ICT for DEVELOPMENT

Working Paper Series

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ICT: The Bad and the Good

Welcome to the tenth issue of the Working Paper Series on ICT for Development!

For this issue, the editors have put together five articles - showing the bad and good side of ICT. There is one article for the bad side and four for the good side. The first paper, written by Parvez, entitled "Use of Social Media in Recent Terror Attacks in Bangladesh: A Case Study on Gulshan Restaurant Attack," narrates how militants utilized the social media prior and during the attack; how people responded to their posts and how the said militants were recognized by the general public in Facebook and Twitter. The author conducted a content analysis of posts of the attackers and responders in Facebook and Twitter to help in the understanding of ISIS's use of social media. It can be recalled that six militants attacked the Holey Artisan Bakery on July 1, 2016.

The second and third papers, as opposed, illustrated the positive impact of ICT on the youth. The second paper, written by Muntasir, entitled "Facebook in the Life of Young Bangladeshi Professionals," examines the ways in which Facebook has been incorporated in the personal and professional life of young Bangladeshi professionals. He found out that professionals use the social media platform for networking as well as personal purposes; making it an inseparable part of their daily life. The third paper, written by Kazi Ferdous Pavel, entitled "The YouTube Effect: Amateur-Independent Filmmaking in the YouTube Era," investigates the impact of the video-sharing website on amateur independent filmmaking. Using the case study method, the author discovered that the website has become a resource for easily career filmmakers, which has affected the ways they produce, exhibit and distribute their work.

The fourth paper, written by Weerasooriya, entitled "Automated Railway Ticketing System: Replacing the Paper-based Ticket with Electronic National Identity," presents an alternative system of train ticketing in Sri Lanka where the e-NIC (National Identity Card) system will replace the traditional train ticket. The system supports four types of passes, the e-NIC, prepaid pass, booked ticket and kids, pass. The author asserted that the e-NIC increases the efficiency of the purchase and the use of train tickets. The fifth paper, written by Kashem, Akbar and Nijhum, entitled "Role of ICT in Climate Smart Agriculture," demonstrates how ICTs can play a vital role in climate smart agriculture - helping reduce vulnerabilities due to climate change on food security, agriculture, poverty, health, ecosystems and disaster management. The authors highlight some interventions such as e-Krishok, Zero Cost Advisory Service, Irrigation Mobile App, Knowledge Repository, SME Online Advisory Service and Batighar.

From these articles, we hope for a better understanding of the ICT as having both negative and positive sides. In this manner, policymakers and ordinary citizens alike can better manage ICTs in national and/or day-to-day life. We hope that you enjoy this issue.

On behalf of the entire editorial board,

Prof. Jude William Genilo
Editor

Use of Social Media in Recent Terror Attacks in Bangladesh: A Case Study on Gulshan Restaurant Attack

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Abstract

On the night of July 1, 2016, a group of militants entered Holey Artisan Bakery (a restaurant in Gulshan) with crude bombs, machetes, pistols, and took several people hostages. They killed 20 people, most of them were foreigners. There were 6 militants who were educated. They belonged to rich and educated families. The Gulshan café attack created a spark on the social media. This is now an issue of great importance to study the social media utilization in this recent attack. We have known the militants used the social media to go for the so called jihad. Even with the blessings of social media, all of us knew the real names, their family background and status of the militants. This study aims to investigate. How the attackers used Facebook and Twitter to become militants and how they were recognized through Facebook. Screenshots of different posts of Amak (IS-backed newspaper) were collected from the Twitter account of SITE intelligence. Also posts of the attackers and the respondents on Facebook and Twitter were collected. content analysis method was used to analyze them. This Study could help the investigators dig deeper into the social media impact of IS and other terror groups and root out the terrorists to make a fine society.

Keywords

Gulshan attack, Terrorism, Social Media, IS, Neo JMB

Introduction

New communication technologies like social media have proven to be extremely valuable tools for the terrorist organizations and are perfectly suited for the audience they are intending to target. In this age of technology, terrorism is using social media as a tool of their mischievous activities. Due to convenience, broad reach, availability and affordability, terrorist group use social media very often.

New communication technologies have not only made our life easier, they have also made it far easier to disseminate the messages of terrorists through images, videos and other propaganda base activities. The Islamic State is more strategic online, demonstrates greater social media sophistication, and operates in cyberspace on a larger scale and intensity than previous terrorist groups. Its online propaganda is linked

with radicalized individuals traveling to fight in Syria and Iraq or committing "lone-wolf" terrorism in the West. Islamic State territorial gains, the influx of foreign fighters, the volume of its online propaganda, and extremist attacks in Paris converged to catalyze more policy action in 2015.

ISIS has proven itself to be an especially social media-savvy organization. As Twitter shuts down their accounts, plenty of terrorists have used the site to discuss their mission and connect with other fighters before being ousted. The terrorist group ISIS is known for its sophisticated social media outreach. Now it seems they are bringing that sophistication to their video propaganda too.

