

My User-experience and Understanding of “OSINT” and “Private Intelligence Agency” as Fresh Intelligence Analyst

Presented by Animus CHOW Chun Pong

REVLUN 19'



Before I joined the Industry...

Brief Outlook of My Background, My Skills, and an Easy Overview of the Industry

Before joining the industry – Distance between “Me” and “Intelligence Industry”



WHAT MY FRIENDS THINK I DO



WHAT SOCIETY THINK I DO



WHAT GIRLFRIEND THINK I DO



WHAT I THINK I DO



WHAT I AM ACUTALLY DOING

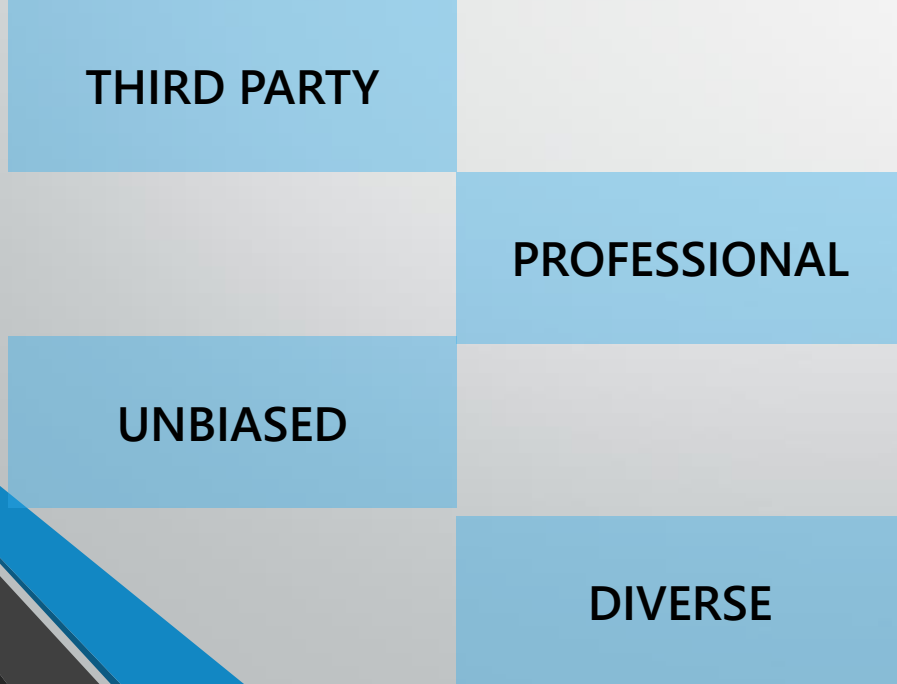
Before joining the industry – What is “Intelligence” in Private Intelligence Business

9-day Weather Forecast

Full Version / Simplified Version

General Situation:
The easterly airstream affecting the coast of Guangdong will be replaced by a southwesterly airstream gradually today and tomorrow. It will remain hot with a few showers and thunderstorms over the coastal areas for the rest of this week. A trough of low pressure is expected to bring unsettled weather to southern China early next week.

14 May (TUE)	15 May (WED)	16 May (THU)	17 May (FRI)	18 May (SAT)	19 May (SUN)	20 May (MON)	21 May (TUE)	22 May (WED)



Private Intelligence:

- ◆ **Inform** – What information do Business need in this?
E.g. Flooding / Typhoon / Rainstorm
- ◆ **Assess** – How does this affect the Business?
E.g. Proximity to Asset / Involved Business Project
- ◆ **Prepare** – What arrangement should be done beforehand?
E.g. Home Office / Office Closed / Situation Normal
- ◆ **Decision-making** – How would this change the Business?
E.g. New Weather Policy / Crisis Management Plan
- ◆ **Response** – What action is taken when it strikes?
E.g. Monitoring / Coordinating between Units

Before joining the industry –

Distance between “Me” and “Intelligence Industry”

My Background when I first join:

- ◆ Student of Master of Criminology (HKU)
- ◆ Bachelor of Sociology (CityU)
- ◆ Hong Kong Permanent Resident
- ◆ Language Proficiency: Mandarin / Cantonese / English
- ◆ NO Citizenship of Other Countries
- ◆ NO Oversea Experience
- ◆ NO Law Enforcement / Military Experience
- ◆ NO Acquaintances who works in Private Intelligence
- ◆ NO Cyber-security Knowledge
- ◆ NO Commercial Knowledge

