

GLOBAL



CONFLICTS

PALESTINE



User Manual

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I. Getting Started

Starting words

The Israeli-Palestinian conflict is a conflict that has been the center of the world's attention for more than 50 years. **Global Conflicts: Palestine** may be thought of as being a controversial game, which will spark debate and divide players and commentators alike. The team behind the game wishes to express its deepest respect for all parts in the conflict and stress that **Global Conflicts: Palestine** is not meant to take sides, nor is it designed as a commentary on the situation in which an evaluation of the responsibilities of the various parties is undertaken. The game is designed to reflect stories told by those who are affected by the conflict and as such the stories and events in **Global Conflicts: Palestine** are based on real accounts. We are very grateful to all the people who contributed and helped us in the construction of this game and wish everyone affected by this terrible situation all our best.

Installing the game

PC installation: Insert the disc into your optical drive. The install wizard should start automatically, otherwise you should click on 'My Computer' and the appropriate disc drive. Run the installer, which will ask you for a location for the program files. Let the wizard install the game, choose whether you want to place a shortcut on the desktop, and run the game. When the game runs the first time, you will be prompted for a license key. This can be found on the back of this manual.

Mac: Insert the disc into your optical drive. Click on the disc image on your desktop. A window appears. Drag the 'Global Conflicts: Palestine' icon to your applications folder and the game will install. Click on the icon to run the game. When the game runs the first time, you will be prompted for a license key. This can be found on the back of this manual.

Technical requirements

PC: 1.5 Ghz CPU, 1 GB RAM, 64MB Open GL Compliant Graphic Accelerated card, Windows 2000/XP.

Mac: G4, 1 GB RAM, 64MB Open GL Compliant Graphic Accelerated card, OS X 10.3 or later.

Display must be at least 1024 x 768 pixels for the game to be displayed correctly.

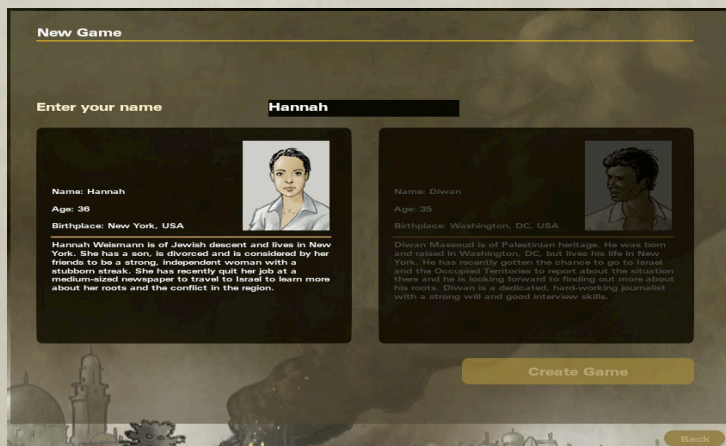
Starting the Game

The game starts up with a main screen from which you can choose to create a new profile, load an existing profile, start a single mission or quit the game.



New Game

Pressing the 'New Game' button opens up a small information screen with some introductory text. Here you can also write your name, which will be the name of the profile, and choose the gender of your main character. If you want to be male, you will play the game as Diwan Massoud, a Palestinian-American journalist, and if you choose to be female, you will play the game as Hannah Weismann, an Israeli-American journalist. When the information has been entered, press 'create journalist' to proceed to the selection screen.



Load Game

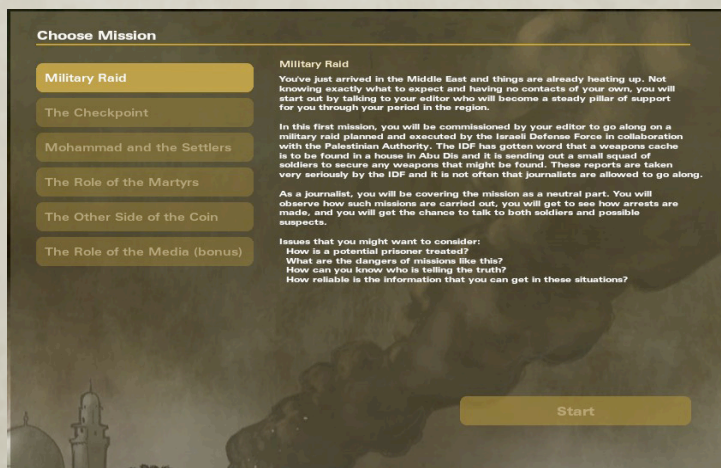
Pressing the 'Load Game' button opens up a window from which you may choose between any existing profiles. Select the appropriate profile, select your save game and press 'Load Profile' to proceed to the assignment selection screen.