ISIS videos include the executions of western aid workers and journalists, Syrian government soldiers, alleged spies and suspected homosexuals, a Jordanian pilot, Christian migrant workers, and others. Some have been decapitated, others shot, blown up, hurled from tall buildings or burned alive. Many of the clips serve a dual purpose, inspiring one group of people while disgusting and frightening another.

The study has been conducted to show the frequent use of social media in the attack of Holey Artisan Bakery by the terrorists. Even panic is going through the wind because of the post of ISIS. People of Bangladesh also came to know the identification of the terrorists through their Facebook and twitter accounts. To conduct the research the researcher has used the posts of twitter and Facebook given by the terrorist's group, and intelligence agencies. Most of the twitter posts were found through using some hashtags like #dhaka_attack, #amaq, #site_intelligence, #isis etc. In Facebook, the researcher also used the tags but most of the posts were found through the different pages of national and international media, Bangladesh intelligence departments etc. Some Facebook posts of the popular Facebook users had been picked up using random selection.

Discourses are semiotic ways of construing aspects of the world (physical, social or mental) which can generally be identified with different positions or perspectives of different groups of social actors. For instance, the lives of poor people are not only construed through different discourses associated with different social practices (in politics, medicine, social welfare, academic sociology) but through different discourses in each which correspond to differences of position and perspective.

This study was conducted using the theory of critical discourse analysis (CDA). Posts of social media before and after the attack in the restaurant of Gulshan were analyzed using the theory. According to the theory of Critical Discourse Analysis: "A number of accounts place ideology in some form of system of potential underlying language practice - be it a 'code', 'structure, 'system' or 'formation' (e.g. a set of expressions in specified semantic relations). These structures are defined for various varieties of a language, not for a language per se" (Fairclough (1995). A strong argument for choosing this theory is that the contemporary society is increasingly multi-semiotic, texts whose primary semiotic form is language increasingly combine language with other semiotic forms. In this aspect of terrorist attack and the response of social media, this theory can be used for fulfilling the researcher's objective, because social and cultural analyses can only be enriched by this textual evidence which is partly intertextual and partly a matter of how links among text types are inscribed in the surface of social media.

As textual analysis demands diversity of focus not only with respect to functions but also respect to levels of analysis, the research is showing how the social media posts are created, how the words had been disseminated and how the pictures worked for spreading panics, news and rumors.

The study was conducted to find out how ISIS had disseminated their propaganda and how they became successful in flourishing fear of terror among people around Bangladesh through twitter, and how the Facebook had become the main source of identification for the terrorists of the Gulshan Attack before the security intelligence.

Background of ISIS

The jihadist group Islamic State (IS) burst on to the international scene in 2014 when it seized large swathes of territory in Syria and Iraq. The Islamic State is also known as the Islamic State of Iraq and Syria (ISIS) and the Islamic State of Iraq and the Levant (ISIL). The UK government has encouraged the use of the Arabic acronym Daesh, which the terrorists hate and regard as an insult. It has become notorious for its brutality, including mass killings, abductions and beheadings. The group though has attracted support elsewhere in the Muslim world, a US-led coalition has vowed to destroy it. IS seeks to eradicate obstacles to restoring God's rule on Earth and to defend the Muslim community, or ummah, against infidels and apostates.

The Islamic State of Iraq and Syria was designated by the U.S. State Department as a terrorist organization in 2003 (as Al Qaeda in Iraq). In June 2014, ISIS renamed itself IS, the Islamic State, reflecting its claims of territorial sovereignty in parts or Iraq and Syria.

ISIS was founded in 2003 as Al Qaeda in Iraq with a mission to defeat the U.S. coalition forces that had invaded Iraq, and impose Islamist governance. In 2006, it became The Islamic State of Iraq (ISI) and, while still affiliated with Al Qaeda, incorporated a number of additional insurgent groups into a coalition.

Following the start of the Syrian civil war in 2011, ISI forces began fighting along with other rebel forces there as well. In 2012, the group renamed itself the Islamic State of Iraq and al Sham (Syria), reflecting its new regional ambitions. While fighting in Syria, it acquired strength and greater numbers of foreign recruits, drawn specifically to that conflict. However, it also began clashing with other rebel organizations including Jabhat al-Nusra, the Syria Al Qaeda affiliate.

In February 2014, Ayman al-Zawahiri, the head of Al Qaeda, formally disowned ISIS for disobeying his orders to stay in Iraq and for clashing with JN and other groups. But ISIS apparently grew stronger, attracting more recruits and gaining a reputation for brutal tactics.

In June 2014, ISIS renewed its attention toward Iraq. It organized a series of successful attacks in Iraq and quickly conquered significant territory stretching between Iraq and Syria. At the end of the month, it declared the territory it held in Syria and Iraq the third Caliphate and renamed itself the Islamic State. Abu Bakr al Bagdhadi, the group's leader, was named Caliph under the name Caliph Ibrahim (Cockburn, 2015).

Amaq is a news outlet that functions much like an official part of the ISIL media apparatus – though ISIS does not acknowledge it as such. Amaq is putting out the Islamic State's

message, and the veneer of separation between the terrorist group and what has now become its unacknowledged wire service is quickly disintegrating. Though the group is not officially part of the ISIS media apparatus, it functions much that way.