Requirement of a Job Ad in HK:

Title: Regional Security Intelligence Analyst

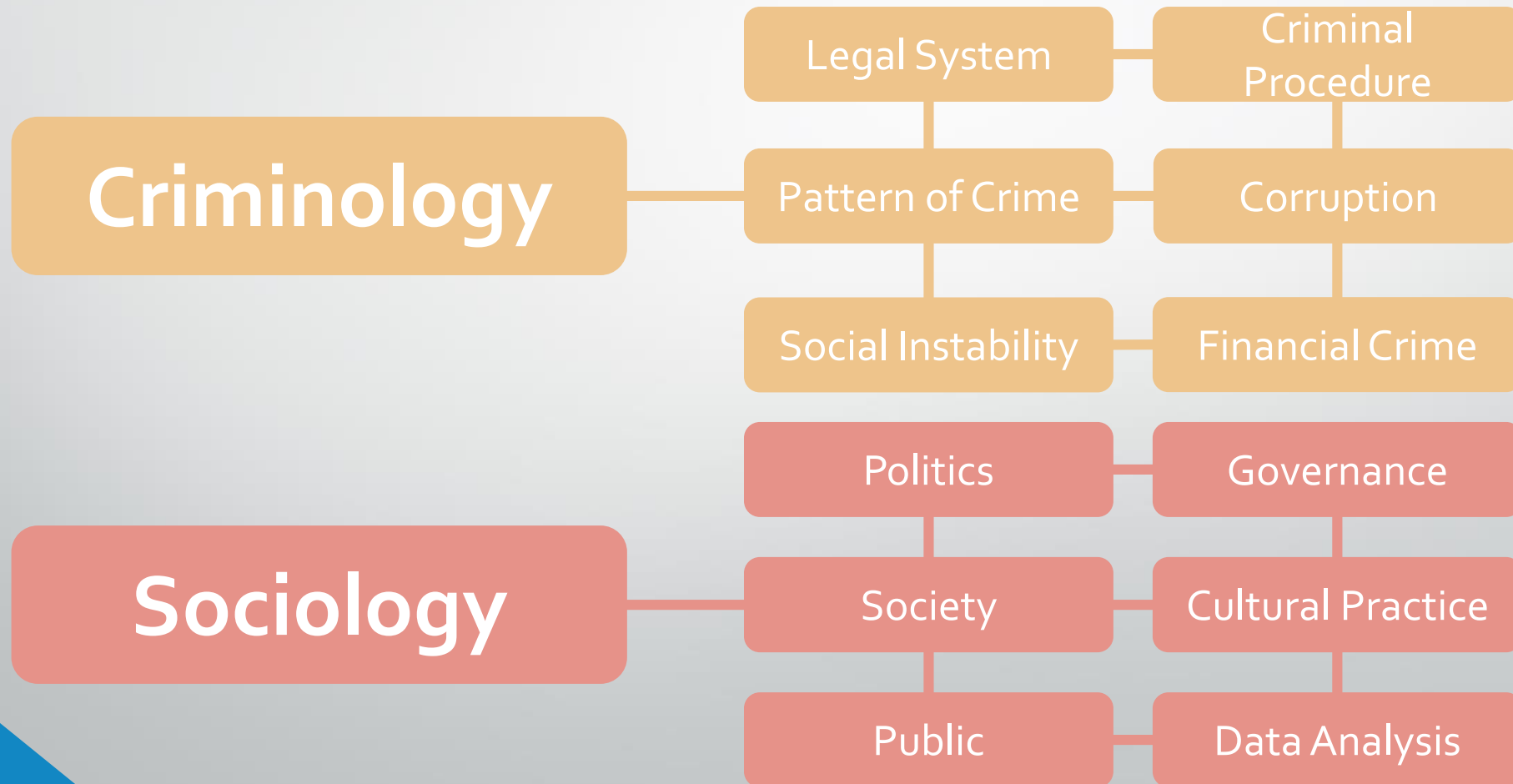
- ◆ Education: Master’s degree or higher
- ◆ Experience: 5 years in relevant field
- ◆ Skillset: Formal Gov/MIL/LE intelligence training
- ◆ Language: Proficiency in Cantonese
- ◆ Necessity: Legal right to work in HK

