



# Foundation for Internet Development

**BRIEF ANNUAL REPORT, 2017**

## Foundation for Internet Development (FID)

### 1. .SU TLD DEVELOPMENT IN 2017

By the end of 2017, the number of registered domains in the .SU zone reached 118,980, that is almost the same number as of the end of the last year. As seen in Fig. 1, the ratio of registered and delegated domains in 2016 and 2017 almost did not change during the year.

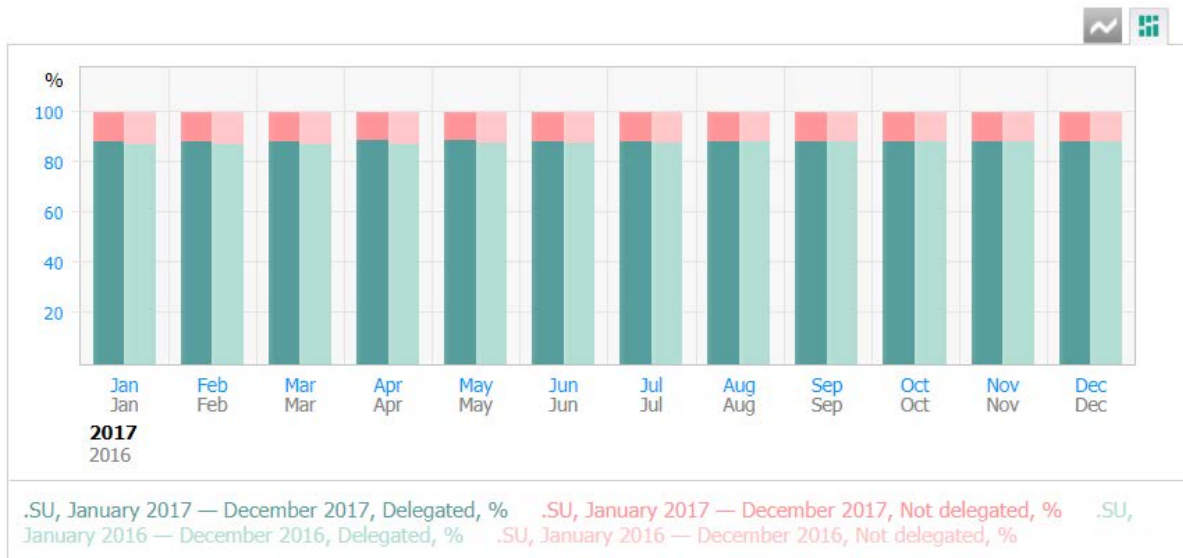


Figure 1.

As can be seen in Fig. 2, the ratio of registered and deleted domains in 2017 is mostly neutral.



Figure 2.

The main part of the domains is still held by individuals – i.e. 78,8%, and 21.2% of domains is held by organizations (Fig. 3).

Despite the fact that most domains are more than 4 years old (42,6%), in 2017 the number of domains with age less than 1 year reached 25.85%, which demonstrates the interest of new users in .SU domain registration. (Fig. 4)

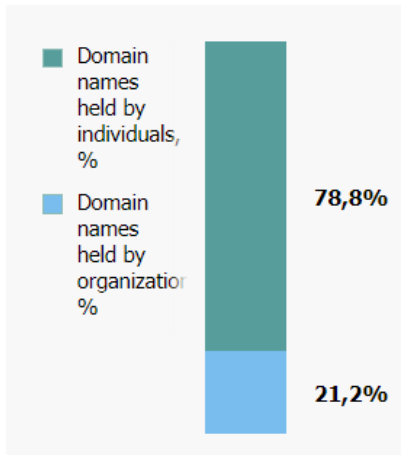


Figure 3.

	Total	118 980	100%
< 1 year	30 757	25,85 %	
1 year	16 628	13,98 %	
2 years	12 120	10,19 %	
3 years	8 773	7,37 %	
≥ 4 years	50 702	42,60 %	

Figure 4.

Geography of the .SU zone covers almost all continents, but most of the domains are registered in Russia (Fig. 5). The second place belongs to Ukraine, then Belarus, USA and Andorra. Most of Russian domains are registered in Moscow, Moscow region and Saint Petersburg.

Statistics on the domain names usage in 2017 shows that most domains were used for websites and landing pages. Also part of domains was used for mail and redirection. (Fig. 6)



Figure 5.