The Uprising of Zihad and Islamic Fundamentalism in Bangladesh

There is no true source of Bengali identity as it is mixed with many religious traditions as well as Sufism but unfortunately, the recent pseudo-democratic politics has tainted this fine identity. The Bangladeshi nationalism did not come out from a single religion but the narrow politics of religion creates the bigotry of Muslims where the communalism is growing day by day. There are hundreds and thousands of reasons behind the growing militancy in Bangladesh. It's not the outside factors that lay behind the Bangladeshi fundamentalist activities rather it's more of the internal issues which are more important to understand the recent extremism in Bangladesh. Since the independence of Bangladesh, the major political parties and military dictator regimes left a little space for direct democracy and the political wisdom. Moreover, the nation has been growing without the secular and leftist intellectuals after the massive killing of Bangalee intellectuals on 14 December 1971 by the Pakistani forces and its collaborators.

During Bangabandhu Sheikh Mujibur Rahman's regime from 1971 to 1975, Bangladesh became a democratic secular republic. He and his party Awami League started to pursue parliamentary democracy with secularism, socialism and nationalism. After the assassination of Bangabandhu in 1975, Khondokar Mushtaq Ahmed had overthrown Awami League. He declared Bangladesh as an Islamic Republic. After military coups, General Ziaur Rahman, who later formed Bangladesh Nationalist Party (BNP), became the president of Bangladesh and developed a close relation with Saudi Arabia and other Islamic nations as well as western countries to collect foreign aids for the development of Bangladesh. He also made a good relation with the country's Islamic clergies and involved them in direct politics and replaced secularism with the statement "the absolute faith in the Almighty Allah". In 1981, after the assassination of Ziaur, Lt. General Ershad became the president of Bangladesh and announced Islam as the state religion of Bangladesh. However, Ershad fell down from power in 1990 after the continuous public discontent and demand for democracy led by the both major political parties (BNP and AL) and democracy was restored again (Puri, 2013).

A claimed number of 239 (another 33 remained unclaimed) murders have been caused by the Islamist jihadists in Bangladesh since 1999. The initial attacks were mostly concentrated on political rallies and politicians, but later individuals critical to religion have been targeted. We found that atheist bloggers had been victims since 2013.

Before attack on bloggers, two militants groups - Harkat-ul-Jihad-al Islami Bangladesh (HuJI-B) and Jamaat-ul-Mujahideen Bangladesh (JMB) - were active in the country. Of them, HuJi killed 93 people during 1999-2005 and JMB killed 90 people during 2001-2016.

In 2013, another two groups emerged: 1) Ansarullah Bangla Team (ABT) which was mainly responsible for blogger killings and had so far killed 11 bloggers/online activists; and 2) 'Neo JMB', which launched fatal attacks on general people and expatriates killing 45 people so far including those of Gulshan attack on July 1, 2016. 'Neo JMB' claimed

that they had connection with IS. According to Bangladeshi intelligence organisations, this 'Neo JMB' mainly consists of tech-savvy young educated people; in the past, JMB leaders used to recruit mostly Madrasa students from rural and poor socio-economic background.

In regard to blogger killing, there was apparently no strong government action and protest by the civil society. Therefore, in next two years, ABT and 'Neo JMB' had gained a huge success in killing more bloggers one after another. Out of fear, many bloggers immigrated and many lost their job and got displaced.

The important issue on the IS or Neo JMB attack they have used social media on a large scale. A research conducted by Deutsche Welle had found some facts related to social media in recent terror attacks in Bangladesh. These are given below:

In the siege, 20 foreigners, two police officers and six militants were killed.
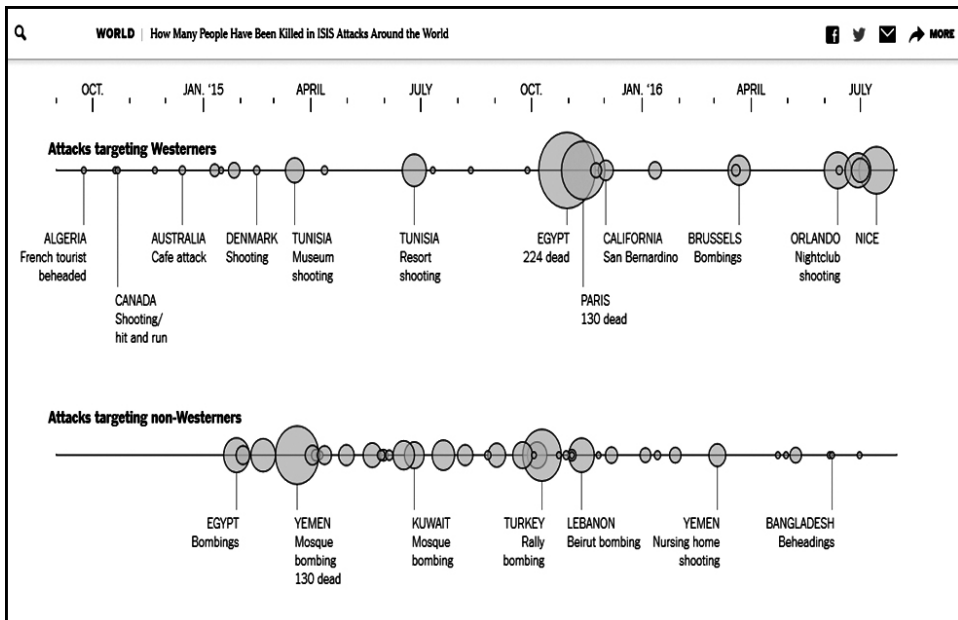
IS has been stepping up attacks in Bangladesh in recent years, said DW's social media expert in Germany, adding that the group seemed to have a uniform strategy before and after every strike. The Gulshan attack had been occurred after a long week drive against militants when over 15,000 people were arrested and many of them were BNP-Jamaat men with no priors.