Requirement of a Job Ad in HK:

Title: Corporate Intelligence Analyst

- ◆ Education: Graduate degree (MBA, or JD) preferred
- ◆ Experience: 5 years in a law firm
- ◆ Skillset#1: Knowledge of Legal Services Company
- ◆ Skillset#2: Business development Exp preferred
- ◆ Language: Excellent English and Mandarin
- ◆ Necessity: Legal right to work in HK

Before Joining the industry – Useful Knowledge for Intelligence Analyst



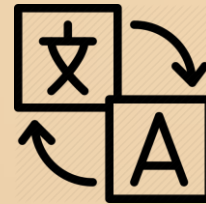
Before Joining the industry –

Types of Analysts in the Private Intelligence Agency



THE POLITICIAN

- ✓ Expert of Political and Social Issues
- ✓ Knowing What Information is Needed and Why
- ✓ Knowledge of Politics, Crime, Deviance, and Social Situation in the Corresponding Jurisdiction



THE LINGUIST

- ✓ Expert of Language Translation
- ✓ Professional Write-Up of Reports
- ✓ Understanding information in Multiple Jurisdictions
- ✓ Good communication with the informants



THE LAWYER

- ✓ Expert of Precise Wordings
- ✓ Good Knowledge of Litigation Records (Key type of OSINT)
- ✓ Strong Logical Reasoning for Investigating Complex Issue
- ✓ Knowing the Legal Boundary of our Intelligence Service

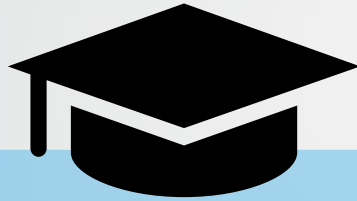
Before joining the Industry – Private Intelligence Services Needed in Hong Kong

Primarily needed by the following 4 categories of company:

- Private Security Companies
- Think Tank / NGO
- Risk Consultancies
- Commercial Management Consultancies



Before Joining the industry – Difficulties within the Demand and Supply of Talents



- × Ignorance about the Industry
- × Not knowing about the purpose and contribution of the industry
- × Stereotypical Image of Intelligence Service — Secretive and Dangerous
- × Working in Law Enforcement as Better Option — Secure, Well paid, Exciting



- × Not headquartered in Hong Kong — Limited knowledge in Hong Kong Recruitment Strategy
- × Preference over Internationally Famous University — Oxbridge / Ivy League / HKU
- × Universal Requirement of Post-Graduate Degree — Limited Supply in Hong Kong



When I first joined the industry...

A Breakdown of Corporate Structure for Intelligence Analyst, and Training in Professional Skillset

First Join the Industry – My Working Experience

Embedded Security Intelligence Analyst, Asia-Pacific

- ◆ Embedded in the Client's Company; Employed by an Asia Pacific-oriented Risk Consultancy
- ◆ Work in Shift
- ◆ Manage the risk caused by the Critical Security Event around the Globe, especially in Asia Pacific
- ◆ Assess the potential impact that might have caused the client and Suggest appropriate actions

Corporate Intelligence Analyst, Asia-Pacific

- ◆ In-house Staff with no Direct Contact and/or Exposure to the Clients
- ◆ Provide essential information in the reports for the clients to decide their business decisions (E.g. Investment; Forming Venture Capital, Establishing Business Partnership)
- ◆ Assess the potential reputational impact of the Subject on whether they are involved in any allegations (E.g. Affiliation with Terrorist Group, Alleged Corruption); Corroborate the Findings

First Join the Industry – Organizational Structure of Private Intelligence Service

Embedded Security Intelligence Analyst, Asia-Pacific

Security Director
(Client Employee)



Intelligence Analyst
(Contractor)



Country Security
Manager (Contractor)



Security Team
(Contractor #2)



Nature of Security Intelligence:

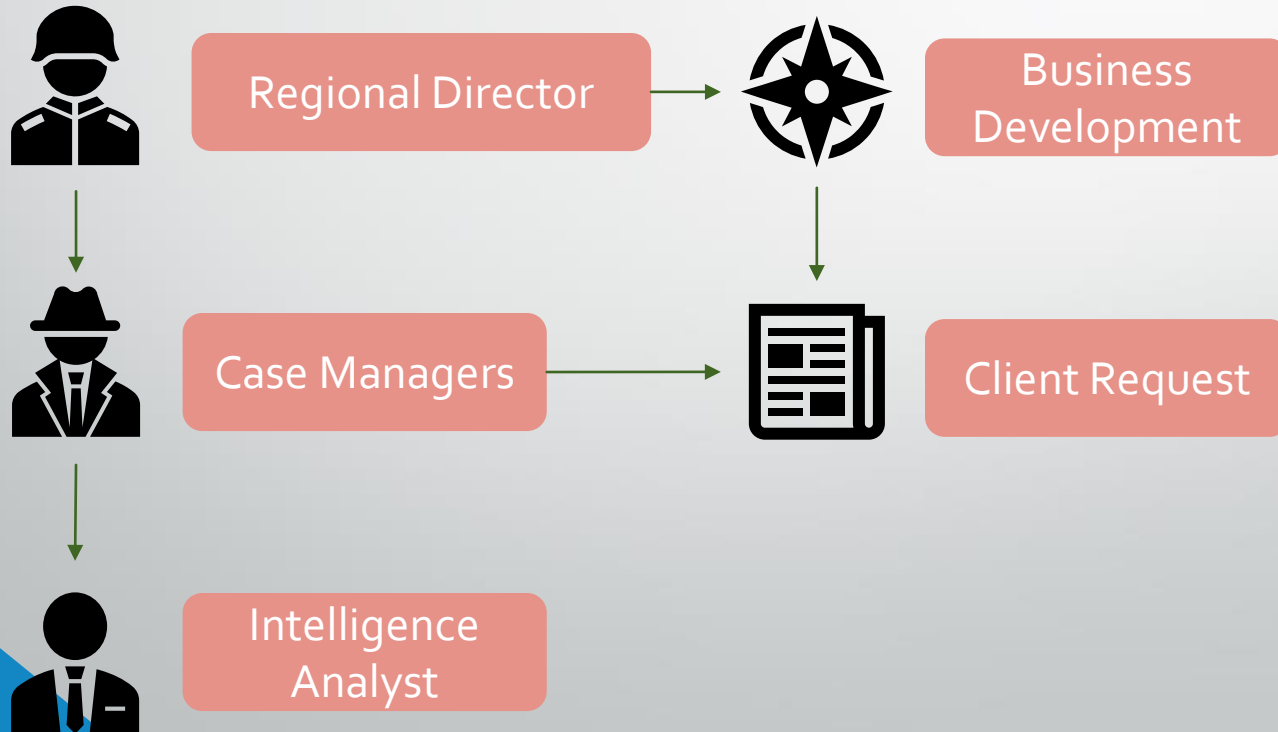
- ◆ Critically Time-Contingent
- ◆ Relating to the Safety of Life and Asset
- ◆ Might Disrupt the Business Operation

Insights from the Structure:

- ◆ Client Staff as the Decision Maker
- ◆ Intelligence directly feed to the Decision Maker
- ◆ Director guide the Crisis Response
- ◆ Separate the Operational Team from the Intelligence Team — Avoid Intelligence Failure

First Join the Industry – Organizational Structure of Private Intelligence Service

Corporate Intelligence Analyst, Asia-Pacific



- Nature of Corporate Intelligence:
- ◆ Involve multiple aspects of concerns in each subject (E.g. Political Exposure; Money Laundering Risk)
 - ◆ Require Extensive Intelligence Gathering to Collaborate Analysis
 - ◆ Involve High Degree of Personal Interpretation in terms of Findings

- Insights from the Structure:
- ◆ Analyst focuses on the Report Writing
 - ◆ Client does not intervene with the intelligence products
 - ◆ Case Manager give Editing and Fact Check on the Report Findings

First Join the Industry – Vocational Training about “OSINT” and “HUMINT”

Training relating to Security Intelligence:

10 Days — Night-time Training (90 Hrs)

- ◆ Knowledge about Terrorist Attack, Coup D'état, Civil Unrest, Natural Disaster, etc.
 - ◆ What are they? Why do they happen? How do these events dissipate?
- ◆ OSINT — Collecting Intelligence regarding on an Event via Media Reporting and Subscribed Service
 - ◆ Subscribed Service have keep an active 24/7 alert notifications to the Intelligence Analyst for all events happening round the world;
 - ◆ Media reporting gives more details and monitor the development of the event
 - ◆ SOCMINT — Social Media might give extra pictures and different accounts from people who are also close by
- ◆ HUMINT Triangulation — Contacting possible human sources that might corroborate the Intelligence
 - ◆ Dispatching security guards to the area and keep a first-hand monitoring
 - ◆ Calling local concierge of the affected area to ask for more information regarding on the situation (E.g. Hotel next to a Flooded Area?)
- ◆ Handling Procedure of the Crisis Management Process
 - ◆ Familiarization of the Crisis Management Plan prepared by the Client Company
 - ◆ Communicate the intelligence and threat analysis to the corresponding parties
 - ◆ Censoring unnecessary information to the corresponding parties

First Join the Industry – Vocational Training about “OSINT” and “HUMINT”

Training relating to Corporate Intelligence:

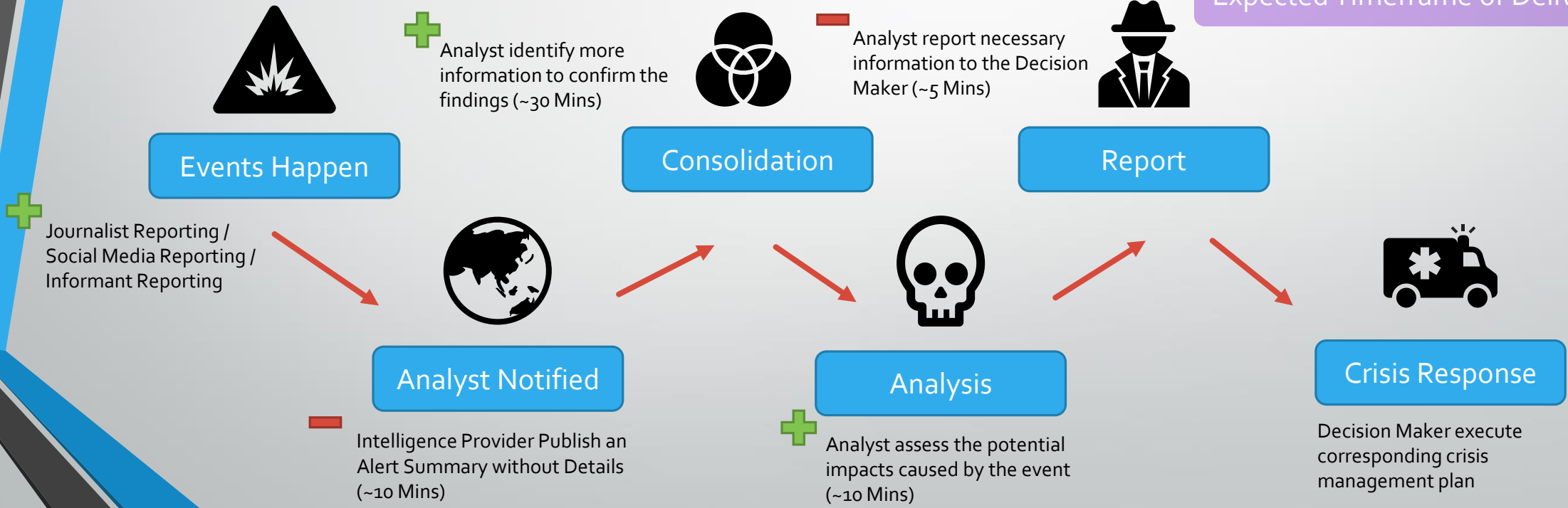
20 Days — Oversea Training (180 Hrs)

- ◆ Knowledge about Compliance, Sanctions, Criminal Convictions, Political Exposure, etc.
 - ◆ Why do clients ask for due diligence investigation? What drives the industry to expand? What are the purpose of our reports?
 - ◆ How do the company price and differentiate between different reports? What do each report mean in terms of depth of information?
- ◆ OSINT — Collecting intelligence via Publicly Available Records of the Focused Jurisdiction
 - ◆ Many publicly available records are government records and have a searchable database that can identify our Subjects (E.g. Corporate Records, Litigation Records, Adverse Media, Sanction List, Wanted List)
 - ◆ Clarify the ownership and shareholding of the Subject to identify whether he/she has earned their money in a reasonable way (E.g. NOT so reasonable if a janitor can have 15 oversea properties under his name?)
- ◆ HUMINT — Important Supplementary Information for the Lack of OSINT
 - ◆ Targeting and Contacting potential human informants (E.g. Colleagues, Neighbors) to provide Information relating to the Subject
 - ◆ Many Subject do not receive much Coverage from the Public Records (E.g. No Criminal Records)
 - ◆ Acquaintances are more aware of the adverse issue relating to the Subject and have way higher Credibility than the Online OSINT Findings
- ◆ Intelligence Analysis — Summarizing and Understanding the Findings
 - ◆ Analysts require to give their analysis over their findings (E.g. If a Janitor have 15 oversea properties, what does it mean? Probably he has a wealthy family OR he receive the property from someone else, would it be someone close to him?)

