



Ministry of Justice

Department of Juvenile Justice
Office for Studies, Research
and International Activities



**Master's Degree
in Criminology**

www.iglossa.org

**The European Crime
Prevention Award (ECPA)**

iGloss@

*The glossary is a compendium of specialist
terms covering cybercrimes and abuse and
at risk digital activities*

Edited by
Isabella Mastropasqua, Luca Pisano, Valeria Cadau

With the patronage of



ASSOCIAZIONE ITALIANA
DEI MAGISTRATI PER
I MINORENNI E PER
LA FAMIGLIA



ASSOCIAZIONE ITALIANA
DEI MAGISTRATI PER
I MINORENNI E PER
LA FAMIGLIA

Supervisors

- **Parry Aftab, US**, Privacy and security lawyer, founder of WiredSafety and StopCyberbullying, one of five members of Facebook's International Safety Advisory Board.
- **Valeria Cadau IT**, Psychologist and educationalist. Teacher on Master's Degree in Clinical Criminology and Forensic Psychology (IFOS).
- **Grazia Corradini IT**, Judge, President of the Court of Appeal (Cagliari). She was councillor of the Supreme Court of Cassation (Rome) and President of Juvenile Courts (Cagliari).
- **Isabella Mastropasqua IT**, Senior Executive at the Study and Research Board of the Department of Juvenile Justice and director of the European Centre for Juvenile Delinquency, Nisida, Ministry of Justice.
- **Luca Pisano IT**, Psychologist, psychotherapist, Scientific Director of Master's Degree in Clinical Criminology and Forensic Psychology.
- **Mustafa Qossoqsi IL**, Clinical Psychologist and Psychotherapist. Director, Psychological Services, Nazareth, Israel. Head of the Arab Psychological Association in Israel.
- **Richard Wild UK**, Principal Lecturer in Criminology, University of Greenwich.

iGloss@



ASSOCIAZIONE ITALIANA
DEI MAGISTRATI PER
I MINORENNI E PER
LA FAMIGLIA

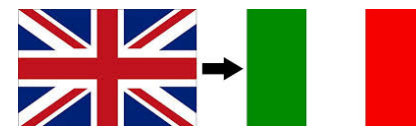
The Glossary

The name was conceived by exploiting the oxymoron between modernity and tradition: on one side the particles “i” (part of very famous devices) and “@” (the at-sign), on the other side tradition with the words “γλῶσσα” and “abbecedàrio” (primer), the book used by Pinocchio when he tried to learn how to read.

Inevitably, in the coming years it will be necessary to improve and enrich the glossary with successive editions, which will feature new words and greater explanations. The numeration of editions begins with 1.0.

iGloss@1.0, available online both in Italian and English, was designed not only for social workers or judicial operators, but also for young people and their parents. It aims to be an easy-to-use instrument, in order to acquire essential and accurate information concerning unlawful online behaviour.

Translators: **Domenico Galimi** IT, Jurist, Consultant IFOS
Richard Wild UK, Principal Lecturer in Criminology,
University of Greenwich.





ASSOCIAZIONE ITALIANA
DEI MAGISTRATI PER
I MINORENNI E PER
LA FAMIGLIA

What was the reason for setting up the project?

1) Parents, educators, healthcare operators and judges do not actually know the terms used for classifying online deviant behaviour, resulting in the lack of a shared vocabulary for classifying phenomena homogeneously, a necessity in order to appropriately understand their significance.

2) The lack of guidance for correctly understanding online transgressive behaviour does not help adults in educating young people (who daily and constantly employ digital tools) to exercise a serious and responsible **digital citizenship**.

iGloss@

Was the context analysed before the project was initiated?