"The Islamists' research is very thorough and they find reasons to kill people. Once they murder the victim, they release 'press statements' to justify the person's death. These are accompanied by lines from the Quran and the victims are pronounced guilty for being Murtada - or carrying an Islamic name but speaking against the religion," the social media expert explained. The militants use machetes because it is considered more Islamic than killing someone with a bullet (www.dw.com, 2016 July 02).

The new tool of terrorist propaganda: Social Media

Terrorism, in its modern form, has its origins in the mid to late 19th century – in the same era that saw the spread of both the mass media and democracy. Without the media, only a small number of people would know that an attack has taken place, and without democracy, those wielding power would have little reason to heed the sentiments that such violence provokes. In the article of Jason Burke published in The Guardian, he said, "The new wave of violent propaganda has prompted much debate about the role of Isis videos in attracting militants, as well as the degree to which the media itself is responsible for providing terrorism with the 'oxygen of publicity'(The Gurdian, 2016)".

Both the media and social platforms like Facebook and Twitter play an increasingly vital role in shaping how the public reacts to terrorism. In the Mumbai attacks of 2008, wide use of unfiltered social media channels aided the attackers in maximizing media attention. For example, a rumor that the Indian government was asking tweeters to stop live updates to avoid compromising its security efforts was published and republished on the site (CNN, 2008).

In September 2013, at least 4 militants of Al-Shabaab, a Somalia al-Qaeda ally, attacked an upscale shopping mall in Nairobi. Shortly after the gunmen stormed the mall, shooting civilians and reportedly using grenades, the terrorists began "live-tweeting the carnage" from within the mall.4 Twitter quickly shut down that account, but almost immediately another Twitter account opened which purportedly was also operated by the militants. This happened repeatedly for days - with a new Twitter account being opened by the group (or someone posing as their spokesperson) as soon as the one before was shut down. At the time, Twitter declined to discuss its specific reasoning for deactivating the Twitter accounts (Baker, 2015).

The Islamic State maximized its reach by exploiting a variety of platforms: social media networks such as Twitter and Facebook, peer-to-peer messaging apps like Telegram and Surespot, and content sharing systems like JustPaste.it. More important, it decentralized its media operations, keeping its feeds flush with content made by autonomous production units from West Africa to the Caucasus - a geographical range that illustrates why it is no longer accurate to refer to the group merely as the Islamic State of Iraq and al-Sham (ISIS), a moniker that undersells its current breadth (wired.com, 2016).

The case of Syed Farook and Tashfeen Malik: They murdered 14 people at a holiday party in San Bernardino, California. The story featured a photograph of the infamous crib, which it inverted into a tribute to the killers' courage: "Syed and his wife did not hold back from fulfilling their obligation," read the caption, "despite having a daughter to care for" (Rafidah- Issue 13, 2006).

Most of the terrorist groups try to create these types of images of course, because their power derives from their ability to inspire or to give threats. The Islamic State has been singularly successful with the blessings of Internet as it has changed the dark arts of making and disseminating propaganda.

According to Documenting the Virtual Caliphate (Winter, 2015), an October 2015 report by the Quilliam Foundation, the organization releases, on average, 38 new items per day

20-minute videos, full-length documentaries, photo essays, audio clips, and pamphlets, in languages ranging from Russian to Bengali. The group's closest peers are not just other terrorist organizations, then, but also the Western brands, marketing firms, and publishing outfits, from PepsiCo to BuzzFeed, who ply the Internet with memes and messages in the hopes of connecting with customers. As a result, the Islamic State's brand has permeated our cultural atmosphere to an outsize degree.

ISIS relies heavily on Islamic terminology, and often twists its meaning, to reinforce the impression that it is fighting for a religious cause and has established a truly Islamic state. Cotham School of Bristol had made a list of terminologies used by IS in the social media. They used some words like 'Caliphate', 'Ummah', 'Hijrah', 'Shahada' etc.

A Caliphate (or Khilafah) is a form of government used by early Muslim rullers, under a single leader, or Caliph. ISIL supporters describe the territory the group controls in Iraq and Syria as the 'Caliphate'. 'Dawla/Dawlah' is a term used to describe ISIL by its supporters, an alternative to 'Islamic State.'