First Join the Industry – Focus on “Time” and “Information Control”

Workflow Chart — Security Intelligence

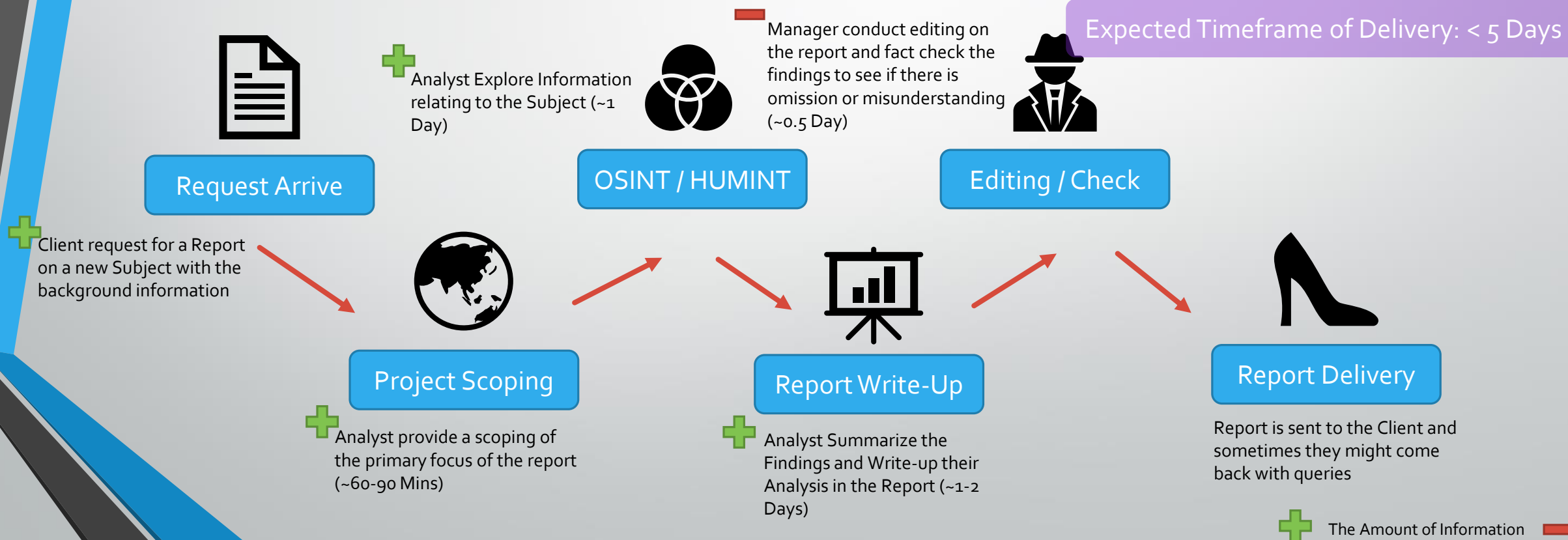
Expected Timeframe of Delivery: <1 Hr



The Amount of Information

First Join the Industry – Focus on “Time” and “Information Control”

Workflow Chart — Corporate Intelligence



First Join the Industry – Breaking Down the “Intelligence Products”

