. The best known is the UNDCP page (http:// undcp.or.at/unlinks.html) which contains well organised links divided into different subject areas.

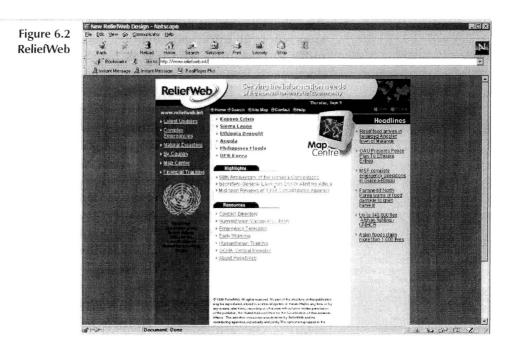
To obtain a clear idea of the progress made by international organisations in providing information, consider the example of vacant posts in the organisations. In the past it was quite complicated to be informed (or, for the organisations, to inform potential candidates) about posts available in international organisations. Today, the Internet has made this an easy task. In fact, the Permanent Mission of Italy to International Organisations in Geneva has created a specific page simply for positions available in international organisations (http:// missions.itu.int/~italy/vacancor.htm). The page provides direct hyperlinks to the web pages of organisations which make this information available online.

All major international political events are now followed by the creation of a specific website to provide information on the event. All international summits and world conferences have specific sites where all information concerning an event is available and, more importantly, where it is possible to obtain any official documents issued (declarations, statements, etc.) as soon as they are available. Diplomats, therefore, no longer need to wait for the incoming fax from the local embassy or for the communication from headquarters. They can simply access the website and print any available documents. For example, the document concerning the reform of the United Nations, officially presented by Secretary General Kofi Annan on 16 July 1997, was available on the Internet the same day (http://www.un.org/reform). Consequently all permanent missions, not only the one in New York where the document was presented, and all ministries of foreign affairs were able to obtain the text immediately. If this timely publication of an official document was an exception in 1997, it is now normal that international organisations publish their declarations, agreements or other important official documents immediately after (or simultaneously with) their public presentation.

UN websites and those of other international organisations are extremely valuable for the diplomatic community, allowing the reorganisation of work and the distribution of documents with smaller quantities of paper. The electronic format for distribution is faster and easier for the final user to receive. Brief case studies may better demonstrate in practical terms how the information made available by international organisations on the Internet can help diplomats with their everyday work.

Case Study 1: ReliefWeb

The ReliefWeb site (http://www.reliefweb.int/) created by the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) provides a good example of how the Internet can increase the efficiency of international organisations. The purpose of the service is to strengthen the response capacity of the international community through dissemination of reliable information on disaster prevention, preparedness and amelioration. The site provides a comprehensive overview of on-going emergencies and crisis situations.



For any crisis or natural disaster you can obtain an updated chronological list of information on the region. The particular value of the service consists not only in fast and easy access to the information but also in the fact that the information provided is not from the OCHA alone, but, as well, from other international organisations (UN Secretariat, FAO, UNHCR, ICRC), NGOs (Oxfam, Church World Service, Amnesty International, etc.) and governmental organisations (USAID, USIA). ReliefWeb provides a broad and varied picture concerning a specific topic on a single page. How long would it take to collect the same information from different sources? Certainly much longer than the few seconds needed to access ReliefWeb.

Several other important features of ReliefWeb can be most useful for diplomats. An area of the site dedicated to maps allows you to view a geographic or thematic map of any crisis location. For example, you can find the Kosovo Crisis update situation map elaborated by the UNHCR and linked by the ReliefWeb site. The OCHA financial tracking database for complex emergencies provides financial reporting for all countries receiving UN Consolidated Inter-Agency Appeals. Consultation of the service reveals the response of donors to different appeals of the organisation or to inter-agency appeals. This is certainly an important step towards providing transparency in development assistance funds, as every citizen can monitor the destination of funds allocated by national authorities.

Case Study 2: World Health Organisation

The World Health Organisation (http://www.who.int) provides the Weekly Epidemiological Record (WER), an essential instrument for the rapid and accurate dissemination of information on cases and outbreaks of diseases under the International Health Regulations, other communicable diseases of public health importance, newly emerging or infectious diseases, noncommunicable diseases, and other health problems. This publication is available on the Internet (http://www.who.int/wer/) and therefore the WHO is not obliged to forward it to permanent missions or to the local mission in Geneva, which in turn do not have to send it to headquarters. This means not only a savings of money but also in time, as anyone who is interested in the information may consult the publication directly. This brief example illustrates the kind of savings which can be achieved through the distribution of documents relevant to international affairs through the Internet.

Case Study 3: UN/Economic Commission for Europe (ECE)

Some international organisations consist of many different divisions, each of which organises frequent meetings in which different national experts participate. The UN ECE (http:// www.unece.org/), located in Geneva, is such an organisation—it is relatively small but has a complex structure and holds numerous meetings. Frequently it has been found difficult for permanent missions and for ministries of foreign affairs to provide timely and accurate information on all these meetings to all concerned. Now, a calendar of meetings is constantly updated online directly by the responsible divisions, making it much easier for individuals to stay up to date. In the case of the ECE, the calendar is located at http://www.unece.org/meetings/meetgen.htm. The organisation simply needs to make the location of the calendar known, allowing everyone to check the schedule for meetings. In addition, the ECE and other organisations provide preparatory documents for meetings online. This saves money and time as documents do not have to be sent through traditional means (pouch, mail, or fax).

LINK

Comparative Survey of Internet Resources in International Organisations http://diplowizard.diplomacy.edu/internetCenter/

Case Study 4: The Internet for International Political and Social Protest

The protests which took place in Seattle during the third World Trade Organisation (WTO) Ministerial Conference (29 November - 3 December 1999) for the tentative opening of the "Millennium Round" were widely covered by mass media. Many political analysts have tried to explain the reasons for and the nature of this original protest. It was a very complex phenomenon which can be seen from many different perspectives. One interesting perspective is the role of IT in the preparation of the protest and its worldwide diffusion. This aspect is particularly relevant for the future development of international political protest, especially for those issues which have a global scale.

In the case of the Seattle protest, the use of IT was extensive and employed various different Internet tools. The Seattle protest provides a very good example of the methods future protest is likely to exploit to give voice to dissent. These methods range from extensive use of e-mail and discussion boards to creation of fake websites, virtual sit-ins, use of Internet for information and counter-information, and Internet audio and video broadcasting.

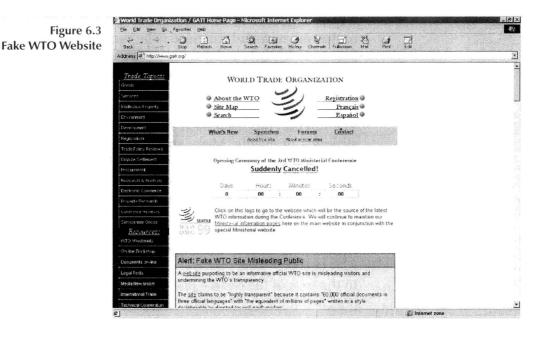
In fact, new IT tools are playing a growing role in the organisation and the management of political and social protest worldwide. Electronic activism and electronic civil disobedience are becoming a means of protest at the worldwide level. The concept of electronic activism is very wide, covering the use of a variety of tools ranging from word processors to write newsletters, to live Internet broadcast of demonstrations; and from virtual sitins to mail spamming and virtual attacks to computer networks. The number of politicised hackers is increasing together with the number of computerised activists. The number of web pages dedicated to explaining political events to the general public has rapidly increased since the first cases of electronic activism which appeared in the USA a few years ago. These means of protest are new and still need to be explored and exploited. New tactics are likely to be invented and tested in the future to improve the impact of electronic protest and to complement traditional demonstrations.

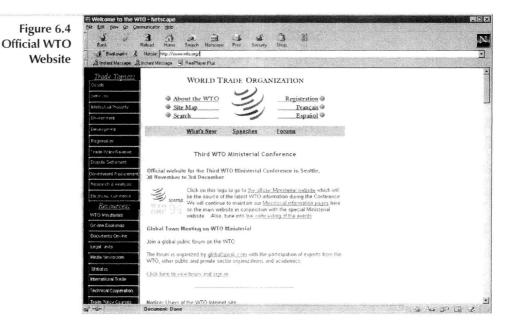
The Internet has been used since its early days for announcing all kinds of events. Many social, cultural and political events have been advertised over the Internet in many different ways. Demonstrators and protesters quickly realized the potential of the Internet for spreading information and co-ordinating protests concerning specific issues. In particular, radical and social movements have used e-mail and website communication since the Internet became more widespread, after 1994.

In the case of the Seattle protest many websites were created to prepare for the event. Under the code N30 (November 30) a series

of actions were organised using the Internet. For example, the site "A Global Day of Action" (http://www.seattlewto.org/N30/) called for action in ten different languages and provided a directory of local contacts all over the world.

Another means of spreading information to prepare for the protest was the use of fake websites. Fake websites are nothing new for those who spend time surfing the web. The expression "fake website" covers several cases, ranging from exact copies of certain sites (which look graphically the same but have different contents) to the use of a URL which can be confused with the original one. Without entering into the difficult question of the legality of creating fake websites, it is possible to say that this practice can be very effective in terms of creating confusion and uncertainty among Internet users. In the case of the Seattle protest, a fake website (or rather a "shadow site") was created on the basis of the official WTO website. It is important to note that even the URL, http://www.gatt.org, was carefully chosen with obvious reference to the previous name of the WTO (the official website address is http://www.wto.org). The contents of the fake website were completely different from those of the original site.





Another tool used by protesters was the virtual sit-in. In order to slow down access to the WTO website, a virtual sit-in was organised from 30 November to 3 December with the purpose of generating a vast amount of traffic on the site. This meant that people interested in accessing the site encountered difficulties (i.e. very slow connection response) and were therefore discouraged from accessing information on the site. A virtual sit-in consists of continuous access to one specific website by many different users at the same time. This causes several technical problems for the server (and the line), which cannot manage too many concurrent accesses. Thus, users wishing to access the website cannot display the information (or have to wait a long time).

E-mail has always been the easiest and the most used tool of the Internet. As the Seattle meeting shows, it can be very effective both in the preparation and the follow-up to demonstrations. After their demonstration through the virtual sit-in, some of the electronic activists went further, with the aim of showing that the WTO's public information system was not immune to public pressure. They decided on a follow-up based on e-mail. They recommended that people send e-mail to WTO expressing their own reasons for their objection to the organisation and to the Seattle conference. In order to make the protest more effective, they suggested sending not only a typed message, but also to attach a large file to the message in order to flood the WTO email servers.

The protesters used the Internet to publish information about their opposition to the WTO. The "Top 10 Reasons to Oppose the World Trade Organisation", accusations against the WTO explaining the reasons for the demonstration, was published on the "Global Exchange" website at: http://www.globalexchange.org/ economy/rulemakers/topTenReasons.html. The WTO decided to react to what they considered a demagogic attack, with a counterattack. Therefore the WTO provided its own views concerning the ten points under the header "Criticism, yes...misinformation, no!" (http://heva.wto-ministerial.org/english/misinf_e/00list_e.htm). The WTO website includes links to a number of critical sites so that users of the WTO site from around the world could see the differing opinions for themselves. At the same time, the WTO attempted to discredit those accusations which they considered to be based on incorrect information or downright falsehoods.

Protesters took full advantage of the opportunity to provide alternatives to the official information before and during the Seattle meeting. This information consisted not only of e-mail and web pages, but also included live broadcasting of the demonstrations through webcams located in different areas of the city. In fact it was possible to view up to nine live cameras at once. Radio transmissions over the Internet were also available to a potentially worldwide audience. At the site World Trade Watch radio (http://www.corpwatch.org) five daily radio programmes concerning the meeting were broadcast from Seattle. The programmes consisted of reports from the field, lively in-studio discussions, interviews and other materials. Therefore any Internet user with an acceptable connection could easily listen to these programmes through the PC.

Sites like Independent Media Center (www.indymedia.org) allowed the anti-WTO groups to bypass mainstream media organisations which protesters considered to be controlled by the same "corporate interests" aligned with the WTO meeting. In face, the main criticism of all independent media was that what they defined as "corporate owned" mass media had ignored the public interest and colluded with the agenda of their multi-national owners. The Center was intended not only as a point of reference for sending information but also for gathering and redistributing it at a local level. For example, local activists in any country could get audio files from the website and rebroadcast them from local community and micro-radio stations. They were urged to include audio and video links to the Center's site on their own websites, and to persuade others to do the same.

The protest in Seattle was not the first and will not be the last to be organised and supported through IT. Similar protests to those in Seattle were set up for the World Bank meeting of April 16 – 17, 2000, in Washington D.C. The initiative was called "Mobilization for Global Justice" (http://www.a16.org/ and http:// www.50years.org/). In the future, large international organisations and governments will be confronted with new forms of protests. In fact, the manner of conducting social wars is changing and the term "infowar" now seems appropriate. The weapons and the consequences of this kind of "war" are not completely known vet. It is not surprising that the actions and counteractions resulting from this kind of war are unpredictable. In protest carried out through the Internet, governments and international organisations are often at a disadvantage. This is due to the fact that they are structured as hierarchies; therefore their capacity to react to these electronic attacks is rather slow. Governments and international organisations should not underestimate the effects of "electronic protest". They should constantly monitor the activities and initiatives which take place "online". Most likely, large international events, such as G8 meetings and other high level political and economic summits, will be characterised by movements that will use IT to make their protest known worldwide.

It is now evident that a new means of disrupting the work of international organisations, if not society at large, has become visible. However, we should not forget that as is true for all technology, IT - as it relates to political action - has a double potential: for more democracy and wider information or for disinformation and mere disruption. The Seattle protest showed how independent movements run a risk of disseminating fake information or disinformation. Through the Internet such disinformation can be amplified and spread all over the world and become difficult to counterbalance. In order to ensure that IT will be put to good use, we should in any case become more aware of its characteristics and possibilities.

Despite the fact that Internet will make it easier and cheaper to coordinate widespread protests, nothing will ever replace the effectiveness of people protesting in the streets. But perhaps the most important long-term contribution of IT to protest is that it enables people all over the world to communicate and join forces to fight a common battle.

LINKS

http://www.gatt.org - Fake WTO site

http://www.whirledbank.org - Fake World Bank site

.http://www.seattle99.org - Information about the protest

http://www.seattlewto.org - Information about the protest

http://www.gn.apc.org/pmhp/ehippies/index.htm - The "Electrohippies" collective's news network

http://www.thing.net/~rdom/ecd/ecd.html - Electronic civil disobedience http://www.whisperedmedia.org - Activist video collective

http://www.mediachannel.org - News, opinion and reports http://www.a16.org/ - Information about the protest in Washington http://www.50years.org/ - Information about the protest in Washington

CHAPTER

DIPLOMATIC SERVICES

Embassies and Permanent Missions Ministries of Foreign Affairs Consular Services Use of the Internet in Emergency Situations

CHAPTER 7

DIPLOMATIC SERVICES

Use of the Internet by diplomatic services should be considered in the context of public diplomacy. Public diplomacy is the branch of diplomatic services which informs a variety of constituencies about foreign policy, decisions taken by the ministry and sometimes controversial issues. Diplomatic services address widely varying groups, ranging from domestic to foreign, general to specialised, and friendly to hostile; therefore messages must be tailored to the target group. Sometimes a message should be general enough to inform the domestic population of foreign policy decisions. Sometimes a more specific presentation is necessary for certain cultural or professional groups. Similarly, the choice of medium is important, and ranges from traditional print (newspapers, journals) through electronic media (television, radio) to the Internet, the newest tool for conducting public diplomacy. Many diplomatic services and international organisations have already discovered the potential of the Internet for the dissemination of information.

Dissemination of information through the Internet will require adjustments in diplomatic practices to take into account the specific nature of the medium. The potential audience on the Internet consists of more than 100 million people worldwide, predominantly from the higher strata of society—those who may have the means to affect decision-making processes in many countries.¹ The Internet also allows direct communication between diplomatic services and the public, without the intermediary function of other media.

Throughout this chapter the term "diplomatic websites" is used to refer to websites of not only ministries of foreign affairs and diplomatic missions, but also international organisations, NGOs and other agencies which play a role in international affairs. Use of the Internet in public diplomacy raises many interesting questions addressed in this chapter.

Officiality and Diplomatic Websites

One of the key rules of diplomacy is to be cautious in giving statements. The phrase "off the record" is frequently used to safeguard against unintentional consequences. What is the status of information provided through the websites of diplomatic services? Can we consider this information a binding statement that could eventually lead towards the establishment of legal obligations for a particular country? As the pioneering phase of Internet development ends, the Internet is increasingly accepted as a media through which ministries of foreign affairs communicate. Accordingly, information published on the Internet should have the same status as statements given by diplomats or diplomatic notes sent from the ministry.

Diplomatic Websites and Representation

If cyberspace is considered a separate entity and "space", then websites of diplomatic services could be considered as a country's representation in that space. In real space, representation is physically divided when embassies are assigned authority in particular countries; in cyberspace, representation on the Internet overlaps. It is just as easy to access websites of ministries of foreign affairs as of diplomatic missions. In the early phases of web-development for diplomatic services (1996-1997), ministries of foreign affairs and diplomatic missions would frequently have similar content on their websites. Sometimes the website of a mission abroad would precede that of the ministry of foreign affairs, especially in the case of developing countries, many of which gained their first presence on the Internet through missions in developed countries (Geneva, New York, Ottawa, London, etc.). With the growing legal and economic importance of the Internet the question of diplomatic representation on the Internet will have to be settled properly. One option is to introduce the concept of the "Virtual Embassy". This embassy would not be virtual in the way this term is used today—to mean the website of a real embassy or consulate, but to indicate an entity completely virtual in its legal status, operational modes, and ability to complete diplomatic and consular activities via the Internet. The virtual embassy could

be a practical solution for countries with limited human and financial resources, which cannot maintain diplomatic missions in a large number of countries abroad.

NOTE

· The US learned about the events of our Civil War 130 years ago through, among other means, newly invented still photography; · We learned about World War I through documentary film footage; · We learned about World War II through nearly "real-time" radio bulletins: · We learned about the Vietnam War from television; · We learned about the crackdown at **Tienanmen Square** through the fax; and · We learned about developments in the former Yugoslavia through e-mail.

Pamela Smith, US Embassy, London

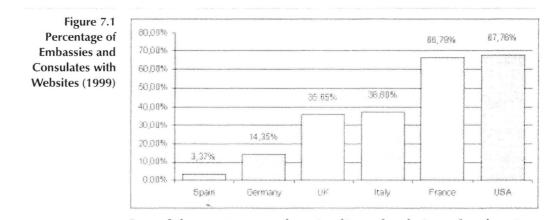
Whom do diplomatic services address through the Internet?

In public diplomacy, as in any other form of public relations, the key question when preparing a presentation is the target group. Different groups require differences in style, tone and content of presentations. This basic tenent of media promotion is most easily seen in television where programming varies according to time of day. In the morning and early afternoon the target group is housewives. In the late afternoon, school children are the main audience. Early evening programming is adjusted to family viewing; while late evening is often used for documentaries and analysis.

It is almost impossible to predict who will access a website and when it will be accessed. This limits the flexibility of the Internet as a means of promotion, because materials must be suitable to address potentially all strata of Internet users. However, a useful basic profile of users can be gained through analysis of the weblog. Such an analysis can provide information about the location of users, parts of websites visited, time of visit and other characteristics.

EMBASSIES AND PERMANENT MISSIONS

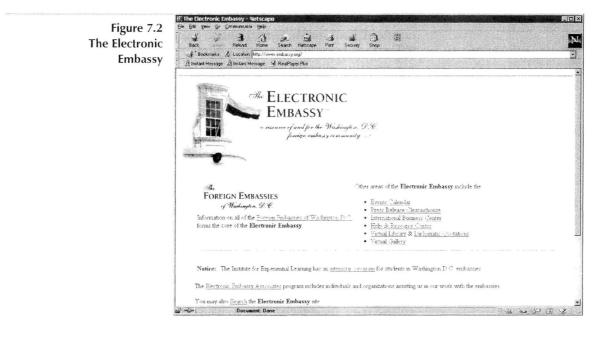
Many embassies, consulates and permanent missions have also established websites. Figure 7.1 shows that the percentage of embassies and consulates with websites in relation to the total number of missions abroad varies greatly from country to country, from 5% for Spain to 54% for France. These percentages will likely increase rapidly in the near future.



One of the most comprehensive lists of websites of embassies, consulates and other representations worldwide is "The Embassy Web" (http://www.embpage.org/). All diplomatic missions are listed according to the country where they are located. Another interesting collection of links is "The Electronic Embassy" (http://www.embassy.org) which provides information on each of the embassies in Washington D.C., with links to other web-based resources.

At the moment, more than three hundred embassies, consulates and permanent missions online provide a vast and daily increasing amount of information strictly related to embassy activities. The type of information provided by embassies online is often related to bilateral relations between the host country and the country of the embassy. In the case of consulates, the information focuses on visas and services for citizens abroad, whereas for permanent missions the accent is on the relationships between the country concerned and international organisations.

The website of the Permanent Mission of Italy to International Organisations in Geneva (http://missions.itu.int/~italy/) provides a



good example of the kind of information found in these sites, ranging from details about the relations between Italy and the international organisations in Geneva, to a list of who's who in the mission, a list of vacancies in international organisations and links to other sites related to international affairs.

MINISTRIES OF FOREIGN AFFAIRS

Numerous ministries of foreign affairs have already established websites; refer to http://www3.itu.ch/MISSIONS/Italy/mofa.html for a listing. The information made available on the websites varies greatly from site to site. Nevertheless, basic information necessary for the everyday work of anybody involved in foreign politics, such as press releases, speeches, official positions on specific issues, organigrams, and consular information, is usually available.

Until recently, access to speeches and official communications has been confined to a small circle of experts regardless of the general importance of the information. Distributing information, ensuring that the right people have it at the right moment, is a difficult task in foreign politics, although the problem is felt in many areas, considering the amount of news and communications that circulate on a daily basis around the planet. Therefore, a means through which every user can get necessary information at any moment is indispensable. Putting information on the Internet does not ensure a specific catchment area or that the information will be read by all those people who may be interested, but it does allow for a wider circulation of information compared to more traditional methods.

One of the clear advantages of direct publication of documents on the Internet is that the interpretation that information undergoes at the hands of the media—newspapers, television and radio, which may change its original meaning, can be avoided.

The British Foreign and Commonwealth Office (FCO) has one of the most comprehensive websites among the ministries of foreign affairs (http://www.fco.gov.uk); it provides information ranging from key foreign policy themes to visa and consular services in general and from the organisation and the responsibilities of the ministry to commercial operations overseas. The news on FCO Online is updated several times a day with a wide range of news material

Figure 7.3 Italian Ministry of Foreign Affairs Diplomatic List

Diplomatic lists are a headache for protocol offices in many countries. Frequent changes in the composition of diplomatic corps requires updating and reprinting of those lists. The Italian Ministry of Foreign Affairs publishes its list in PDFformat (to be viewed with Adobe Acrobat) over the web. The diplomatic list is constantly updated and available in a format that can be immediately printed.



and information including the FCO daily bulletin. Anyone searching for a certain recent speech, transcript or publication can easily find this material on the site.

A complete survey of websites of diplomatic services is available in Appendix I.

CONSULAR SERVICES

The potential of the Internet as a new means for consulates to provide information for the citizens living abroad must be stressed. The Internet could be used to maintain a link between communities abroad and the country of origin through constantly updated information on political, social and cultural events. In addition, an increasing number of daily newspapers publish editions, often full, on the Internet. So, for example, an Italian living in Australia can easily read an Italian newspaper from home through the computer without waiting for a copy to arrive on the next flight from Italy.

TRAVEL ADVISORIES

Many ministries of foreign affairs publish travel advisories on their websites to keep their citizens informed when travelling abroad. These advisories typically include visa information, warnings about areas experiencing political instability, natural disasters and epidemics, and basic health and immunisation information.



Figure 7.4 US State Department Travel Warnings



Figure 7.5 FCO Travel Advice

US State Department Travel Warnings

The US State Department issues travel warnings (http://travel.state.gov/travel_warnings.html) when they decide, based on all relevant information, to recommend that Americans avoid travel to a certain country. The website also provides Consular Information Sheets with basic country information regarding political profiles, health and other matters.

United Kingdom Foreign and Commonwealth Office Travel Advice

The Foreign and Commonwealth Office's (FCO) Consular Division produces a range of materials intended to advise and inform British citizens travelling abroad (http://www.fco.gov.uk/travel/default.asp). This includes advice to help British travellers avoid threats to their personal safety arising from political unrest, lawlessness, violence, natural disasters, epidemics, anti-British demonstrations and aircraft safety. The service offers access to a full range of travel advice notices, and a selection of consular information material.



Canadian Department of Foreign Affairs-Travel Information

The Canadian Department of Foreign Affairs (DFA) offers a similar travel information and advisory website (http://www.dfait-maeci.gc.ca/graphics/cosmos/cntry_e.htm) providing Canadians with information about various regions and countries. The website includes advisories on danger areas and general travel information.

Figure 7.6 DFA Travel Information



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Figure 7.7	

Health Canada Travel Medicine Program



Figure 7.8 Department of Foreign Affairs and Trade -Consular Travel Advice

Health Canada Travel Medicine Program

Health Canada's Travel Medicine Program (http://www.hcsc.gc.ca/hpb/lcdc/osh/tmp_e.html) is responsible for providing the following travel health information for persons travelling outside Canada:

- current information on international disease outbreaks,
- immunisation recommendations for international travel,
- · general health advice for international travellers,
- · disease-specific treatment and prevention guidelines.

This information has been specifically designed for persons planning to travel internationally and for travel medicine professionals who provide counsel to international travellers.

Australia - Department of Foreign Affairs and Trade - Consular Travel Advice

The Australian Foreign Affairs and Trade Consular Travel Advice website has alphabetical listings for a variety of countries. The website also provides updated information on areas of instability or epidemics.

USE OF THE INTERNET IN EMERGENCY SITUATIONS

In several situations the Internet can be very effective in disseminating information for ministries and/or embassies abroad. Emergency situations are a good example. In case of natural disasters (earthquakes, floods, etc.) or humanitarian crises (wars, kidnappings, air crashes, etc.) ministries of foreign affairs and/or embassies can provide timely information about the situation, through their websites, to citizens or other concerned people. This information can be easily updated and the website can be a good point of reference for following the development of the situation. During the floods in Venezuela of December 1999, the Internet was used to provide lists of people affected by the floods (http://www.italamb.org.ve/emergenza_venezuela.html). Some embassies, particularly concerned about the requests concerning their nationals, set up specific web pages to allow people to find information easily concerning the floods.

asciata d'Italia in Venezuela - Emergenza Venezu File Edit View Favorites Icols Help 395 Address A http://www.italamb.org.ve/emergenza_venezuela.html Sugar. Ambasciata d'Italia Caracas INONDAZIONI IN VENEZUELA TUTTE LE INFORMAZIONI INERENTI LE ALLUVIONI CHE HANNO COLPITO IL VENEZUELA, ATTRAVERSO I MAGGIORI CANALI TELEVISIVI NAZIONALI E LINKS DI INTERESSE GENERALE Elenco predisposto dal Consolato Generale d'Italia in Caracas con i nominativi dei connazionali residenti nelle zone sinistrate (Stato Vargas e alcune localita' dello Stato Miranda) che direttamente o indirettamente, tramite parenti amici conoscenti ecc, hanno informato le nostre Rappresentanze Diplomatico-Consolari in Venezuela, di trovarsi in salvo -1 Internet Start @ Start " Oinbox Mi. Re core. A Ambas... @ http://dol. 310 3 Ph 日子 320 AM

Figure 7.9 Emergency Page at the Website of the Italian Embassy in Venezuela

NOTES

1. Approximately 2% of the world population uses the Internet. Although statistically speaking this is a small percentage, one should keep in mind that Internet users are often members of elite or influential social groups worldwide, particularly in developing countries. Thus, the small percentage does not fully reflect the potential influence the Internet has as a tool for lobbying, public relations and dissemination of information.