Referring originally to the journey made by the Prophet Muhammad and his followers from Mecca to Medina, today 'Hijrah' is used by many to mean moving from a non-Muslim country to a Muslim country. ISIL uses this term to reinforce the idea that there is a religious obligation to travel to their so called Caliphate. Jihad means 'struggle,' jihad can also refer to violence. Extremists may claim that undertaking violent jihad is obligatory for Muslims.

'Kaffir/kuffar' is a pejorative term used to describe non-Muslims, on the basis that they reject the tenets of Islam. 'Mujahid' is someone who fights jihad, the plural of which is mujahideen.

Shahada - This can refer both to the Islamic declaration of faith (the first of the five pillars of Islam) and to someone considered to have achieved martyrdom. In this case, they will be referred to as a 'Shaheed'.

Belief is something so strange because if someone starts to believe there mind cannot be changed. This is the matter IS takes so seriously. Therefore, the organization does not leave any stone unturned to establish jihadi belief in people's mind. For this reason, they are using these types of words in social media to reach the young people and attract them in IS-led jihad.

Social Media Platforms Used by IS

Recruitment, Brain-washing and Radicalization:

Social media has become an essential and exciting part of how we live. Millions of young people use these platforms daily to share content. With over 1,590 million active users uses Facebook while it holds an 18% market share. 1,000 million people use WhatsApp. 900 million use Messenger and 320 million use twitter (smartinsights.com, 2016). A research shows that age 25 to 34, at 29.7% of users, is the most common age demographic while 50% of 18-24 year-olds go on Facebook when they wake up (zephoria.com, 2017).

But there is a small group of users who exploit social media to radicalize and recruit vulnerable people. Since February 2010, over 95,000 pieces of terrorist contents have been removed from the internet and the social media companies continue to work for limiting the abuse of their platforms by terrorists and their supporters (eveningtimes. co.uk, 2015). However, more contents are being uploaded all the time by people from this country and elsewhere who have joined ISIS in Syria and Iraq.

Many community based organizations respond to ISIS propaganda and debunk its messages. For example, London-based group Families Against Stress and Trauma (FAST) have designed an online guide for parents on the dangers of radicalization, as well as producing a YouTube film with testimonies from parents whose children have travelled to Syria. They are currently sharing their knowledge in a series of parenting workshops.

ISIS supporters use Facebook to share contents, such as news stories and YouTube videos, among their peer groups. Multiple 'dummy' accounts have been set up by ISIS so that when videos are taken down they can be reposted quickly. In Twitter, it is very easy to open an account being an anonymous and share materials with a large number of people. Users will post YouTube links across their own social media platforms in order to disseminate material, particularly Twitter and Facebook. Even they use ASK. FM to support their followers to travel Iraq and Syria. They also use Instragram, Tumblr, WhatsApp, Kik, SureSpot, Viber etc. Even sometimes they use private messaging apps among the supporters.

As politicians and the media develop new ways of responding to acts of terrorism, videos released by ISIS exhibit the same multi-disciplinary approach to disseminating information. Recruitment videos posted online have helped to draw around 30,000 fighters from 104 countries to ISIS-held territory and inspired attacks abroad. Footage from the aftermath of ISIS actions has also radicalized new members. During the Mumbai attack, one terrorist called into a local broadcaster, greatly amplifying the sense of crisis and mass participation around the event (cjr.org, 2016).

The images and videos made by ISIS continuously ignore the fact that it is a terrorist organisation engaged in killing innocent men, women and children. When ISIS's official media groups release material online, the group encourages supporters on social media to share the material – this is what gives ISIS its large reach, particularly to young people (The Dabiq- Hijri 1437). ISIS celebrates and promotes an image of success online in order to attract young people – it tells them that ISIS is the winning side and can offer them an exciting life. The IS slogan 'Baqiyah wa-Tatamaddad' (remaining and expanding) presents the group as one that consistently achieves success. ISIS propaganda ignores the reality that they are not winning and are opposed by the majority of people in Syria and Iraq.

ISIS portrays their 'Caliphate' as an ideal, utopian state where Muslims will find status and belonging. IS propaganda claims that it is the duty of Muslim men and women in the West to travel there and regularly state that all foreigners are welcome in its ranks, so long as they are Sunni Muslims. The propaganda output of ISIS insists that it is the personal duty of Muslims to support them and travel to the 'Caliphate'. ISIS wants to portray itself as the only group able to defend Sunnis from the Assad regime, the Iraqi army or the threat of the West.

Bloodshed in the Capital

Earlier on the night of July 1, seven gunmen (later they were identified as the 'neo-JMB' backed by ISIS) stormed into the Holey Artisan Bakery, an up-market at capital's Gulshan area, the diplomatic enclave, and took more than 30 hostages. DB (Detective Branch) Assistant Commissioner Rabiul Karim and Banani police station officer-in-charge (OC) Salahuddin were killed and at least 40 other cops injured in grenade attacks when they tried to conduct a rescue operation. The extremists slaughtered 20 hostages with sharp weapons early Saturday (July 2).