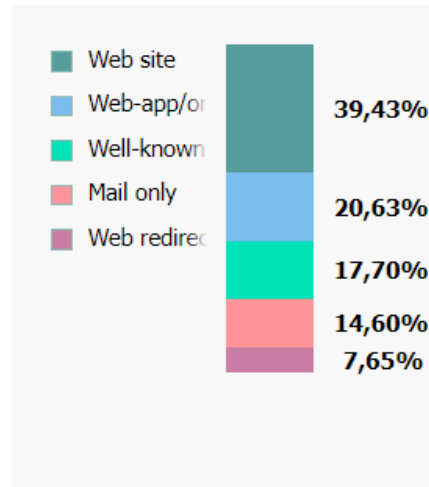


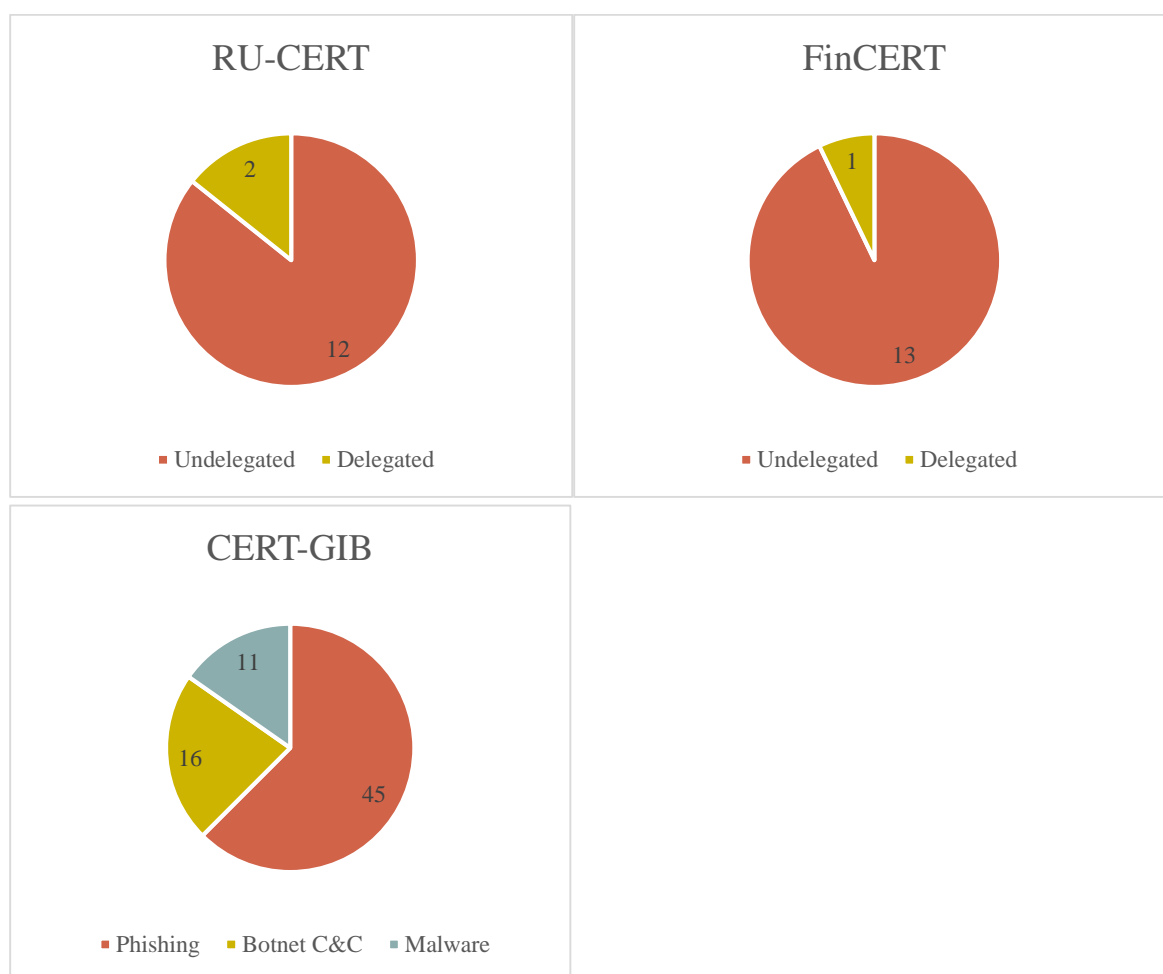
Figure 6.

As the result of efforts of .SU competent organizations, during the year 2017 a number of incidents was handled (Fig. 7):

RU-CERT: incidents related to 14 .SU domains, 12 domains were blocked;

FinCERT: incidents related to 14 .SU domains, 13 domains were blocked;

CERT-GIB: 72 domains were blocked, including 45 phishing domains, 16 Botnet C&C and 11 Malware.