CHAPTER

MEDIA

Newspapers on the Internet Major News Agencies New Internet-Based Services

MEDIA

One key information resource for diplomats is the media. The media has been substantially affected by the Internet: traditional media has taken on a new life and coexists in a lively interaction with the new media introduced by the Internet. In fact, the media world provides a good example of how technological developments should not be viewed from an either/or perspective. The Internet has transformed most traditional media forms, including print, as now most newspapers and many journals have an Internet version. At the same time, a new set of media sources, such as Internet journals, have been introduced by the Internet. Here we discuss developments in:

- · Newspapers on the Internet
- Major News Agencies
- · New Internet-based Services.

NEWSPAPERS ON THE INTERNET

Every diplomat needs to read national and international newspapers and magazines to gain knowledge of international affairs and to improve diplomatic skills. Nevertheless, it can be both difficult and expensive to buy daily the latest issues of several newspapers. Fortunately, the Internet is rapidly changing the way news is circulated and newspapers are utilising the opportunities provided. The most important international and national news agencies and newspapers are already online, with comprehensive and sometimes even full editions.

There are two principal advantages for diplomats who read newspapers online. First, the news is guaranteed to be the most recent. This is not always the case for diplomats posted abroad who read the conventional printed version of newspapers, especially if the newspaper is published on the other side of the world. Second, it is very cheap. Most online newspapers offer free access and even those which require a subscription have

TIPS

The Internet is an information mall without borders where you risk wasting long hours searching. A series of products can help to find, retrieve and deliver information that you specifically need, and to create your own personalised page. These tools can also be used for managing news sources on the Internet and the World Wide Web. One example is CRAYON (Create Your Own Newspaper) at http:// www.crayon.net, which lets you automatically create your own page of updated links to a multitude of news sources around the web. Each link allows you to go directly to the daily information of interest to vou.

very competitive rates compared to local costs of the international press.

But these are not the only advantages offered by the new technologies. Another advantage includes search facilities. While Internet versions of newspapers may not always be as comprehensive as paper versions, they often offer search facilities, making it possible to search for a specific subject and within seconds receive a list of articles recently issued by the paper. Previous issues are usually made available for consultation. Another advantage often offered by online newspapers is that at the bottom of each article you will find a list of previous articles on the same topic. This makes it easy to get a general idea of how an event has developed over the last three or four days. Some online newspapers will e-mail you daily or weekly news updates with links to the articles themselves, making it easy for you to quickly scan the news and read items of interest in more detail. Further services not available in an ordinary paper format, such as thematic sections containing articles concerning one specific issue, are also being developed.

Table 8.1 lists some of the growing number of international and national newspapers which have websites for parallel distribution.

NAME	INTERNET ADDRESS
Financial Times	http://www.ft.com/
Le Monde	http://www.lemonde.fr/
International Herald Tribune	http://www.iht.com
Washington Post	http://www.washingtonpost.com
Time	http://www.pathfinder.com/time/
The Economist	http://www.economist.co.uk
Le Monde Diplomatique	http://www.monde-diplomatique.fr
The Atlantic Monthly	http://www.theatlantic.com
List of online newspapers	http://www.virtourist.com/newspapers/

Table 8.1 International Newspapers and Periodicals Online Several services on the Internet collect links for articles on a particular topic and make them available online, providing a kind of electronic collection of press-cuttings. One such service is the "Spotlight on Military News and International Affairs", published daily by the Canadian Forces College at http://www.cfc.dnd.ca/spotlight.en.html. The focus of this website is on international military issues. On the page you will find the title of each article and the newspaper/news agency/periodical where it was published. For those interested in reading the complete text of the article, a direct link to the website of the original source is provided.

MAJOR NEWS AGENCIES

Websites of major news agencies offer services similar to those of newspapers. News is divided into categories by topic; you can search the website for specific items; links to previous articles on an ongoing event are often provided; and video and audio clips maybe included. Table 8.3 lists the addresses of some of the major news agency websites. In the table 8.3 we have summarised the main international newsagencies online. They are all freely accessible and they provide different facilities as indicated in the different columns (free news by e-mail, web page customisation, archives, services in other languages, advanced paid services)

1edia	URL	Free access	Free News by e-mail	Web page Customisation (2)	Archives	Service in other languages
INN	http://www.cnn.com/	X	Х	Х	X	X
leuters	http://dailynews.yahoo.com/	X	X	Х	X	Х
AP (Nando	http://www.nandotimes.com	X	-		-	-
imes)						
NBC	http://abcnews.go.com/	X	-	-		-
BC	http://news.bbc.co.uk/	X	-	X (1)	Х	X
\gence	http://www.afp.com	X (1)	- 2	-	-	X
'rance						
ress						
PS (Inter	http://www.link.no/IPS/index.html	Х	-	-	Х	X
ress	-					
ervice)						

Table 8.2 Websites of News Agencies

NEW INTERNET-BASED SERVICES

As the Internet develops new services are established. One of the most popular is the Internet newspaper Slate, published by Microsoft. Slate is delivered via the Internet, but articles are presented in a normal paper-like format. While Slate does not use the multimedia and non-narrative potentials of the Internet to a large extent, a number of advanced features help users. Users can search current and old issues, directly forward an article via e-mail to another user and make use of other features.

Another group of services is related to information brokering. One of the best examples is NewsPage, which provides mediainformation based on a profile developed by the user. Users receive information related only to the topics specified in their profiles.

Internet News Databases

An increasing number of newspapers and journals have websites; if you have the time you can access each one to search for information relevant to your needs. However, sometimes you may want to search across various websites for particular information. Internet news databases have been developed for this purpose. Table 8.3 lists several Internet news database websites

	websites.	
Table 8.3	NAME	INTERNET ADDRESS
Internet News Databases	Excite's NewsTracker	http://nt.excite.com
Dutubuses	HotBot News Channel	http://news.hotbot.com
	Infoseek News	http://www.infoseek.com/news
	News Index	http://www.newsindex.com
	NewsNow	http://www.newsnow.co.uk
	Newspaper Archives on the Web	http://metalab.unc.edu/slanews/internet/archives.html
	Northern Light's Current News	http://www.northernlight.com/news.html
	TotalNEWS	http://www.totalnews.com
	Yahoo! News	http://dailynews.yahoo.com

STATISTICAL DATA ONLINE

Statistical data is increasing used in diplomatic activities to support negotiating positions or to compare situations. Diplomatic activity in the economy and finance sectors is rapidly evolving and calls for a sound knowledge of statistics and data interpretation. Knowledge of where to find up-to-date statistical data and how to use it may be an important asset in negotiation. Before using data to support specific positions or statements, diplomats should double check the data, and always examine the source and interpretation carefully. Table.... lists several interesting websites which offer international statistical data concerning social and economic issues.

Name	URL	Description
Central Intelligence Agency – The World Factbook 1999	http://www.odci.gov/cia/publications/factbook/ index.html	A comprehensive resource of facts and statistics on more than 250 countries and other entities.
InfoNation	http://www.un.org/Pubs/CyberSchoolBus/ infonation/e_infonation.htm	An easy-to-use database that allows you to view and compare the most up-to-date statistical data for member states of the UN.
Financial Times – Country Surveys	http://www.ft.com/ftsurveys/country/	Online versions of the approximately 240 surveys which the Financial Times publishes annually. Topics include financial markets, global industries, business management and developed and emerging countries.
UNDP – Human Development Report	http://www.undp.org/hdro/indicators.html	Human development indicators.
World Bank – World Development Report	http://www.worldbank.org/wdr/2000/ fullreport.html	A guide to the economic, social and environmental state of the world today.
United Nations Statistics Division – Social Indicators	http://www.un.org/Depts/unsd/social/main.htm	Social indicators covering a wide range of subject-matter fields from many national and international sources in the global statistical system.
World Health Organization – World Health Report	http://www.who.int/whr/1999/en/indicators.htm	Basic indicators for all member states.
UNHCR - "Populations of Concern to UNHCR"	http://www.unhcr.ch/statist/main.htm	UNHCR's yearly statistical review.
UNICEF – State of the Children	http://www.unicef.org/statis/	Statistics on the state of the children of the world.
European Union – EUROSTAT – Facts through Figures	http://europa.eu.int/en/comm/eurostat/serven/ part3/3som.htm	The latest and most complete statistical information on the EU and the euro-zone.
Statistical Agencies and National Institutes	http://www.unece.org/stats/links.htm	Main national statistical institutes maintained by the UN Economic Commission for Europe Statistical Division: offers access to a wide range of national official statistics.
OECD – Statistics	http://www.oecd.org/statistics/	Data from all areas of OECD work, including: demography, health, national accounts, labour, agriculture, industry, services, transport, taxation, energy, environment, direct investment, trade, aid, education, science and technology, etc.

Table 8.4 Statistical Data for International Affairs

Several ministries of foreign affairs offer interesting data online concerning their structure and their activities, which can provide insight into the work of the ministries and their use of resources. It should be noted that the Italian Ministry of Foreign Affairs is the only one that makes available a Statistical Yearbook of the Ministry of Foreign Affairs.

Ministry	Publication	URL
United Kingdom Foreign and Commonwealth Office	Annual Departmental Report	http://www.fco.gov.uk/directory/dynpage.asp?Page=355
Ministry of Foreign Affairs of Japan	Diplomatic Blue Book	http://www.mofa.go.jp/policy/other/bluebook/index.html
Ministry of Foreign Affairs of Australia	Annual Report	http://www.dfat.gov.au/dept/annual_reports/ar.html
Ministry of Foreign Affairs of Italy	Libro Bianco (White Book)	http://www.esteri.it/archivi/editoria/index.htm
US State Department	Strategic plan and Budgets	http://www.state.gov/www/budget/index.html

Table 8.5 Ministries of Foreign Affairs Statistics

CHAPTER

WEB-MANAGEMENT FOR DIPLOMATIC SERVICES

Technical Infrastructure Software for Web-Development Some Tips for Constructing a Website Web-Promotion Analysing Access to Websites

CHAPTER 9

WEB-MANAGEMENT FOR DIPLOMATIC SERVICES

The term web-management describes a variety of activities and techniques linked to the planning, development and maintenance of websites. It is a multidisciplinary activity involving technology, creativity, graphic design and information management. While we cannot prescribe any single right way to develop and maintain a good website, many ways lead to difficulties that can be avoided. In this chapter we will provide guidelines for web-management based on our experience, introduce some useful tools, and try to draw your attention to potential problems and pitfalls.

The usual perception by novices in web-development focuses on Hypertext Markup Language (HTML) coding and other technical aspects. While some technical skills are necessary for web-development, they are not sufficient for effective management and are not even the most important skills. Therefore, we prefer to use the term web-management to include, along with technical skills, design skills and information management, analysis of feedback, policy coordination and other related topics.

As the Internet has evolved into an official and dominant medium for exchange of information, techniques of web-management have received more attention. In the first phase of webdevelopment, roughly between 1991 and 1995, the key skills were technical. It was important to set up servers and arrange communication facilities. Design of web pages was often a hobby for computer specialists. The second phase of web-development focussed on design and layout of websites. The key human resources were designers. The third phase of web-development has raised the question of information management. The most important skills will soon lie in the organisation and presentation of relevant information for easy access.

We are presently in a transition phase between the second and the third phases of web-development, between the graphic and the information-centred phases. In order to have a functional website you need all three elements in place: technological infrastructure, design and information management. Higher levels of automation of technical procedures and more sophisticated design software leaves more time and working energy for information management, the key to useful and successful websites.

TECHNICAL INFRASTRUCTURE

In order to establish a website you need space on a web-server connected to the Internet. Several options are available; the choice depends on your needs and your financial resources.

In-House Web-Server

An in-house web-server is the most expensive option; at the same time it offers the most comprehensive web-management, allowing the use of advanced applications (ASP, Java, etc.). Running an in-house web-server requires a leased line connection to the Internet, powerful hardware, server software and the necessary expertise for establishing and maintaining the web-server. This option is most appropriate for ministries of foreign affairs and international organisations rather than embassies or consulates.

Website on Dedicated Server (Outsourcing)

Use of a dedicated server is becoming increasingly popular. An ISP provides the server, while you maintain your website yourself, through remote access software such as Norton PC Anywhere. Functionally speaking, outsourcing offers the same options as an in-house web-server, without the burden of maintaining the technical infrastructure (Internet connection, hardware and software). The main disadvantage of outsourcing is the potentially lower security of the web-server compared to in-house website hosting.

Table 9.1	and the state with the state	In-house	Outsourcing
Comparison of Expenses:	Average Initial Costs		<u> </u>
In-House Hosting versus	NT Server	\$5000	Included
Outsourcing ¹	Router/CSU/DSU	\$4000	Included
	UPS Back-up	\$600	0
	Set-up	\$2500	\$695
	Total Initial Cost	\$12,100	\$695
	Average Monthly Costs		
	Technician	\$4500	Included
	Connection	\$1500	Included
	Server Lease	\$0	\$695
TIPS	Total Monthly Cost	\$6000	\$695
Capcities is one of the	First Year Cost	\$84,100	\$9035

TIPS

Geocities is one of the best known providers of free web space in the world. Their website (http://www.geocities.com/ join_info.html) explains how to take advantage of their services. Geocities offers 15 Mb of web space free to anyone, enough for a number of pages, and an e-mail account. Their only regulations relate to restrictions on the type of material you may postyou may not post materials offensive to the Internet community (racism, hate or disrespect are forbidden). It is also forbidden to promote or give information about illegal activities. Finally, you may not use your pages to advertise or promote commercial activities. Geocities is financed by the publicity it manages to attract thanks to the high number of users. Currently over 900,000 people use Geocities, and the number is constantly increasing.

Rented Server Space at the ISP

Through renting server space at an ISP, you obtain space for your website on a web-server, but you do not have the full management options available with in-house and dedicated servers. This option includes two types of hosting: virtual and non-virtual. With virtual hosting, the web-server can have a special domain name (the URL of your website indicates only the domain name of your organisation, for example http:// www.mywebsite.edu.mt). With non-virtual hosting, you have web space but you do not have your own special domain name (e.g. http://tripod.com/yourname/yourfiles.html). Non-virtual hosting is often offered free of charge (GeoCities, Tripod, etc.). Virtual hosting can be one of the best options for websites of embassies and consulates.

LINKS

For more information about web-hosting check: http://dir.yahoo.com/Business and Economy/Companies/ Internet Services/Web Services/Website Hosting/ http://www.tophosts.com/ http://hostreview.com/ http://www.webhostlist.com/ http://www.webhosters.com/

SOFTWARE FOR WEB-DEVELOPMENT

Behind the web pages that you see is a computer code called Hypertext Markup Language (HTML). HTML is a set of tags which describe the way a document should appear (layout of paragraphs, fonts, colour, etc.). Is it necessary to know HTML in order to create web pages? This is a frequently discussed question among web-developers. The answer is that nowadays you do not need to know HTML. You can create websites by exporting HTML files from any modern word processor (Word for Windows, WordPerfect) or with special HTML editing software. However, knowledge of HTML, at least for adjusting HTML code created by an HTML editor, if not for writing the entire web page, may help in solving some design problem such as difficultto-format tables, font, and other matters of appearance. As more and more sophisticated tools for web-development are available, the need for knowledge of HTML decreases.

Most web-development software consists of:

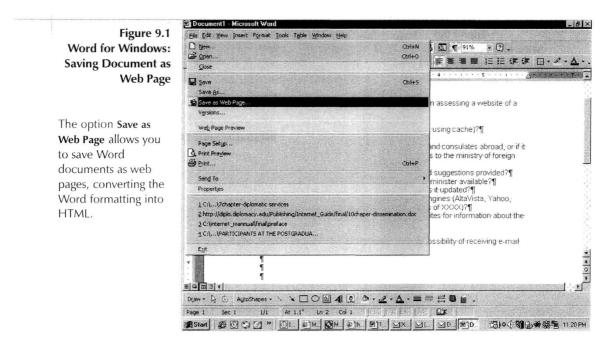
a) HTML editors which are used to create individual web pages; and

b) site management tools which help you to manage complete websites consisting of, perhaps, thousands of web pages.

The most popular HTML editors have been HotDog, HTML Assistant Pro, and PageMill. Today the need for specialised HTML editors is decreasing because:

a) web-editing options have been integrated into word-processors such as Word for Windows and WordPerfect (see Figure 9.1); and

b) HTML editors and site management tools have been integrated into complete packages for web-development (Microsoft FrontPage, Adobe GoLive, Macromedia Dreamweaver, NetObjects).



Microsoft FrontPage 2000 is an example of a complete web development application which includes both site management tools and an HTML editor.

Figure 9.2 Microsoft Front Page 2000: Site Management of Diplo Website

FrontPage Explorer manages files containing web pages and hypertext links. For example, you can move a file from one location to another, and all hypertext links referring to that file will be adjusted accordingly.

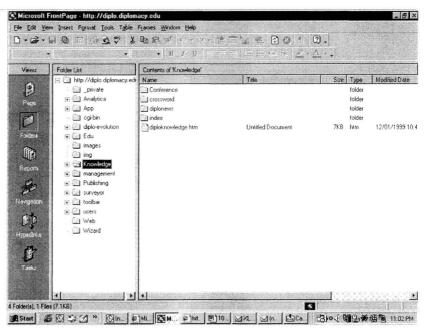


Figure 9.3 Microsoft Front Page 2000: Web Page Editing

The window for web page editing is open. In this mode, editing is similar to writing text and formatting in Word for Windows.

lormal 🔹	(default font) • Normal • B I U 🔤 🗟 🗃	目目 律律 ዾ・▲・.
Views	Publishing/Internet_Guide/test.htm	Sector Sector Sector Sector
Ø		1
Page		1
Ø Folder:	INTERNET GUIDE	FOR DIPLOMATS¶
Î		
Paperto Reporto		
Se .		
Navigetion		
₿-0		
B.		
Tails		
- 52		

FrontPage includes an HTML editor which allows you to use familiar Word for Windows type commands for writing and formatting your web page (see Figure 9.3). You also have the option of creating your web page directly with HTML (see Figure 9.4).

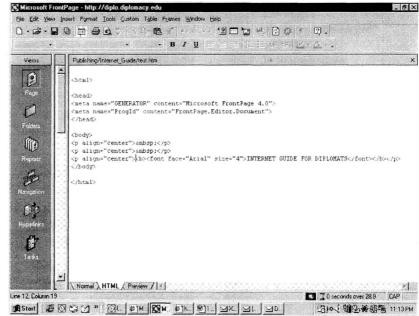


Figure 9.4 Microsoft Front Page 2000: HTML Editing

The window for HTML editing is open. In this mode you can write or change HTML code directly.

SOME TIPS FOR CONTRUCTING A WEBSITE

Creating a website for an embassy or a consulate can seem complicated. However, the basic steps of constructing a website are fairly simple. Here we provide suggestions for those who do not have experience in website construction or for those who must provide guidance to someone employed to construct a website.

1. Plan the content of the site first.

Before construction of the website you should plan a scheme of the contents. Software such as "Mind Manager" (http:// www.mindman.com), which aids in the construction of cognitive maps, can be useful for planning websites. Even the use of symbols and images should be carefully thought out beforehand.

2. Choose an effective strategy for web-hosting.

Diplomatic services must coordinate a strategy for webdevelopment. Should the ministry and all missions share the same web-server, in a centralised technical infrastructure, or should missions rent separate web-space in their country of location? Such a decentralised approach may give missions more freedom in development of websites to reflect specific features of their working environment. However, a centralised technical hosting service is usually the better approach, since:

a) it reduces the cost of web-space since, instead of each mission renting web-space, one server provides all necessary space; and b) it allows more efficient web-management since, instead of wasting time on technical nitty-gritty with local ISPs, missions can concentrate on web-development.

With remote management software it does not make any difference if, for example, the website of the Maltese Embassy in Sweden is hosted in Stockholm or in Malta.

3. Observe what others have done.

Before you start making pages, spend some time exploring the Internet to see what has already been done, and in particular, looking at the websites of organisations similar to your own. If you find a page that you like, you can look at the corresponding HTML code and even adapt it for your own uses.

4. Carefully consider the sustainability of the site.

While it is relatively easy to create the initial pages, it is more difficult to ensure sustainability and updating of information. All too often websites are viewed as finished products and maintenance is neglected. Before expanding the number of pages of a site, you should consider the ideal dimensions which will allow for continuous updating of the most important contents of the site. Nothing is worse than a well-constructed site which has been left to its own devices.

5. Provide tools for easy navigation.

Visitors should be able to navigate through your website easily. This involves both logical organisation of pages, directional controls for moving from one page to another, and tool bars for moving from one area of the site to another. Often the pages of your website will not be accessed through your home page, but via direct links from search engines or other websites. Make sure visitors can easily find their way through your website, no matter on which page they start.

6. Make short pages and paragraphs.

In order to keep the attention of the visitor, each page should have no more than 1000 words. Use hypertext links to split longer sections of text into several shorter pages. Separate text on each page into short paragraphs.

TIPS

When constructing web pages, it is advisable to ensure that the download time for any page is not too long, otherwise users may loose patience and move on. The more graphics, tables, etc. on a web page, the longer it will take to download due to the size of the HTML files and any pictures or other items on the page. A suggested maximum download time for a web page is 20 seconds (at the standard connection speed of 56K). You may allow slightly longer (30-45 seconds) for a homepage to load, as you may want to include more graphics on the homepage. One tool to check download time is the "Tune-up" service, available at http:// www.websitegarage.com

7. Insert a disclaimer.

Visitors to a website may assume that the contents of pages and linked documents reflect the opinion or beliefs of the organisation which has created the site. Therefore it is advisable to specify the limits of your responsibility for the contents of your web pages and linked documents and to provide indications concerning copyright issues.

LINKS

Examples of the use of disclaimers in the field of diplomacy: European Union: http://europa.eu.int/geninfo/disclaimer_en.htm U.S. State Department: http://www.state.gov/www/statedis.html World Health Organisation: http://www.who.org/home/copyright/index.htm

TIPS

Graphic Design

- Be conservative in the use of graphics.
- Use JPG file format for photos and GIF for non-photographic images (icons, etc.)
- Be restrictive in colour use for two reasons.
 The less colour used in an image, the smaller the file and therefore the less time needed to download the file; as well, some colours cannot be viewed properly on all webbrowers (use web-safe colours—see Pantone website at http:// www.pantone.com.

8. Do not make excessive use of graphics and frames.

Do not forget that the principal aim of a diplomatic service website (or the website of any organisation dealing with international affairs) is to provide information. This aim may not be aided with excessive or unnecessary graphics or frames. Overuse of graphics or frames creates the risk of drawing attention away from the contents of the site as well as prolonging the loading and access time. In particular, it is not advisable to use many animated images. Ultimately, graphics should be used only in order to enhance the message you wish to convey.

9. Always leave a reference for pages which are moved.

If you move or eliminate any pages of a site you should leave an indication of the new location for the pages, or for a page where the information contained in eliminated pages can be found. Then anyone who has made links to these pages can easily relocate the information and update links.

10. Use meta tags.

HTML consists mainly of tags that describe how web pages should look. Meta tags are HTML tags with a different function: they specify properties of a document which are not visible on the screen. Their key function is to provide additional information about a document: the author, the date of publication, and keywords used to describe the contents of the document. Search engines, as well as indexing the words found in the pages of a website, access the meta tags for further information.

Why should you use meta tags? Search engines are not particularly intelligent in sorting documents—they simply access pages and index all the words. If you want your website to be classified in a more logical way (through its title or keywords, for example) meta tags can help. If your website is classified in a logical way it will be easier for people to find it with a search engine.

The basic meta tags are SUBJECT (e.g. "diplomacy"), AUTHOR ("Jovan Kurbalija and Stefano Baldi"), DESCRIPTION ("document provides information on knowledge management in diplomacy"), KEYWORDS ("diplomacy, international relations, Internet"), TITLE ("Internet Guide for Diplomats"), LANGUAGE ("English, French").

12. The devil is in detail.

Since it is now easy to develop websites with user-friendly tools high quality, professional websites can be distinguished mainly through details. Consistency in using the same format for dates, numeric data or quotations distinguishes high-quality websites from others. Try to be consistent in format. For example, if you choose to write dates in the format MM/DD/YYYY, stick to that format throughout the site.

Basic Technical and Organisational Elements for Websites of Diplomatic Services

Ten points enable you to check whether your website, or that of other diplomatic services will satisfy basic needs of potential users.

- 1. What is the loading time of the website (without using previously cached web pages)?
- 2. Does the website have a search engine?
- 3. Does the site provide information (addresses, telephone numbers, etc.) on embassies and consulates abroad, or if it is an embassy or consulate site, does it provide links to the ministry of foreign affairs in the home country?
- 4. Is a reference e-mail for posting observations and suggestions provided?
- 5. Are updated press releases and speeches of the minister available?
- 6. Is there a "what's new" section? How frequently is it updated?
- 7. What is the ranking of the page in main search engines (AltaVista, Yahoo, Excite)?
- 8. Is a selection of links to other interesting sites for information about the country provided?
- 9. Is a telephone directory of staff provided?
- 10. What personalised services are available (i.e. the possibility of receiving e-mail alert messages when new items are posted)?

Survey of Web-Presence of Diplomatic Services

DiploProjects is conducting an on-going survey of the quality and reliability of information provided by websites of diplomatic services. For more information about the survey, to submit a website for inclusion in the survey, or to take part in the surveying process, visit the DiploWeb site at http://diplo.diplomacy.edu/web. The following questions are asked about each website:

1. Can you identify the first priority of the foreign policy of the particular country? (e.g. joining the European Union, post-war reconstruction, solving debt problems, etc.). If yes, describe the process of locating this information, the URL and the number of clicks required to access the information.

2. You would like to write a letter to the ministry of foreign affairs. Can you find the ministry's address? If yes, describe the process, the URL and the number of clicks.

3. Can you find the name of the minister of foreign affairs? If yes, describe the process, the URL and the number of clicks.

4. Can you find the address of the permanent mission to the UN in New York? If yes, describe the process, the URL and the number of clicks.

5. Do you need a visa to enter this country?

6. Can you find the visa application form? If yes, describe the process, the URL and the number of clicks.

7. Can you find information about investment opportunities (whom to contact, etc.)? If yes, describe the process, the URL and the number of clicks.

8. Can you find out if the country signed the Final Document at the Rome Conference on the International Criminal Court? If yes, describe the process, the URL and the number of clicks.

9. Can you find out who is the dean of diplomatic corps in the capital of the country of this website? (For example, on the website of the Italian MFA can you find which foreign ambassador is the

dean of diplomatic corps in Rome?) If yes, describe the process, the URL and the number of clicks.

10. Can you find the address of the American Embassy in the capital of the country of this website? (For example, on the website of the Foreign and Commonwealth Office can you find the address of the USA Embassy in London?) If yes, describe the process, the URL and the number of clicks.

WEB-PROMOTION

Construction of the website is only one phase in making the website available for users. You need to make potentially interested people aware of the website through web-promotion.

1. Traditional Means

You can include the address of your website on all printed materials of your organisation—business cards, letterheads, fax cover sheets, newsletters, brochures and other publications. You may consider creating a special web-card with basic information about your website.