Later on morning of July 2, a commando team of Bangladesh Army, Navy, and Air Forces and RAB conducted a rescue drive 'Operation Thunderbolt', killing six extremists and capturing one. They also rescued 13 hostages from the restaurant.

T I M E L I N E

FRIDAY NIGHT

9:50pm
Police and Rab cordon off the area

10:30pm
Two police officials, injured in the intermittent firing by the gunmen from inside the cafe, die

11:00pm
Attackers are said to have turned off lights at the restaurant

11:30pm
Rab DG Benazir Ahmed requests TV channels to stop live telecast

EARLY SATURDAY DEVELOPMENTS

1:30am
IS claims responsibility for the attack, claimed SITE Intelligence

4:00am
Police detain a youth, who was shot in the leg while trying to escape

4:20am
Italian state TV claims **7 Italians** among the hostages

EARLY SATURDAY DEVELOPMENTS

5:00am
Commandoes of **army, navy, air force, police, BGB, Rab** and **Swat** prepare to begin massive operation

7:40am
Security forces begin "Operation Thunderbolt" and barge in the restaurant

7:48am
Heavy firing and explosions

8:15am
In the first phase of the operation, six, including women and children, were rescued alive

8:30am
Operation ends successfully

8:55am
Commando forces take control of the building. A search operation begins

9:15am
The hostage standoff ends almost after **12 hours**

12:45pm
ISPR briefs media about the operation. **20 people** are found dead inside the restaurant. Six attackers killed, one arrested,

COMPILED BY
BELAL HOSSAIN BIPLOB & PRABIR BARUA CHOWDHURY

Courtesy: the Daily Star

Social Media use in Gulshan Terror Attack

Social Media had been working as the tools of Propaganda as well as tools of identification in the Gulshan Terror Attack. From the beginning of the attack till the death of the terrorists, every single step had taken place as per the social media predictions. In the broader sense, the researcher has found at least three phases of social media use in Gulshan Terror Attack:

Before the Tragedy

This phase should be the forecast of the attack. Before the attack, media had reported that there were threats about the attack. In the Dabiq's 12th Edition, there was an article about the attacks in 2015. In this article, IS had taken the charge of the attacks in 4 incidents like killing of Tabela Ceaser, Kunio Hosi, the attack of Shite Mosque and the attack on police.

In a DW report mentioned about the attack on Friday July 1, before the attack happened. The report is attached below:

> *On Friday, monitoring the internet for updates on the IS siege in Dhaka, showed IS militants were using Twitter and the instant messaging app Telegram to "report" on their attack's progress. Security forces seemed to have paid no attention to these crucial clues, the expert said. "IS warned long ago that it would stage attacks during Ramadan in many countries, including Bangladesh. The government seems to have paid no attention," he said (dw.com, 2015).*

Even on the day of attack, there were two more incidents – assassinations in Jhinaidaha and Bandarban. One of the victims was converted Christian and another was a Buddhist priest. Both of the incidents were organized by the IS as the Amaq had tweeted about them.

During the Attack

Shortly after the militants stormed Dhaka's Holey Artisan Bakery and O'Kitchen restaurant on Friday, IS published an update. "The IS claimed responsibility for the attacks through its news agency Amaq," a statement tweeted by the intelligence group SITE's head. A verified account of the Syrian citizen journalism group, Raqqa SL, had earlier posted the original pictures.

The news of the attack had been disseminated through the social media. Before that, Bangladesh security agencies did not search anything about the place.

Bangladesh intelligence agencies updated themselves with the blessings of technologies. But they had failed to track the condition inside of the Holey Artisan Bakery. The news agency of IS named Amaq said they had killed 24 but our intelligence failed to make sure how many people were inside and how many were killed in this incident. The twitter account of Site intelligence had confirmed the number by the news of Amaq. But our security forces started their commando battle one and a half hours after the tweet.

People obtained the news about the happenings inside the café through the posts of ISIS (Amaq) and through the analysis of SITE intelligence. Several kitchen employees who had locked themselves in a bathroom inside the restaurant, the Holey Artisan Bakery, posted a picture of themselves on Facebook, bare-chested against the stifling heat.

During the attack a Korean man lived beside the café shot 5 to 6 video clips and he shared them on the Facebook. The videos went viral and the mainstream media had used them as sources. Even the conspiracies about Hasnat Karim and Tahmid Haseeb Khan are still going on for the video footages (dw.com, 2016 b).

After the Incident

After the attack, our intelligence had given the terrorists name as Akash, Bikash, Don, Badhon etc. But those were not their real names. Even IS had given some different names. After getting the pictures of the terrorists from the tweets of IS, the kith and kin of the terrorists posted their Facebook identities where people had found their actual identities.

Twitter Posts of Users during Attack Begins

Courtesy: the Daily Prothom Alo

The Facebook ID of the terrorists also helped people to find who they were and how they lived.

