

**By Michael V. Hayden**

Mr. Hayden is a former director of the Central Intelligence Agency and the National Security Agency.

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In 1994 during the height of the Bosnian civil war, when I was head of intelligence for American forces in Europe, I walked through the ruined streets of Sarajevo. A city of once-beautiful steeples, onion-shaped domes and minarets had been devastated by Serbian artillery in the hills rising above the Miljacka River. I wondered what manner of man could pick up a sniper rifle and shoot former neighbors lining up for scarce water at a shuttered brewery.

What struck me most, though, was not how Sarajevans were different from us, but how much they weren't. This had obviously been a cultured, tolerant, vibrant place that had been ripped asunder by the conflict pitting Muslim Bosniaks against Christian Serbs and Croats.

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