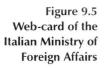




Figure 9.6 Web-card of the Maltese **Ministry of Foreign Affairs** (front and back sides)



Visit the Ministry's Web site where you will find information or

- The Minister: Biography, Portfolio, Speeches, Diplomatic network: Organization of the Maltese
- diplomatic reverses of the organization of the Mattese diplomatic corps The Ministry and Overseas missions; Embassies on-line. Malta and EU: Malta's candidature to join EU.
- Pranches/Soctions: Protocol, Scholarships, Logalisation. News Bulletin: Foreign affairs diary, Links, etc. Palazzo Parisio: Multimedia history of the palace where the MFA is housed.

e-mail contact address. Adrian.E.Camilleri@magnet.mt

TIPS

The success and popularity of a website is frequently judged by the number of hits to the website. You may, for example, hear that a particular website had one thousand hits last month. The importance of the number of hits is growing-it may eventually determine the level of advertising on a particular website. Therefore it is important to make a few clarifications, A "hit" is recorded for each file downloaded through the Internet, whether the file is text or graphics. For example, viewing the DiploProjects homepage (http://diplo.diplomacy.edu) produced twelve hits: one HTML file and eleven graphical files. This can create a difficulty in estimating exactly how often the website is actually being accessed. To overcome this confusion, WebTrends has introduced the term "Page View" or "Impression" for access to one entire web page.

2. Electronic Means

- Submit your website to main search engines and directories. Be sure to include all necessary information: title, description of website, keywords, meta tags.
- Sometime after submitting your website to search engines and directories, check to make sure that information concerning the website has been included. If not, re-submit the request.
- Submit your website to specialised directories for diplomacy and international relations such as the International Security Network, DiploProjects, and Stefano Baldi's directory of Ministries of Foreign Affairs Online.
- Distribute information about the website through mailing lists and discussion groups.

ANALYSING ACCESS TO WEBSITES

Analysis of the log of access to your website can provide useful feedback, suggesting effective web-management strategy. The log of access provides information about the most frequently accessed pages, user profiles and preferences, browsing approaches, and other user characteristics.

The simplest analysis of access is based on the number of hits (files accessed) to the website. Number of hits provides only a quantitative indicator about interest in a particular website. By analysing the access statistics for specific pages you may, for example, discover whether they are sufficiently easy to find or to retrieve. If a particularly important page is not frequently accessed, perhaps you should try to make it more "visible" with a direct link from your homepage.

Another option for access analysis is through the use of cookies small programs that websites leave in your browser in order to track when you visit them. The use of cookies has caused controversy over the ethics of gathering information about users in this way.

The increase in e-commerce has furthered the demand for access



Information about cookies:

http://dir.yahoo.com/Computers_and_Internet/Internet/World_Wide_Web/ HTTP/Information_and_Documentation/Persistent_Cookies/Security_Issues/

analysis. E-commerce businesses would like to compile information about the interests and shopping preferences of website visitors. The growing need for information about webaccess has led to the development of more complex applications for log-analysis. One of the most comprehensive analysis applications was developed by WebTrends. Table 9.2 shows a survey of the information that WebTrends can generate from analysis of an access log.

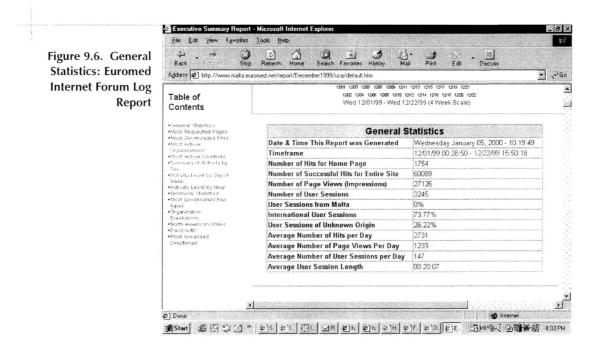
Table 9.2 Survey of Reports Produced by WebTrends Log Analyser

	eral Statistics
	duction
Seve	r Statistics
Reso	urces Accessed
Most	Requested Pages
	Requested Pages
Top l	Entry Pages
Topl	Exit Pages
Least	Requested Entry Pages
Least	Requested Entry Requests
Singl	e Access Pages
Most	Accessed Directories
Paths	s through Site
Most	Download Files
Down	nloaded File Types
Most	Uploaded Files
Subn	nitted Forms
Tech	nical Statistics
Web	Server/Technical Information
Form	s Submitted by Users
Brow	ser/Client Errors
Page	Not Found (404) Errors
Serve	er Errors
Brow	sers and Platforms
All B	rowsers
Netse	cape Browsers by Version
Micro	osoft Browsers by Version
Visiti	ng Spiders
	-Used Platforms and Operating
Syste	ems

Visitors and Demographics	
Visits per User	
New vs. Returning Users	
Authenticated Users	
Users	
Most Active Countries	
North American States and P	rovinces
Most Active Cities	
Most Active Organisations	
Organisation Breakdown	
Activity Level by Length of V	'isit
Number of Views per Visitor	
Visitor Session Statistics	
Activity Statistics	
Summary of Activity for Rep	
Summary of Activity by Time	
Activity Level by Day of Wee	k
Activity Level by Hour	
Bandwidth	
Referrers and Keywords	
Referring Sites	
Referring URLs	
Search Engines	
Search Phrases	
Search Phrases by Engine	
Search Keywords	
Search Keywords by Engine	
Search Keywords and Phrase	s by Engine

Case Study: Log Analysis of Euromed Internet Forum Website

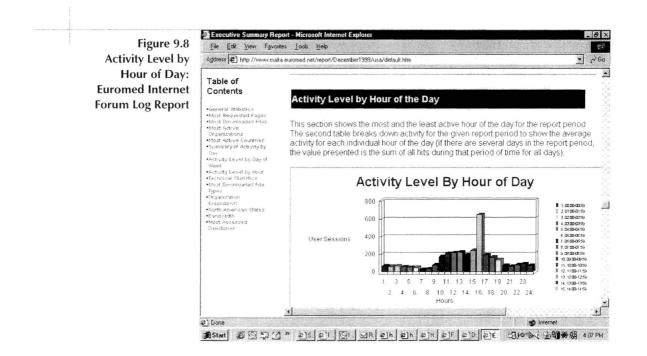
Some of the above-listed types of reports from a WebTrends analysis are presented here. The log is taken from the USA mirror site of the Euromed Internet Forum website, located at http://www.usa.euromed.net.



This report contains general information about access to the Euromed Internet Forum website. This report is useful for determining general interest in the website. An important distinction is made between Hits, Page Views (Impressions) and User Sessions.

ountries: Euromed Table of				
nternet Forum Log Contents	Most Active Countries			
nternet Forum Log Contents Report -General Statistics	Countries	User Session		
Most Requested Pages Most Downloaded Files	1 United States	1194		
•Most Active	2 Belgium	271		
Organizations •Most Active Countries	3 France	161		
•Summary of Aslivity by Dav	4 Italy	136		
 Activity Level by Day of 	5 Germany	99		
Week •Activity Level by Hour	6 UK	73		
Technical Statistics Mag Dovelasded File	7 Spain	68		
Types	8 Portugal	50		
•Organization Breakdown	9 Greece	45		
North American States Bandwidth	10 Israel	30		
•Most focessed	11 Netherlands	29		
Crossituries	12 Switzerland	29		
	13 Finland	26		
	14 Austria	25		
	15 Poland	19		
	16 Lebanon	19		
	17 Japan	16		
	18 Turkey	11		
	19 Sweden	10		

This report contains information about the location of users accessing the website. This information may not be entirely precise, especially with regard to access from the United States, since access from certain domains (.edu, .com, .org, .int, .gov, .mil) is recorded as though from the US although the user may be located elsewhere. For example, access from the DiploProjects website in Malta would be recorded as access from the US as the domain extension for DiploProjects is .edu.



This report provides information about peak hours of access to the server. The report could provide guidance in proper planning for available resources. For example, this website has congestion every day at 16.00.

anisational Address # http://www.maita.e	euromed net	/report/December1999/usa/default.htm			•		
reakdown: Table of		150			Government		
d Internet Contents	U	serSessions			-		
og Report General Statistics			_		International		
 Most Requested Pages 					Education		
Most Eovisionaded Files Most Active					Network		
Organizations •Mest Active Countries		1201 1207 1205 1207 1209 12/11 12	13 12/15 12/17 12/19 12	21	Company		
 Summary of Activity by Day 		1202 1204 1206 1208 12/10 12/12					
 Activity Level by Gay of 		Wed 12/01/99 - Wed 12/22	99 (4 Week Scale)				
Week • Activity Level by Hour							
 Technical Statistics 	a Downloaded File Organization Breakdown						
 Most Downlosded File 	1303	Vigamzativn Bi	eakdown				
Types •Organization Breakdovm •North American States •Bandwidth		Organization	Hits	% of Total Hits	User Sessions		
Types Organization Breakdovm North American States	1			Total			
Types •Organization Breakdovm •North Anerican States •Bandwidth •Most Accessed	1 2	Organization	Hits	Total Hits	Sessions		
Types • Organization Breakdown • Roth American States • Bandwicth • Most Accessed	1 2 3	Organization	Hits 10038 4022 1427	Total Hits 59.57% 23.86% 8.46%	800 341 91		
Types •Organization Breakdown •Noth Anerican States •Bandwidth •Most Accessed	3	Organization Company Network Education International	Hits 10038 4022 1427 971	Total Hits 59.57% 23.86% 8.46% 5.76%	Sessions 800 341 91 28		
Types •Organization Breakdown •Regit American States •Brandwidth •Most Accessed	3 4 5	Organization Company Network Education International Organization	Hits 10038 4022 1427 971 363	Total Hits 59.57% 23.86% 8.46% 5.76% 2.15%	Sessions 800 341 91 28 21		
Types •Organization Breakdovin •North American States •Bandwidth •Most Accessed	3	Organization Company Network Education International Organization Government	Hits 10038 4022 1427 971	Total Hits 59.57% 23.86% 8.46% 5.76% 2.15% 0.16%	Sessions 800 341 91 28		
Types •Organization Breakdovm •troth American States •Brantwicht •Most Accessed	3 4 5	Organization Company Network Education International Organization Government Military	Hits 10038 4022 1427 971 363 28 1	Total Hits 59.57% 23.86% 8.46% 5.76% 2.15% 0.16% 0%	Sessions 800 341 91 28 21 4 1		
Types •Organization Broakdown •North American States •Bandwicth •Mort Accessed	3 4 5	Organization Company Network Education International Organization Government	Hits 10038 4022 1427 971 363	Total Hits 59.57% 23.86% 8.46% 5.76% 2.15% 0.16%	Sessions 800 341 91 28 21		

This report indicates the professional profile and affiliation of users. In this case, the most frequent users of the website are companies or others with the extension .com.

NOTES

1. http://www.webhosting.com

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CHAPTER

ONLINE LEARNING

What Should Be Taught?

Important Aspects of Online Learning

Case Study: DiploEdu Course

CHAPTER 10

ONLINE LEARNING

I hear, and I forget; I see, and I remember; I do, and I understand. Chinese proverb

The increasing importance of the Internet has enhanced interest in online learning. Distance learning, an important element of online learning, is not new, of course. Distance learning courses distributing printed materials through the postal system, and more recently audio or video recordings, have been available for years. The new element in online learning is the use of IT and, especially, the Internet. The Internet provides the medium for distribution of educational materials and constitutes a channel for communication. With limited exceptions, the Internet is globally available and can be accessed with simple technology (PC, modem and ISP).

How will new opportunities in the field of distance learning affect diplomatic training? Contemporary diplomatic training focuses primarily on traditional diplomatic skills. Although diplomacy has elements that span centuries, more and more of the necessary skills are new. Has traditional diplomatic training led to a skill gap in diplomacy, a gap between the skills taught and the skills now needed? If so, how, and to what extent can conventional education close this gap? We will try to answer these and other questions related to the role of online education in diplomatic training based on experience from our DiploEdu courses.

WHAT SHOULD BE TAUGHT?

Discussion of online education has raised the old and primary question in the field of diplomatic training—can diplomacy be taught? Prior to addressing the question of whether and how diplomats can be trained, the development of an index of diplomatic abilities can help in determining the object of training. One such index, created by DiploProjects, divides these abilities into three broad groups: diplomatic qualities, diplomatic skills and diplomatic knowledge.

Diplomatic Qualities

A good diplomat, we believe, is born with the basic diplomatic qualities. These qualities can be preserved or maintained, but not acquired either through traditional or online training. Kappeler describes diplomatic qualities: "Diplomacy is not for the sickly, the weak, the neurotic and the introverts. A robust constitution and good health are needed to stand the physical and mental strain put on diplomats in many situations. Being able to sleep well in almost any circumstances is of great help. A well-balanced personality, good self-control, a natural inquisitiveness, an interest in understanding others and their manner of thinking are also essential. This should be complemented by a friendly and outgoing nature, natural courtesy and good manners, a capacity to create empathy and develop friendships. A gift for languages is a great asset, because being able to communicate with opposite numbers in their own language is becoming increasingly important, especially in some less traditional forms of diplomacy."

Diplomatic Skills

Other skills may require a natural predisposition, but can be developed through training. The main diplomatic skills are language proficiency, interaction with media, IT proficiency, representation, information management, negotiation, diplomatic behaviour and protocol. Language proficiency is an example of a skill that requires a natural predisposition, but is acquired through training. Acquisition of diplomatic skills is usually part of diplomatic training programs. Training often takes place through the use of specialised methodologies such as simulation exercises and active learning.

Diplomatic Knowledge

Diplomatic knowledge includes the following main disciplines: international law, international economics, diplomacy and international relations. This knowledge is usually acquired through traditional teaching *ex cathedra*. Many additional methods and techniques may be used, including practical exercises and case studies. Diplomatic knowledge is well suited for teaching via the Internet.

General Knowledge

In order to participate in diplomatic life diplomats must have a basic knowledge of law, history, economics and political science. This constitutes part of their tacit knowledge—a diplomatic toolset which they use to address problems and new situations in their daily work. General knowledge is acquired through multidisciplinary studies, usually at the university level. This knowledge can be efficiently acquired through computer-assisted learning and via online education.

Specialised Knowledge

Specialised knowledge is necessary for handling specific tasks, such as missions and negotiations, and is usually acquired through specifically designed seminars and training modules. For example, special seminars are organised for diplomats involved in large international conferences (e.g. law of the sea, environment, etc.). Acquisition of specialised knowledge can be facilitated by computer-assisted learning and via the Internet.

NOTE

Tacit and Focal Knowledge

Both tacit and focal knowledge are important in the work of diplomats. Tacit knowledge is often intuitive, and thus can be difficult to articulate. It is called upon to interpret or manage other knowledge. An example is the knowledge of language (alphabet, grammar, semantics) on which you are calling to read this paragraph. You are aware only of the meaning of the sentences you read (focal knowledge) yet without tacit knowledge of the language itself you would not be able to read at all.

Tacit knowledge is indispensable for any activity, but is especially important in diplomacy. Diplomats work in unpredictable and constantly changing environments full of paradoxes. Often a diplomat can find neither a description of a problem nor a solution in standard textbooks. The capability to act based on tacit knowledge rather than focal knowledge about a particular problem distinguishes a good diplomat from non-professionals. Diplomats who can find a way to articulate and communicate some of the tacit knowledge they use everyday can improve their own competence and transmit vital knowledge to others in the field.

IMPORTANT ASPECTS OF ONLINE LEARNING

The following observations are based on our experience teaching DiploEdu online learning courses. So far around one hundred students have been trained through the various DiploEdu activities (postgraduate courses, short courses, resident courses at the Mediterranean Academy of Diplomatic Studies).

Online Learning Culture

One of the main obstacles to full participation in our online courses has been the lack of understanding of an online learning culture. In traditional training activities the trainee returns to day-to-day activities at the ministry or embassy after the completion of training. With online learning participants continue their training alongside their day-to-day duties. Probably a lack of online learning culture will be one of the main obstacles for the future integration of online training in diplomatic education. In order to overcome this problem, an online learning culture must be developed among the staff of diplomatic services. We have observed that our online learning courses have helped in the development of an online learning culture in the diplomatic services of the participants in our courses.

Common Mistakes in Planning

Online learning should not be implemented simply in order to reduce training costs. In general costs will be reduced, especially for geographically dispersed audiences. However, the key motivation should be a more efficient and effective way of providing training tools and techniques such as multimedia, hypertext and simulations.

Higher Staff Commitment

NOTE

"It may be better for learners to fully understand half the content you would ideally like to include than to half understand all of it."² Online learning substantially increases interaction between students and staff. Moreover, communication through e-mail or chat programs makes it easier for people to overcome hesitation about asking questions or making comments. Thus, in an online learning course more questions are asked and more discussion takes place than in a traditional course. Online learning therefore requires higher involvement from academic staff. As online learning is a new discipline, projects are usually assigned to academic staff as an additional activity alongside their regular teaching and research duties. Such part-time involvement of the academic staff carries a potential risk to the success of online learning projects.

Appropriate Technology

Online learning is usually associated with advanced technology (video, etc.). However, the best rule is to use the most appropriate technology. The choice of technology should not be technologydriven (what is available) but needs-driven (what is required). Through previous courses we have realised that much can be achieved with simple chat or e-mail applications.

Relevant Course Materials

Course content should be linked to the practical problems that diplomats face in their work. Relevant content makes the course more attractive and access to a wide amount of information from international organisations and diplomatic services makes this approach possible.

Constant Support and Help Desk

Online learning courses involve the use of various technologies. However, as technological obstacles sometimes discourage participants from becoming more involved in a course, it is important to provide participants with constant help and support. Participants should be able to request assistance through the web, e-mail, fax or voice. This scalability of access to help is necessary because often problems are related to access to the Internet.

Hybrid Course

Compared to traditional education, online education has some obvious disadvantages. The traditional teaching/learning process is based on the richness and flexibility of human communication. In addition to transmitting focal knowledge and information, teachers traditionally have several other roles, based largely on face-to-face communication: motivating, encouraging, intriguing, provoking, and expounding. Based on direct communication, teachers also have the ability to anticipate how students will deal with particular subjects. DiploEdu has developed a hybrid course structure in order to overcome these limitations: a tenday workshop in one location followed by a phase of online learning after participants return home. The first phase of the hybrid course, based on traditional education, brings students and instructors together to develop the personal communication which will help them understand "who is behind the screen" during the online phase.

CASE STUDY – DIPLOEDU COURSE

DiploEdu is an online learning program developed at the Mediterranean Academy of Diplomatic Studies specifically for diplomatic training and international relations. DiploEdu includes traditional, face-to-face teaching and training methods, software applications and organisation of online courses. This combined methodology has been used for postgraduate diploma courses at the Mediterranean Academy of Diplomatic Studies, as well as for short regional courses for diplomats and international civil servants.

DiploEdu courses use traditional teaching methods where transfer of predominantly tacit knowledge requires the richness of direct human communication. In the traditional teaching environment, participants learn not only through verbal and visual communication but also through non-verbal communication and signalling. The main forms of traditional teaching are lectures by former diplomats, exercises in protocol and etiquette, and simulation exercises.

Online teaching uses hypertext, Internet-conferencing, discussion groups and cognitive maps. Choice of methods depends on the subject and the trainees. The application of appropriate methodology is constantly discussed and reviewed in the context of feedback received from participants in training courses.

Course Sequence

Courses are organised logically, beginning with an indication of main objectives. Objectives for each session are related to the overall objective for the particular module and the course as a whole, allowing students to evaluate their progress. Students are provided with necessary learning materials through traditional lectures and during online consultations. Materials are provided in a variety of formats: besides access to online learning modules, students can attend Internet-based conferences and exchange e-mail via discussion groups with supervisors or colleagues. After each session the lecturer provides a summary of the main issues discussed. The summary also indicates upcoming topics and topics requiring further discussion. Students can continue discussion by making links in the hypertext presentation format. Students review what they learned in each session by working through question sets provided for each module and by completing crossword puzzles.

The following set of screen shots provides an example of the typical sequence of learning in a DiploEdu course.

Figure 10.1 shows the course framework presented as a chart of study units. Study units are divided into the following categories:

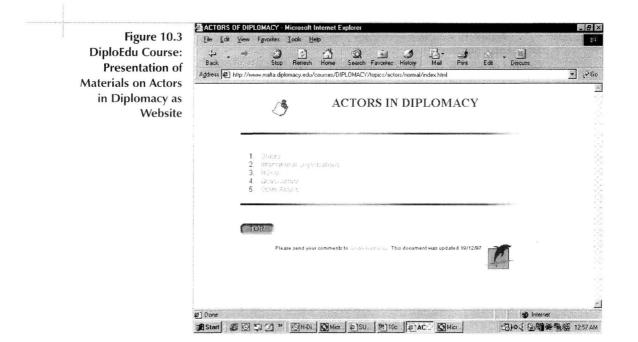
- Knowledge-acquisition—gathering of theoretical knowledge (diplomacy, international law, etc.).
- Skill-improvement activities—training of diplomatic skills in areas such as protocol and negotiation.
- Knowledge-acquisition and skill-improvement—in some areas we combine these two groups of activities. For example, knowledge about Internet-regulations is acquired through a negotiation exercise on the International Declaration on the Internet.

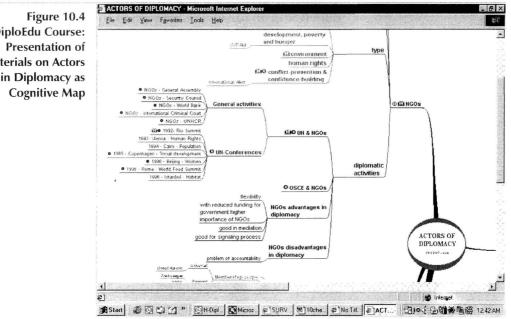
	ADUATE COURSE OF ALOGUE OF STU		ID INFORMATION TECHNOLOGY -		
Diplom				For Diplomatic tivities	
MARC	H APRIL	MAY	MARCH - SEPTEMBER (one session per month)	OCTOBER	NOVEMBER
			-	IT & Traditional Diplomatic Activities	Information System for Diplomatic Services
Introductio Diplomacy (concept, definition evolution) Happelion Irkappelion	Introduction to IT (concept, and definition and - Ref evolution) - GL - GL (TBC)	Societal Changes - NY (Olstaatination - Protessor Palls: DL	Regulation of the Internet - Introductory Workshop/Datkings Learning - stim disbon evenous - (Falv, Hoppeler, Kurbalija Trigone)	Negotiation - Ei (Kappeler Korbelija)	Model of Informatio System for Ministries of Foreig Affairs - 01. (Narbairja)
Actors in Modern Diplomacy	- BL Internet (current and future development) - Bi	(T and Sovereighty - St. (Falk, Kurbalita)	Telecommunication Policy - Introductory Workshop/Distance Learning - structure	Use of IT for Conflict Resolution and Post- conflict Confidence	Office Automation for Diplomatic Services - Di

line of a Study	ACTORS OF DIPLOMACY (10th November 1999)				
Unit	Lecturer	Jovan Kurbalija			
	Description of the Session	 Introduction Traditional actors in diplomacy (states and international organisations) New actors in diplomacy (NGOs and regional institutions) 			
	Objectives of the Session	 to define basic actors in modern diplomacy and their involvement in diplomatic interaction to define new actors in modern diplomacy and their involvement in diplomatic interaction to analyse current tendencies in international relations that can affect the position of current and future actors in diplomacy 			
	Electronic References	 Documents on actors in diplomacy: html, java and cognitive map Interaction between states html Follow-up: cooperation between NGOs and diplomatic services - United Kingdom; Report from the session 			
	Selected Bibliography	 Brownlie, L., Puincysles of Public International Law, pp. 58-105. Feltham, R.G., Diplomatic Handbook, pp. 65-89. 			
	Recapitulation	Test your understanding of this lesson with O&A system. Recapitulation - crossword			

The outline includes a description of the session, objectives, electronic references, selected bibliography, Question and Answer (Q&A), and crosswords for recapitulation.

Teaching materials are presented in a variety of formats depending on the characteristics of the material. Sometimes the same material is presented in several formats, allowing students to choose one most suitable for themselves. For example, in Figure 10.2, in the section on Electronic References, you can see that documents on actors in diplomacy are available in three formats: html, java and cognitive map.





DiploEdu Course: Materials on Actors in Diplomacy as

Figure 10.5 DiploEdu Course: Hypertext Summary of Session on Actors in Diplomacy

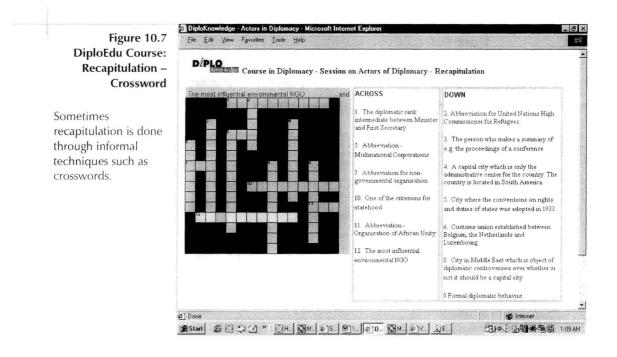
Each traditional or online session is a starting point for discussion of that particular topic. The summary of each session highlights main elements of discussion and opens new issues. Summaries are presented as hypertext documents which allow students to maintain discussion through creation of links.

Back Forward Stop Rel	2) (2) (2) (2) (2) (2) (2) (2) (2) (2) (
Address 2 http://diplowizard.diplomacy	View Xlink Annotation - Microsoft Internet Explorer	• 20
	American hu "Anonymous" Add comment 🔺 Go b	ack
ACTORS IN DIPLOMACY	Annotation by "Anonymous" View comments	
NGOs	Could you provide more information about NGOs and diplomatic signalling?	
What is the position of NGOs fow do NGOs interact with o What are the relationships bet What as the accountability of NGC What as the accountability of NGC What is the international lega	diplomatic services? tween NGOs and diplomatic services of developed and developing countries? De? antages of NGO?	
	I status of W3Osr	
Special attention was paid to conveyed? Two recent initiati	the role of NGOs in diplomatic signalling. How is it performed? How are the sign ives were pointed out as examples of the integration of NGOs into the multilat national Criminal Court initia Create new link nventions through lengthy in Create new montation Cancel (case this mena)	

Figure 10.6 DiploEdu Course: Recapitulation – Q&A System

Students can review sessions using the Q&A System. Multiple choice questions are scored automatically while written answers are evaluated by a lecturer.

dit View Favorites Tools Help	
Lesson 03: Actors in Diplomacy	and the second
Please Note:	
f you would like to receive feedback on your answers, you must have a user	account for the Q&A system.
f you do not have an account, go to to create one.	
A	
Answer the following questions	
1. The legal status of the Holy See is regulated by:	
C.T. 1. (1.1.) (1002)	
C Treaty of Amiens (1802)	
C Treaty of Paris (1856)	
C Lateran Treaty (1929)	
	(Select one answer) - Paints: 1
	Artici one answer je folkis. I
	10 Internet

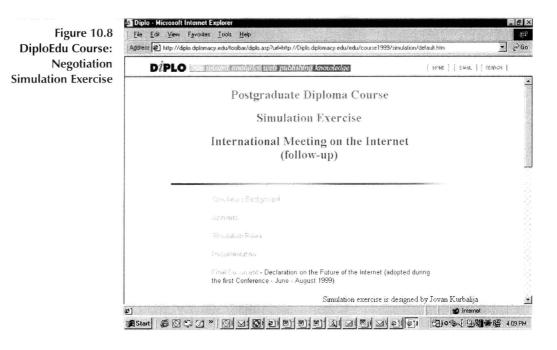


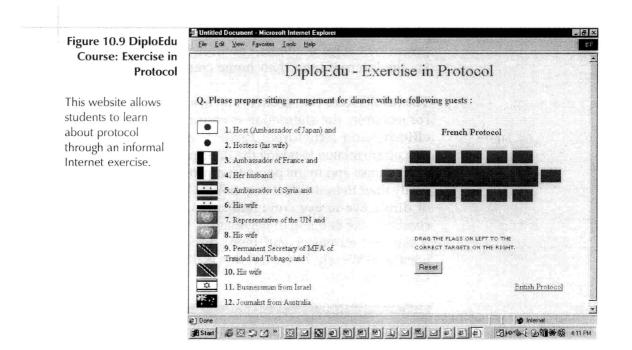
Skill-Improvement Activities

In preparing DiploEdu hybrid courses we initially assumed a limited scope for the use of online education in the acquisition of diplomatic skills. The predominant view holds that negotiation cannot be taught without face-to-face contact. We planned to present most of these skills in the Introductory Workshop—the part of the course utilising direct contact. Nonetheless, we organised an experimental three-stage simulation exercise on the Internet in order to see if we could teach negotiation skills through that medium.

