

2.5 *Operation methods/techniques.* All of JTRIG's operations are conducted using cyber technology. Staff described a range of methods/techniques that have been used to-date for conducting effects operations. These included:

- Uploading YouTube videos containing "persuasive" communications (to discredit, promote distrust, dissuade, deter, delay or disrupt)
- Setting up Facebook groups, forums, blogs and Twitter accounts that encourage and monitor discussion on a topic (to discredit, promote distrust, dissuade, deter, delay or disrupt)
- Establishing online aliases/personalities who support the communications or messages in YouTube videos, Facebook groups, forums, blogs etc
- Establishing online aliases/personalities who support other aliases
- Sending spoof e-mails and text messages from a fake person or mimicking a real person (to discredit, promote distrust, dissuade, deceive, deter, delay or disrupt)
- Providing spoof online resources such as magazines and books that provide inaccurate information (to disrupt, delay, deceive, discredit, promote distrust, dissuade, deter or denigrate/degrade)
- Providing online access to uncensored material (to disrupt)
- Sending instant messages to specific individuals giving them instructions for accessing uncensored websites
- Setting up spoof trade sites (or sellers) that may take a customer's money and/or send customers degraded or spoof products (to deny, disrupt, degrade/denigrate, delay, deceive, discredit, dissuade or deter)
- Interrupting (i.e., filtering, deleting, creating or modifying) communications between real customers and traders (to deny, disrupt, delay, deceive, dissuade or deter)
- Taking over control of online websites (to deny, disrupt, discredit or delay)
- Denial of telephone and computer service (to deny, delay or disrupt)
- Hosting targets' online communications/websites for collecting SIGINT (to disrupt, delay, deter or deny)
- Contacting host websites asking them to remove material (to deny, disrupt, delay, dissuade or deter)