> *The police declined to name the young men because nobody had shown up as of Sunday night to identify their bodies, but friends and relatives recognized photographs that were posted on a messaging app by the Islamic State, along with praise for the violence.*
>
> *The men, all in their late teens or early 20s, were products of Bangladesh's elite, several having attended one of the country's top English-medium private schools as well as universities both in the country and abroad (nytimes, 2016).*

After the identification of the terrorists of Gulshan terror attack Bangladeshi people had astonished to see the terrorists. As people have a stereotype that terrorists are from lower class family and their educational background must be Madrasa. So when people learned that the terrorists had been educated in modern educational system, they got shocked. Even during in the operation, police killed one of the chefs of the restaurant named Saiful (bd-pratidin.com, 2016). People also found his identification through Facebook. International media reported that they had been brain washed by the videos, images and texts by the social media propaganda of IS.
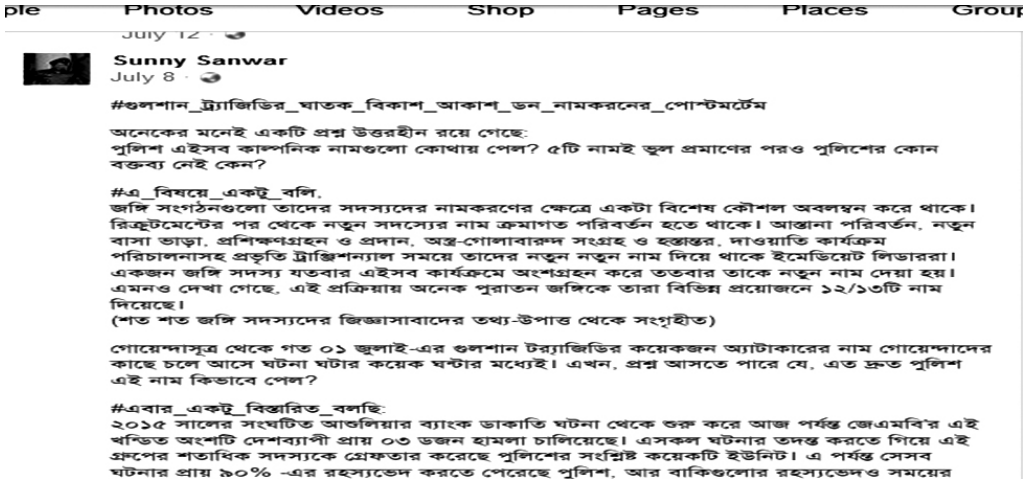
Posts about the different name of the attackers

Two or Three days after the Gulshan Attack, there were rumors in Dhaka about more attacks in the big shopping malls. But they were just the hoax. People became fearful and they got panicked.

One of the people who got killed in the terror attack was Faraz. Some people spread rumor that he was one of the terrorists. Some people had shared video claiming a man to be Faraz. In the previous point, there was something about Tahmid and Hasnat. There were so many rumors about them. Just a few days ago, they had got bail from the security agencies.

Social Media and IS: An Ambivalent Relationship

This Study shows us the negative and positive effect of social media in Gulshan Terror Attack. First of all, ISIS disseminates information almost exclusively via Twitter, where it can quickly share its views and enable supporters to take part in that process. A report of the Daily Jugantor said, about one and a half thousand pages are active in inspiring the youth to fight in the name of Islam. Even collecting members for the terrorist organization, teaching the use of the arms, making bombs etc. are spreading throughout the social media. In recent days, an operation was held against the terrorists in Sylhet, some pages of terrorists had praised the killed ones there and
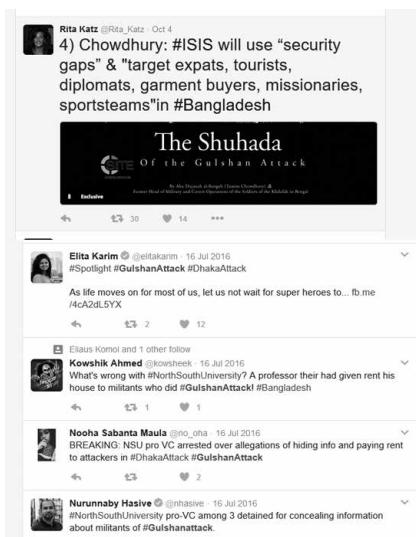
made some inspiring posts for the young people to work with the terrorist organizations. Some of the organizations communicate through apps, according to the counter terrorism unit of police (The Daily Jugantor, 29 March, 2017). ISIS relies on a network of support to increase the reach and influence of its messages.

Secondly, ISIS is organized by the people who are from different regions and they target the people who are from different regions. For that reason, they use different languages to legitimate their presence.

Thirdly, the vast majority of non-Arabic propaganda distributed by ISIS is designed to get attention, enhance ISIS's image and encourage Westerners to join.

Fourthly, for the nature of the social media it is very easy to disseminate any kind of rumor. People of social media had shared lots of news. Texts between the news had been flourished through the social media texts. Like media used 'Islamists', 'Pro-Islami', 'Terror', these words had been found in the social media texts.