Research conducted by the Ministry of Justice and the IFOS (2013 -2015) have provided evidence that:



ASSOCIAZIONE ITALIANA
DEI MAGISTRATI PER
I MINORENNI E PER
LA FAMIGLIA



1) People do not feel, in certain circumstances, the necessity to act within limits as they do not subjectively feel to be associated with their web activity. Partly because they do not perceive the virtual world as real, partly because they believe their **virtual identity** is unrelated to their real-world identity;



2) while we are online we risk to erroneously consider "virtual reality" an **oxymoron**. Especially when are pervaded by strong and impetuous emotions we tend to forget that real and virtual are not incompatible concepts, and that the virtual world may appear less "true" than the physical one, but it is not.



iGloss@ has been conceived in order to remember young people and adults that even in the online world (which is as real as the physical one) ethical and legal rules to abide do exist.

iGloss@



ASSOCIAZIONE ITALIANA
DEI MAGISTRATI PER
I MINORENNI E PER
LA FAMIGLIA

Before igloss@ was published:

- Juvenile Justice operators who worked with minors who perpetrated crimes (whose specific requirement is the employment of new technologies) **did not possess specific knowledge** on online problematics and their psycho-social traits, nor they possessed **theoretical and operational models** in order to properly conceptualise online crimes and transgressions;
- minors who perpetrated crimes banalised the consequences of their actions under the assumption that online behaviour is only virtual, thus not real;
- children and parents did not understand that “virtual reality” is not an **oxymoron** and that online crimes are as real as real-life ones.

The deficit concerning online transgressions has inhibited **educative interventions** (primary and secondary prevention) by Juvenile Justice operators;



ASSOCIAZIONE ITALIANA
DEI MAGISTRATI PER
I MINORENNI E PER
LA FAMIGLIA

- concerning the gathering of anamnestic data for the purpose of evaluating individual, familial and social characteristics of the child: only **36%** of the operators has stated to have considered, during interviews, online activity aimed at perpetrating crimes (such as communication through Facebook or other social networks, text messages and/or email, chat etc);
- concerning the modulation of individual intervention projects: only **3,68%** of operators has employed information concerning virtual identity and, when said that was employed, it was evaluated through mere common sense. **90,81%** of the operators has confessed a lack of necessary of technical knowledge for interpreting said information.

iGloss@



ASSOCIAZIONE ITALIANA
DEI MAGISTRATI PER
I MINORENNI E PER
LA FAMIGLIA

How does the project contribute to crime prevention?

- The project aims to **prevent criminality** because it provides useful information about online behaviour, specifying whether they are classified as deviant and/or criminal.
- For each behaviour, deviant or criminal, the main antisocial and/or unlawful traits are listed, with the purpose of promoting awareness of the social and legal consequences of each transgression.
- iGloss@ is an useful instrument also for victims, who can become more aware of the behaviours endured and of which resources (judicial authority, report to the National Cybercrime Observatory) they can employ to protect themselves.

iGloss@ is therefore:

an **informative instrument** of primary (since it aims to avoid the creation of said behaviours) and secondary prevention;

an **operative instrument** which favours **crime reduction** since it promotes the report of transgressions to the National Cybercrime Observatory team.

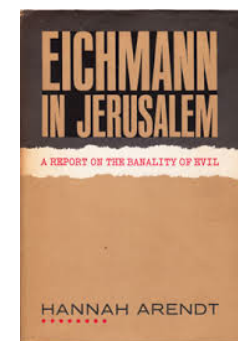
iGloss@



ASSOCIAZIONE ITALIANA
DEI MAGISTRATI PER
I MINORENNI E PER
LA FAMIGLIA

How is the project contributing to raising citizens' awareness of crime prevention?

- Providing more clarity on the **rights** (what is allowed) and the **duties** (what is not allowed) may help young people and adults to distance themselves from a purely aesthetical utilisation of online tools.
- iGloss@ promotes an **Aut-Aut**, a choice between an “**hedonistic use**” of the Web and an “**ethical one**”, centred on responsibility and respecting other people's rights.
- The Lexicon, therefore, provides citizens with information on good and bad and helps one remind that in the Web, just like in the real world, not everything is lawful.
- In order to prevent risky behaviour of those that choose, even unknowingly, the “**banality of evil**”, it is hoped that adults (parents, educators, teachers) will, first of all, perform their research and, afterwards, that they will educate young people on the many ways by which deviance becomes explicit. Only in this way (by contribution) it is possible to make the virtual world safer, for everyone



iGloss@

Internal goals to measure the performance of the project

- The internal objective of the project was to promote awareness of administrative and political authorities on the problems of cyberbullying and cyber crime.

