

StepByStep: Disinformation Incident Tracking with D3PO

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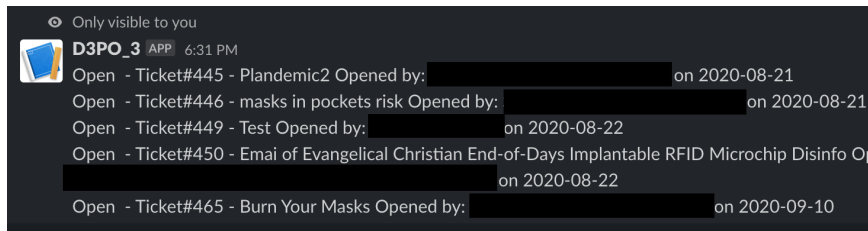
[Add to Incident Ticket using D3PO](#)

D3PO Disinformation Commands

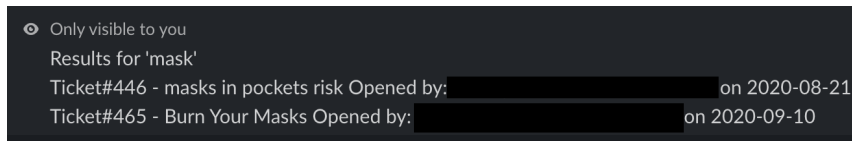
- List tickets
 - /disinfoopencount
 - /disinfoopenlist
 - /disinfoclosedcount (optional: number-of-days)
 - /disinfoclosedlist (optional: number-of-days)
- Find tickets
 - /disinfosearch string
- Learn more about a ticket
 - /disinfo detail id
 - /disinfo status id
- Open, claim and close tickets
 - /disinfo new
 - /disinfo reply id
 - /disinfo close id
- Add to tickets
 - /disinfo comment id comment

Find incidents in D3PO

Start in Slack channel 4-disinfo or disinfo-triage
type /disinfoopenlist

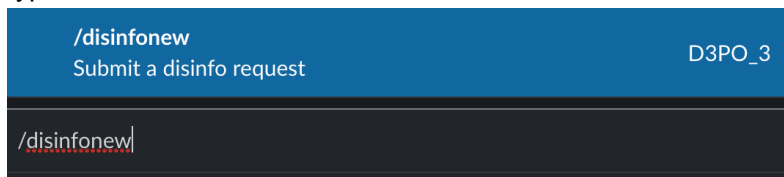


Start in Slack channel 4-disinfo or disinfo-triage
type /disinfosearch string-youre-looking-for

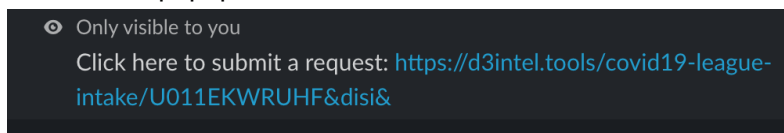


Create an incident with D3PO

Start in Slack channel 4-disinfo or disinfo-triage
type /disinfofnew



You'll see a popup with a URL in it.



Go to that URL. It's a form. Fill it out. Choose visible = Public unless you have a reason to keep the ticket private (visible to triage and admins only).

Covid-19 CTI League Information Gathering Form

Choose an action

- ☐ Request for Information
- ☐ Takedown Request
- ☐ Suspicious Domain
- ☐ Law Enforcement Escalation
- ☐ Darknet Request
- ☒ Disinformation Request
- ☐ Submit an idea/feedback

This form will capture your request for a Disinformation investigation and post it to either disinformation-triage OR #4-Disinformation

contact @ [REDACTED] in Slack for help with this form

Disinformation Request

Your slack user name: [REDACTED]

Summary:

Visibility of Request?

URL:

Any other details to share?

Do you have documentation available?

Description of documentation

Can LE contact you?

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rights reserved

<https://www.d3intel.solutions>

This information is stored in a D3 Intelligence database for the exclusive use of Covid-19 CTI League. Information is limited to your Slack ID, Display name and the details you provide.

Click “submit” - a green popup with the ticket ID will appear (we weren’t quick enough to catch this one).

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Covid-19 CTI League Information Gathering Form

Choose an action

☐ Request for Information

☐ Takedown Request

☐ Suspicious Domain

☐ Law Enforcement Escalation

☐ Darknet Request

☒ Disinformation Request

☐ Submit an idea/feedback

This form will capture your request for a Disinformation investigation and post it to either disinformation-triage OR #4-Disinformation

contact @ [redacted] in Slack for help with this form

Disinformation Request

Your slack user name: [redacted]

Summary: Burn Your Masks

Visibility of Request? Public

URL: https://imgflip.com/i/4ehgwn

Any other details to share? are no longer mandatory it stops when we say so!" and graphic of mask

Do you have documentation available? No

Description of documentation


Can LE contact you? Yes

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v1.22

Submit

Clear Form

You’ve now created an incident. You’ll see a message like this appear in slack’s 4-disinfo channel:



D3PO_3 APP

3:50 PM

Disinfo Ticket# 465 - Burn Your Masks

Opened by: [redacted]

Poster with text "burn your masks! September 15 enough is enough! America has decided that masks are no longer mandatory it stops when we say so!" and graphic of mask

URL: <https://imgflip.com/i/4ehgwn>

Documentation available: No

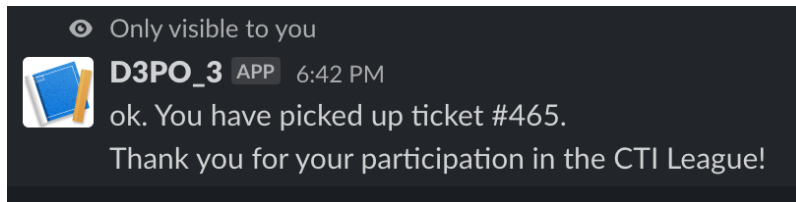
Documentation details:

LE can contact? Yes

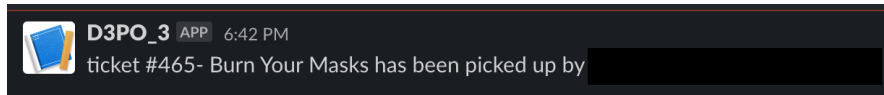
Type '/disinforeply 465' to pick up this request. (Authorized users only)

Take responsibility for an Incident via D3PO

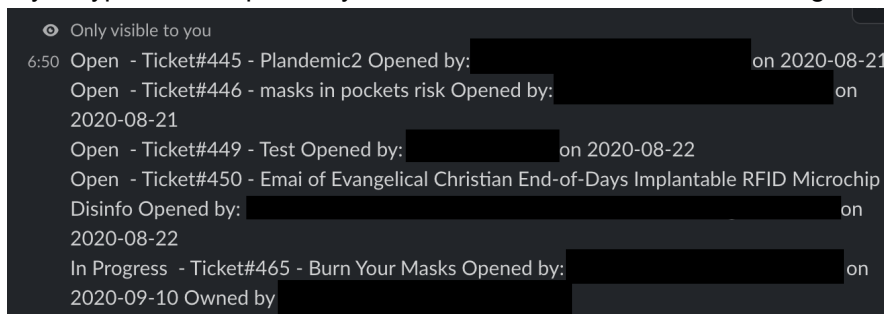
Start in Slack channel 4-disinfo or disinfo-triage
Type /disinforeply ticketid



You'll see a message like this appear in slack's disinfo-triage channel:



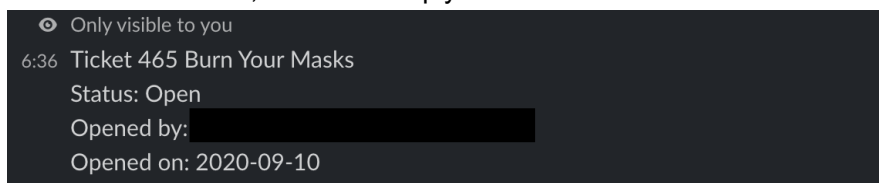
If you type /disinfoopenlist, you'll also see that this ticket has changed to "in progress"



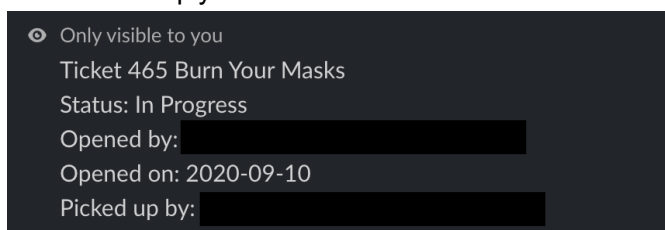
Get Incident Details from D3PO

Start in Slack channel 4-disinfo or disinfo-triage
Type /disinfostatus ticketid

Ticket after creation, but before reply:



Ticket after reply:



Start in Slack channel 4-disinfo or disinfo-triage
Type /disinfodetail ticketid

👁 Only visible to you

Name: Burn Your Masks

Poster with text \"burn your masks! September 15 enough is enough! America has decided that masks are no longer mandatory it stops when we say so!\" and graphic of mask

URL: <https://imgflip.com/i/4ehgwn>

Documentation available: No

Documentation details:

LE can contact? Yes

Add to Incident Ticket using D3PO

Start in Slack channel 4-disinfo or disinfo-triage

Type `/disinfocomment ticketid comment`

You'll see "comment added". If you type `/disinfodetail ticketid`, your comment will be added to the ticket.

Name: Burn Your Masks

Poster with text \"burn your masks! September 15 enough is enough! America has decided that masks are no longer mandatory it stops when we say so!\" and graphic of mask

URL: <https://imgflip.com/i/4ehgwn>

Documentation available: No

Documentation details:

LE can contact? Yes

Comment by [REDACTED] on 2020-09-11: MediaMatters article on BurnYourMask at <https://www.mediamatters.org/coronavirus-covid-19/facebook-allowing-campaign-ditch-face-masks-en-masse-spread>