	Client	Intelligence Service Provider
Time	<ul style="list-style-type: none"> • Almost always want the report to be delivered as soon as possible • Often order the report at the most imminent stage of their own deadlines 	<ul style="list-style-type: none"> • Time to them are the biggest cost, they wish the analyst to use as little time to complete the report
Amount of Information	<ul style="list-style-type: none"> • They only need the summarized findings as it imposes significant concerns • Some client has once requested reports in point forms to save time 	<ul style="list-style-type: none"> • More information means a more comprehensive report and will be priced higher than reports with lesser information
Complexity of Case	<ul style="list-style-type: none"> • Client will send different requests to different service provider as each of them have a different focus in their service 	<ul style="list-style-type: none"> • Complex means higher price and can be significantly more profitable than the ordinary reports
Focus in Report	<ul style="list-style-type: none"> • Only focus on tangible risk concerns 	<ul style="list-style-type: none"> • Focus on professional write-up • Ensuring the Findings are Correct
Subsequent Risk Management	<ul style="list-style-type: none"> • Try to look for internal solutions available in the client’s company that can minimize or avoid the risk 	<ul style="list-style-type: none"> • Consider the risk as an opportunity to sell other service provided by the company

First Join the Industry – Breaking Down the “Intelligence Products”

	Security Intelligence	Corporate Intelligence
OSINT	<ul style="list-style-type: none"> Primarily comes from media reporting and livestreaming of the events 	<ul style="list-style-type: none"> Many government has readily available information in their official database Many records aggregators speed up the process
HUMINT	<ul style="list-style-type: none"> Not necessary when OSINT can sufficiently assess the impact of the event 	<ul style="list-style-type: none"> When Subject has low-profile, the availability of HUMINT becomes critical HUMINT always add-value
Reliance on External Party	<ul style="list-style-type: none"> Heavy Reliance on External Party — Analyst not able to keep an active monitoring of the events happening around the world 	<ul style="list-style-type: none"> Minimal Reliance — Information are readily available via official channel from the government External Service Provide only speed up the process of intelligence gathering
Scope and Coverage	<ul style="list-style-type: none"> Focusing on the actual physical threat imposes to the company (both staff and asset) Always focusing in single jurisdiction 	<ul style="list-style-type: none"> Sometimes covers multiple jurisdictions across different continents Covers all issues relating to the Subject as long as it imposes reputational concerns
Severity of Consequences	<ul style="list-style-type: none"> Disruption in Business Operation Life Loss and/or Asset Loss 	<ul style="list-style-type: none"> Assisting in Terrorist Financing / Money-Laundering Sanctions of Clients
Ultimate Purpose	<ul style="list-style-type: none"> To safeguard the operation and safety of the company, including its staff and asset 	<ul style="list-style-type: none"> To prevent the client from conducting business with the wrong people

First Join the Industry – Case Study: Motorcycle or IED?

Arrests in Vietnam over 'terrorist' bomb at police post, The Strait Times, 5 July 2018

HANOI (AFP) - Seven people have been arrested in Vietnam, including three on terrorism charges, for bombing a police station in Ho Chi Minh City last month in a rare attack that injured three people. The bomb was planted on a motorcycle and blew out the glass facade of the building near the site of violent protests over a proposed economic law just days before.

Two officers and a cook were injured in the explosion.

Officials on Thursday (July 5) did not make a direct connection to the protests and said only that it was a carefully orchestrated attack by alleged terrorists connected to a "foreign" group.

First Join the Industry – Case Study: Motorcycle or IED?

- Subscribed Intelligence Provider (Summary):

“There is an explosion happening outside a police station in HCMC. The actual cause of this explosion is not yet clear, but it is suspected to be caused by an IED.”

Explosion at Vietnam police station injures officer, The Strait Times, 20 June 2017

HANOI, VIETNAM (AFP) - A small explosion outside a police station in Vietnam's southern Ho Chi Minh City injured an officer on Wednesday (June 20), state media reported. The cause of the explosion, near the scene of major protests earlier this month, was not immediately clear. Images on state media showed the station's charred walls with debris from a destroyed motorbike strewn across the pavement. State-run VNExpress news site reported that a policewoman was injured in the incident.