*Figure 7.*

## 2. KIDS ONLINE HELPLINE

**The Kids Online Helpline** is a unique Russian phone and online consulting service. The main aim of the service is to provide psychological and informational support for children and adolescents encountering difficulties of any kind on the Internet.

### **General purposes of the project are:**

- To provide professional psychological assistance for children and adolescents who faced danger while used the Internet and/or mobile services;
- To provide professional consulting services and informational support for parents and educational staff on the issue of safe Internet/mobile usage by children and adolescents.

### **The primary audience of the helpline includes:**

- Underage persons (kids and adolescents) and their parents, educational staff of primary and secondary schools (teachers, tutors etc.)

The highly qualified team of psychologists of the Foundation for Internet Development and the Faculty of Psychology at Lomonosov Moscow State University works at the helpline.

The Kids Online Helpline has been included into the database of the official unified federal helpline telephone number for children, adolescents and their parents.

The helpline had its 8th year anniversary on December 15, 2017.

### **During this period the following results were reached:**

- More than 14,000 calls were received and more than 6,000 electronic messages from both children and their parents were fully processed;
- The variety of techniques and methods of psychological and informational support in the field of safe Internet usage has been developed and successfully implemented;
- The targeted educational program for specialists working in the sphere of online consulting services has been elaborated;
- The [www.detionline.com](http://www.detionline.com) informational source that processes e-mail requests 24 hours a day has been created;

- The database for processing and keeping record of incoming requests has been designed;
- Regular supervision of the helpline staff for improving the effectiveness of work has been organized.

In 2016, a statistic and content analysis of received requests was done. 4,404 incoming requests were registered in 2017. 3,095 phone calls, 657 e-mails and 652 chat messages were received and processed (Table 1).

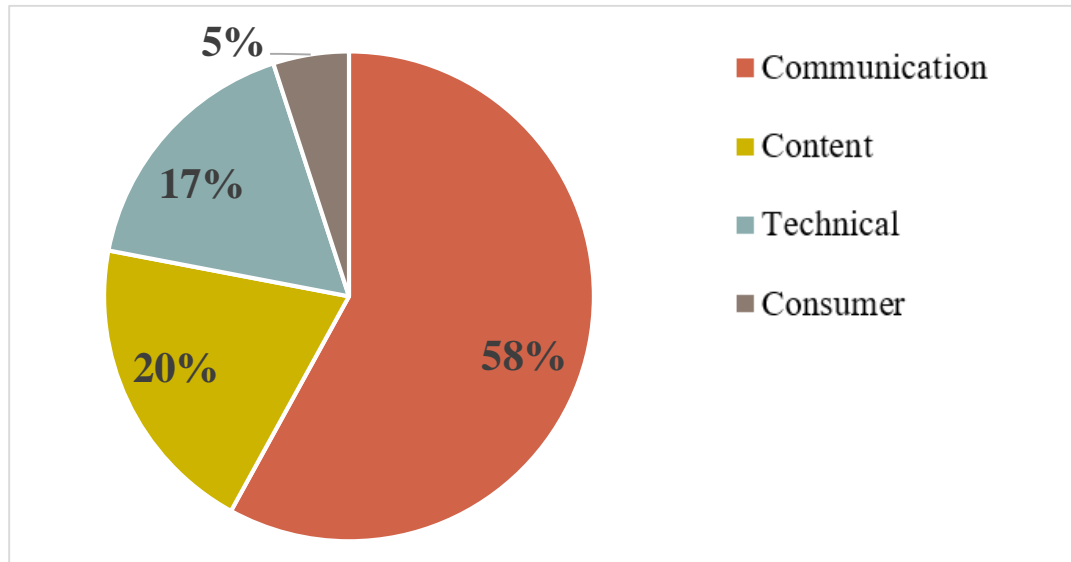
*Table 1. Helpline requests, 2012-2017.*

Parameter	2012	2013	2014	2015	2016	2017
<b>Overall number of requests</b>	6,970	7,424	13,456			
<b>Incoming calls</b>	6,517	6,493	12,449			
<b>Calls received</b>	1,730	954	2,457	2,656	2,983	3,095
<b>E-mails received</b>	339	474	514	551	572	657
<b>Chat messages received</b>	114	460	493	532	563	652
<b>Kids' requests (%)</b>	62	42	80	36	28	30
<b>Adults' requests (%)</b>	38	58	20	64	72	70
<b>Moscow region's requests (%)</b>	26	22	33	39	34	31
<b>Other Russian regions' requests (%)</b>	74	78	67	61	66	69
<b>Requests by online risk types (%):</b>						
<b>Technical</b>	30	19	37	42	23	20
<b>Communication</b>	39	30	46	40	55	58
<b>Content</b>	22	37	10	14	15	17
<b>Consumer</b>	9	14	7	4	7	5