In the first stage we held a traditional simulation exercise on negotiation conducted around the conference table at the Introductory Workshop. Students were assigned a country to represent and were asked to research and present the position of this country on a particular topic. In the second stage, we moved the simulation exercise from the conference room to the computer room, in which participants communicated using an Internet chat program. They negotiated by exchanging proposals and contra-proposals and voting. Thus, they had the same working environment as they would later have in an online phase from their respective countries. In the third and most precarious stage students continued the negotiation exercise via the Internet from their home countries.

The results were very positive and to a certain extent unexpected. For example, the simulation exercise via the Internet was very efficient and structured. Participants observed the rules of procedure related to taking the floor and intervening. Discussion was concise and to the point. Compromises were achieved more easily than in traditional negotiation. Paradoxically, the absence of direct eye-to-eye communication, usually considered as a *condicio sine qua non* of negotiation, was an advantage because it allowed an easier and more direct exchange of ideas and positions. We will likely use this is the sequence of activities in future simulation exercises.





NOTES

- Dietrich Kappeler, "Knowledge Management and Diplomatic Training: New Approaches for Training Institutions," in *Knowledge and Diplomacy*, ed. Jovan Kurbalija (Malta: DiploProjects, 1999), 91.
- 2. Derek Rowntree, *Teaching Through Self-Instruction* (London: Kogan Page, 1991), 59.

APPENDICES

Appendix I - Internet Resources for Diplomats Appendix II - DiploAnalytica: Dissection of Diplomatic Documents Appendix III - Internet Extensions and Country Codes Appendix IV - Acronyms and Emoticons

APPENDIX I

INTERNET RESOURCES FOR DIPLOMATS

Appendix I presents a list of Internet resources useful for diplomats. The first part is a list of Internet resources of diplomatic services (ministries of foreign affairs and diplomatic missions). The second part is dedicated to the Internet resources of the United Nations.

Given the diffuse and ever changing character of the Internet, it is difficult to provide an authoritative and exhaustive list of resources for any given discipline, including diplomacy. This list is one of many possible, intended as a starting point for further research rather than a complete resource. The list divides the information available on the websites of diplomatic services into categories. Consistancy in the information presented is limited due to the diversity of content and style in the different sites.

The printed publishing medium has limits for the presentation of information in such a dynamic field as the Internet. Websites emerge and disappear daily. To attempt to overcome this limitation we have established a website to provide readers with updated information about Internet resources for diplomats. The updated list is available at http://diplo.diplomacy.edu/web/.

DIPLOMATIC SERVICES



ALBANIA

Ministry of Foreign Affairs http://www.mfa.gov.al/

Organisation http://www.mfa.gov.al/english/organization/index.htm

Foreign Policy http://www.mfa.gov.al/english/policy/index.htm

Press Information http://www.mfa.gov.al/english/news/index.htm

Treaties http://www.mfa.gov.al/english/coopdev/treates.htm

Participation in International Organisations http://www.mfa.gov.al/english/albania/dobishme.htm# INTERNATIONAL AND

Diplomatic Missions in Albania http://www.mfa.gov.al/english/albania/dobishme.htm# FOREIGN DIPLOMATIC MISSIONS

Consular Information http://www.mfa.gov.al/english/juridical/index.htm

Cooperation and Development http://www.mfa.gov.al/english/coopdev/index.htm



ALGERIA

Ministry of Foreign Affairs http://www.mae-dz.org/

Latest News http://www.mae-dz.org/french/indexfr.htm

Archives http://www.mae-dz.org/archive/archive.htm



ARGENTINA

Ministry of Foreign Affairs http://www.mrecic.gov.ar/

Organisation http://www.mrecic.gov.ar/ministerio/listauto.html

Press Information http://www.mrecic.gov.ar/pagpres.html

Participation in International Organisations http://www.mrecic.gov.ar/servicios/organismos.html

Bilateral Relations http://www.mrecic.gov.ar/politica/tratados/hptratados.html

Economic Issues http://www.mrecic.gov.ar/comercio/pagcom.html

Diplomatic Missions in Argentina http://www.mrecic.gov.ar/servicios/ceremonial/index.html

Information for Foreigners http://www.mrecic.gov.ar/consulares/viaje.html

Consular Information http://www.mrecic.gov.ar/consulares/pagcon.html

Diplomatic Institute http://www.isen.gov.ar/

Library http://www.mrecic.gov.ar/politica/biblioteca.html



ARMENIA

Ministry of Foreign Affairs http://www.armeniaforeignministry.com/

Who is Who

http://www.armeniaforeignministry.com/htms/contacts.html

Foreign Policy

http://www.armeniaforeignministry.com/htms/foreign_relations.html

Diplomatic Missions in Armenia http://www.armeniaforeignministry.com/htms/foreign_missions.html

Consular Information

http://www.armeniaforeignministry.com/htms/ visa_application_guidelines.html

Nogorno Karabagh

http://www.armeniaforeignministry.com/htms/nagorno_karabagh.html

Diaspora http://www.armeniadiaspora.com/

Genocide http://www.armenian-genocide.org/research.htm

Links http://www.armeniaforeignministry.com/htms/links.html



AUSTRALIA

Department of Foreign Affairs and Trade http://www.dfat.gov.au/

Who is Who http://www.dfat.gov.au/dept/exec/index.html

Organisation http://www.dfat.gov.au/dept/org_struct0300.pdf

Foreign Policy http://www.dfat.gov.au/

Calendar of Activities http://www.dfat.gov.au/corporateplan/index.html

Press Information http://www.dfat.gov.au/media/

Treaties http://www.austlii.edu.au/au/other/dfat/treaties/2000/9.html

Participation in International Organisations http://www.dfat.gov.au/intorgs/

Diplomatic Missions in Australia http://www.dfat.gov.au/protocol/dip_list_info.html

Information for Foreigners http://www.immi.gov.au/

Consular Information http://www.dfat.gov.au/consular/

Publications http://www.dfat.gov.au/publications/index.html



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AUSTRIA

Ministry of Foreign Affairs http://www.bmaa.gv.at/

Who is Who http://www.bmaa.gv.at/organisation/index.html.en

Organisation http://www.bmaa.gv.at/organisation/organigramm1.html.en

Foreign Policy http://www.bmaa.gv.at/politik/index.html.en

Latest News http://www.bmaa.gv.at/service/newsindex.html.de

Economic Isues http://www.bmaa.gv.at/wirtschaft/index.html.en

Cultural Issues http://www.bmaa.gv.at/kultur/index.html.en

Consular Information http://www.help.gv.at/2/Seite.020000.html

Diplomatic Academy http://www.dak-vienna.ac.at/

About Austria http://www.bmaa.gv.at/oesterreich/index.html.en

Links http://www.bmaa.gv.at/links/index.html.en



BARBADOS

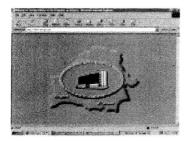
Ministry of Foreign Affairs http://www.foreign.barbadosgov.org/

Who is Who http://www.foreign.barbadosgov.org/administ.htm

Organisation http://www.foreign.barbadosgov.org/divisions.htm

Diplomatic Missions in Barbados http://www.foreign.barbadosgov.org/visitors.htm

Information for Foreigners http://www.foreign.barbadosgov.org/visitors.htm



BELARUS

Ministry of Foreign Affairs http://www.mfa.gov.by/

Who is Who http://www.mfa.gov.by/eng/mfa.htm

Organisation http://www.mfa.gov.by/eng/mfa/about9.htm

Participation in International Organisations http://www.mfa.gov.by/eng/org.htm

Economic Issues http://www.mfa.gov.by/eng/ek.htm

Consular Information http://www.mfa.gov.by/eng/ku.htm



BELGIUM

Ministry of Foreign Affairs http://www.diplobel.fgov.be/default_en.htm

Who is Who http://www.diplobel.fgov.be/Ministry/ministry_EN.htm

Development Cooperation http://www.diplobel.fgov.be/Cooperation/cooperation_EN.htm

Belgium and the European Union http://www.diplobel.fgov.be/Europe/europe_EN.htm

Latest News http://www.diplobel.fgov.be/News/news.asp?lng=EN

Economic Issues http://www.diplobel.fgov.be/Trade/trade_EN.htm

Diplomatic Missions in Belgium http://www.diplobel.fgov.be/Atlas/atlas_foreign_rep_list.asp?lng=EN

Information for Foreigners http://www.diplobel.fgov.be/Infos/infos_EN.htm

Consular Information http://www.diplobel.fgov.be/Visitors/Visa/Menu_EN.htm



BOLIVIA

Ministry of Foreign Affairs http://www.rree.gov.bo/

Organisation http://www.rree.gov.bo/MINISTERIO/organigrama%20y%20objetivos/ estructura.htm

Foreign Policy http://www.rree.gov.bo/POLITICA%20EXTERIOR/polext.htm

Latest News http://www.rree.gov.bo/ACTUALIDADES/actualidades2000-mar.htm

Treaties & Legal Issues http://www.rree.gov.bo/TRATADOS/tratados.htm

Participation in International Organisations http://www.rree.gov.bo/ORG-INTERNACIONALES/inteco.htm

Diplomatic Missions in Bolivia http://www.rree.gov.bo/GUIA%20DIPLOMATICA/guia-ext.htm

Consular Information http://www.rree.gov.bo/CONSULAR/servicios-consular.htm

Diplomatic Academy http://www.rree.gov.bo/ACADEMIA%20DIPLOMATICA/acadip.htm

Speeches http://www.rree.gov.bo/DISCURSOS/discursos.htm

Services http://www.rree.gov.bo/SERVICIOS/servicios.htm

Documents http://www.rree.gov.bo/POLITICA%20EXTERIOR/polext.htm



BOSNIA AND HERZEGOVINA

Ministry of Foreign Affairs http://www.mvp.gov.ba/

Organisation http://www.mvp.gov.ba/struktura.htm

Foreign Policy http://www.mvp.gov.ba/osnovni_pravci_vanjske_polirike.htm

Press Information http://www.mvp.gov.ba/aktivnosti.htm

Diplomatic Missions in Bosnia and Herzegovina http://www.mvp.gov.ba/dkp_u_bih_a.htm

Consular Information http://www.mvp.gov.ba/dipl_kon_poslovi.htm

About Bosnia and Herzegovina http://www.mvp.gov.ba/o_bosni.htm

Links http://www.mvp.gov.ba/linkovi.htm



BOTSWANA

Ministry of Foreign Affairs http://www.gov.bw/government/department_of_foreign_affairs.html

Latest News http://www.gov.bw/cgi-bin/news.cgi

Information for Foreigners http://www.gov.bw/tourism/visa_details.html



BRAZIL

Ministry of Foreign Affairs http://www.mre.gov.br/

Organisation http://www.mre.gov.br/cdbrasil/itamaraty/web/ingles/relext/mre/ estrut/eorg/apresent.htm

Foreign Policy http://www.mre.gov.br/projeto/mreweb/ingles/menu-polext.htm

Press Information http://www.mre.gov.br/Templ-Midia.htm

Participation in Regional Initiatives http://www.mre.gov.br/cdbrasil/itamaraty/web/ingles/ relext/mre/relreg/apresent.htm

Bilateral Relations http://www.mre.gov.br/Projeto/menu-Bilaterais.htm

Economic Issues http://www.mre.gov.br/cdbrasil/itamaraty/web/ingles/economia/comext/ apresent/apresent.htm

Diplomatic Missions in Brazil http://www.mre.gov.br/Templ-RepresentacoesEstrangeiras.htm

Consular Information http://www.mre.gov.br/cdbrasil/itamaraty/web/ingles/relext/mre/ estrut/eorg/repcons/apresent.htm

Diplomatic Academy http://www.mre.gov.br/irbr/CACD/INGLES.HTM

Speeches http://www.mre.gov.br/projeto/mreweb/ingles/menu-discursos.htm

Disarmament and non-proliferation http://www.mre.gov.br/cdbrasil/itamaraty/web/ingles/relext/ mre/agintern/desarm/index.htm

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BRUNEI DARUSSALAM

Ministry of Foreign Affairs http://www.mfa.gov.bn/

Organisation http://www.mfa.gov.bn/organisation_structure.htm

Foreign Policy - Objectives http://www.mfa.gov.bn/foreign_policy/index.htm

Bilateral Relations http://www.mfa.gov.bn/foreign_policy/bil.htm

Economic Issues http://www.brunei.gov.bn/about_brunei/economy.htm

Diplomatic Missions in Brunei Darussalam http://www.brunei.gov.bn/government/mission.htm

Consular Information http://www.mfa.gov.bn/consular/index.htm

About Brunei http://www.brunei.gov.bn/about_brunei/index.htm



BULGARIA

Ministry of Foreign Affairs http://www.mfa.government.bg/

Organisation http://www.mfa.government.bg/mfa/English/ministry.htm

Statements http://www.mfa.government.bg/mfa/English/statements.htm



CANADA

The Department of Foreign Affairs and International Trade http://www.dfait-maeci.gc.ca/menu-e.asp

Who is Who http://www.dfait-maeci.gc.ca/dfait/menu-e.asp

Foreign Policy http://www.dfait-maeci.gc.ca/foreignp/menu-e.asp

Press Information http://www.dfait-maeci.gc.ca/english/news/public.htm

Treaties & Legal Issues http://www.dfait-maeci.gc.ca/english/foreignp/treaties-e.htm

Participation in International Organisations http://www.dfait-maeci.gc.ca/english/foreignp/organ/menu.htm

Participation in Regional Initiatives http://www.dfait-maeci.gc.ca/geo/menu-e.asp

Cultural Issues http://www.dfait-maeci.gc.ca/culture/menu-e.asp

Diplomatic Missions in Canada http://198.103.104.118/Protocol/main.asp?sScreen=Corps

Consular Information http://www.dfait-maeci.gc.ca/travel/main-e.htm

Human Security: Safety for People in a Changing World http://www.dfait-maeci.gc.ca/foreignp/HumanSecurity/secur-e.htm

Canada World View http://www.dfait-maeci.gc.ca/canada-magazine/

Canada's Support for Reconstruction in Bosnia http://www.dfait-maeci.gc.ca/english/foreignp/recon-e.htm



CHILE

Ministry of Foreign Affairs http://www.minrel.cl/

Organisation http://www.minrel.cl/pages/politicos/index.html

Foreign Policy http://www.minrel.cl/pages/politicos/digen/index.html

Foreign Policy - Objectives http://www.minrel.cl/pages/politicos/digen/metas.html

Latest News http://www.minrel.cl/pages/novedades/index.html

Economic Issues http://www.minrel.cl/pages/economicos/index.html

Cultural Issues http://www.minrel.cl/pages/subsec/cultura/index.html

Diplomatic Missions in Chile http://www.minrel.cl/pages/consulares/politica/cconsular.html

Consular Information http://www.minrel.cl/pages/consulares/servicios/index.html

Diplomatic Academy http://www.minrel.cl/acade/pagina1.htm



CHINA

Ministry of Foreign Affairs http://www.fmprc.gov.cn/

Organisation http://www.fmprc.gov.cn/english/dhtml/deal.asp?classno=001

Foreign Policy http://www.fmprc.gov.cn/english/dhtml/deal.asp?classno=002

Latest News http://www.fmprc.gov.cn/english/dhtml/

Press Information http://www.fmprc.gov.cn/english/dhtml/deal.asp?classno=005

Treaties & Legal Issues http://www.fmprc.gov.cn/english/dhtml/deal.asp?classno=002

Participation in International Organisations http://www.fmprc.gov.cn/english/dhtml/readclass.asp? forefather=001&classno=134

Participation in Regional Initiatives http://www.fmprc.gov.cn/english/dhtml/readclass.asp? forefather=002&classno=110

Bilateral Relations http://www.fmprc.gov.cn/english/dhtml/deal.asp?classno=003

Diplomatic Missions in China http://www.fmprc.gov.cn/english/dhtml/deal.asp?classno=005

Consular Information http://www.fmprc.gov.cn/english/dhtml/deal.asp?classno=005

FAQ & Interactivity http://www.fmprc.gov.cn/ english dhtml read.asp?forefather=005&pkey=20000119094251



COLOMBIA

Ministry of Foreign Affairs http://www.minrelext.gov.co/

Who is Who http://www.minrelext.gov.co/english/paginas/ministerio/ministerio03.html

Foreign Policy http://www.minrelext.gov.co/english/paginas/ministerio/ministerio01.html

Foreign Policy - Objectives http://www.minrelext.gov.co/english/paginas/ministerio/ministerio02.html

The Peace Agenda http://www.minrelext.gov.co/english/paginas/ministerio/ ministerio02.html#Anchor-The-51874

International Policy http://www.minrelext.gov.co/english/paginas/ministerio/ ministerio02.html#Anchor-International-29199

Multilateral Relations http://www.minrelext.gov.co/english/paginas/organismos/organismos.html

Participation in Regional Initiatives http://www.minrelext.gov.co/english/paginas/america/americaf.html

Diplomatic Missions in Colombia http://www.minrelext.gov.co/english/paginas/rdiplomaticas/rdiplomaticasf.html

Consular Information http://www.minrelext.gov.co/english/paginas/sconsular/sconsular.html

Diplomacy for Peace http://www.minrelext.gov.co/english/paginas/paz/paz.html

Colombia and Europe http://www.minrelext.gov.co/english/paginas/europa/europaf.html

Colombia and Asia and Oceania http://www.minrelext.gov.co/english/paginas/asia/asiaf.html



COSTA RICA

Ministry of Foreign Affairs http://www.rree.go.cr/

Organisation http://www.rree.go.cr/org-gob.html

Diplomatic Missions in Costa Rica http://www.rree.go.cr/c-diplo1.html

Consular Information http://www.rree.go.cr/Inf-Consular.html



CYPRUS

Ministry of Foreign Affairs http://www.pio.gov.cy/ir/index.htm

Foreign Policy http://www.pio.gov.cy/ir/general.htm

Latest News http://www.pio.gov.cy/whats_new.htm

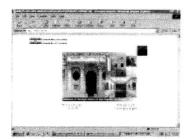
Press Information http://www.pio.gov.cy/news/index.html

Treaties & Legal Issues http://www.pio.gov.cy/docs/index.htm

Participation in International Organisations http://www.pio.gov.cy/ir/index.htm

FAQ http://www.pio.gov.cy/faq.htm

The Cyprus Issue http://www.pio.gov.cy/cyissue/index.htm



CROATIA

Ministry of Foreign Affairs http://www.mvp.hr/

Who is Who http://www.mvp.hr/mvprh-www-eng/1-mvp/officials/index.html

Organisation http://www.mvp.hr/mvprh-www-eng/1-mvp/organis/index.html

Latest News http://www.mvp.hr/mvprh-www-eng/3-priopcenja/ release'00/0002/index.html

Press Information http://www.mvp.hr/mvprh-www-eng/2-aktiv/index.html

Multilateral Relations http://www.mvp.hr/mvprh-www-eng/5-multilateral/index.html

Bilateral Relations http://www.mvp.hr/mvprh-www-eng/4-bilateral/index.html

Economic Issues http://www.mvp.hr/mvprh-www-eng/7-economic/index.html

Diplomatic Missions in Croatia http://www.mvp.hr/mvprh-www-eng/9-dm-in-rh/index.html

Consular Information http://www.mvp.hr/mvprh-www-eng/10-visa/index.html

Diplomatic Academy http://www.mvp.hr/mvprh-www-eng/8-diplomat/index.html

Accreditations to Foreign Journalists http://www.mvp.hr/mvprh-www-eng/11-press/index.html



CZECH REPUBLIC

Ministry of Foreign Affairs http://www.czech.cz/index.htm

Organisation http://www.czech.cz/english/main5.htm

Participation in International Organisations http://www.czech.cz/english/140.htm

Economic Issues http://www.czech.cz/english/main4.htm

Cultural Issues http://www.czech.cz/english/main6.htm

Diplomatic Missions in Czech Republic http://www.czech.cz/adra/zada.htm

Information for Foreigners http://194.108.160.102/cztg/

Political System http://www.czech.cz/czech/political.html



DENMARK

Ministry of Foreign Affairs http://www.um.dk/

About Denmark http://www.um.dk/english/danmark/danmarksbog/

A Queen in a Kingdom http://www.um.dk/english/queen/dronning_25.asp

Links http://www.um.dk/links/



DOMINICAN REPUBLIC

Secretariat of External Relations http://serex.gov.do/

Organisation http://206.105.233.238/english/serex/serex_organization.htm

Foreign Policy http://206.105.233.238/english/serex/serex_foreign_new.htm

Foreign Policy - Objectives http://206.105.233.238/english/serex/serex_foreign_principles.htm

Calendar of Activities http://206.105.233.238/final/serex/escuela11.htm

Latest News http://206.105.233.238/english/serex/serex_news.htm

Press Information http://206.105.233.238/english/info/info_press.htm

Economic Issues http://206.105.233.238/english/commerce/commerce_economy.htm

Information for Foreigners http://206.105.233.238/english/tourism/tourism.htm

Consular Information http://206.105.233.238/english/serex/serex_services_services.htm

Project for Institutional Reform and Modernization of the Chancellery and the Foreign Service http://206.105.233.238/english/serex/serex_foreign_reform.htm

Strategic Alliance between the Caribbean and Central America http://206.105.233.238/english/serex/serex_foreign_alliance.htm

The New Foreign Policy http://206.105.233.238/english/serex/serex_foreign_new.htm



EGYPT

Ministry of Foreign Affairs http://www.mfa.gov.eg/

Organisation http://www.mfa.gov.eg/images/st1.GIF

Foreign Policy http://www.mfa.gov.eg/getcat.asp?id=03

Middle East Peace Making http://www.mfa.gov.eg/getcat.asp?id=0301

Arms Control http://www.mfa.gov.eg/getcat.asp?id=030402

Latest News http://www.mfa.gov.eg/new.asp

Press Information http://www.mfa.gov.eg/getcat.asp?id=04

Treaties & Legal Issues http://www.mfa.gov.eg/getcat.asp?id=02

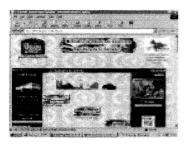
Diplomatic Missions in Egypt http://www.mfa.gov.eg/missions_f.asp?id=0105

Consular Information http://www.mfa.gov.eg/consular.asp?id=05

Diplomatic Academy http://www.mfa.gov.eg/Inst e.html

About Egypt http://www.mfa.gov.eg/frames.asp?id=about

Links http://www.mfa.gov.eg/frames.asp?id=links



EL SALVADOR

Ministry of Foreign Affairs http://www.rree.gob.sv/sitio/sitio.nsf

Organisation http://www.rree.gob.sv/sitio/sitio.nsf/pages/mrree

Foreign Policy http://www.rree.gob.sv/sitio/sitio.nsf/pages/menupoliext

Calendar of Activities http://www.rree.gob.sv/sitio/sitio.nsf

Latest News http://www.rree.gob.sv/sitio/sitio.nsf

Press Information http://www.rree.gob.sv/sitio/sitio.nsf/pages/menupubli

Multilateral Relations http://www.rree.gob.sv/sitio/sitio.nsf/pages/cooperacionext

Participation in International Organisations http://www.rree.gob.sv/sitio/sitio.nsf/pages/menupoliext

Bilateral Relations http://www.rree.gob.sv/sitio/sitio.nsf/pages/cooperacionext

Diplomatic Missions in El Salvador http://www.rree.gob.sv/sitio/sitio.nsf/pages/MisionesEnEs



ESTONIA

Ministry of Foreign Affairs http://www.vm.ee/

Who is Who http://www.vm.ee/eng/mfa/contacts.html

Organisation http://www.vm.ee/eng/mfa/structure.html

Foreign Policy http://www.vm.ee/eng/policy/index.html

Latest News http://www.vm.ee/eng/new/whatsnew.html

Press Information http://www.vm.ee/eng/pressreleases/index.html

Bilateral Relations http://www.vm.ee/eng/policy/bilateral.html

Diplomatic Missions in Estonia http://www.vm.ee/eng/consularinfo/mission.html

Information for Foreigners http://www.customs.ee/docs/travel/guide_eng.shtm

Consular Information http://www.vm.ee/eng/consularinfo/index.html

Publications http://www.vm.ee/eng/publications/index.html

Links http://www.vm.ee/eng/sites/index.html

Estonia and NATO http://www.vm.ee/eng/nato/middle.htm



FIJ

Ministry of Foreign Affairs http://fiji.gov.fj/m_forgn/index.html

Latest News http://fiji.gov.fj/core/news.html

Press Information http://fiji.gov.fj/core/press.html

Diplomatic Missions in Fiji http://fiji.gov.fj/core/for_mis.html

About Fiji http://fiji.gov.fj/core/about.html



FORMER YUGOSLAV REPUBLIC OF MACEDONIA

Ministry of Foreign Affairs http://www.mnr.gov.mk/

Diplomatic Missions in FYROM http://www.mnr.gov.mk/diplList/diplomatic_listA.htm



FINLAND

Ministry of Foreign Affairs http://virtual.finland.fi/ministry/formin.html

Organisation http://virtual.finland.fi/ministry/english/umeng.html#organization

Foreign Policy http://virtual.finland.fi/finfo/english/forpolic2.html

Calendar of Activities http://virtual.finland.fi/finfo/english/chrono1999.html

Latest News http://virtual.finland.fi/news/

Press Information http://virtual.finland.fi/news/category.asp?intNWSCatID=1

Economic Issues http://virtual.finland.fi/finfo/english/econ.html

Information for Foreigners http://virtual.finland.fi/finfo/english/guide.html

Finland in an Integrating Europe and a Globalising World http://virtual.finland.fi/finfo/english/forpolic2.html

Finland as a Member of the European Union http://virtual.finland.fi/finfo/english/forpolic2.html#fin

European and International Security http://virtual.finland.fi/finfo/english/forpolic2.html#eur

Cooperation in Nearby Areas http://virtual.finland.fi/finfo/english/forpolic2.html#coo

Human Rights in Foreign Policy http://virtual.finland.fi/finfo/english/forpolic2.html#hum



FRANCE

Ministry of Foreign Affairs http://www.france.diplomatie.fr/accueil.html

Organisation http://www.diplomatie.gouv.fr/mae/orga.doc

Foreign Policy http://www.france.diplomatie.fr/france/politiq/index.gb.html

Foreign Policy - Objectives http://www.france.diplomatie.fr/france/politiq/principe.gb.html

Latest News http://www.france.diplomatie.fr/index/nouvo.html

Economic Issues http://www.france.diplomatie.fr/france/tour/economie.gb.html

Diplomatic Missions in France http://www.expatries.org/repdipfr.asp

Information for Foreigners http://www.diplomatie.gouv.fr/venir/index.gb.html

International Cooperation http://www.france.diplomatie.fr/cooperation/index.gb.html

