

# Towards Building Trusted Multinational Civil-Military Relationships Using Social Networks

Bruce Forrester, PhD

22 June 2011



# Introduction



# Agenda

- Scenario
- Trust
- Recommendation Systems
- Social Networks
- Challenges
- Conclusion

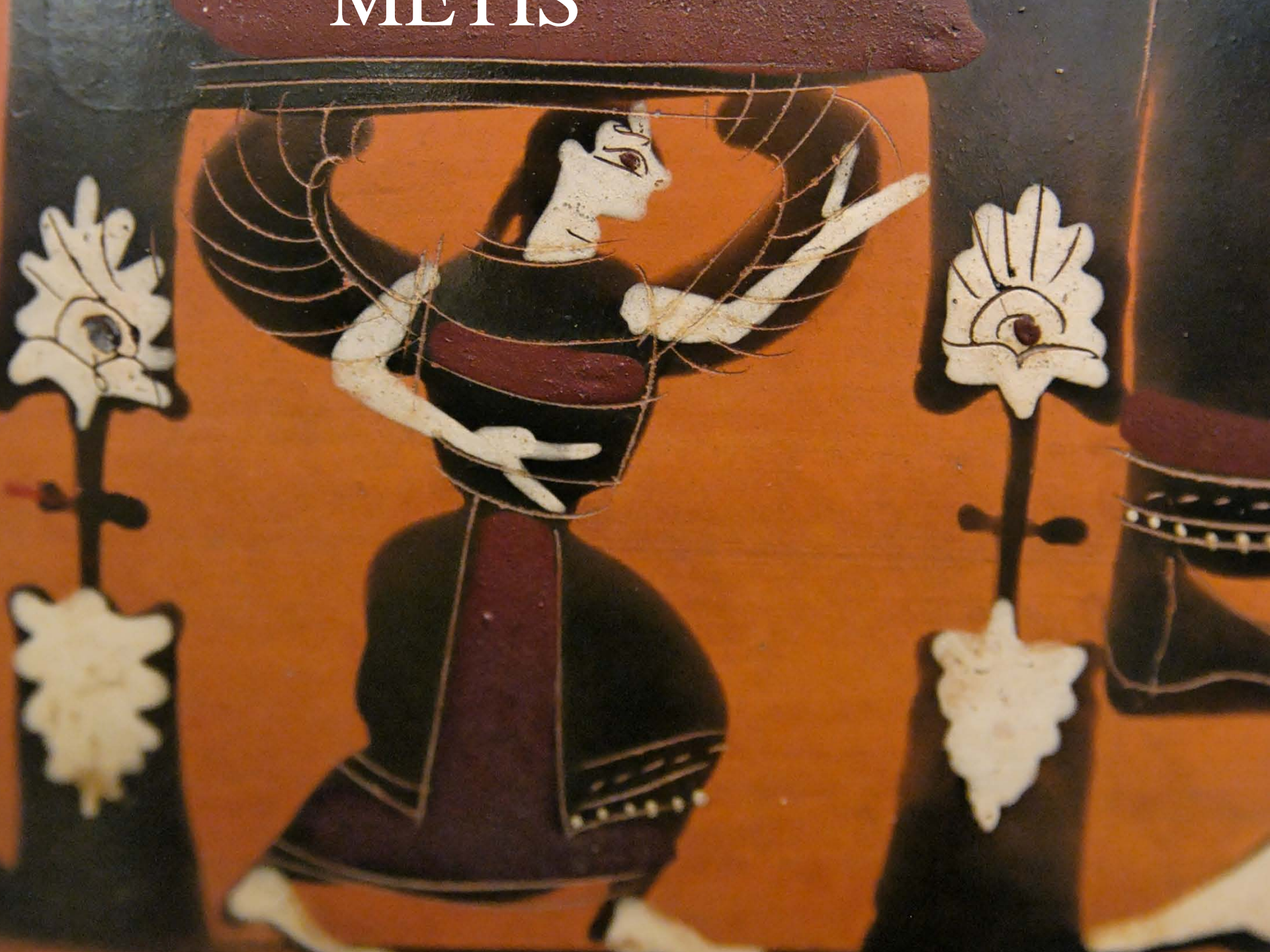








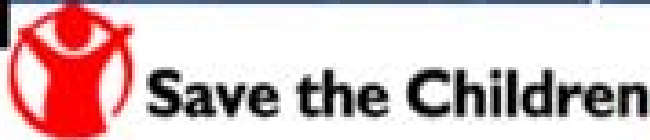
METIS





Tim Hortons  
WALK IN





NGO



non-governmental organization

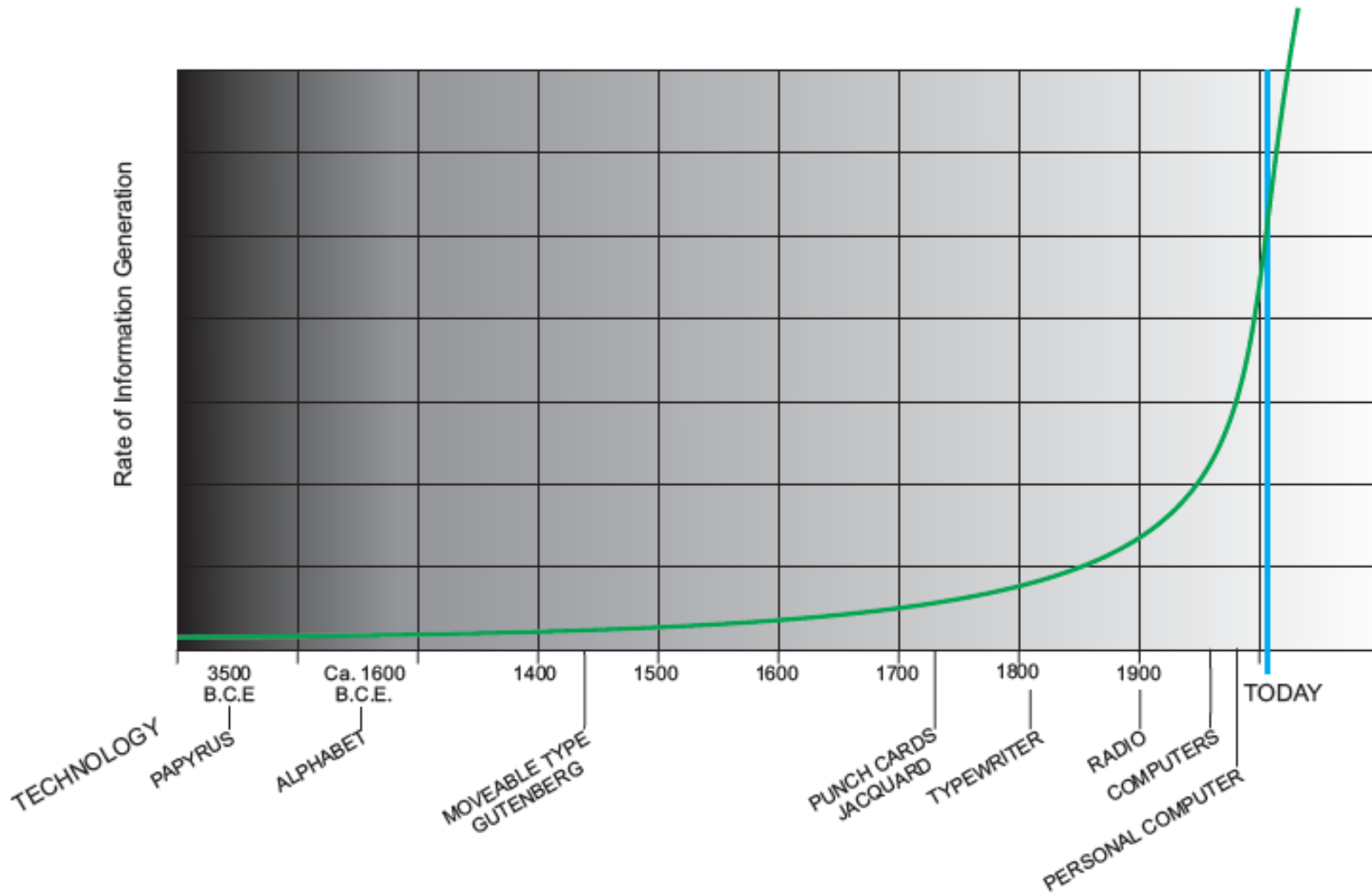


World Vision



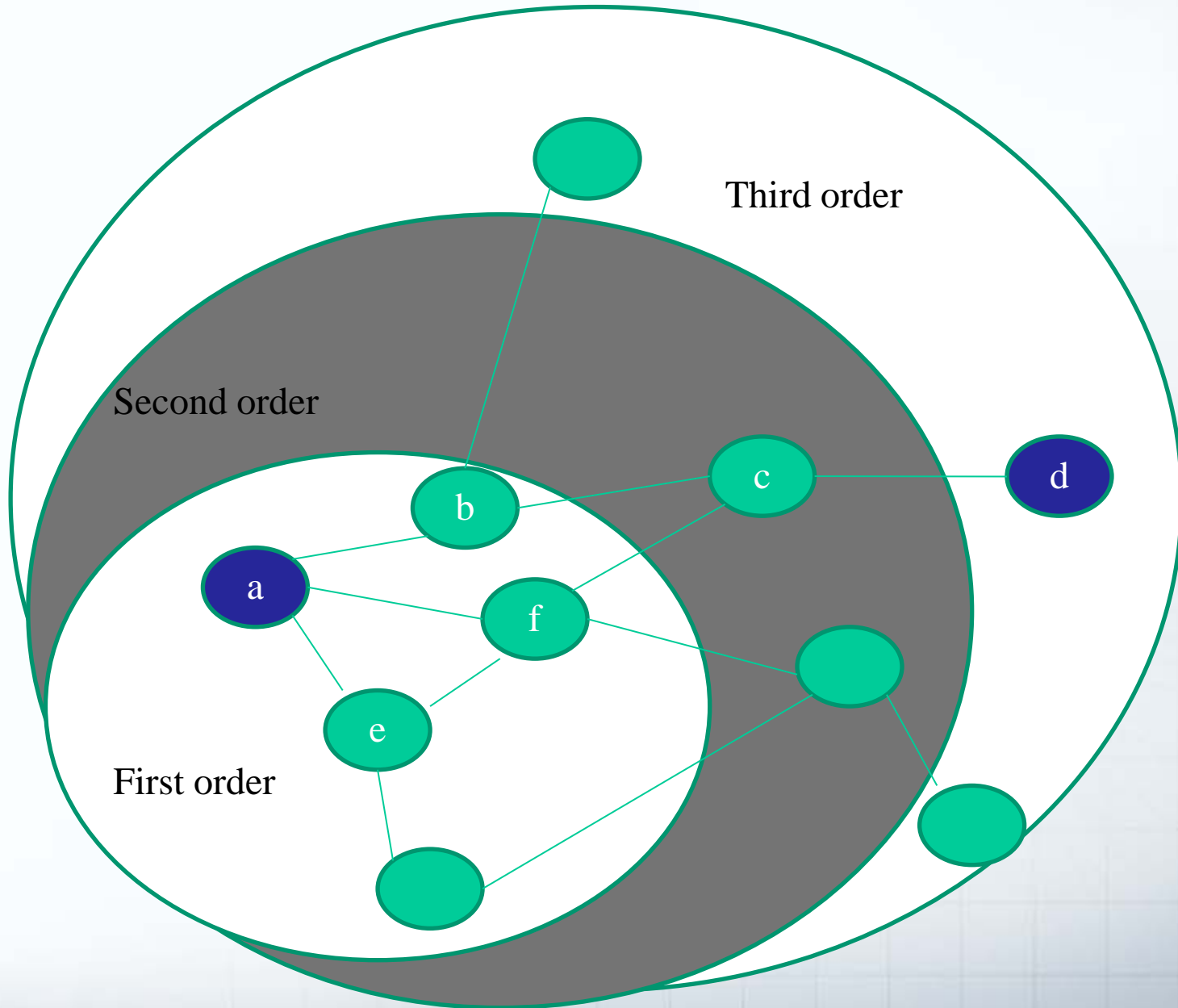


## Pace of Information Overload





# Trust



# Recommendation Systems

- Aids users in rapidly decreasing the size of the pool from which to find objects of interest
- Two main types:
  - a site might show you all books that are related to a particular breed of dog
  - Amazon’s famous – “users that bought this book also bought these books...”
- Disadvantages
  - Neither are good for emergence
  - Tend to recommend only similar items

# Social Networks





# Challenges

- How does one create an online environment that allows for the right mix of trust components such that deep sharing of information can occur?
- How does the reputation of the organization that one represents affect the level of individual trust?
- How sophisticated do the algorithms need to be in order to produce good results?
- There are many issues to resolve from a human factors perspective. Would intelligent analysts and NGOs use such a network?

# Conclusion





[Bruce.Forrester@drdc-rddc.gc.ca](mailto:Bruce.Forrester@drdc-rddc.gc.ca)