Before the tragedy, IS had used some words to legitimate their killings on the same day. In the post of Amaq, some words had been mentioned like 'assassination', 'blade weapons' to increase fear among the people. Even the background of Amaq page was been written in Arabic to ensure belief of the people of Islamic Community. Even they used words like 'crusaders', 'westerners' for legitimating the people they normally kill.

After the attack, there were some videos shared by ISIS through social media where they congratulated the café attackers and named them 'Shuhada' or 'Shaheed' (in Bengali) to encourage their other fighters.

Previously, the Study had shown how the words of IS were being used to recruit and make jihadis all over the world. Even in Bangladesh, people are recruited through the motivational videos on different social media platforms. On 22nd March 2017, there was a piece of news in the daily Prothom Alo that says about 82% of the terrorists are inspired by social media to carry out terror activities. This data was shown in an international conference of police in Dhaka. The report said with the comment of some high ranked police officers that the challenge of fighting against terrorism will be stopping the cyber-crime (Prothom Alo, March 22, 2017).

By the theory of Critical Discourse Analysis (CDA), we know that the intertextual meaning of the posts by ISIS and their supporters inspires people to accomplish their goals.

On the contrary, responses from the people of Bangladesh include stance against terrorism and terrorism-related activities and grief for the killed ones. Most of the people shared the stories of newspapers via social media. It is something like 'text in the hidden text'. Again after the attack, the people who knew the terrorist also shared their hate and astonishment through the social media. Even some people had got stuck by the rumors through social media. Political ideology had been shown through the textual meaning. Because, "texts are social spaces in which two fundamental social processes simultaneously occur; cognition and representation of the world and social interaction" (Fairclough, 1995).

Social media could be used by the terrorist site as well as the common people. How you use the social media depends on you. There are no limitations for making account and there is nothing to scrutinize. Therefore, people can use it as per their wish.Hence it is important to make people conscious.

Conclusion

Social media is a blessing in the modern age of communication. But nothing in the world has just the positive aspects. It is impossible for a human being to take the positive side, overlooking the negative one. This is the theme the terrorist organizations take for granted. People as whole do not let them win in the social media war. Media regulators in both traditional and online media should be in regular dialogues with news organizations to ensure that the editorial staff are well-trained to institutionalize accuracy. Moreover, Internet or social media literacy is very important to stay away from the terrorism. This is the high time to make people aware of Internet use.

The government could hold meetings with the social media authorities to regulate the posts of ISIS or other radical organizations. Media regulations should not be something like the breakdown of privacy of the social media uses. It could be a Social Media Monitoring Cell by the security intelligence. A new law could be commenced to regulate the social media in a sober way with the help of distinguished social media experts, general people, academics and so on. Even educational institutions could arrange special classes and workshops about negative and positive aspects of social media.

As there is light behind the darkness, humanity wins and will always win against the fear of terror. It is the duty of humankind to make them ready to fight against the war which is bestowed upon them in the name of religion. The government should be more cautious about the religion based terrorism and not be complacent about their short-term success. They must have had that courage to make Bangladesh united on that issue.

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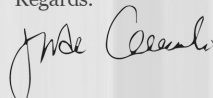
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INTRODUCTION

Internet and mobile phone penetration has opened-up new horizons for ICT based services to benefit communities at the bottom of the pyramid. Primarily driven by donors, development agencies, local and international NGOs, civil society, mass media, these services have extended even to the rural areas. Telecenter networks, for example, have reached previously inaccessible places using nonprofit and for profit models.

Although a large amount of work has been done in using ICT for Development, there has been no conscious effort to explicitly capture these initiatives. Hence, there is a pressing need to document success stories, lesson learnt and shortcomings. There is a call to write case studies on projects, programs and policies in this regard. As knowledge has become central to development, it is timely to publish a journal that specializes on ICT for Development issues. Academicians, practitioners and researchers can use the journal as a reference point for their work. It will contribute a great deal to strengthen knowledge management. Simultaneously, it will also enable them to share their experiences, works and knowledge.

OBJECTIVES

The ultimate objective of the working paper series is to articulate, capture and document success stories, best practices, lessons learnt and shortcomings of ICT4D projects or researches in developing countries.

TOPICS:

Academics/researchers/practitioners are invited to submit their work that addresses issues related to adoption, diffusion, and implementation and monitoring/impact assessment of ICT for development projects in developing countries. In fact, ICT4D being a crosscutting issue the working paper series will feature writing from almost any sectors or area namely E-Agriculture, E-Livelihood, E-Governance, E-Health, E-Education, E-Commerce, E-SME, E-Environment, Climate Change, etc in relation to ICT. The WPS encourages papers that are problem-finding, problem solving, forward-looking, sharing relevant experiences and investigating controversial and important issues.

AUDIENCE

The target audience of this working paper series are those who wish to learn how to encourage adoption of ICT, applications and impact assessment, and also researchers who are interested in the diffusion of ICT for developmental projects in developing countries. Therefore, the target audience includes ICT service providers, policymakers, and academics/researchers, students of social science, information systems, and information technology and development studies.

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