The French Abroad http://www.france.diplomatie.fr/etrangers/index.gb.html

France and European Integration http://www.france.diplomatie.fr/france/politiq/socfr.gb.html

French Participation in UN action http://www.france.diplomatie.fr/france/politiq/culture.gb.html

Humanitarian Action http://www.france.diplomatie.fr/france/politiq/histoire.gb.html



GEORGIA

Ministry of Foreign Affairs http://www.mfa.gov.ge/english/

Who is Who http://www.mfa.gov.ge/english/directory/structure.html

Foreign Policy http://www.mfa.gov.ge/english/foreign/

Latest News http://www.mfa.gov.ge/english/news/

Press Information http://www.mfa.gov.ge/english/news/press.html

Diplomatic Missions in Georgia http://www.mfa.gov.ge/english/resources/foreign.html

Consular Information http://www.mfa.gov.ge/english/consular/

Accreditation Rules http://www.mfa.gov.ge/english/accredit/

Links http://www.mfa.gov.ge/english/resources/



GERMANY

Ministry of Foreign Affairs http://www.auswaertiges-amt.de/index.htm

Foreign Policy http://www.auswaertiges-amt.de/3_auspol/Index2.htm

Press Information http://www.auswaertiges-amt.de/2_aktuel/Index2.htm

Consular Information http://www.auswaertiges-amt.de/3_auspol/12/index.htm

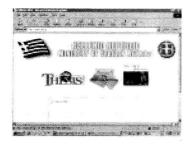
About Germany http://userpage.chemie.fu-berlin.de/adressen/brd.html

Information on Kosovo http://www.auswaertiges-amt.de/6_archiv/inf-kos/index.htm

Europe and Central Asia http://www.auswaertiges-amt.de/1_fremsp/english/1-1-1l.htm

Disarmament and Arms Control http://www.auswaertiges-amt.de/1_fremsp/english/e_pages.htm

Postgraduate Programme in European Studies http://www.auswaertiges-amt.de/4_europa/14/4-14c.htm



GREECE

Ministry of Foreign Affairs http://www.mfa.gr/

Organisation http://www.mfa.gr/about_mfa/index.html

Foreign Policy http://www.mfa.gr/foreign/

Latest News http://www.mfa.gr/whatnew/

Press Information http://www.irlgov.ie/iveagh/information/pressreleases.asp

Treaties http://www.mfa.gr/foreign/treaties/

Multilateral Relations http://www.mfa.gr/foreign/

Participation in International Organisations http://www.mfa.gr/foreign/organizations/

Participation in Regional Initiatives http://www.mfa.gr/foreign/

Bilateral Relations http://www.mfa.gr/foreign/bilateral/

Economic Isues http://www.mfa.gr/economy/

Diplomatic Missions in Greece http://www.mfa.gr/about_mfa/missions.htm

Information for Foreigners http://www.mfa.gr/aboutgr/



GUATEMALA

Ministry of Foreign Affairs http://www.minex.gob.gt/

Information for Foreigners http://www.minex.gob.gt/visas/visas.html

Consular Information

http://www.minex.gob.gt/menuinformacion/menuinformacion.html

GUYANA

Ministry of Foreign Affairs http://www.sdnp.org.gy/minfor/

Foreign Policy http://www.sdnp.org.gy/minfor/achievements.html

Foreign Policy - Objectives http://www.sdnp.org.gy/minfor/forpolobj.html

Latest News http://www.sdnp.org.gy/minfor/news.html

Press Information http://www.sdnp.org.gy/minfor/pressrel.html

Diplomatic Missions in Guyana http://www.sdnp.org.gy/minfor/formis.html

Diplomatic Institute http://www.sdnp.org.gy/minfor/fsi.html

Speeches http://www.sdnp.org.gy/minfor/addresses.html

About Guyana http://www.guyanaguide.com/

Links http://www.sdnp.org.gy/minfor/other.html



HONDURAS

Secretariat of External Relations http://www.sre.hn/

Who is Who http://www.sre.hn/5-1.asp?Banner=Tit6-1.gif

Foregn Policy http://www.sre.hn/Sistema/ Default.asp?TipoDocumento=76&Banner=Tit2-1.gif&Fe=209&Fv=21

Press Information http://www.sre.hn/Boletines/ default.asp?TipoDocumento=23&Banner=Tit4-1.gif

Treaties & Legal Issues http://www.sre.hn/Tratados/Default.asp?Banner=TIT5.gif

Links http://www.sre.hn/7.asp?Banner=Tit8.gif



HUNGARY

Ministry of Foreign Affairs http://www.mfa.gov.hu/

Who is Who http://www.mfa.gov.hu/Altalanosinf/indexeng.htm

Foreign Policy http://www.mfa.gov.hu/Strategy/Index-a.htm

Latest News http://www.mfa.gov.hu/Aktualis/current.htm

Press Information http://www.mfa.gov.hu/Szovivoi/publ.htm

Participation in International Organisations http://www.mfa.gov.hu/ENSZ.htm



ICELAND

Ministry of Foreign Affairs http://brunnur.stjr.is/interpro/utanr/utn-eng.nsf/pages/front

Who is Who http://www.isgatt.is/cgi-bin/wlDisplay/ou=StjrUtn,ou=Fyrirtaeki,o=SKIMA,c=IS

Organisation http://brunnur.stjr.is/interpro/utanr/utn-eng.nsf/pages/ministry

Treaties http://brunnur.stjr.is/interpro/utanr/utn-eng.nsf/pages/treaties

Economic Issues http://www.export.is/

Diplomatic Missions in Iceland http://brunnur.stjr.is/interpro/utanr/utn-eng.nsf/pages/embassies

Information for Foreigners http://brunnur.stjr.is/interpro/utanr/utn-eng.nsf/ ea52acaba80067ed002565c20053eda6/0322c95a6

Speeches http://brunnur.stjr.is/interpro/utanr/utn-eng.nsf/ ea52acaba80067ed002565c20053eda6/ 2d2a1ba62b58ad060025660a00431f09?OpenDocument

Links http://brunnur.stjr.is/interpro/utanr/utn-eng.nsf/pages/other-info



INDIA

Ministry of Foreign Affairs http://www.meadev.gov.in/

Foreign Policy http://india.indiagov.org/foreign/intro.htm

Latest News http://www.meadev.gov.in/news/menu.htm

Press Information http://www.meadev.gov.in/news/pressrelease.htm

Treaties & Legal Issues http://www.meadev.gov.in/economy/ibta/mainpg.htm

Participation in International Organisations http://india.indiagov.org/foreign/intro.htm

Bilateral Relations http://india.indiagov.org/foreign/intro.htm

Economic Issues http://www.meadev.gov.in/economy/menu.htm

Cultural Issues http://www.meadev.gov.in/culture/overview.htm

Information for Foreigners http://www.meadev.gov.in/tourism/menu1.htm

ITEC Programme http://india.indiagov.org/foreign/itecprog.htm

Indian Farmers Project at Burkina Faso http://india.indiagov.org/foreign/indfrm-bf.htm

Soldiers of Peace: India and UN Peacekeeping http://www.meadev.gov.in/un/peace.htm



INDONESIA

Ministry of Foreign Affairs http://www.dfa-deplu.go.id/

Organisation http://www.dfa-deplu.go.id/departemen/structures/structures.htm

Foreign Policy http://www.dfa-deplu.go.id/policy/policy.htm

Major Issues http://www.dfa-deplu.go.id/policy/view/major/major.htm

Latest News http://www.dfa-deplu.go.id/new/new.htm

Press Information http://www.dfa-deplu.go.id/policy/releases/releases.htm

Multilateral Relatio ns http://www.dfa-deplu.go.id/world/multilateral/multilateral.htm

Bilateral Relations http://www.dfa-deplu.go.id/world/bilateral/bilateral.htm

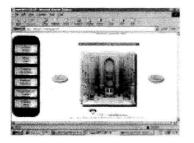
Economic Issues http://www.dfa-deplu.go.id/policy/view/economic/TRESUR.htm

Diplomatic Missions in Indonesia http://www.dfa-deplu.go.id/diplomatic/consularlist.htm

Consular Information http://www.dfa-deplu.go.id/visa/services.htm

Events http://www.dfa-deplu.go.id/policy/events.htm

What Others Say http://www.dfa-deplu.go.id/others/others.htm



IRAN

Ministry of Foreign Affairs http://mfa.gov.ir/Homepage.htm

Organisation http://mfa.gov.ir/English/Other-Pages/Organizational-Chart/Index.htm

Foreign Policy http://mfa.gov.ir/English/Pages/Foreign-Policy.htm

Press Information http://mfa.gov.ir/English/Pages/Iran-Review-Bulletin.htm

Consular Information http://mfa.gov.ir/English/Other-Pages/Consular-Information/Index.htm

About Iran http://mfa.gov.ir/English/Other-Pages/About-Iran/Index.htm

Links http://mfa.gov.ir/English/Other-Pages/Related-Sites/Index.htm



IRELAND

Department of Foreign Affairs http://www.irlgov.ie/iveagh/

Who is Who http://www.irlgov.ie/iveagh/aboutus/biographies/default.asp

Organisation http://www.irlgov.ie/iveagh/aboutus/structure/default.asp

Foreign Policy http://www.irlgov.ie/iveagh/policy/default.asp

Foreign Policy - Objectives http://www.irlgov.ie/iveagh/policy/generalissues.htm

Latest News http://www.irlgov.ie/iveagh/home.asp

Press Information http://www.irlgov.ie/iveagh/information/pressreleases.asp

Treaties & Legal Issues http://www.irlgov.ie/iveagh/information/publications/CoE/coehome.htm

Cultural Issues http://www.irlgov.ie/iveagh/information/culture/default.asp

Diplomatic Missions in Ireland http://www.irlgov.ie/iveagh/embassies/dublin.asp

Information for Foreigners http://www.irlgov.ie/iveagh/services/toireland/default.asp

FAQ http://www.irlgov.ie/iveagh/askus/faq/default.asp

Ask-Ireland http://www.ask-ireland.com/



ISRAEL

Ministry of Foreign Affairs http://www.israel.org/mfa/home.asp

Who is Who http://israel.org/mfa/go.asp?MFAH00in0

Organisation http://israel.org/mfa/go.asp?MFAH00in0

Latest News http://israel.org/mfa/home.asp

Press Information http://israel.org/mfa/go.asp?MFAH012x0

Treaties & Legal Issues http://israel.org/mfa/go.asp?MFAH010b0

Participation in International Organisations http://www.israel-mfa.gov.il/mfa/go.asp?MFAH00lj0

Economic Issues http://israel.org/mfa/go.asp?MFAH00070

Cultural Issues http://israel.org/mfa/go.asp?MFAH00060

Diplomatic Missions in Israel http://israel.org/mfa/go.asp?MFAH0a5b0

Speeches http://www.israel.org/mfa/go.asp?MFAH017v0

Policy Statements http://www.israel.org/mfa/go.asp?MFAH0dnz0



ITALY

Ministry of Foreign Affairs http://www.esteri.it/

Who is Who http://www.esteri.it/eng/thefarnesina/whois/index.htm

Organisation http://www.esteri.it/eng/thefarnesina/struttura/index.htm

Foreign Policy http://www.esteri.it/eng/foreignpol/index.htm

Latest News http://www.esteri.it/eng/new.htm

Press Information http://www.esteri.it/eng/currentaff/home.htm

Treaties & Legal Issues http://www.esteri.it/eng/archives/home.htm

Multilateral Relations http://www.esteri.it/eng/foreignpol/multilater/index.htm

Participation in Regional Initiatives http://www.esteri.it/eng/foreignpol/aree/index.htm

Economic Issues http://www.esteri.it/eng/servicescit/operating/comiten.htm

Cultural Issues http://www.esteri.it/eng/foreignpol/dgrc/culturen.htm

Diplomatic Missions in Italy http://www.esteri.it/eng/thefarnesina/address/pdficon.gif

Consular Information http://www.esteri.it/eng/foreignpol/italstra/aseriten.htm



JAPAN

Ministry of Foreign Affairs http://www.mofa.go.jp/

Who is Who http://www.mofa.go.jp/about/index.html

Organisation http://www.mofa.go.jp/about/hq/chart.html

Foreign Policy http://www.mofa.go.jp/policy/index.html

Latest News http://www.mofa.go.jp/whats/index.html

Press Information http://www.mofa.go.jp/announce/index.html

Participation in Regional Initiatives http://www.mofa.go.jp/region/index.html

Economic Issues http://www.mofa.go.jp/policy/economy/index.html

Cultural Issues http://www.mofa.go.jp/policy/culture/index.html

Diplomatic Missions in Japan http://www.mofa.go.jp/about/emb_cons/protocol/index.html

Information for Foreigners http://www.mofa.go.jp/j_info/index.html

Conflict Prevention http://www.mofa.go.jp/policy/conflict/index.html

Anti-personnel Landmines http://www.mofa.go.jp/policy/global/landmine/index.html

Disaster Prevention and Relief http://www.mofa.go.jp/policy/global/disaster/index.html



KENYA

Ministry of Foreign Affairs http://www.kenyaweb.com/kenyagov/foreign/foreign.html

Who is Who http://www.kenyaweb.com/kenyagov/foreign/foreign.html

Latest News http://www.africaonline.co.ke/foreignaffairs/bulletin/index.html

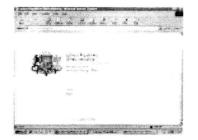


KUWAIT

Ministry of Foreign Affairs http://mofa.org/

Consular Information http://mofa.org/visa.htm

About Kuwait http://mofa.org/kuwait.htm



LATVIA

Ministry of Foreign Affairs http://www.mfa.gov.lv/

Organisation http://www.mfa.gov.lv/IMAGES/estruct.gif

Foreign Policy http://www.mfa.gov.lv/epolicy.htm

Foreign Policy - Objectives http://www.mfa.gov.lv/ENG/POLICY/SECURITY/Arpoli.htm

Latest News http://www.mfa.gov.lv/enews.htm

Press Information http://www.mfa.gov.lv/ENG/NEWS/PRESREL/arh.htm

Participation in Regional Initiatives http://www.mfa.gov.lv/ENG/POLICY/eregional.htm

Bilateral Relations http://www.mfa.gov.lv/ENG/DOCUMENTS/AGREEMENTS/agree-index.htm

Economic Issues http://www.mfa.gov.lv/ENG/LATVIA/Economy.htm

Diplomatic Missions in Latvia http://www.mfa.gov.lv/efmissions.htm

Consular Information http://www.mfa.gov.lv/econsular.htm

About Latvia http://www.mfa.gov.lv/elatvia.htm

Links http://www.mfa.gov.lv/elinks.htm



LITHUANIA

Ministry of Foreign http://www.urm.lt/

Organisation http://www.urm.lt/inform/telefon-e.htm

Foreign Policy http://www.urm.lt/foreign/

Integration of Lithuania into the European Union http://www.urm.lt/eu/

Integration of Lithuania into NATO http://www.urm.lt/nato/

Latest News http://www.urm.lt/new/

Press Information http://www.urm.lt/new/

Economic Issues http://www.urm.lt/economic/

Diplomatic Missions in Lithuania http://www.urm.lt/inform/foramb.htm

Consular Information http://www.urm.lt/consular/

About Lithuania http://www.urm.lt/about/

Links http://www.urm.lt/links.htm

Lithuanian Foreign Policy Review http://www.urm.lt/lfpr/



MALAYSIA

Ministry of Foreign Affairs http://www.kln.gov.my/index1.html

Organisation http://www.kln.gov.my/bi-profile-chart.htm

Foreign Policy http://www.kln.gov.my/bi-policy.htm

Foreign Policy - Objectives http://www.kln.gov.my/bi-policy2.htm

Press Information http://domino.kln.gov.my/KLN/press.nsf/ d27487bac9a6f969c825652800169b2c/60b66c01225e85c5

Treaties & Legal Issues http://domino.kln.gov.my/KLN/un.nsf?OpenDatabase

Consular Information http://www.kln.gov.my/bi-services-consular.htm

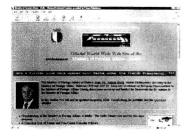
Traveling Overseas http://www.kln.gov.my/bi-travel.htm

About Malaysia http://www.kln.gov.my/bi-about.htm

Links http://www.kln.gov.my/bi-links.htm

Human Rights http://domino.kln.gov.my/KLN/menu.nsf/ 5e82e9f47ad558514825644100119bf2/ cb6539e86302ef2cc82565ab0009b7df?OpenDocument

Peacekeeping http://domino.kln.gov.my/KLN/menu.nsf/ 5e82e9f47ad558514825644100119bf2/ 5793254fdc5c1033c82565ab000cbb09?OpenDocument



MALTA

Ministry of Foreign Affairs http://www.foreign.gov.mt/mfahome.asp

Who is Who http://www.foreign.gov.mt/org/ministry/mfa1.htm

Organisation http://www.foreign.gov.mt/org/

Foreign Policy - Objectives http://www.foreign.gov.mt/joeborg/portfolio/

Malta's candidature to join EU http://www.foreign.gov.mt/Malta-Eu/index.htm

Latest News http://www.foreign.gov.mt/news/Index.htm

Press Information http://www.foreign.gov.mt/joeborg/Index1.htm

Participation in International Organisations http://www.foreign.gov.mt/org/ministry/intorg1.htm

Consular Information http://www.foreign.gov.mt/org/consular/

Diplomatic Academy http://www.diplomacy.edu/

Announcements http://www.foreign.gov.mt/news/announce/

Available Scholarships http://www.foreign.gov.mt/news/scholarships/

Palazzo Parisio: Multimedia History http://www.foreign.gov.mt/palace/parisio.htm

Maltese Media On-line http://www.foreign.gov.mt/news/links/media.htm



MAURITIUS

Ministry of Foreign Affairs http://ncb.intnet.mu/mfa.htm

Who is Who http://ncb.intnet.mu/mfa/about.htm

Latest News http://ncb.intnet.mu/mfa/index.htm



MEXICO

Secretariat of External Relations http://www.quicklink.com/mexico/sremi.htm

Press Information http://www.quicklink.com/mexico/sre3.htm

Treaties & Legal Issues http://www.quicklink.com/mexico/sremi.htm

Economic Issues http://www.quicklink.com/mexico/gob97/boldgae.htm

Speeches http://www.quicklink.com/mexico/green.htm



MICRONESIA

Department of Foreign Affairs http://www.fsmgov.org/ovmis.html

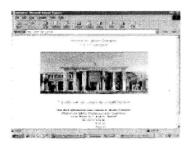
Foreign Policy http://www.fsmgov.org/info/fa.html

Press Information http://www.fsmgov.org/press.html

Economic Issues http://www.fsmgov.org/info/econ.html

Cultural Issues http://www.fsmgov.org/info/culture.html

Information for Foreigners http://www.fsmgov.org/info/tourism.html



MOROCCO

Ministry of Foreign Affairs http://www.maec.gov.ma/

Diplomatic Missions in Morocco http://www.mincom.gov.ma/french/adr_util/diploetr.html

Information for Foreigners http://www.mincom.gov.ma/english/generalities/e_genera.html



MONGOLIA

Ministry of Foreign Affairs http://www.extmin.mn/

Organisation http://www.mol.mn/mer/Index2.htm

Foregn Policy http://www.mol.mn/mer/Foreign%20policy.htm

Latest News http://www.extmin.mn/foreign_relations.htm

Treaties & Legal Issues http://www.mol.mn/mer/policy_doc.htm

Multilateral Relations http://www.mol.mn/mer/multilateral_relations.htm

Participation in International Organisations http://www.mol.mn/mer/International%20org.htm

Bilateral Relations http://www.mol.mn/mer/bilateral_relations.htm

Economic Isues http://www.mol.mn/mer/economic_affairs.htm

Diplomatic Missions in http://www.mol.mn/mer/foreign_embassies.htm

Consular Information http://www.mol.mn/mer/Index6.htm

Archives http://www.mol.mn/mer/archiv.htm

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MOZAMBIQUE

Ministry of Foreign Affairs http://www.mozambique.mz/governo/minec/

Organisation http://www.mozambique.mz/governo/minec/portugue/organigr.htm

Foreign Policy http://www.mozambique.mz/governo/minec/portugue/pol_ext.htm

Participation in International Organisations http://www.mozambique.mz/governo/minec/portugue/repr_org.htm

Diplomatic Missions in Mozambique http://www.mozambique.mz/governo/minec/portugue/mis_moz.htm



MYANMAR

Ministry of Foreign Affairs http://www.twics.com/~met/mofa/

Foreign Policy http://www3.itu.ch/MISSIONS/Myanmar/foreignp.htm

Latest News http://www3.itu.ch/MISSIONS/Myanmar/news01.htm

Economic Issues http://www3.itu.ch/MISSIONS/Myanmar/economic.htm



NETHERLANDS

Ministry of Foreign Affairs http://www.minbuza.nl/english/content.asp?Key=301719

Who is Who http://www.minbuza.nl/english/Content.asp?Key=301271&Pad=257568

Foreign Policy http://www.minbuza.nl/english/menu.asp?Key=257839&Pad=257571

Latest News http://www.minbuza.nl/english/menu.asp?Key=257569&Pad=

Press Information http://www.bz.minbuza.nl/english/ menu.asp?Key=257774&Pad=257572

Treaties & Legal Issues http://www.minbuza.nl/english/ Content.asp?Key=303661&Pad=257571,257841

Cultural Issues http://www.minbuza.nl/menu.asp?Key=302911&Pad=

Links http://www.minbuza.nl/english/menu.asp?Key=257573&Pad=

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NEW ZEALAND

Ministry of Foreign Affairs http://www.mft.govt.nz/

Organisation http://www.mft.govt.nz/about/struct.html

Foreign Policy http://www.mft.govt.nz/for.html

Press Information http://www.mft.govt.nz/media.shtml

Bilateral Relations http://www.mft.govt.nz/foreign/bilat.html

Economic Issues http://www.mft.govt.nz/help/buscal.html

Diplomatic Missions in New Zealand http://www.mfat.govt.nz/about/relat.html

Consular Information http://www.mft.govt.nz/travel/services.html

Links http://www.mft.govt.nz/link.html



NICARAGUA

Ministry of Foreign Affairs http://www.cancilleria.gob.ni/index.asp

Who is Who http://www.cancilleria.gob.ni/func-can.asp

Latest News http://www.cancilleria.gob.ni/index.asp

Press Information http://www.cancilleria.gob.ni/prensa/index.asp

Treaties & Legal Issues http://www.cancilleria.gob.ni/tratados/

Consular Information http://www.cancilleria.gob.ni/consular/index.html

FAQ http://www.cancilleria.gob.ni/consular/pf.html

Events http://www.cancilleria.gob.ni/eventos/index.html



NORWAY

Ministry of Foreign Affairs http://odin.dep.no/ud/engelsk/

Press Releases http://odin.dep.no/ud/engelsk/aktuelt/index-b-n-a.html

Speeches http://odin.dep.no/odin/engelsk/nytt/taler/index-b-n-a.html

Publications http://odin.dep.no/ud/engelsk/publ/index-b-n-a.html

Human Rights and International Development http://odin.dep.no/ud/engelsk/p2500830/index-b-n-a.html

Trade Policy http://odin.dep.no/ud/engelsk/p2500832/index-b-n-a.html

Security Policy http://odin.dep.no/ud/engelsk/p10001717/index-b-n-a.html

UN/Security Council http://odin.dep.no/ud/engelsk/p10001986/index-b-n-a.html



OMAN

Ministry of Foreign Affairs http://www.omanet.com/moi for.htm



PAKISTAN

Ministry of Foreign Affairs http://www.forisb.org/

Who is Who http://www.forisb.org/whoswho.html

Organisation http://www.forisb.org/chart1.gif

Foreign Policy http://www.forisb.org/fpolicy.html

Latest News http://www.forisb.org/

Press Information http://www.forisb.org/archives.html

Consular Information http://www.forisb.org/visainfo.html

Diplomatic Academy http://www.forisb.org/fsa2.html

FAQ http://www.forisb.org/faqs.html



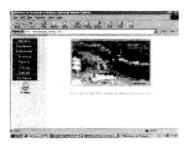
PALESTINIAN AUTHORITY

Ministry of Planning and International Cooperation http://www.pna.net/faffairs/

Latest News http://www.pna.net/events/event_index.htm

Press Information http://www.pna.org/mininfo/press/ep_index.htm

Diplomatic Missions in Palestinian Authority http://www.pna.net/faffairs/diplomatic_corpse.htm



PANAMA

Ministry of Foreign Affairs http://www.mire.gob.pa/index3.htm

Organisation http://www.mire.gob.pa/figuras/organigrama.gif

Foreign Policy http://www.mire.gob.pa/jPolitica.htm

Foreign Policy - Objectives http://www.mire.gob.pa/figuras/titulo2politica.JPG

Latest News http://www.mire.gob.pa/figuras/nuevo2.gif

Treaties & Legal Issues http://www.mire.gob.pa/jdocexterior.htm



PARAGUAY

Ministry of Foreign Affairs http://www.mre.gov.py/

Who is Who http://www.mre.gov.py/pagina/autorimin.html

Press Information http://www.mre.gov.py/pagina/medios.htm

Diplomatic Missions in Paraguay http://www.mre.gov.py/pagina/guia.html



PERU

Ministry of Foreign Affairs http://www.rree.gob.pe/default.htm

Organisation http://www.rree.gob.pe/cancille/organigrama.gif

Foreign Policy http://www.rree.gob.pe/polexter/default.htm

Calendar of Activities http://www.rree.gob.pe/domino/nsf/cronolog.nsf

Latest News http://www.rree.gob.pe/novedad.htm

Press Information http://www.rree.gob.pe/domino/nsf/binformativo.nsf/ 1aa43027d97d4c52052567930078a768/28ac

Multilateral Relations http://www.rree.gob.pe/multilate/default.htm

Economic Issues http://www.rree.gob.pe/domino/nsf/economia.nsf



PHILIPPINES

Department of Foreign Affairs http://www.dfa.gov.ph/

Organisation http://www.dfa.gov.ph/d-cntnts/dfa-offi.htm

Latest News http://www.dfa.gov.ph/pressrel/pr2000/march.htm

Press Information http://www.dfa.gov.ph/d-cntnts/dfa-nw.htm

Participation in International Organisations http://www.dfa.gov.ph/for_mis/iorglist.htm

Diplomatic Missions in Philippines http://www.dfa.gov.ph/d-cntnts/dfa-fmp.htm

Consular Information http://www.dfa.gov.ph/d-cntnts/dfa-serv.htm

Diplomatic Academy http://www.dfa.gov.ph/d-cntnts/dfa-fsi.htm

Links http://www.dfa.gov.ph/frames/d-lnks.htm



POLAND

Ministry of Foreign Affairs http://www.msz.gov.pl/

Foreign Policy http://www.msz.gov.pl/english/polzagr/index.html

Foreign Policy - Objectives http://www.msz.gov.pl/english/polzagr/priorities.html

How to Rebuild Bridges http://www.msz.gov.pl/english/polzagr/stabilitypacten.html

Poland Enters EU http://www.msz.gov.pl/english/unia/index.html

Poland in NATO http://www.msz.gov.pl/english/nato/index.html

Cultural Issues http://www.msz.gov.pl/mwp/mwp03/english/index.html

Newsletter from Poland http://www.msz.gov.pl/english/poland/index.html

Publications http://www.msz.gov.pl/english/publications/index.html



PORTUGAL

Ministry of Foreign Affairs http://www.min-nestrangeiros.pt/mne/engindex.html

Organisation http://www.min-nestrangeiros.pt/mne/portugal/engindex.html

Foreign Policy http://www.min-nestrangeiros.pt/politica/engindex.html

Foreign Policy - Objectives http://www.min-nestrangeiros.pt/politica/documentos/enggovglobal.html