Due to lack of available objective data, the helpline remains one of the most valid and reliable sources of information about online threats and their evolution as well as their effect on adolescents and children's health. As the statistics show (Figure 8), in 2017 most kids and their parents needed help with communication risks like cyberbullying, sexting, grooming, trolling etc. It remains one of the most frequent year after year (58%). We also received many requests concerning technical issues (including viruses, malware threats, computer blocking, profile and account hacks etc.) – 20%. The number of requests concerning content risks (negative and illegal information of any kind) is relatively low – 17%. And online consumer risk requests (threats of online shopping and mobile scams) is the least frequent (5%).

Due to widespread dissemination of information about "death groups" in educational institutions, the proportion of requests for suicidal online communities constitutes 25% of the total number of the relevant requests.

The problem of Internet addiction is still relevant; the share of complaints on this issue for the reporting period is 7%.



*Figure 8. Helpline requests according to risk types, 2017.*

The helpline project gets wide coverage in media, at the Foundation for Internet Development online sources and targeted events organized by the Foundation and its partners.

In 2017 large-scale advertising campaigns were organized on children's TV channels. The first is the BE A BUDDY, NOT A BULLY! advertising campaign. Its goal is to fight against bullying and cyberbullying. The organizer of the campaign is the children's television channel Cartoon Network. During the campaign, a series of animated videos was broadcasted on the Cartoon Network channel and on its website. In these videos, the cartoon characters show how they experience bullying situations from the point of view of an aggressor, victim and observer. The project is presented at <http://druzhbacc.cartoonnetwork.ru>. At the end of the videos, the logo and information about the Kids Online Helpline are shown. The second advertising campaign took place within the framework of the Internet Security Rules social project. The organizer of the project is the children's television channel Nickelodeon. The goal of the project is to teach children and adolescents to effectively use modern information technologies and cope with Internet risks. In June 2017, Nickelodeon released ten new videos that told children about the Internet communication culture, rules of communication with strangers on social

media, financial security, the importance of "live" communication with loved ones and gave answers to many other questions. The videos have been broadcasted on Nickelodeon from June 1, 2017 and posted at <http://pomogaem.nickelodeon.ru/>. At the end of the videos, the logo and information on the Kids Online Helpline are shown.

Stable increase of requests and growing interest of audience to the Kids Online Helpline section at the website of the FID undoubtedly show that the service is in strong demand, and Russian society will need it even more in the future. The number of regional requests is still high; it indicates the effectiveness of the informational campaign in Russian regions.

### **3. CHILDREN IN THE INFORMATION SOCIETY JOURNAL**

Quarterly journal for teachers, psychologists and parents Children in the Information Society has been published since 2009. The journal is made with the methodological support of the Faculty of Psychology of Moscow State University and Federal Institution for Education Development of the Russian Federation.

Three issues of the journal were published in 2017: a special issue #26 devoted to the United Safe Internet Lesson, #27 Video Games: Disease of the Century or Factor of Development?, #28 Raising Caesar.

In 2017 the journal published the results of research on the impact of video games on children and adolescents' cognitive and personal development, as well as their academic performance and the results of analysis of the research into a new phenomenon of media multitasking. The authors also paid special attention to esports - a new direction of leisure for modern teenagers and for their future careers.

In the practice section, we started to publish new materials from the latest guide for educational staff Practical Psychology of Safety: Managing Personal Data on the Internet. These lessons are aimed at increasing digital competency of pupils and teachers in the sphere of personal data online managing and also at improving the skills of correct usage of personal information online.

Also in 2016 the section School of New Technologies was continued. The project started in 2012 and was initiated by the Moscow Government. It is aimed at implementing new technologies in Moscow schools, thus increasing educational opportunities for pupils, and supporting school IT start-ups.

At our online source [www.detionline.com/journal](http://www.detionline.com/journal), we have all issues of the journal in PDF, so both a whole issue and each article separately (sorted by authors and



sections) are available to any visitor for downloading/reading for free. Subscription to the latest news is available at our informational website <http://detionline.com>.