Said objective has been achieved:

- significant attention was shown by the promoters of the **DDL** (Bill currently examined by the Senate, presented by Senator Elena Ferrara) on contrasting cyberbullying;
- the **Google Italy, Postal Police** and the **Italian Association of Judges dedicated to Children and Family** have collaborated for diffusing iGloss@ (by inserting the link in the Ministry of Interior portal);
- **Google Italy and Italian Association of Judges dedicated to Children and Family** have endorsed the initiative in order to share the lexicon online;
- **Telecom Italy** has reviewed iGloss@ on its website;
- the main Italian News services, both newspaper (La Repubblica) and television (RAI 1), have presented several enthusiastic reports on iGloss@.



ASSOCIAZIONE ITALIANA
DEI MAGISTRATI PER
I MINORENNI E PER
LA FAMIGLIA



www.iglossa.org



ASSOCIAZIONE ITALIANA
DEI MAGISTRATI PER
I MINORENNI E PER
LA FAMIGLIA

- This project is innovative in several ways. First of all, its topic is innovative in itself: crimes perpetrated through internet and deviant behaviour of contemporary young people belong to a world constantly evolving, which requires solid research to be understood. This project has provided the foundations for future research.
- Secondly, **cyber-language** requires to be de-codified not only in order to be understood by “uneducated workers”, but also due to the necessity to possess a precise technical instrument that is also easily understandable, and accessible, by operators, young people and their families. Said de-codification is a fundamental starting point for contrasting the aforementioned phenomena.



What were the costs of the project in terms of finances, material and human resources?

The cost of the project, amounting to € 20.000/three years, covers the following activities:

- counsel for writing the lexicon; collaboration with experts as part of the scientific committee and supervisory team (free);
- creation of two websites;
- Italian – English translation and follow-up;
- email relationship with citizens;
- relationship with the victims of online attacks in order to send them to the National Observatory on Cyber Crime;
- report on the employment by Juvenile Justice operators;
- *ex ante and in itinere* evaluation of the project;
- offline diffusion, by presenting the Lexicon throughout the most important cities in Italy
- online dissemination and sharing: creation of hyperlinks redirecting to iGloss@ (<http://www.iglossa.org/en/> and www.giustizia.it/giustizia/en/mg_2_5_12.wp), shared with the most important social, health-related and legal platforms in Italy.



ASSOCIAZIONE ITALIANA
DEI MAGISTRATI PER
I MINORENNI E PER
LA FAMIGLIA

How is the project relevant for other Member States?

- ❑ the problem of cyberbullying and cyber crime is widespread not only in Europe, but also in the entire world;
- ❑ before iGloss@ 1.0 no lexicon detailing cyber crime existed;
- ❑ accordingly to the research conducted by Luca Pisano as part of the ERASMUS PLUS – ACCEPTO project, it has been demonstrated that educators, teachers and psychologists of 8 EU countries **do not know the terms currently employed for classifying online risky behaviour.** Because of this, the lack of a common terminology does not allow to homogeneously classify or understand those phenomena.



ASSOCIAZIONE ITALIANA
DEI MAGISTRATI PER
I MINORENNI E PER
LA FAMIGLIA





Ministry of Justice

Department of Juvenile Justice
Office for Studies, Research
and International Activities



**Master's Degree
in Criminology**

iGloss@

*The glossary is a compendium of specialist
terms covering cybercrimes and abuse and
at risk digital activities*

Edited by
Isabella Mastropasqua, Luca Pisano, Valeria Cadau

With the patronage of

www.iglossa.org