Treaties & Legal Issues http://www.min-nestrangeiros.pt/politica/multilateral/itreaty.html

Multilateral Relations http://www.min-nestrangeiros.pt/politica/multilateral/

Economic Issues http://www.min-nestrangeiros.pt/politica/economica/

Diplomatic Missions in Portugal http://www.min-nestrangeiros.pt/mne/portugal/missoespt.html



QATAR

Ministry of Foreign Affairs http://www.mofa.gov.qa/

Who is Who http://www.mofa.gov.qa/mofa/index-e.htm

Organisation http://www.mofa.gov.qa/government/ministries/mofa/mofa-chart-e.htm

Foreign Policy http://www.mofa.gov.qa/foreign/statement/index-e.htm

Press Information http://www.mofa.gov.qa/qatar-news/index-e.htm

Economic Issues http://www.mofa.gov.qa/land/economy/index-e.htm

Conferences http://www.mofa.gov.qa/foreign/conferences/index-e.htm

About Qatar http://www.mofa.gov.qa/land/index-e.htm



REPUBLIC OF KOREA

Ministry of Foreign Affairs http://www.mofat.go.kr/main/top.html

Organisation

http://www.mofat.go.kr/web/mofat.nsf/253ac509a6895589492567b4001b6f5a/ 1180e51169c416f84

Foreign Policy http://www.mofat.go.kr/english/policy/top.html

Peace on Korean Peninsula http://www.mofat.go.kr/web/koreauni.nsf/ B202221EDC7F1632C925684F00097FF9

Security / Disarmament http://www.mofat.go.kr/web/sec.nsf/ 526d41a0cbe8459c49256789002bec97?OpenView

UN / International Organization http://www.mofat.go.kr/web/un.nsf/ 084e984462ea83c74925678a00317d12?OpenView

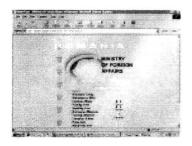
Human Rights / Social Affairs http://www.mofat.go.kr/web/right.nsf/ fe89ffb055ab30ab49256789002f6f48?OpenView

Cultural Cooperation http://www.mofat.go.kr/ebcul_co.nsf015a276ba8e23162492567890030384c?OpenView

Latest News http://www.mofat.go.kr/english/event/images/main02.jpg

Press Information http://www.mofat.go.kr/web/press.nsf/ 53aa7a224f7a6e4f4925678900394404?OpenView

Treaties & Legal Issues http://www.mofat.go.kr/web/theory.nsf/ 938310a56d0587944925678a00335f62?OpenView



ROMANIA

Ministry of Foreign Affairs http://domino.kappa.ro/mae/home.nsf/HomePageEng

Who is Who http://domino.kappa.ro/mae/mae.nsf/ ConducereaEng?OpenView&Count=999

Organisation http://domino.kappa.ro/mae/mae.nsf/All/StructuraEng

Foreign Policy http://domino.kappa.ro/mae/politica.nsf/MAEEng

Latest News http://domino.kappa.ro/mae/home.nsf/Toate/Event/\$File/main_eng.htm

Press Information http://domino.kappa.ro/mae/presa.nsf/InformatiiDePresaEng

Treaties & Legal Issues http://domino.kappa.ro/mae/politica.nsf/JuridicEng

Participation in International Organisations http://domino.kappa.ro/mae/politica.nsf/ OrganizatiiEng?OpenView&Count=999

Participation in Regional Initiatives http://domino.kappa.ro/mae/politica.nsf/TemeEng/ 3E133299655F3F43C22566F2005407EE?Open

Bilateral Relations http://domino.kappa.ro/mae/politica.nsf/ 8ea33b4c1e32ccf9c22566db000901f9/39cf295d4b32141d

Cultural Issues http://domino.kappa.ro/mae/politica.nsf/ CulturalEng?OpenView&Count=999

Diplomatic Missions in Romania http://domino.kappa.ro/mae/home.nsf/ MisiuniStraineEng?OpenView&Count=999

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RUSSIAN FEDERATION

Ministry of Foreign Affairs http://www.mid.ru/mid/eng/bod.htm

Organisation http://www.mid.ru/mid/eng/dep_list.htm

Latest News http://www.mid.ru/mid/eng/bod.htm

Press Information http://www.mid.ru/mid/eng/BOD_1.HTM

Participation in International Organisations http://www.mid.ru/mid/eng/emb_org.htm

Diplomatic Missions in Russian Federation http://www.mid.ru/mid/eng/embassie.htm

Diplomatic Academy http://www.mid.ru/mid/eng/DA_new_eng.htm

Publications http://www.mid.ru/mid/eng/bod_2.htm

Links http://www.mid.ru/mid/eng/bod_link.htm



SAUDI ARABIA

Ministry of Foreign Affairs http://www.saudinf.com/main/c6g.htm

Foreign Policy http://www.saudinf.com/main/k.htm

Foreign Policy - Objectives http://www.saudinf.com/main/k1.htm

Saudi Arabia's Policy to Middle East Peace Process http://www.saudinf.com/main/x003.htm

The Aftermath of the Collapse of the Soviet Union http://www.saudinf.com/main/x002.htm

Latest News http://www.saudinf.com/main/yy1.htm

Diplomatic Missions in Saudi Arabia http://www.saudinf.com/main/p7.htm

About Saudi Arabia http://www.saudinf.com/main/000.htm

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SINGAPORE

Ministry of Foreign Affairs http://www.gov.sg/mfa/

Organisation http://www.gov.sg/mfa/aboutmfa_org_main.html

Foreign Policy http://www.gov.sg/mfa/policy/index.htm

Press Information http://www.gov.sg/mfa/speeches/index.htm

Participation in International Organisations http://www.gov.sg/mfa/policy/int_organ.html

Diplomatic Missions in Singapore http://www.gov.sg/mfa/consular/mission_spore/index.htm

Information for Foreigners http://www.stb.com.sg/media/index.stm

Consular Information http://www.gov.sg/mfa/consular/

FAQ http://www.gov.sg/mfa/consular/faq/index.htm

About Singapore http://www.gov.sg/mfa/abtspore/index.htm



SLOVAKIA

Ministry of Foreign Affairs http://www.foreign.gov.sk/

Organisation http://www.foreign.gov.sk/page_mfa_orgstruct.htm

Latest News http://www.foreign.gov.sk/page_latest.htm

Treaties & Legal Issues http://www.foreign.gov.sk/page_treaties.htm

Bilateral Relations http://www.foreign.gov.sk/page_bilateral.htm

Economic Issues http://www.foreign.gov.sk/page_economic.htm

Cultural Issues http://www.foreign.gov.sk/page_cultural.htm

Diplomatic Missions in Slovakia http://www.foreign.gov.sk/page_corps.htm

Consular Information http://www.foreign.gov.sk/page_consular.htm



SLOVENIA

Ministry of Foreign Affairs http://www.sigov.si/mzz/ang/

Organisation http://www.sigov.si/mzz/ang/sestava.html

Foreign Policy http://www.sigov.si/mzz/ang/deklarzun.htm

Latest News http://www.sigov.si/mzz/ang/

Press Information http://www.sigov.si/mzz/ang/szj/pressrelease.shtml

Participation in International Organisations http://www.sigov.si/mzz/ang/slovenija_v_svetu.htm

Economic Issues http://www.sigov.si/mzz/ang/gospodarstvo.html



SPAIN

Ministry of Foreign Affairs http://www.mae.es/

Organisation http://www.mae.es/mae/textos/OID/estructura.htm

Foreign Policy http://www.mae.es/mae/textos/temas/indice.htm

Participation in International Organisations http://www.mae.es/secipi/default.htm

Consular Information http://www.mae.es/mae/textos/consulares/viajes.htm

Diplomatic Academy http://www.mae.es/mae/textos/Escuela/escuela.htm



SRI LANKA

Ministry of Foreign Affairs http://www.lanka.net/fm/

Foreign Policy http://www.lanka.net/fm/policystatements/statements_on_fp.html

Latest News http://www.lanka.net/lankaupdate/index.html

Press Information http://www.lanka.net/fm/press/index.html

Economic Issues http://www.lanka.net/fm/economy.html

Information for Foreigners http://www.lanka.net/ctb/

Publications http://www.lanka.net/fm/publications.html

Perspectives http://www.lanka.net/fm/prespectives.html



SUDAN

Ministry of Foreign Affairs http://www.sudmer.com/index.html

Who is Who http://www.sudmer.com/StatsP/New_Folder/profile.htm

Organisation http://www.sudmer.com/StatsP/New_Folder/organiz2.htm

Foreign Policy http://www.sudmer.com/StatsP/New_Folder/sudan's%20foreign%20policy.htm

Calendar of Activities http://www.sudmer.com/dailyCONTS1.htm

Treaties & Legal Issues http://www.sudmer.com/const.htm

Economic Issues http://www.sudmer.com/trade-contents.htm

Consular Information http://www.sudmer.com/StatsP/New_Folder/visa1.htm

About Sudan http://www.sudmer.com/StatsP/New_Folder/sudstate.htm



SWEDEN

Ministry of Foreign Affairs http://www.ud.se/inenglish/index.htm

Who is Who http://www.ud.se/inenglish/mfa/ministers/index.htm

Organisation http://www.ud.se/inenglish/mfa/organization.htm

Foregn Policy http://www.ud.se/inenglish/policy/index.htm

Press Information http://www.ud.se/inenglish/pressinfo/index.htm

About Sweden http://www.ud.se/inenglish/infosweden.htm



SWITZERLAND

Federal Department of Foreign Affairs http://www.eda.admin.ch/eda/e/home.html

Press Information http://www.eda.admin.ch/eda/e/home/recent/press.html

Diplomatic Network http://www.eda.admin.ch/repadd/f/home/emb/addch.html

Swiss Agency for Development and Cooperation http://194.230.65.134/dezaweb2/home.asp

Information for Travelers http://www.eda.admin.ch/eda/f/home/travel.html

Employment Opportunities http://www.eda.admin.ch/eda/f/home/dep/jobs/



THAILAND

Ministry of Foreign Affairs http://www.mfa.go.th/

Organisation http://www.mfa.go.th/Organize/org1.htm

Foreign Policy http://www.mfa.go.th/Policy/default.htm

Foreign Policy - Objectives http://www.thaigov.go.th/general/policy/policy.htm

Press Information http://www.mfa.go.th/Pr/default.htm

Economic Issues http://www.mfa.go.th/business/default.htm

Diplomatic Missions in Thailand http://www.mfa.go.th/Foreign/default.htm

Information for Foreigners http://www.mfa.go.th/Thailand/default.htm

Consular Information http://www.mfa.go.th/ConsInfo/default.htm

Visa information http://www.mfa.go.th/ConsInfo/coninfo1.htm



TURKEY

Ministry of Foreign Affairs http://www.mfa.gov.tr/

Organisation http://www.mfa.gov.tr/grupg/ga/default.htm

oreign Policy http://www.mfa.gov.tr/grupa/default.htm

Foreign Policy - Objectives http://www.mfa.gov.tr/grupg/gb/default.htm

European Security and Turkey http://www.mfa.gov.tr/grupa/af/secure.htm

Arms Control and Disarmament http://www.mfa.gov.tr/grupa/ai/01.htm

http://www.mfa.gov.tr/grupa/ac/aca/default.htm Human Rights

Water Issues http://www.mfa.gov.tr/grupa/am/default.htm

Latest News http://www.mfa.gov.tr/

Press Information http://www.mfa.gov.tr/grupb/ba/default.htm

Participation in International Organisations http://www.mfa.gov.tr/grupa/default.htm

Bilateral Relations http://www.mfa.gov.tr/grupa/default.htm

Economic Issues http://www.mfa.gov.tr/grupd/default.htm

Cultural Issues http://www.mfa.gov.tr/grupc/cj/cja/culture.htm



TRINIDAD AND TOBAGO

Ministry of Foreign Affairs http://www.foreign.gov.tt/

Organisation http://www.foreign.gov.tt/Organizationalstructure.htm

Foreign Policy http://www.foreign.gov.tt/ForeignPolicy.htm

Latest News http://www.foreign.gov.tt/

Consular Information http://www.foreign.gov.tt/Consular.htm

National Symbols http://www.foreign.gov.tt/nationalsymbols.htm



UNITED ARAB EMIRATES

Ministry of Foreign Affairs http://www.ecssr.ac.ae/03uae.ministry8.html

Information for Foreigners http://www.uaeembassy.org/tour.html



UKRAINE

Ministry of Foreign Affairs http://www.mfa.gov.ua/eng/index.html

Who is Who http://www.mfa.gov.ua/eng/about/index.html

Organisation http://www.mfa.gov.ua/eng/about/contact.html

Foreign Policy http://www.mfa.gov.ua/eng/diplomat/ukraine.html

Latest News http://www.mfa.gov.ua/eng/info/index.html

Participation in Regional Initiatives http://www.mfa.gov.ua/eng/org/regions.html

Diplomatic Missions in Ukraine http://www.mfa.gov.ua/eng/diplomat/index.html

Consular Information http://www.mfa.gov.ua/eng/consul/index.html

Diplomatic Academy http://www.mfa.gov.ua/eng/org/academy.html

Statements http://www.mfa.gov.ua/eng/info/s2000/0406.html

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UNITED KINGDOM

Foreign and Commonwealth Office http://www.fco.gov.uk/

Organisation http://193.114.50.10/directory/dynpage.asp?Page=14

Foreign Policy http://www.fco.gov.uk/news/keythemes.asp

Human Rights in Foreign Policy http://hrpd.fco.gov.uk/

Kosovo: News, Background and Resources http://www.mod.uk/news/kosovo

East Timor : News, Background and Resources http://www.mod.uk/news/easttimor

Africa Factbook http://www.fco.gov.uk/news/keythemehome.asp?16

Middle East Peace Process http://www.fco.gov.uk/news/keythemehome.asp?13

Latest News http://www.fco.gov.uk/news/

Press Information http://193.114.50.10/news/speech.asp

Treaties & Legal Issues http://www.fco.gov.uk/directory/treaty.asp

Economic Issues http://193.114.50.10/trade/

Consular Information http://www.fco.gov.uk/travel/visa.asp

Travel Advice http://193.114.50.10/travel/



UNITED STATES OF AMERICA

State Department http://www.state.gov/

Organisation http://www.state.gov/www/dept/org_chart.html

Foreign Policy http://www.state.gov/www/policy.html

Foreign Policy - Objectives http://www.state.gov/www/global/general_foreign_policy/

Calendar of Activities http://usinfo.state.gov/products/calendar/calendar.htm

Press Information http://secretary.state.gov/www/briefings/statements/index.html

Treaties & Legal Issues http://www.state.gov/www/global/legal_affairs/legal_adviser.html

Participation in International Organisations http://www.state.gov/www/issues/

Economic Issues http://www.state.gov/www/issues/economic/eb_econpol.html

Diplomatic Missions in USA http://www.state.gov/www/travel/consular_offices/fco_index.html

Consular Information http://travel.state.gov/

FAQ http://www.state.gov/www/faq.html



URUGUAY

Ministry of Foreign Affairs http://www.mrree.gub.uy/mrree/cuadro2.htm

Organisation http://www.mrree.gub.uy/mrree/dependencias.htm

Treaties & Legal Issues http://206.99.55.5/tratados/paginainicial.htm

Economic Issues http://206.99.55.5/Exportadores/Ing/IngPaginaInicial.htm



UZBEKISTAN

Ministry of Foreign Affairs http://www.mfa.uz/

Latest News http://jahon.mfa.uz/

Treaties & Legal Issues http://www.mfa.uz/aboutmfa/sps/index.html

Participation in International Organisations http://www.mfa.uz/INOR.html

Cultural Issues http://www.mfa.uz/science.htm

Diplomatic Missions in http://www.mfa.uz/aboutmfa/dip2000.htm

Archives http://www.mfa.uz/archiv.htm



VENEZUELA

Ministry of Foreign Affairs http://www.mre.gov.ve/

Organisation http://www.mre.gov.ve/org.htm

Foreign Policy http://www.mre.gov.ve/temas/index.htm

Calendar of Activities http://www.mre.gov.ve/Noticias/resumen.htm

Diplomatic Missions in Venezuela http://www.mre.gov.ve/consular/extranje/dirce.htm

Consular Information http://www.mre.gov.ve/consular/servicio.htm

Diplomatic Academy http://www.mre.gov.ve/Instituto/iaedpg.htm



VIETNAM

Ministry of Foreign Affairs http://www.mofa.gov.vn/english/index.html

Who is Who http://www.mofa.gov.vn/english/foreign_affair.html

Foreign Policy http://www.mofa.gov.vn/en/diplomacy.html

Latest News http://www.mofa.gov.vn/english/whatnew.html

Press Information http://www.mofa.gov.vn/english/press.html

Economic Issues http://www.mofa.gov.vn/english/kinhte.html

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YUGOSLAVIA

Ministry of Foreign Affairs http://www.mfa.gov.yu/

Who is Who http://www.mfa.gov.yu/Officials/index_e.html

Foreign Policy http://www.mfa.gov.yu/Policy/index_e.html

Latest News http://www.mfa.gov.yu/right.html

Press Information http://www.mfa.gov.yu/Press/index_e.html

Participation in International Organisations http://www.mfa.gov.yu/Policy/interorgan_e.html

Diplomatic Missions in Yugoslavia http://www.mfa.gov.yu/Embassies/missions_e.html

Consular Information http://www.mfa.gov.yu/Visas/index_e.html

Links http://www.mfa.gov.yu/Related/index_e.html

UNITED NATIONS SYSTEM



ACC Subcommittee on Nutrition (ACC/SCN) - Geneva, Switzerland

Website http://acc.unsystem.org/scn/

Publications http://acc.unsystem.org/scn/page5.html

Press Releases http://acc.unsystem.org/scn/page4.html



Administrative Committee on Coordination (ACC)- New York, USA

Website http://acc.unsystem.org/

Meetings List http://acc.unsystem.org/-about/meetings.htm



Consultative Committee on Administrative Questions (Personnel and General Administrative Questions) (CCAQ(PER)) - Geneva, Switzerland

Website http://accsubs.unsystem.org/ccaqper/

Publications http://accsubs.unsystem.org/ccaqper/publications/current/index.htm

Reports http://accsubs.unsystem.org/ccaqper/session.reports/index.htm



Joint United Nations Information Committee (JUNIC) -New York, USA Website http://acc.unsystem.org/-subsidiary.bodies/junic.htm

Information Systems Coordination Committee (ISCC) - Geneva, Switzerland

Website http://www.unsystem.org/iscc/

Documentation http://acc.unsystem.org/-documents/session.reports/iscc/



Economic and Social Commission for Asia and the Pacific (ESCAP) - Bangkok, Thailand

Website http://www.unescap.org/

Structure/Organisation http://www.unescap.org/unis/division.htm

Library http://www.unescap.org/unis/lib.htm

Publications http://www.unescap.org/unis/pub/pubmain.htm

Press Releases http://www.unescap.org/unis/press.htm

News http://www.unescap.org/

Calendar http://www.unescap.org/unis/calendar/calendar.htm

Procurement http://www.unescap.org/procurement/index.htm



Economic and Social Commission for Western Asia (ESCWA) - Beirut, Lebanon

Website http://www.escwa.org.lb/

Library http://www.escwa.org.lb/escwa/divisions/library/index.html

Press Releases http://www.escwa.org.lb/pressrel/index.html

Meetings List http://www.escwa.org.lb/calendar/index.html

Economic Commision for Africa (ECA) -Addis Ababa, Ethiopia

Website http://www.un.org/Depts/eca/

Job Opportunities http://www.un.org/Depts/eca/job/index.htm

Library http://www.un.org/Depts/eca/info/index.htm

Publications http://www.un.org/Depts/eca/pub/index.htm

Press Releases http://www.un.org/Depts/eca/news/index.htm

Reports http://www.un.org/Depts/eca/confr/index.htm

News http://www.un.org/Depts/eca/news/index.htm

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Economic Commission for Europe (ECE) - Geneva, Switzerland

Website http://www.unece.org/

Job Opportunities http://www.un.org/Depts/OHRM/

Publications http://www.unece.org/pub_cat/index.htm

Press Releases http://www.unece.org/press/press_h.htm

Meetings List http://www.unece.org/meetings/meetgen.htm

News http://www.unece.org/spot/spot_h.htm

Calendar http://www.unece.org/meetings/meetgen.htm



Economic Commission for Latin America and the Caribbean (ECLAC) - Santiago, Chile

Website http://www.eclac.org/ Library http://www.eclac.cl/english/dbases/icepa9.html

Press Releases http://www.eclac.cl/english/news/icepa10c.html

Meetings List http://www.eclac.cl/english/Meetings/icepa2.html

News http://www.eclac.cl/english/coverpage/headlines.htm



Food and Agriculture Organization (FAO) - Rome, Italy

Website http://www.fao.org/

General Secretary http://www.fao.org/dg/DGsp00-e.htm

Structure/Organisation http://www.fao.org/UNFAO/struct-e.htm

Job Opportunities http://www.fao.org/VA/EMPLOY.HTM

Library http://www.fao.org/LIBRARY/DEFAULT.HTM

Publications http://www.fao.org/CATALOG/GIPHOME.HTM

Press Releases http://www.fao.org/WAICENT/OIS/PRESS_NE/PRESSENG/DEFAULT.htm

Documentation http://www.fao.org/waicent/search/default.htm

News http://www.fao.org/NEW/WHATSNEW.HTM

Calendar http://www.fao.org/events/default.htm



Inter Agency Procurement Services Office (IAPSO) - Copenhagen, Denmark

Website http://www.iapso.org/

News http://www.iapso.org/news/index.htm



International Atomic Energy Agency (IAEA)-Vienna, Austria

Website http://www.iaea.org

General Secretary http://www.iaea.org/worldatom/About/secretariat.shtml

Who is who http://www.iaea.org/worldatom/About/bg.shtml

Structure/Organisation http://www.iaea.org/worldatom/About/secretariat.shtml

Job Opportunities http://www.iaea.org/worldatom/Jobs/

Library http://www.iaea.or.at/databases/dbdir/

Publications http://www.iaea.org/worldatom/Books/Catalogue/

Press Releases http://www.iaea.org/worldatom/Press/P_release/

Documentation http://www.iaea.org/worldatom/Documents/index.shtml

Reports http://www.iaea.org/worldatom/Documents/Anrep/Anrep99/

Official Documents http://www.iaea.org/worldatom/Documents/

Statute/Founding Document http://www.iaea.org/worldatom/Documents/statute.html

Meetings http://www.iaea.org/worldatom/Meetings/Planned/2000/



International Bureau of Education (IBE) -Geneva, Switzerland

Website http://www.ibe.unesco.org/

Publications http://www.unicc.org/ibe/Publications/pub.htm

Documentation http://www.unicc.org/ibe/Inf_Doc/inf.htm

News http://www.unicc.org/ibe/News/news.htm

International Centre for Science and High Technology (ICS) - Trieste, Italy

Website http://www.ics.trieste.it/

Calendar http://mail.ics.trieste.it/icsoff50.nsf/ icsactivitybyarea&subprogramme?openview



International Civil Service Commission (ICSC) - New York, USA

Website http://www.un.org/Depts/icsc/index.html

Resolutions http://www.un.org/Depts/icsc/other/index.htm

News http://www.un.org/Depts/icsc/other/news/index.htm





International Civil Aviation Organization (ICAO) - Montreal, Canada

Website http://www.icao.int/

Job Opportunities http://www.icao.org/cgi/goto.pl?icao/en/vacancy.htm

Publications http://www.icao.int/icao/en/sales.htm

Press Releases http://www.icao.org/cgi/goto.pl?icao/en/nr/nr.htm

Reports http://www.icao.org/cgi/goto.pl?icao/en/new.htm

Resolutions http://www.icao.int/cgi/goto.pl?icao/en/rssearch.htm

Meetings List http://www.icao.org/cgi/goto.pl?icao/en/conf/confer.htm

News http://www.icao.org/cgi/goto.pl?icao/en/new.htm

Calendar http://www.icao.int/cgi/goto.pl?icao/en/conf/confer.htm

Frequently Asked Questions (FAQ) http://www.icao.org/cgi/goto.pl?icao/en/trivia/faq.htm



International Computing Centre (ICC) - Geneva, Switzerland

Website http://www.unicc.org/

Structure/Organisation http://www.unicc.org/organ_eg.htm



International Court of Justice (ICJ) -The Hague, The Netherlands

Website http://www.icj-cij.org/

Job Opportunities http://www.icj-cij.org/icjwww/igeneralinformation/igeninfvacancies/iemployment.htm

Publications http://www.icj-cij.org/icjwww/ipublications.htm

Documentation http://www.icj-cij.org/icjwww/ibasicdocuments.htm

Resolutions http://www.icj-cij.org/idecis.htm

News http://www.icj-cij.org/icjwww/iwhats.htm



International Research and Training Institute for the Advancement of Women (INSTRAW) - Santo Domingo, Dominican Republic

Website http://www.un.org/instraw/



International Fund for Agricultural Development (IFAD) - Rome, Italy

Website http://www.ifad.org/

Job Opportunities http://www.ifad.org/vac395en.html

Publications http://www.ifad.org/pub/pub.htm

Press Releases http://www.ifad.org/press/press.html

Documentation http://www.ifad.org/offdoc/offdoclist.htm

Reports http://www.ifad.org/poverty/index.htm

Resolutions http://www.ifad.org/gbdocs/dis.htm

Official Documents http://www.ifad.org/offdoc/offdoclist.htm

Frequently Asked Questions (FAQ) http://www.ifad.org/intro1.html



International Institute on Ageing (INIA) -Valletta, Malta

Website http://www.inia.org.mt/

Press Releases http://www.inia.org.mt/preleases.html

Calendar http://www.inia.org.mt/calendar.html



International Labour Organisation (ILO) -Geneva, Switzerland

Website http://www.ilo.org/

Structure/Organisation http://www.ilo.org/public/english/bureau/program/ilochart.htm

Job Opportunities http://www.ilo.org/public/english/bureau/pers/

Publications http://www.ilo.org/public/english/support/publ/

Press Releases http://www.ilo.org/public/english/235press/pr/index.htm

Resolutions http://www.ilo.org/public/english/standards/

Statute/Founding Document http://www.ilo.org/public/english/about/iloconst.htm

Meetings http://www.ilo.org/public/english/conf/index.htm

News http://www.ilo.org/public/english/new/index.htm



International Maritime Organization (IMO) - London, UK

Website http://www.imo.org/

Job Opportunities http://www.imo.org/imo/vacancies/index.htm

Library http://www.imo.org/imo/Library/intro.htm

Publications http://www.imo.org/imo/pubs/pubstart.htm

Press Releases http://www.imo.org/imo/news/intro.htm

Meetings List http://www.imo.org/imo/meetings/intro.htm

News http://www.imo.org/imo/whatnew/whatsnew.htm

Calendar http://www.imo.org/imo/meetings/intro.htm

Frequently Asked Questions (FAQ) http://www.imo.org/imo/faqs.htm

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International Monetary Fund (IMF) - Washington D.C., USA