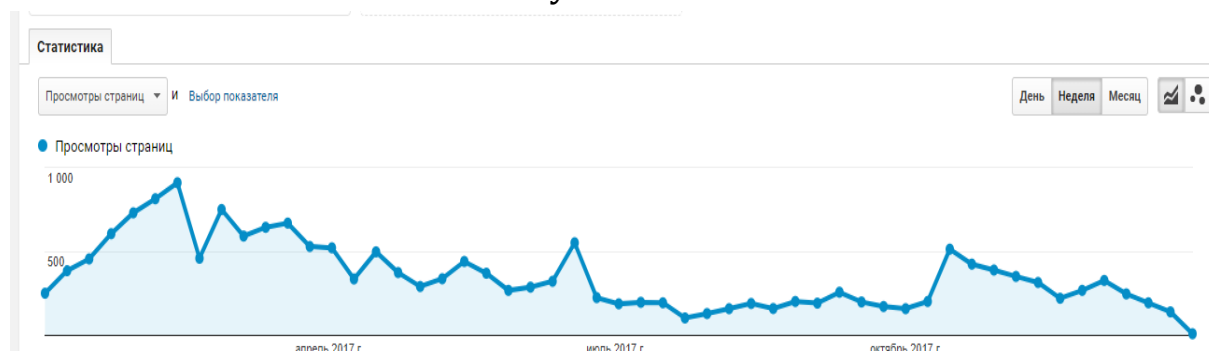
According to Google Analytics, in 2017 the number of page views of the journal section at <http://detionline.com> was 18,708. The number of unique page views was 15,492 (Table 2).

The number of journal's regular subscribers steadily increases: at the end of 2016 it amounted to 404 people (Growth comparing to the previous year is 15%).

*Table 2. Page views and visits of <http://detionline.com/journal> (Google Analytics, 2012-2017)*

Parameter	2012	2013	2014	2015	2016	2017
Page views, total number	9,320	16,048	18,060	20,221	22,550	18,708
Page views, % of total	11.32	14.79	11.22	8.55	9.72	10.33
Unique page views, total number	7,768	13,643	15,108	16,750	19,010	15,492
Unique page views, % of total	11.48	15.21	10.93	7.83	9.58	9.88
Subscribers, number	40	126	193	288	352	404

At average, about 500 persons visit the journal section weekly (Figure 9). It was much higher in February when the All-Russian conference Digital Childhood: Socialization and Safety was held.



*Figure 9. The journal's section visiting rate at [detionline.com](http://detionline.com) (2017)*

During the relevant period the journal was being actively distributed at industrial nationwide events, conferences, exhibitions devoted to the topic of children's online safety. Quarterly the journal is sent to the State Duma of the Federal Assembly, Ministry of Digital Development, Communications and Mass Media (including their departments) and different scientific, educational and IT-organizations. Each quarter 400 copies are distributed among general education schools in Moscow, and 150 copies are sent to children and youth's libraries across Russia with the support of the Russian State Children's Library.

#### **4. SOCIAL EDUCATIONAL PROJECT TALK TO YOUR CHILD ABOUT THE INTERNET**

**Talk to Your Child About the Internet** is a social educational project aimed at increasing adults' – especially parents and teachers - awareness in the sphere of Internet safety of Russian adolescents and little children. The project has been developed and realized with the support of the MTS Company.

The project was integrative and included demonstration lessons of the safe and useful Internet for primary school children of Russian schools, master classes for teachers, and parents' meetings.

**The target audience of the project:** primary school children, school teachers, children's parents and teenagers under 18.

In 2016, the project took place in Kazan, Voronezh, and Perm Region.

The following types of work were performed:

1. Prepress preparation of the methodical guide Useful and Safe Internet: Rules of the Safe Use of the Internet for Primary School Children. Full version of the guide is available on the link <http://detionline.com/assets/files/mts/Metodika.pdf>

2. Past events

In total, 11 events were held: 3 demonstration lessons, 3 master classes for educators relating to the program How to Talk With Your Child on the Internet, 3 master classes for volunteers relating to the program Children on the Internet, 1 speech at the conference, 1 excursion for teachers on the renewed exhibition.

**The following remarkable social effects were achieved:**

- Within the framework of the project, sets of guides and informational materials on the issue of adolescents and children's web safety (the brochures and presentation How to Talk to Your Child About the Internet) were prepared and

distributed among parents and teachers at the exhibitions and demonstration lessons held by the MTS Company.

- More than 7,000 pupils, teachers and parents participated in different events held during the project. Also educational staff had the opportunity to attend master classes and demonstration lessons organized by the FID team and to get acquainted with the newest information technologies in the sphere of children's web safety.
- Project activities got wide coverage in mass media and online recourses. As of May 23, 2017, 47 articles were published in various media, including Komsomolskaya Pravda, Moskovsky Komsomolets, and Russia 1, as well as on official websites of the ministries of the Republic of Tatarstan, Ombudsman for the Rights of the Child of the Republic of Tatarstan, Perm administration, municipal libraries of Perm.