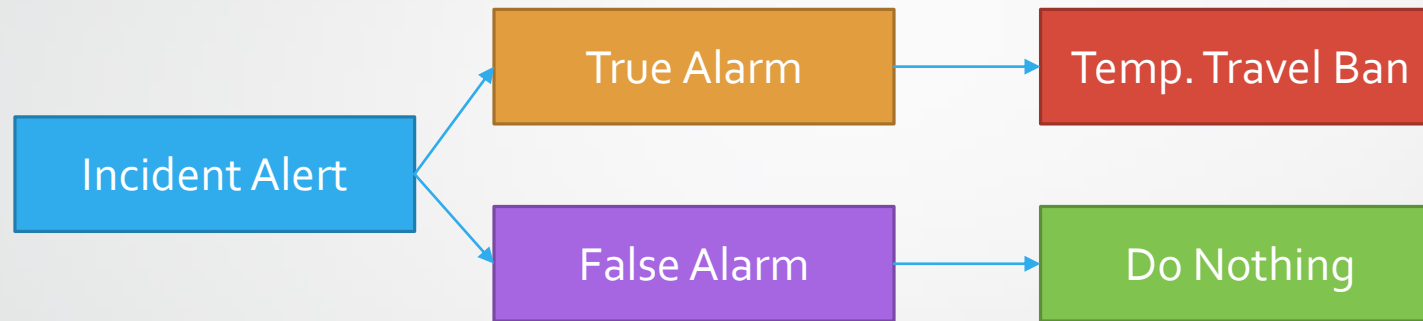
A witness told AFP he heard two explosions in quick succession.



First Join the Industry – Case Study: Motorcycle or IED?

- ◆ **Cannot immediately identify proclaimed State-Run Media Reporting of the Incident**
 - ◆ Language Barrier in Vietnam; Heavy Reliance in Google Translate
 - ◆ Limited Access to the Vietnam Media Websites as a Result of Company Policy
- ◆ **Cannot identify the Image mentioned in the Media Reporting**
 - ◆ Different image are said to be images taken at the scene
 - ◆ None of them show clear sign of an IED Device
- ◆ **Contacted the Service Provider of the Intelligence**
 - ◆ Here's what the Senior Analyst said,
“We assess the vehicle explosion to be caused by VBIED because of the image in media reporting suggests so. As we can see tubes and shards around the motorcycle. However, we are not entirely sure about if it is actually an IED”
 - ◆ Later, they send out another alert notification that it is unsure if the incident is caused by an VBIED — They are simply **Speculating.**
- ◆ **From the Track Record and Regular Risk Assessment of Vietnam**
 - ◆ Analyst — IED Explosion and Terrorist Attacks are unlikely to happen
 - ◆ Analyst — Overconfident about the Social Stability of Vietnam
 - ◆ Analyst — Failed to notice the potential Recoil of the Major Protest happened in the City earlier
 - ◆ Analyst — No major company premises in the perimeter; Only Occasional Business Travelers

First Join the Industry – Case Study: Motorcycle or IED?



In this Case, we have just witnessed how Intelligence Failure can happen in the Private Sector

- ◆ Further information does not reveal until weeks and month later
- ◆ Missing the best window to respond to the threat and prepare the company for potential crisis
- ◆ Aside from the Analyst's Failure, it also indicates three systematic failure
 - ◆ Intelligence Service Provider — Failed to Deliver and Assess Actual Threat
 - ◆ Media — Failed to provide accurate and detailed reporting of the Event
 - ◆ Client Company — Failed to allow sufficient information access for the Analyst



What I expect of the Industry...

A forecast of the development of our industry and what I would expect from the development

In the Upcoming Future – My Prediction of Private Intelligence Industry



Big Data is the Real Deal

- Further Digitalization of many Government Records in different Jurisdictions, including developing countries (like, India)

Prediction: There will be information of everyone available on internet



Automation of Intelligence Gathering

- Proprietary software will be used to gather information from the database and aggregators without human intervention

Prediction: Competition will focus on the Complex Case Business



Corporation Realize their Risk Exposure

- Free Intelligence Reports Everywhere, Companies will become vigilant about threat

Prediction: Intelligence Industry will lead the Growth in other Defense Sector

In the Upcoming Future –

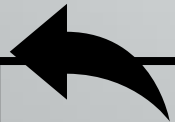
Personal Expectation on Industry, Career, and Training




- ◆ Cyber Security Training, Knowing how to excavate information from the Internet, including Dark Web
- ◆ Hacking — Bypassing the unnecessary barrier between us and the essential information
- ◆ Make use of Software to Excavate Publicly Available Information from the Internet in Short Time



- ◆ Official certification of the Private Intelligence Professionals
- ◆ Formal education of Private Intelligence as a Discipline under Social Science and/or Business School



- ◆ Higher Transparency of the Business Decision Making from the Client
- ◆ Knowing the consequences of our Contribution and if it is doing better for the World



There are always heroes who protect the world in different way.
Thank you.

If there is any further interest and enquiries,
Animus — tooke2005@hotmail.com