Website http://www.imf.org/

General Secretary http://www.imf.org/external/np/omd/bios/hk.htm

Who is who http://www.imf.org/external/np/sec/memdir/officers.htm

Structure/Organisation http://www.imf.org/external/np/obp/orgcht.htm

Job Opportunities http://www.imf.org/external/np/adm/rec/recruit.htm

Library http://jolis.worldbankimflib.org/external.htm

Publications http://www.imf.org/external/pubind.htm

Reports http://www.imf.org/external/pubs/ft/ar/index.htm

Statute/Founding Document http://www.imf.org/external/pubs/ft/aa/index.htm

Meetings http://www.imf.org/external/spring/98/index.htm

News http://www.imf.org/external/news.htm

Calendar http://www.imf.org/external/np/exr/chron/chron.asp

Frequently Asked Questions (FAQ) http://www.imf.org/external/np/exr/faq/faqs.htm



International Telecommunication Union (ITU) -Geneva, Switzerland

Website http://www.itu.int/

General Secretary http://www.itu.int/officials/utsumi/index.html

Job Opportunities http://www.itu.int/itudoc/gs/vacancy/index.html

Library http://www.itu.int/ITU-Databases/index.html

Publications http://www.itu.int/publications/index.html

Meetings List http://www.itu.int/Conferences/

News http://www.itu.int/Highlights/

Calendar http://www.itu.int/events/index.asp



International Trade Centre UNCTAD/WTO (ITC) - Geneva, Switzerland

Website http://www.intracen.org/

Library http://www.intracen.org/

Publications http://www.intracen.org/products/itcpub/itcpub.htm

News http://www.intracen.org/itcnews/newsrel/index.htm





Joint Inter-agency Meeting on Computer-assisted Translation and Terminology (JIAMCATT) -Geneva, Switzerland

Website http://www.unsystem.org/jiamcatt/unjiam11.htm

Joint United Nations Information Committee -New York, United States

Website http://acc.unsystem.org/-subsidiary.bodies/junic.htm



Joint United Nations Programme on HIV/AIDS (UNAIDS), Geneva, Switzerland

Website http://www.unaids.org/

Publications http://www.unaids.org/publications/index.html

Press Releases http://www.unaids.org/highband/press/index.html

News http://www.unaids.org/highband/whatsnew.html

Calendar http://www.unaids.org/highband/events/index.html



Multilateral Investment Guarantee Agency (MIGA) - Washington D.C., USA

Website http://www.miga.org/

Job Opportunities http://www.miga.org/screens/careers/careers.htm

Publications http://www.miga.org/screens/pubs/pubs.htm

Press Releases http://www.miga.org/screens/news/news.htm

Reports http://www.miga.org/screens/pubs/annrep99/ar99wlcm.htm

Calendar http://www.miga.org/welcome.htm

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Office for Outer Space Affairs (OOSA) - Vienna, Austria

Website http://www.oosa.unvienna.org/

Reports http://www.un.or.at/OOSA/repidx.html

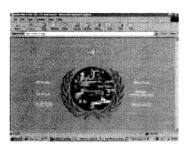
Official Documents http://www.oosa.unvienna.org/SpaceLaw/spacelaw.htm

Calendar http://www.oosa.unvienna.org/SAP/sched2000.htm



Panel of External Auditors of the United Nations, the Specialized Agencies and the International Atomic Energy Agency - New York, USA

Website http://www.unsystem.org/auditors/external.htm



United Nations (UN) - New York, USA

Website http://www.un.org/

General Secretary http://www.un.org/Overview/SG/sg7bio.html

Structure/Organisation http://www.un.org/Overview/Organs/index.html

Job Opportunities http://www.un.org/Depts/OHRM/

Library http://www.un.org/Depts/dhl/

Publications http://www.un.org/Pubs/

Press Releases http://www.un.org/News/Press/

Official Documents http://www.un.org/Docs/

Statute/Founding Document http://www.un.org/aboutun/charter/

News http://www.un.org/News/

Calendar http://www.un.org/events/

Procurement http://www.un.org/Depts/ptd/



United Nations Board of Auditors - New York, USA

Website http://www.unsystem.org/auditors/



United Nations Children's Fund (UNICEF) - Paris, France

Website http://www.unicef.org/

General Secretary http://www.unicef.org/about/exdirbio.htm

Job Opportunities http://www.unicef.org/employ/

Publications http://www.unicef.org/apublic/

Reports http://www.unicef.org/ar99/ar99rite.htm

Official Documents http://www.unicef.org/exspeeches/

News http://www.unicef.org/newsline/

Frequently Asked Questions (FAQ) http://www.unicef.org/faq/



United Nations Commission on International Trade Law (UNCITRAL) - Vienna, Austria

Website http://www.uncitral.org/

Documentation http://www.uncitral.org/english/texts/index.htm

News http://www.uncitral.org/english/news/index.htm

Calendar http://www.uncitral.org/english/commiss/meetings.htm





United Nations Compensation Commission (UNCC) - Geneve, Switzerland

Website http://www.unog.ch/uncc/

Language http://www.unog.ch/protocol/guide.htm

United Nations Conference on Trade and Development (UNCTAD) - Geneva, Switzerland

Website http://www.unctad.org/

Publications http://www.unctad.org/en/pub/pubframe.htm98guen.htm

Press Releases http://www.unctad.org/en/press/pressref.htm

Meetings List http://www.unctad.org/en/special/special.htm

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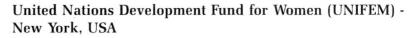
United Nations Convention to Combat Desertification (UNCCD) - Geneva, Switzerland

Website http://www.unccd.ch/

Press Releases http://www.unccd.ch/prsub.htm

Official Documents http://www.unccd.ch/docs/docs.htm

Meetings List http://www.unccd.ch/meetings/listof.htm



Website http://www.unifem.undp.org/

Press Releases http://www.unifem.undp.org/releases.htm

Meetings List http://www.unifem.undp.org/ec_conf.htm

News http://www.unifem.undp.org/news.htm





United Nations Development Programme (UNDP) - New York, USA

Website http://www.undp.org/

Who is who http://stone.undp.org/pub/staff1.cfm

Structure/Organisation http://www.undp.org/toppages/discover/pdf/undporga.pdf

Job Opportunities http://www.undp.org/toppages/undpjobs/index.html

Publications http://www.undp.org/toppages/publications/pubframe.htm

Reports http://www.undp.org/execbrd/introductions.htm

Official Documents http://www.undp.org/execbrd/policyeng.htm

News http://www.undp.org/toppages/news/newframe.htm

Budget http://www.undp.org/execbrd/pdf/dp99-31e.pdf



United Nations Educational, Scientific and Cultural Organization (UNESCO) - Paris, France

Website http://www.unesco.org/

General Secretary http://www.unesco.org/general/eng/about/director_general.html

Structure/Organisation http://www.unesco.org/general/eng/about/chart/index.html

Job Opportunities http://www.unesco.org/per/index.html

Library http://www.unesco.org/general/eng/infoserv/db/unesdata-form.html

Publications http://www.unesco.org/general/eng/publish/index.html

Press Releases http://www.unesco.org/opi/eng/unescopress/upapr98.htm

Documentation http://unesdoc.unesco.org/ulis/

Resolutions http://www.unesco.org/general/eng/legal/index.html

Statute/Founding Document http://www.unesco.org/general/eng/about/constitution/index.html

News http://www.unesco.org/general/eng/whatsnew/index.html

Calendar http://www.unesco.org/opi/eng/calendar/

Frequently Asked Questions (FAQ) http://www.unesco.org/general/eng/about/questions.html



United Nations Environment Programme (UNEP) -Nairobi, Kenya

Website http://www.unep.org/

General Secretary http://www.unep.org/OED/Topfer/default.aspches.htm

Who is who http://www.unep.org/Documents/Default.asp? DocumentID=43&ArticleID=252

Structure/Organisation http://www.unep.org/Organigram/

Job Opportunities http://www.unep.org/Documents/Default.asp?DocumentID=110

Library http://www1.unep.org/unep/library/library.htm

Publications http://www.unep.org/Documents/Default.asp?DocumentID=67

Press Releases http://www.unep.org/Documents/ Default.asp?DocumentID=0&ClassID=00301pressrel.htm

Official Documents http://www.unep.org/Documents/ Default.asp?DocumentID=67&ArticleID=1116

News http://www.unep.org/whatsnew

Budget http://www.unep.org/Documents/Default.asp? DocumentID=43&ArticleID=208



United Nations Framework Convention on Climate Change (UNFCCC) - Bonn, Germany

Website http://www.unfccc.de/

Structure/Organisation http://www.unfccc.de/program/mainprog.html

Library http://www.unfccc.de/resource/library/index.html

Reports http://www.unfccc.de/resource/reports.html

Official Documents http://www.unfccc.de/resource/docs.html

Meetings List http://www.unfccc.de/sessions/sessions.html

News http://www.unfccc.de/wnew/index.htmlhtml

Calendar http://www.unfccc.de/sessions/index.html

Frequently Asked Questions (FAQ) http://www.unfccc.de/resource/process/components/institution/secret.html

Budget http://www.unfccc.de/resource/docs/cop5/inf01.htm



United Nations High Commissioner for Human Rights (UNHCR) - Geneva, Switzerland

Website http://www.unhchr.ch/

General Secretary http://www.unhchr.ch/html/hchr/unhc.htm

Press Releases http://www.unhchr.ch/huricane/huricane.nsf/FramePage/ PressRoom?OpenDocument

Documentation http://www.unhchr.ch/data.htm

Resolutions http://www.unhchr.ch/huricane/huricane.nsf/FramePage/ Statements?OpenDocument

Statute/Founding Document http://www.unhchr.ch/huridocda/huridoca.nsf/(Symbol)/ A.RES.48.141.En?OpenDocument

Meetings http://www.unhchr.ch/html/meeting.htm

News http://www.unhchr.ch/

Calendar http://www.unhchr.ch/chrono.htm

Budget http://www.unhchr.ch/html/menu2/9/fundrais/fundr.htm



United Nations High Commissioner for Refugees

Website http://www.unhcr.ch/

Publications http://www.unhcr.ch/pubs/pubs.htm

Press Releases http://www.unhcr.ch/news/news.htm

Documentation http://www.unhcr.ch/refworld/welcome.htm

News http://www.unhcr.ch/whatsnew/whatsnew.htm



United Nations Industrial Development Organization (UNIDO) - Vienna, Austria

Website http://www.unido.org/

Who is who http://www.unido.org/doc.cfm?cfm=/Data/Search/Staff.cfm Structure/Organisation

Job Opportunities http://www.unido.org/doc/100422.htmls

Library http://www.unido.org/IDA.htmls

Publications http://www.unido.org/doc/Publications.htmls

Documentation http://www.unido.org/IDA.htmls

News http://www.unido.org/periodical.cfm?pername=UNIDOScope



United Nations Institute for Training and Research (UNITAR) - Geneva, Switzerland

Website http://www.unitar.org/

Who is who http://www.unitar.org/about4.htm

Publications http://www.unitar.org/activities3.htmm

Reports http://www.unitar.org/about5.htmhtm

Statut/Founding Document http://www.unitar.org/about2.htm

News http://www.unitar.org/whatsnew.htm



United Nations International Drug Control Programme (UNDCP) - Vienna, Austria

Website http://www.undcp.org/

Documentation http://www.undcp.org/documentation_and_data.html



United Nations Joint Staff Pension Fund (UNJSPF) - New York, USA

Website http://www.un.org/unjspf/

Documentation http://www.un.org/unjspf/html/documents.html

United Nations Interregional Crime and Justice Research Institute (UNICRI) - Rome, Italy

Website http://www.unicri.it/

Library http://www.unicri.it/html/databases.htm

Publications http://www.unicri.it/unicri/publicat/publicat.htm

Documentation http://www.unicri.it/html/documentation.htm



United Nations Office at Geneva (UNOG) - Geneva, Switzerland

Website http://www.unog.ch/

Library http://www.unog.ch/frames/library/start.htm

Press Releases http://www.unog.ch/presssearch/ press.idq?TextRestriction=dpi&category=&FMMod=-3m

Documentation http://www.unog.ch/frames/disarm/disdoc.htm

Reports http://www.unog.ch/repen99.htm

Calendar http://www.unog.ch/un-in-g.htmlendan.htm

Procurement http://www.unog.ch/pts/pts.htm



United Nations Office - Vienna

Website http://www.un.or.at/index.htm

Structure/Organisation http://www.un.or.at/struct/struct.htm

Meetings List http://www.unis.unvienna.org/events/events.htm#conferences

News http://www.unis.unvienna.org/unnews/news_page.htm

Calendar http://www.unis.unvienna.org/events/events.htm

Frequently Asked Questions (FAQ) http://www.unis.unvienna.org/faq/q&a_page.htm



United Nations Office for Project Services (UNOPS) -New York, USA

Website http://www.unops.org/

Structure/Organisation http://www.unops.org/5proin/5pi000.html

News http://www.unops.org/7wnew/7wn000.html



United Nations Population Fund (UNFPA) - New York, USA

Website http://www.unfpa.org/

Publications http://www.unfpa.org/PUBLICAT/PUBMAIN.HTM

Documentation http://www.unfpa.org/ICPD/ICPD.HTM

News http://www.unfpa.org/NEWS/NEWSMAIN.HTM

United Nations Research Institute for Social Development (UNRISD) - Geneva, Switzerland

Website http://www.unrisd.org/

Publications http://www.unrisd.org/engindex/publ.htm

Press Releases http://www.unrisd.org/engindex/media.htm

Documentation http://www.unrisd.org/engindex/briefs.htm

Calendar http://www.unrisd.org/engindex/conf.htm



United Nations Staff College (UNSC) - Turin, Italy

Website http://www.itcilo.it/UNSCP/

Calendar http://www.itcilo.it/UNSCP/courses/1998-99/new.htm



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United Nations University (UNU) - Tokyo, Japan

Website http://www.unu.edu/

Library http://www.unu.edu/hq/library/index.htm

Publications http://www.unu.edu/hq/library/hq_pub.htm

Press Releases http://www.unu.edu/hq/rector_office/press-release.html

Calendar http://www.unu.edu/hq/rector_office/events.htm



United Nations Volunteers (UNV) - Bonn, Germany

Website http://www.unv.org/

Library http://www.unv.org/unvnews/indxarchives.html

Press Releases http://www.unv.org/prerels/index.html

Reports http://www.unv.org/anreport/1999/anrep99a.html

News http://www.unv.org/unvnews/89/index.html



Universal Postal Union (UPU) - Berne, Switzerland

Website http://www.upu.int/

Publications http://ibis.ib.upu.org/AN/Publications.html

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World Bank (WB) - Washington D.C., USA

Website http://www.worldbank.org/

General Secretary http://www.worldbank.org/html/extdr/about/voting/

Structure/Organisation http://www.worldbank.org/html/extdr/about/orgcharts/

Publications http://www.worldbank.org/html/extdr/pubs.htm

Press Releases

http://wbln0018.worldbank.org/news/pressrelease.nsf/ Press?OpenViewextme/press.html

Reports http://www.worldbank.org/html/extpb/annrep/index.htm

Official Documents http://www.worldbank.org/html/extdr/extme/speech.htm

Statut/Founding Document http://www.worldbank.org/html/extdr/about/agreements.htm

News http://www.worldbank.org/html/extdr/extcs/news.html



World Food Programme (WFP) - Rome, Italy

Website http://www.wfp.org/

Press Releases http://www.wfp.org/prelease/home98.html

Documentation http://www.wfp.org/eb_public/EB_Home.html

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World Health Organization (WHO) - Geneva, Switzerland

Website http://www.who.int/

Website Description http://www.who.int/home/map_ht.html

Job Opportunities http://www.who.int/employment/

Publications http://www.who.int/dsa/

Press Releases http://www.who.int/inf/

Documentation http://www.who.int/home/info.html

Reports http://www.who.int/home/reports.html

News http://www.who.int/home/whatsnew.html

Budget http://www.who.int/bfi/



World Intellectual Property Organization (WIPO) Geneva, Switzerland

Website http://www.wipo.int/

Job Opportunities http://www.wipo.int/eng/newindex/vacancy.htm

Library http://www.wipo.int/academy/en/library/legres.htm

Publications http://www.wipo.int/eng/newindex/publctn.htm

Press Releases http://www.wipo.int/eng/newindex/newsroom.htm

Documentation http://www.wipo.int/eng/newindex/publctn.htm

Reports http://www.wipo.int/publications/general/

Meetings List http://www.wipo.int/eng/newindex/meetings.htm

News http://www.wipo.int/eng/newindex/news.htm

Calendar http://www.wipo.int/eng/newindex/meetings.htm

Budget http://www.wipo.int/eng/document/govbody/budget/2000_01/a34_2.htm

Procurement http://www.wipo.int/eng/newindex/acquis.htm



World Meteorological Organization (WMO) -Geneva, Switzerland

Website http://www.wmo.ch/

Library http://www.wmo.ch/web/arep/lib1/homepage.html

Publications http://www.wmo.ch/web/catalogue/New%20HTML/frame/frame.html

Press Releases http://www.wmo.ch/web/Press/Press.html

Official Documents http://www.wmo.ch/web/Press/Press.html

Meetings List http://www.wmo.ch/web/meetings.html

News http://www.wmo.ch/web/whats-new.html

Frequently Asked Questions (FAQ) http://www.wmo.ch/web-en/wmofact.html

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World Trade Organisation (WTO) - Geneve, Switzerland

Website http://www.wto.org/index.htm

General Secretary http://www.wto.org/english/thewto_e/dg_e/dg_e.htm

Structure/Organisation http://www.wto.org/english/thewto_e/whatis_e/tif_e/org2_e.htm

Job Opportunities http://www.wto.org/english/thewto_e/vacan_e/vacan_e.htm

Publications http://www.wto.org/english/res_e/booksp_e/booksp_e.htm

Press Releases http://www.wto.org/english/news_e/news_e.htm#PressReleases

Documentation http://www.wto.org/english/docs_e/docs_e.htm

Reports http://www.wto.org/english/res_e/anrep_e/anrep_e.htm

Statute/Founding Document http://www.wto.org/english/docs_e/legal_e/final_e.htm

News http://www.wto.org/english/news_e/news_e.htm#news

Budget http://www.wto.org/english/thewto_e/secre_e/budget_e.htm

OTHER INTERNATIONAL ORGANISATIONS



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Arctic Council - Washington D.C., United States

Website http://arctic-council.usgs.gov/

Official Documents http://arctic-council.usgs.gov/papers.html

Meetings List http://arctic-council.usgs.gov/mtg-archive.html

Calendar http://arctic-council.usgs.gov/events.htm



Asia-Pacific Economic Cooperation (APECSEC) – Singapore

Website http://www.apecsec.org.sg/

General Secretary http://www.apecsec.org.sg/apec_organization/sectriat/serbini.html

Publications http://www.apecsec.org.sg/pubs/othrpubs.html

Press Releases http://www.apecsec.org.sg/whatsnew/press/apecpa.html

News http://www.apecsec.org.sg/whatsnew/announce/apecna.html

Calendar http://www.apecsec.org.sg/whatsnew/calend/calendar.htmll



Asian Development Bank (ADB) -Mandaluyong City, Philippines

Website http://www.adb.org/

Who is who http://www.adb.org/About/management.asp

Structure/Organisation http://www.adb.org/About/orgchart.asp

Job Opportunities http://www.adb.org/Employment/default.asp

Library http://www.adb.org/Library/default.asp

Publications http://www.adb.org/Publications/default.asp

Press Releases http://www.adb.org/News/releases.asp

Reports http://www.adb.org/Documents/Reports/ Annual_Report/1999/default.asp?p=aadb

Meetings List http://www.adb.org/AnnualMeeting/program.asp

News http://www.adb.org/News/default.asp

Calendar http://www.adb.org/News/calendar.asp

Procurement http://www.adb.org/Procurement/default.asp



Association of Southeast Asian Nations (ASEAN) – Jakarta, Indonesia

Website http://www.asean.or.id/

General Secretary http://www.asean.or.id/secgen/new_sg.htm

Job Opportunities http://www.asean.or.id/want_ad.htm

Press Releases http://www.asean.or.id/news/news.htm

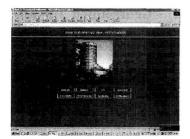
Documentation http://www.asean.or.id/history/bas_doc.htm

Reports http://www.asean.or.id/asc/pol_asc.htm

Meetings List http://www.asean.or.id/weekmeet.htm

News http://www.asean.or.id/general/publication/what's.htm

Calendar http://www.asean.or.id/general/calendar/cal2000.htm



Bank for International Settlements (BIS) -Basel, Switzerland

Website http://www.bis.org/

Who is who http://www.bis.org/contact1.htm

Publications http://www.bis.org/publ/index.htm

Press Releases http://www.bis.org/press/index.htm

News http://www.bis.org/wnew.htm



Council of Baltic Sea States - Stockholm, Sweden

Website http://www.baltinfo.org/

Who is Who http://www.baltinfo.org/secretariat.htm

Meetings List http://www.baltinfo.org/Docs/headsofgov/default.htm

News http://www.baltinfo.org/NewsLatest.htm

Calendar http://www.baltinfo.org/calendar2000.htm



Caribbean Community (CARICOM) - Georgetown, Guyana

Website http://www.caricom.org/

Structure/Organisation http://www.caricom.org/sec_Structure/Organisation.htm

Job Opportunities http://www.caricom.org/jobs.htm

Press Releases http://axses.com/encyc/caricom/nt/press.cfm

Documentation http://www.caricom.org/infoservices.htm

Resolutions http://www.caricom.org/statements.htm

News http://www.caricom.org/news.htm

Calendar http://www.caricom.org/allmeetings.htm

Frequently Asked Questions (FAQ) http://axses.com/encyc/caricom/nt/faqs.cfm



Commonwealth, The – London, United Kingdom

Website http://www.thecommonwealth.org/

General Secretary http://www.thecommonwealth.org/index1.htm

Who is who http://www.thecommonwealth.org/htm/commonwealth/ secretariat/senior.htm

Structure/Organisation

http://www.thecommonwealth.org/htm/commonwealth/secretariat/ Structure/Organisation1.htm

Publications

http://www.thecommonwealth.org/htm/info/journals/index.htm

Press Releases

http://www.thecommonwealth.org/htm/info/info/press/index.htm

Official Documents

http://www.thecommonwealth.org/htm/info/info/communiques/index.htm

Meetings List

http://www.thecommonwealth.org/htm/info/events/index.htm



Council of Europe (CE) - Strasbourg, France

Website http://www.coe.int

Committee of Ministers http://www.coe.fr/cm/

Parliamentary Assembly http://stars.coe.fr/

European Court of Human Rights http://www.echr.coe.int/

Job Opportunities http://www.coe.fr/jobs/listcv.asp

Press Releases http://www.coe.fr/Press/Index.asp?Link=CPE

Treaties http://conventions.coe.int/

Documentation http://www.coe.fr/cm/indexes/doc.0.html

Reports http://www.coe.fr/cm/indexes/stat.0.html

Resolutions http://www.coe.fr/cm/site2/ref/dynamic/resolutions.asp

News http://www.coe.int/portal.asp?L=E&M=\$t/1-1-1-1/EMB1.asp



Economic Community of West African States (ECOWAS) - Abuja, Nigeria

Website http://www.ecowas.net

Structure/Organisation http://www.ecowas.net/organigr.htm

Statute/Founding Document http://www.ecowas.net/protoc.htm

Meetings http://www.ecowas.net/events.htm



European Bank for Reconstruction and Development (EBRD) – London, United Kingdom

Website http://www.ebrd.com/

Who is who http://www.ebrd.com/english/contact/index.htm

Structure/Organisation http://www.ebrd.com/english/contact/bankdorg.pdf

Job Opportunities http://www.ebrd.com/english/recruit/index.htm

Publications http://www.ebrd.com/english/Public/index.htm

News http://www.ebrd.com/english/new/index.htm

Procurement http://www.ebrd.com/english/procure/index.htm



European Free Trade Association (EFTA) - Geneva, Switzerland

Website http://www.efta.int

Who is who http://secretariat.efta.int/presentation/teldir/

Structure/Organisation http://secretariat.efta.int/presentation/organigram/

Job Opportunities http://www.efta.int/docs/EFTA/GeneralInformation/Vacancies/index.htm

Publications http://www.efta.int/docs/EFTA/Publications/default.htm

Press Releases http://www.efta.int/docs/EFTA/GeneralInformation/ PressReleases/defaultpre.htm

Documentation http://www.efta.int/docs/EFTA/GeneralInformation/Infosheets.htm http://www.efta.int/docs/EFTA/LegalTexts/default.htm

Meetings List http://www.efta.int/docs/EFTA/GeneralInformation/Agendas/agendas.htm

News http://www.efta.int/docs/EFTA/WhatsNew/default.htm

Frequently Asked Questions (FAQ) http://www.efta.int/docs/EFTA/GeneralInformation/Contact.html

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European Investment Bank (EIB) - Luxembourg

Website http://www.eib.org/

Structure/Organisation http://www.eib.org/struct.htm

Job Opportunities http://www.eib.org/pub/jobs/jobs.htm

Publications http://www.eib.org/pub/pub.htm

Press Releases http://www.eib.org/pub/press/press.htm

Statute/Founding Document http://www.eib.org/pub/statute/contents.htm

News http://www.eib.org/new.htm

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Inter-American Development Bank (IADB) – Washington D.C., USA

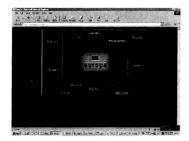
Website http://www.iadb.org/

Job Opportunities http://www.iadb.org/dpa/jobpost1.HTM

Publications http://www.iadb.org/exr/pub/index.htm

Press Releases http://www.iadb.org/EXR/prensa/releases.htm

News http://www.iadb.org/exr/PRENSA/week.htm



European Union (EU) - Brussels, Belgium

Website http://www.europa.eu.int

Legislation http://www.europa.eu.int/eur-lex/en/index.html

News http://www.europa.eu.int/news-en.htm

European Parliament http://www.europarl.eu.int/sg/tree/en/default.htm

Council of the European Union http://ue.eu.int/en/summ.htm

European Commission http://www.europa.eu.int/comm/index_en.htm

European Central Bank http://www.ecb.int/

EU Official Documents http://www.europa.eu.int/abc/off/index_en.htm

Who is who in the EU http://eur-op.eu.int/idea/en/index.html

EU Policies http://www.europa.eu.int/pol/index-en.htm

EU Statistics (Eurostat) http://www.europa.eu.int/pol/index-en.htm

Calendar of events http://www.europa.eu.int/news/cal-en.htm

Press releases http://www.europa.eu.int/news/pr-en.htm



Organisation of African Unity (OAU) – Addis Ababa, Ethiopia

Website http://www.oau-oua.org/

General Secretary http://www.oau-oua.org/direc_info/dir_secretary/index.htm

Structure/Organisation http://www.oau-oua.org/

Job Opportunities http://www.oau-oua.org/document/vacancies/vacancies.htm

Publications http://www.oau-oua.org/direc_info/dir_secretary/publication.htm

Documentation http://www.oau-oua.org/oau_info/documentation.htm

Statute/Founding Document http://www.oau-oua.org/oau_info/charter.htm

News http://www.oau-oua.org/oau_info/whatsnew.htm



Organization of American States (OAS) - Washington D.C., USA

Website http://www.oas.org/

Structure/Organisation http://www.oas.org/OASpage/eng/stucture.htm

Job Opportunities http://www.oas.org/EN/PINFO/HR/job.htm

Library http://208.132.215.33/columbus/

Publications http://www.oas.org/OASpage/eng/publications.htm

Press Releases http://www.oas.org/en/pinfo/week/Weekly%20Report/ Press2000/pressrel.htm

Documentation http://www.oas.org/OASpage/eng/documents.htm

Meetings List http://www.oas.org/Annualcaledar.htm

News http://www.oas.org/OASpage/eng/Latestnews.htm

Calendar http://www.oas.org/OASpage/eng/weekcaledar.htm



Organisation for Economic Co-operation and Development (OECD) – Paris, France

Website http://www.oecd.org/

Who is who http://www.oecd.org/about/whoswho/

Structure/Organisation http://www.oecd.org/about/whoswho/orgchart-e.pdf

Job Opportunities http://www.oecd.org/hrm/

Publications http://www.oecd.org/media/publish/index.htm

Press Releases http://www.oecd.org/media/release/index.htm

Documentation http://www.oecd.org/products/

Reports http://www.oecd.org/about/annual_report/index.htm

Statements http://www.oecd.org/media/speeches.htm

Statute/Founding Document http://www.oecd.org/about/origins/convention/index.htm

Meetings http://www.oecd.org/media/upcoming.htm

News http://www.oecd.org/media/Calendar

Frequently Asked Questions (FAQ) http://www.oecd.org/search/first.htm



Organisation for Security and Co-operation in Europe (OSCE) – Vienna, Austria

Website http://www.osce.org/

General Secretary http://www.osce.org/structures/sg/kubis.htm

Structure/Organisation http://www.osce.org/general/gen_info_pics/organigram.pdf

Job Opportunities http://www.osce.org/employment/index.htm

Publications http://www.osce.org/publications/index.htm

Press Releases http://www.osce.org/news_scripts/archive.php3

Documentation http://www.osce.org/docs/index.htm

Meetings List http://www.osce.org/news_scripts/events.php3

Latest News http://www.osce.org/news_scripts/index.php3

Calendar http://www.osce.org/news_scripts/events.php3

OSCE Handbook http://www.osce.org/publications/handbook/index.htm

Budget http://www.osce.org/general/budget/index.htm

Procurement http://www.osce.org/tenders/index.htm



North Atlantic Treaty Organisation (NATO) – Brussels, Belgium

Website http://www.nato.int/

General Secretary http://www.nato.int/cv/secgen/robert-e.htm

Who is who http://www.nato.int/cv/whois.htm

Structure/Organisation http://www.nato.int/structur/home.htm http://www.nato.int/docu/handbook/1998/v304.htm

Job Opportunities http://www.nato.int/structur/recruit/index.htm

Press Releases http://www.nato.int/docu/press.htm

Documentation http://www.nato.int/docu/home.htm

Official Documents http://www.nato.int/docu/comm.htm

Basic Documents http://www.nato.int/docu/basics.htm

News http://www.nato.int/docu/articles.htm

Latest News http://www.nato.int/latest/home.htm

About NATO http://www.nato.int/docu/facts.htm#AN



Southern African Development Community (SADC) – Gaborone, Botswana

Website http://www.sadc.int/

General Secretary http://www.sadc.int/sadcmain/docs6_4/overview/chissano.htm

Library http://www.sadc.int/sadcmain/docs6_4/library/index.htm

Publications http://www.sadc.int/sadcmain/docs6_4/pub/index.htm

Statut/Founding Document http://www.sadc.int/sadcmain/docs6_4/overview/treaty.htm

News http://www.sadc.int/sadcmain/docs6_4/news/index.htm Calendar http://www.sadc.int/sadcmain/docs6_4/diary/index.htm

APPENDIX II DIPLOANALYTICA: DISSECTION OF DIPLOMATIC DOCUMENTS

INTRODUCTION

DiploAnalytica is a computer-based method for increasing knowledge about diplomacy. DiploAnalytica is applicable both in the educational domain as well as in diplomatic practice. DiploAnalytica is based on the centrality of documents in diplomatic practice. The richness and complexity of diplomatic activities found not only in negotiation and representation but also in social activities and media coverage is crystallised in diplomatic documents, the foremost of which are diplomatic agreements. *Verba Volant, Scripta Manent.*

DiploAnalytica enhances the analytical capabilities of students of diplomacy, international law, history, security and international relations as well as of practitioners in the field, be they diplomats, lawyers, journalists or military personnel.