## **5. BE A BUDDY, NOT A BULLY SOCIAL EDUCATIONAL PROJECT**

In September 2017 the Foundation for Internet Development became a partner of the social educational project Be a Buddy, not a Bully. This social initiative is aimed at attracting public attention to the problem of bullying - aggressive humiliation of some children by others. The initiator of the campaign is the children's channel Cartoon Network. Bullying is one of the most acute and serious problems that is faced by modern schools in different countries. According to the research of the Foundation for Internet Development, every fifth child regularly faces bullying and intimidation in real life or on the Internet, and every fourth child acts as an aggressor, and the situation does not improve year by year.

On the official website of the campaign <http://druzhbacn.cartoonnetwork.ru> useful materials are available explaining what is bullying and how to resist it. Particular attention is paid to the value of friendship and the way a true friend should be. A social advertising campaign that was broadcasted on the Cartoon Network served similar educational purposes, and at the end of the thematic videos the phone number of the Kids Online Helpline was shown.

## **6. INTERNET SECURITY RULES SOCIAL PROJECT**

On Thursday 1st June 2017, Children's Day, Nickelodeon Russia launched the final stage of the channel's social project Internet Security Rules, which aims at teaching children and adolescents how to effectively use modern technologies and about

dangers that can be faced online. The partner of the initiative is the Foundation for Internet Development and the Kids Online Helpline.

As part of the final stage of the initiative, Nickelodeon released 10 new videos that teach children about the culture of communication on the Internet and, in particular, about the rules of communication with strangers on social media, financial security, and the importance of "live" communication with their family and peers. The videos also answer many other questions on how to stay safe on the Internet.

At the end of 2014 specifically for the Russian market Nickelodeon Russia launched the Rules of Internet Security social campaign with the support of the Foundation for Internet Development. The videos were broadcasted on the TV channel and were also posted on the website [pomogaem.nickelodeon.ru](http://pomogaem.nickelodeon.ru). At the end of the videos, the logo and information on the Children Online Helpline were presented.

## 7. FID'S RESEARCH PROJECTS

*Generation Z: information and communication technologies as a cultural instrument of higher mental functions development.*

The project was funded by the Russian Foundation for Basic Research.

As it was planned in 2017, we organized our work in the following areas:

1) Analysis of foreign and Russian practices and experience of studying the effects of ICTs on cognitive development of children and adolescents.

We analyzed a scope of Russian and foreign studies (114 published works for the past 20 years) on the effects of ICTs on the condition of the key cognitive processes of children (memory, attention, thinking processes). They show that moderate and controlled usage of computer at home positively affects early cognitive development of little preschool aged children. Research on thinking and memory allowed to investigate several new cognitive phenomena – transactive memory (the Google effect), mixed illusion and clip thinking. It has been shown that modern empirical studies devoted to the problem of attention in the context of ICTs usage mostly go in two directions – effects of video gaming (as an active form of online activity) on the ADHD and academic performance of schoolers, and the problem of multitasking that relates to nowadays adolescents much more than to the previous generations.

2) Development of complex empirical research program for studying families with preschoolers and primary school children.

Based on the scientific experience in the sphere, we designed a program of empirical study that includes several sections: 1) neuropsychological diagnostics for preschoolers and primary school children; 2) social and psychological questionnaire for each age group (children 0-8 and 8-12, and their parents), and special methods and methodical techniques. The questionnaire is aimed at research of the aspects of user's activity, digital initiation and culture, digital competency, parental mediation, online risks, and also subjective well-being and parent-child relationships. After the approbation procedure, we corrected the program.

### 3) Empirical study organization and data gathering

Within the framework of the project, in 2017 we conducted empirical research aimed at studying specifics of ICTs usage in families with preschoolers and primary school children, and also influence of electronic technologies on their cognitive development. In total 200 Moscow children and their parents (100 adults and 100 children – 2 age groups, 5-7 years old, N-50, and 7-11 years old, N-50). The sample was adjusted by gender and age. The research design had a complex structure and varied for each group. We interviewed families at their homes; the time of the diagnostic procedure varied from 2 to 4 hours in total.

### 4) Data processing, database creation, and basic statistical analysis

A common database with the data gathered has been created. The raw data were then processed in the SPSS program.