What is new in DiploAnalytica? Nothing is new under the sun. Diplomats have been thinking, reflecting and analysing in order to improve diplomatic practice since time immemorial. However, information technology allows us to revisit the traditional diplomatic paradigm with a fresh approach. DiploAnalytica offers not only faster and broader access to information but also a unique framework for contextual analysis through hypertext, dissection, comparisons and contrasts in order to increase diplomatic knowledge.

OBJECTIVES

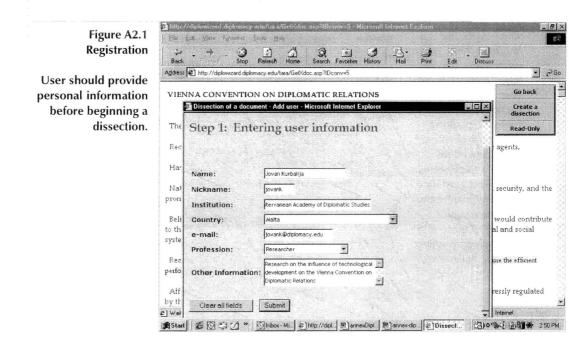
- To enable users to gain explicit knowledge about the current diplomatic value of particular diplomatic documents;
- To facilitate the understanding of negotiation processes in general with special emphasis on negotiation techniques actually adopted to reach the particular diplomatic document;
- To enable a more precise understanding of each side's give and take and compromises actually recorded in a diplomatic agreement;
- To place the diplomatic document in its proper historical context, meaning and significance through comparative analysis of foreign ministry documents and media coverage of the time;
- To enable users to gain elements of tacit diplomatic knowledge hidden in diplomatic documents but contained in the experience and expertise of diplomats.

EVOLUTION

DiploAnalytica was developed by Dr. Alex Sceberras Trigona, a former Foreign Minister and Rhodes Scholar, and Jovan Kurbalija, Director of DiploProjects. It has a strong practical dimension because it has been constantly applied and verified in practice at the Mediterranean Academy of Diplomatic Studies for the last five years as well as in Diplo network of sister institutions globally.

MAIN PROCEDURES AND TECHNIQUES

DiploAnalytica techniques can be illustrated with examples from several dissections.

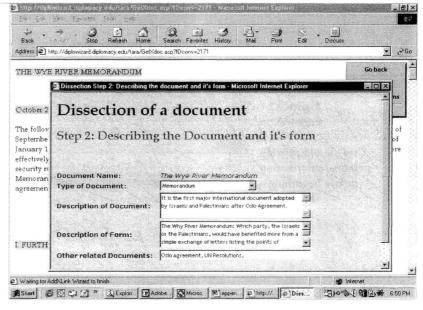


FORM

First, the FORM of the document is examined in a static timeframe. It is compared to other possible formats of diplomatic documents. These range from minutes of a meeting going through an exchange of *Notes Verbale*, and on to a fully fledged Treaty. The question "Why was this particular format chosen?" could lead to interesting revelations. These might influence larger diplomatic issues which will be assessed later, e.g. the stability or precariousness of the agreement itself.

Figure A2.2 Analysis of Form

Description of form for the Wye River Memorandum: which party, the Israelis or the Palestinians, would have benefited more from a simple exchange of letters listing the points of agreement of either side? Conversely, would a totally new agreement have suited the Palestinian or the Israeli side more? Does the choice of a Memorandum reflect the right balance of power?



ACTORS

Second, an assessment is made of the diplomatic ACTORS representing the countries or parties to the international agreement. The question of the respective rank of the actors, differences in rank, as well as their credentials, formal and informal, are examined. Moreover, the question of why a particular envoy or Ambassador was entrusted with concluding the agreement will also be examined.

PATERNITY

Third, an analysis of the document is then made to try to ascertain PATERNITY of the various articles constituting the agreement. The question is examined both in general terms, article by article, as well as in particular terms, by dissecting each article to attribute paternity to each clause. The decisive questions then are "Which clauses are country A's and which are country B's? And which clauses are against country A and which are against country B?" Diplomatic draftsmanship is thus observed at close quarters

Figure A2.3 Analysis of Paternity

Paternity of various articles is examined in a Memorandum of Understanding between the United Nation and Iraq (23rd February 1998).

BALANCE OF

No Title - Microsoft Internet Explore 8 X Ele Edit View Favorites Tools Help Stop Refresh Home Search Favorites Back → ∂Go Address 🙆 http://diplowizard.diplomacy.edu/tara/GetXdoc.asp?IDconv=2223 Go back MEMORANDUM OF UNDERSTANDING BETWEEN THE UNITED NATIONS AND THE REPI Create a dissection 1. The Government of Iraq reconfirms its acceptance of all relevant resolutions of the Security Con-Read-Only resolutions 687 (1991) and 715 (1991). The Government of Iraq further reiterates its undertaking to cooperate with the United Nations Special Commission (UNSCOM) and the International Atomic Energy Agency (IAEA). 2. The United Nations reiterates the commitment of all Member States to respect the sovereignty and territorial integrity of Iraq. **UN Clause** 3. The Government of Iraq undertakes to accord to UNSCOM and IAEA immediate, unconditional and unrestricted access in conformity with the resolutions referred to in paragraph 1. In the performance of its mandate under the Security Council resolutions, UNSCOM undertakes to respect the legitimate concerns of Iraq relating to national security, sovereignty and dignity. Iraq's Clause 4. The United Nations and the Governmer Create new link... initial and subsequent entries for the perior Create new annotation... Cancel (close this menu) llowing special procedures shall apply to the dated at the eight Presidential Sites in Iraq as defined in the annex to the present Memorandum: a) A Special Group shall be established for this purpose by the Secretary-General in consultation with the Executive Chairman of UNSCOM and the Director General of IAEA, This Group shall comprise senior diplomats @] User 'Anonymous' Group " Document Editable' 1 Internet #Start @ 🖸 🍏 " [inb. [] Hi. [] sp.] Ex.] Ex. [] Fx. [] M. □·••(12000★第四 ≥ 307 PM

Fourth, a BALANCE OF INTERESTS is then drawn up. In this phase there is a rough estimate of which of the two countries in the case of bilateral negotiations got the better deal. From the group of clauses tagged "A" or "B" for each party it will be possible to examine: a) which interests of each country are covered; b) whether this is done adequately or left hanging in diplomatic ambiguity; c) whether this will affect the stability of the agreement; and a host of related questions.

It is advisable to draw-up a preliminary balance sheet of which interests of each party are better satisfied by the clauses examined. Assessments of balance of interests are indicated through hypertext (see Figure A2.5).

TRADE-OFFS OR SWAPS

Fifth, a more thorough analysis of the balance of interests might reveal TRADE-OFFS or SWAPS. In other words, one country will have conceded more ground to the other in one area of the agreement in order to gain more in another sector which it deemed as more important in the national interest. Sometimes this is evident in the same agreement, on other occasions it is only to be found elsewhere. The question is then asked whether this trade-off can withstand time, whether it helps to make the whole agreement stable or precarious. Assessments of tradeoffs are indicated through hypertext (see Figure A2.5).

SUPPORTING DISCIPLINES

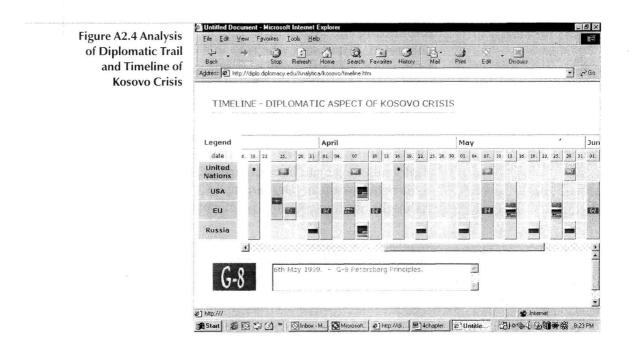
Sixth, explicit or implicit references to SUPPORTING DISCIPLINES will also be critically examined. These are usually international law, international security, and international economics. Thus if a particular country's claim is presented with the support of international law then the relevant parts of the particular supporting discipline will be examined as to authenticity, appropriateness and strength.

MEDIA

Seventh, a different approach to analysis of the balance of interests is then employed. MEDIA reports and coverage of the agreement in each respective country are examined. In particular, media reports exaggeratedly hailing the balance of interests as totally to that nation's advantage will be critically examined. The primacy of the diplomatic document as a source of unbiased information is thus confirmed. However, the influence of the media, especially in opposition, cannot be ignored. The media has a strong role in shaping public opinion, which in turn has some effect on the decisions of those involved in negotiation.

DIPLOMATIC TRAIL

Eighth, employing a dynamic timeframe instead of the present static one generates a different and significant set of diplomatic inputs. In pursuing the DIPLOMATIC TRAIL of an international agreement, much more meaning is gleaned. Analysing the records of each clause in negotiations is of paramount importance in understanding a diplomatic document. This part of the analysis shifts from the static dissection (anatomical) of the document into a search for the physiological or functional factors enabling it to operate. Information about the diplomatic trail is indicated through timeline and hypertext (see Figure A2.4 and A2.5).



DIPLOMATIC LEVER

Ninth, the pursuit of the diplomatic trail will also probably produce that precious nugget of diplomatic knowledge: the DIPLOMATIC LEVER. The media reports will have recorded that diplomatic mileage was achieved by the greater diplomatic pressure which was brought to bear by one side.

However the particular diplomatic lever which brought about the agreement might not have been covered by the media. Neither would the *travaux preparatoires* necessarily have covered this explicitly, although some clues might be found here. Sometimes it is the wider diplomatic trail which will reveal the diplomatic lever which did the trick; perhaps contained in a rubric or an Ambassadorial telegram or e-mail.

Diplomacy takes place both in peace and war time. However, depending on different context, different dynamisms are generated. It can safely be said that diplomatic levers are used to maximise the influence of one's diplomatic moves and/or reduce the resistance of the opponent. Usually a diplomatic lever is used to get the diplomatic process started, or to get it back on track if it falters. There is a need to make a distinction between diplomatic pressure and diplomatic leverage. Diplomatic pressure is softer than leverage. To rush to use a diplomatic lever can be counterproductive. Diplomatic leverage is directed towards persuading an opponent to agree to items he might not have wanted to accept immediately or at all.

In peace time diplomacy is exercised in a highly interdependent environment. Thus, the diplomatic lever could be easily identified in the complex interdependent relations among actors

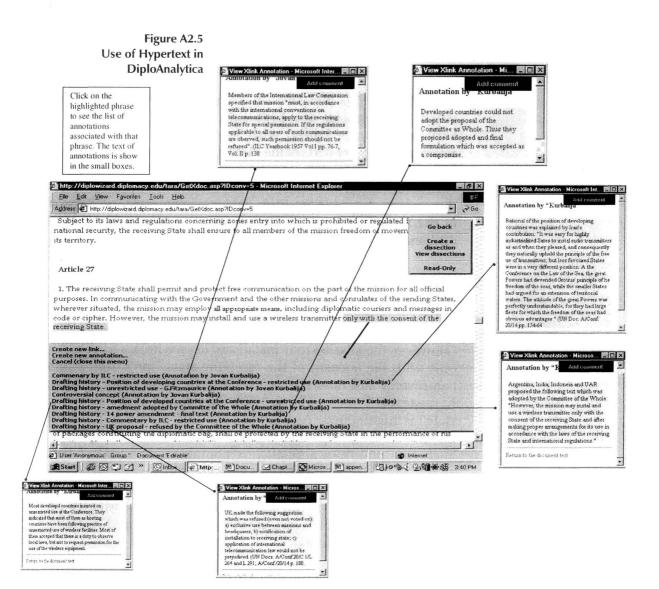
PARTNERS & ALLIES

Tenth, diplomatic PARTNERS AND ALLIES will not have appeared on the final diplomatic document itself. However the wider diplomatic trail, and not merely the *travaux preparatoires*, will reveal exchanges with partners and/or allies agreeing—formally or informally—to help to build up pressure on the other country.

USE OF HYPERTEXT IN DIPLOANALYTICA

Analysis of text is presented in a hypertext format. Significant words or phrases are highlighted and comments and explanations are added with hypertext annotations and references (to other parts of the same document, other documents or multimedia materials—e.g. television interviews, sound, etc.). Furthermore, annotations or references can be added to the links themselves, allowing multiple layers of commentary. Several of the steps of dissection—balance of interest, trade-offs and diplomatic trail—are presented in a hypertext format.

The following example shows a hypertext analysis of the part of Article 27 of the Vienna Convention on Diplomatic Relations (1961) dealing with the use of wireless transmission by diplomatic missions. The last sentence of this paragraph, "However, the mission may install and use a wireless transmitter only with the consent of the receiving state," provoked much controversy and intensive negotiations in the drafting process. In the text below, the phrase "with the consent of the receiving state" is highlighted. Associated with this phrase is a list (in the grey box below the main text) of annotations for this phrase. Each line points to a small box containing the text of that annotation. Further annotations and references could be added, without limits. While we can only graphically present one layer of annotations with the paper medium, theoretically an unlimited number of layers, moving in a variety of directions, can be linked to this text.



HOW TO PARTICIPATE

DiploAnalytica can be used in the following two ways:

1. Access via the Internet

DiploAnalytica can be accessed via the Internet at http:// diplo.diplomacy.edu/diploanalytica. This website guides participants through 10 steps to dissect document in various components and examine them from various perspectives.

At a more advanced level participants may wish to join DiploAnalytica Online Learning Courses.

2. DiploAnalytica Workshops

Short introductory workshops (1-2 days) can be organised for groups of 10-20 participants either in Malta or in chosen locations (diplomatic training institutions, international organizations and diplomatic services, etc.). The introductory workshops will be followed by professionally supervised online dissection exercises.

APPENDIX III INTERNET EXTENSIONS AND COUNTRY CODES

One difficulty of the Internet is to determine the physical location of particular Internet resources, affiliations, etc. The first step in solving this problem is the use of Internet extensions and country codes. In some cases the use of such codes has led to interesting problems of high significance. For example, the use of country codes brought the tiny tropical island of Tuvalu a potential income of close to US \$150 million. This time the resource was not tourism or oil, but the fact that Tuvalu has the country code TV—a desirable domain name for many TV stations. Thus for CNN to be registered as http://www.cnn.tv instead of http://www.cnn.com it would have to be registed under Tuvalu's domain—an example of a new economy. For the full story see "Buy this Domain," *Wired*, September 1998, p. 106.

This list of codes can help you associate Internet addresses with either type of activity or country.

Internet Codes-Type of Activity

com	US Commercial
edu	US Educational
gov	US Government
int	International Organisations
mil	US Military
net	Network
org	Nonprofit Organisation

Country Codes - ISO 3166 Code

ad	Andorra
ae	United Arab Emirates
af	Afghanistan
ag	Antigua and Barbuda
ai	Anguilla
al	Albania
am	Armenia
an	Netherlands Antilles
ao	Angola
aq	Antarctica
ar	Argentina
as	American Samoa
at	Austria
au	Australia
aw	Aruba
az	Azerbaijan
ba	Bosnia and Herzegovina
bb	Barbados
bd	Bangladesh
be	Belgium
bf	Burkina Faso
bg	Bulgaria
bh	Bahrain
bi	Burundi
bj	Benin
bm	Bermuda
bn	Brunei
bo	Bolivia
br	Brazil
bs	Bahamas

Dhutan
Bhutan Bouwat Jaland
Bouvet Island
Botswana
Belarus
Belize
Canada
Cocos (Keeling) Islands
Central African Republic
Congo
Switzerland
Cote D'Ivoire (Ivory Coast)
Cook Islands
Chile
Cameroon
China
Colombia
Costa Rica
Czechoslovakia (former)
Cuba
Cape Verde
Christmas Island
Cyprus
Czech Republic
Germany
Djibouti
Denmark
Dominica
Dominican Republic
Algeria
Ecuador
Estonia
Egypt
Western Sahara

er	Eritrea
es	Spain
et	Ethiopia
fi	Finland
fj	Fiji
fk	Falkland Islands (Malvinas)
fm	Micronesia
fo	Faroe Islands
fr	France
fx	France, Metropolitan
ga	Gabon
gb	Great Britain (UK)
gd	Grenada
ge	Georgia
gf	French Guiana
gh	Ghana
gi	Gibraltar
gl	Greenland
gm	Gambia
gn	Guinea
gp	Guadeloupe
gq	Equatorial Guinea
gr	Greece
gs	S. Georgia and S. Sandwich Islands
gt	Guatemala
gu	Guam
gw	Guinea
gy	Guyana
hk	Hong Kong
hm	Heard and McDonald Islands
hn	Honduras
hr	Croatia (Hrvatska)
ht	Haiti
hu	Hungary

id	Indonesia
ie	Ireland
il	Israel
in	India
io	British Indian Ocean Territory
iq	Iraq
ir	Iran
is	Iceland
it	Italy
jm	Jamaica
јо	Jordan
jp	Japan
ke	Kenya
kg	Kyrgyzstan
kh	Cambodia
ki	Kiribati
km	Comoros
kn	Saint Kitts and Nevis
kp	Korea (North)
kr	Korea (South)
kw	Kuwait
ky	Cayman Islands
kz	Kazakhstan
la	Laos
lb	Lebanon
lc	Saint Lucia
li	Liechtenstein
lk	Sri Lanka
lr	Liberia
ls	Lesotho
lt	Lithuania
lu	Luxembourg
lv	Latvia

ly	Libya
ma	Morocco
mc	Monaco
md	Moldova
mg	Madagascar
mh	Marshall Islands
mk	Macedonia
ml	Mali
mm	Myanmar
mn	Mongolia
mo	Macau
mp	Northern Mariana Islands
mq	Martinique
mr	Mauritania
ms	Montserrat
mt	Malta
mu	Mauritius
mv	Maldives
mw	Malawi
mx	Mexico
my	Malaysia
mz	Mozambique
na	Namibia
nc	New Caledonia
ne	Niger
nf	Norfolk Island
ng	Nigeria
ni	Nicaragua
nl	Netherlands
no	Norway
np	Nepal
nr	Nauru
nt	Neutral Zone

nu	Niue
nz	New Zealand (Aotearoa)
om	Oman
ра	Panama
ре	Peru
pf	French Polynesia
pg	Papua New Guinea
ph	Philippines
pk	Pakistan
pl	Poland
pm	St. Pierre and Miquelon
pn	Pitcairn
pr	Puerto Rico
pt	Portugal
pw	Palau
ру	Paraguay
qa	Qatar
re	Reunion
ro	Romania
ru	Russian Federation
rw	Rwanda
sa	Saudi Arabia
sb	Solomon Islands
SC	Seychelles
sd	Sudan
se	Sweden
sg	Singapore
sh	St. Helena
si	Slovenia
sj	Svalbard and Jan Mayen Islands
sk	Slovak Republic
sl	Sierra Leone
sm	San Marino

sn	Senegal
SO	Somalia
sr	Suriname
st	Sao Tome and Principe
su	USSR (former)
sv	El Salvador
sy	Syria
sz	Swaziland
tc	Turks and Caicos Islands
td	Chad
tf	French Southern Territories
tg	Тодо
th	Thailand
tj	Tajikistan
tk	Tokelau
tm	Turkmenistan
tn	Tunisia
to	Tonga
tp	East Timor
tr	Turkey
tt	Trinidad and Tobago
tv	Tuvalu
tw	Taiwan
tz	Tanzania
ua	Ukraine
ug	Uganda
uk	United Kingdom
um	US Minor Outlying Islands
us	United States
uy	Uruguay
uz	Uzbekistan
va	Vatican City State (Holy See)
VC	Saint Vincent and the Grenadines

- ve Venezuela
- vg Virgin Islands (British)
- vi Virgin Islands (US)
- vn Vietnam
- w Vanuatu
- wf Wallis and Futuna Islands
- ws Samoa
- ye Yemen
- yt Mayotte
- yu Yugoslavia
- za South Africa
- zm Zambia
- zr Zaire
- zw Zimbabwe

APPENDIX IV ACRONYMS AND EMOTICONS

ACRONYMS

The Internet has developed its own sub-culture. One feature of this sub-culture is the use of acronyms and smyles. Experienced users of the Internet usually "guard" their domain by using acronyms that may seem mysterious to newcomers.

Acronyms may save time and space, however be aware that messages full of acronyms can confuse and irritate the reader. This list should help you understand some of the most common acronyms.

Acronym	Meaning
2	to
В	be
AFAICT	As Far As I Can Tell
AFAIK	As Far As I Know
AFK	Away From Keyboard
AIUI	As I Understand It
B4	Before
BAK	Back At Keyboard
BBL	Be Back Later
BCNU	Be seeing you
BRB	Be Right Back
BSF	But Seriously Folks
BTDT	Been There Done That

DWISNWID	Do What I Say Not What I Do
DYJHIW	Don't You just Hate It When
ETLA	Extended Three Letter Acronym
EOF	End Of File
F2F	Face to Face
FAQ	Frequently Asked Question
FOAF	Friend Of A Friend
FOC	Free Of Charge
FWIW	For What It's Worth
FYE	For Your Entertainment
FYI	For Your Information
GA	Go Ahead
GAL	Get A life
GIGO	Garbage In Garbage Out
нној	Ha Ha, Only Joking
HHOS	Ha Ha, Only Serious
IIRC	If I Recall Correctly
IME	In My Experience
IMHO	In My Humble Opinion
IMNSHO	In My Not So Humble Opinion
ΙΜΟ	In My Opinion
IOW	In Other Words
IRL	In Real Life
ISTM	It Seems To Me
ISTR	I Seem To Recall
ITRO	in The Region Of
ITRW	In The Real World
IWBNI	It Would Be Nice If
IYSWIM	If You See What I Mean
JAM	Just A Minute
L8R	Later
LOL	Laughs Out Loud

MORF	Male Or Female?
MOTOS	Member Of The Opposite Sex
MUD	Multi User Dungeon
MUG	Multi User Game
NRN	No Reply Necessary
OAO	Over And Out
OEM	Original Equipment Manufacturer
OIC	Oh, I See
OMG	Oh My God
отон	On The Other Hand
ΟΤΤ	Over The Top
PD	Public Domain
POD	Piece Of Data
R	Are
RFD	Request For Discussion
RSN	Real Soon Now
RTFAQ	Read The FAQ
RUOK	Are you OK
SITD	Still In The Dark
SMOP	Small Matter Of Programming
SO	Significant Other
тсв	Trouble Came Back
TIA	Thanks In Advance
TIC	Tongue In Cheek
TLA	Three Letter Acronym
TNX	Thanks
ТРТВ	The Powers That Be
TTYL	Talk To You Later
TVM	Thanks Very Much
WRT	With Regard To
WTH	What The Hell
WYSIWYG	What You See Is What You Get

EMOTICONS – "SMILEYS"

Emoticons are designed to be viewed horizontally from left to right.

Smiley	Meaning
:-]]	Angry
(:-)	Bald
:-)	Basic happy
:-(Basic sad
:-)>	Bearded
%+(Beaten up
:-)X	Bow tie
R-)	Broken glasses
:^)	Broken nose
:-)	Bushy eyebrows
3:-)	Cow
:-t	Cross
X-)	Cross-eyed
:'-(Crying
:-e	Disappointed
:-)'	Drooling
{:V	Duck
5:-)	Elvis
:'''-(Floods of tears
/:-)	French
8)	Frog
8-)	Glasses wearer
:-')	Has a cold (1)
:*)	Has a cold (2)

:-	Hmmmph!
)	Keeping an eye out
:-#	Kiss (1)
:-*	Kiss (2)
:-X	Kiss (3)
:+)	Large nose
:-D	Laughing out loud
(-:	Left-handed
:-	Monkey
:-#)	Moustache
(-)	Needs haircut
-]	Robocop
:-@	Screaming
:-0	Shocked
:-V	Shouting
-)	Sleeping
:-i	Smoker
:-v	Speaking
:-/	Undecided
:-[Vampire
:-))	Very happy
:-((Very sad
:-с	Very unhappy
;-)	Winking
-0	Yawning

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