### 5) Primary data analysis (including 2 age groups comparison)

The analysis was aimed at studying specifics of children and their parents' online activities and their level of digital competency, positive and negative practices of the ICTs usage (including online risks), parental mediation strategies, and also the global image of the Internet from the point of view of children and their parents, research of children's level of development of basic upper mental functions (for results see the full report).

### 6) Publication activity

During 2017, we prepared 8 publications, 2 – in journals included into the Russian Higher Attestation Commission list (VAK) and 6 – in journals to which the Russian Science Citation Index (RSCI) is applied, thus having the annual plan overfulfilled. Also 29 oral reports at All-Russian and international conferences were presented, and a full summary report (205 pages and 6 appendixes) was compiled.

### ***Cyber aggression and adolescents***

The research was carried out by the Foundation for Internet Development with the support of the Russian Association for Electronic Communications and Google. The

first stage of the study was held in November-December 2017, the results of this part are presented here.

The aim of the research was to study the phenomenon of cyber aggression in modern Russian society. The sample of the study comprised 301 respondents living in Moscow and the Moscow Region. The study involved respondents of different ages: young adolescents 12-13 years old (58 people), older adolescents 14-17 years old (52 people), youth 18-30 years old (90 people) and parents of adolescents 12-17 years old (101 people). The research methodology included the author's multi-block questionnaire. Blocks were devoted to the following problems: sociodemographic characteristics, user online activity, social media and online social capital, encounter with online risks, correlation between online and offline aggression, experience of encountering different types of cyber aggression, causes, consequences and coping with cyber aggression, regulation of online communication.

### *Key findings*

Thus, based on the data obtained, we can draw a number of conclusions: 1) adolescents and youth very often face aggressive communication online; 2) parents underestimate the existence of such experience in their children; 3) the most common types of cyber aggression are flaming, trolling and cyberhate; 4) older adolescents are more likely to face different types of cyber aggression, including cyberbullying, than other age groups; 5) appearance and personal characteristics often become the causes for cyber aggression; 6) entertainment and power are the main motives of cyberbullying; 7) impunity, simplicity and speed, anonymity of the online space make it more attractive for expressing one's opinion and aggression in comparison with offline space; 8) adolescents less often see their parents as a source of support in the situation of online bullying and try to cope with this experience alone or with the help of their friends; 9) all generations assign responsibility for ensuring the safety of online communication to external regulation by the technical support of online communities (moderators).

### *Scientific publications*

In 2017, the Foundation's staff published 25 works in scientific and popular science publications, including 5 monographs.

## **8. FID's EVENTS**

During 2017 we organized 11 events: 2 conferences, 5 workshops, 3 methodical seminars, 1 webinar.

Also the FID's specialists participated in 23 special events: 9 conferences, 5 press conferences, 4 seminars, 2 open lessons, 1 exhibition, 1 webinar, 1 workshop.

## 9. INTERNATIONAL PARTNERSHIP

In 2017 we presented the results from the second stage of the pilot research Children 0-8 and Digital Technologies conducted by the Faculty of Psychology of Lomonosov Moscow State University and the Foundation for Internet Development. It is a part of international project implemented by the Institute for the Protection and Security of the Citizen (IPSC) (European Commission - Joint Research Centre) across the EU countries.

Ten families from Moscow participated in the first stage of the research; each of them had a child or several children, at least one of which is up to 8 years old. 5 out of 10 families agreed to be interviewed the second time for telling us what had changed in one year in the sphere of ICT usage. We used the interview method for gathering the data; it also included the elements of observation and natural experiment. The interviewer worked with parents – then with children.

### Key findings

In general, the role that digital technologies play in family life has not changed – both adults and their children say that it is an inevitable and natural part of modern life. Still, some changes have been found in one year period:

- Unlike a year ago, currently, portable devices are used much more often than the stationary ones. Smartphones are the most popular and/or desired devices among preschoolers, schoolers and adults.
- Several differences exist between how preschoolers and children attending school use gadgets. Elder children have started to use online technologies for searching information needed for studying, and a variety of communicative tools – social media and messengers, whereas preschoolers still use the Internet mostly for gaming and watching cartoons or videos. The activities that remain stable across time and are very popular with children – are video games (mobile for all kids and console – for boys).
- Communicative opportunities of the Internet have become very important for older children. If previously they did not register on social media or messengers, now they are there and actively practice online communication or at least start to express their interest in it.
- The most common and popular digital activities uniting all children, stable across time are video games (mobile for all kids and console – among boys).



Schoolers play less than little children as they are busy with homework and extra classes, but they tell about that with regret and wish they could play more if they had more leisure time.

- The same as a year ago, children still perceive the online environment positively and do not see any threats, even those who have already had experience of facing online risks (e.g. negative content, banners or aggressive comments).
- In most surveyed families, we also found the tendency of parental mediation from restrictive to more passive and permissive with time – parents are less interested in controlling their children online and their usage of gadgets.
- Digital skills of the majority of the interviewed children do not have significant qualitative progress – they just do everything they have already learnt but more effectively, quickly and accurately. The real progress only takes place in those families where parents specifically pay their attention to the improvement of their child’s digital literacy (e.g. in one family parents specifically taught their daughter to use MS PowerPoint for making presentations).

## 10. FID’S PROJECTS IN MEDIA

Our current work is presented on the official FID website [www.fid.su](http://www.fid.su) and at the informational source [www.detionline.com](http://www.detionline.com).

On the website [www.detionline.com](http://www.detionline.com), we present the main projects of the Foundation for Internet Development devoted to issues about children and adolescents’ socialization in nowadays information society and their safety in modern communication environment. The website is an important informational source as relevant analytics and information about actual events in the sphere of IT, innovation research, legislative changes are available and presented here in a popular scientific style. Also on our website we post recommendations about safe online behavior to children, parents and teachers.

According to Google Analytics, the visiting rate of the website is stable (Table 3, Figure 10). This result indicates permanent public interest in our projects and activities. The number of unique visitors increased comparing to the previous period and now constitutes 156,811.

Table 3. Visitors of [www.detionline.com](http://www.detionline.com) (Google Analytics, 2012-2017).

Parameter	2012	2013	2014	2015	2016	2017
Visits	43,210	57,733	98,851	179,093	162,726	122,583



<b>Visitors</b>	32,147	43,396	75,162	137,000	126,082	156,811
<b>Page views</b>	82,314	108,479	161,012	236,425	231,913	181,179

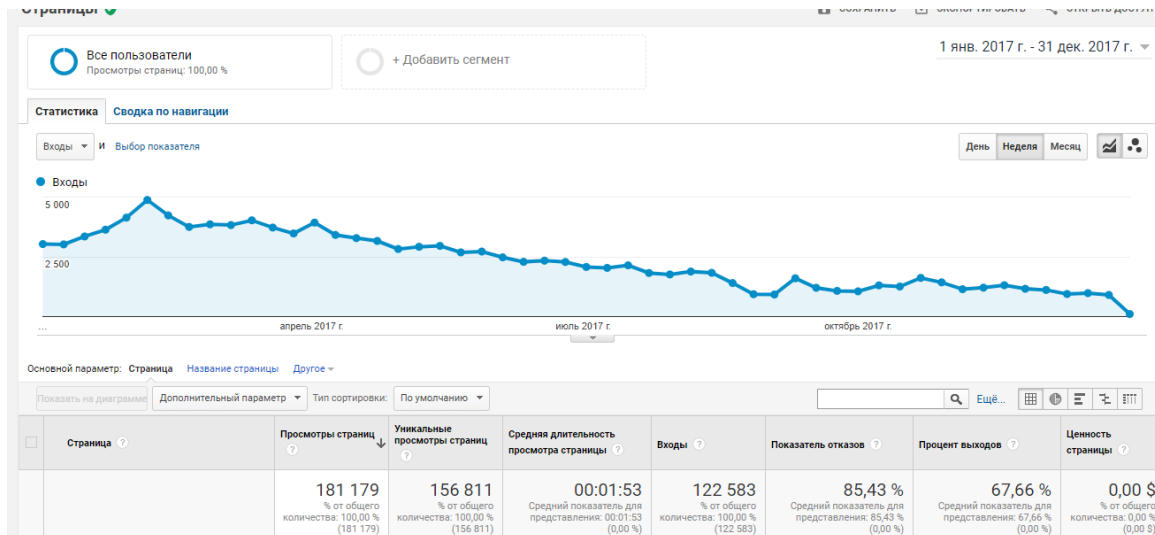


Figure 10. Detionline.com visiting rate, January – December 2017, (Google Analytics).

According to Google Analytics, the most popular section of the website was the helpline’s page (51% of total number of page views) and is followed by the main page (18%); the Children in the Information Society journal is at the third position (10%). These are the most popular pages with our users.

Also we regularly publish news and information about our projects on Facebook: [www.facebook.com/FoundIntDev](http://www.facebook.com/FoundIntDev). By the end of 2017 the number of its followers raised up to 1,064 users and is 223% higher than in December 2016.

In addition to that, activities of the Foundation for Internet Development are widely covered by different social media such as TV, radio, print media and online recourses. Total of 85 articles about our work were published during the relevant period (for the full list, see the FID-2017 full report).