Single Mission

If you don't want to experience all six assignments as a whole, you may choose to play the first five as single missions. Here you will start each mission with a certain amount of Faction Alignment and Journalist Level already set. Playing single mission will generally be a little easier than playing the game from scratch. You choose between either Hannah or Diwan here in the same way you do when creating a new game. However, the last mission can only be played after you unlock it by playing through all the missions in the regular mode.

Assignment Selection Screen

Here you can choose which assignment you want to go on. If you press a button, a new window will appear in which a small text describing the basic outline of the assignment is to be found. If the assignment sounds interesting, press the 'start' button to actually start the mission. If you wish to go to the main menu of the game, press the 'main menu' button in the bottom left.



Information about online service

Global Conflicts: Palestine is much more than a game. We assume that you hold a general interest in the Israeli-Palestinian conflict and because of that Serious Games Interactive hosts an online community where it is possible to meet and discuss with other people, thus extending the game beyond the borders of the CD-ROM and the graphical game universe.

The online service also has extra material on the conflict, which gives you the option to explore the issues found in the game in more depth. This will be possible through links to other online resources, videos, and pictures from the region.

Serious Games Interactive will continuously develop this online resource so be sure to register and check out the content regularly. Updates to the game (security patches, software updates, etc.) will also be available on the website.

The website can be found at <http://www.seriousgames.dk/>

II. Background

Introduction

Global Conflicts: Palestine is a game that places you, the player, in the middle of one of the world's most volatile conflicts – the Israeli-Palestinian conflict. It's a different type of game than the one you might be used to playing as it falls under the category of 'serious games'. The idea behind the game is to bring you more than just an entertaining game filled with shooting and obscure puzzle solving. At Serious Games Interactive, we want to make our players think about current affairs. It is our hope that for some, the game can act as a starting point for learning more about one of the most important conflicts today. For others, the game might be a new and different journey into a conflict they know all too well. One thing that will be shared by both types of players is the fact that this will be a way of engaging in the conflict that they have never tried before...

Story

In **Global Conflicts: Palestine** you take on the role as a newly arrived journalist connected with a news agency, which reports from the region. You're taking over from a French correspondent who was injured in an accident and your job is to cover the events in the region for a three different newspapers (see **Section IV** for more information).

As your stay in the region grows from days to weeks, you're drawn more and more into the events of the area and get to know more and more people, learning about their lives, the events that shape them and their surroundings. At key points during the story, you might be able to assist them in their lives.

You start out as a rookie journalist with very little know-how and information about how life is being led in Israel and the occupied territories. As time goes by and you get to know more and more about not only life but people and history, you gain experience as a reporter and might help shape the way things are being reported from the region. You will experience the conflict up close and be confronted with subjects such as settler violence, terrorist attacks, kidnappings, military raids and many other events. You will be able to make friends or enemies of Israeli soldiers and Palestinian taxi drivers. You might get the chance to become an editor yourself or even save lives of innocents.

Characters

Diwan Massoud

It's been two years since Diwan Massoud graduated as a journalist. In the time since his graduation, he's worked as everything from office clerk to runner at a film set. It took him almost a year to land a job as a reporter at a local newspaper in New York. There Diwan first served three months as a traffic reporter and later got his feet wet covering smaller crime stories but he was never quite satisfied with the stories that he got to cover.

The chance for something different came when in the wake of some rather tragic circumstances. An old colleague of his father's, a French Middle Eastern correspondent, was injured in an accident while covering a story in the Gaza Strip. Diwan's father

managed to convince his old colleague's boss that he was a good reporter and that his son might be able to cover the region for the agency – seeing that he was of Arabic descent. Diwan met with the office in New York and got hired after a series of interviews. Two weeks later he was sent to Jerusalem to meet up with his employer and editor, Henry Fulbright.

Hannah Weissman

Hannah's first stab at journalism came in college where she studied communication and culture. By chance she was hired as a writer for the college newspaper and when she accidentally exposed a conspiracy regarding the use of steroids in college football, the attention garnered sparked her interest. She graduated as a journalist and used her connections in Washington DC to get her foot in the door in television journalism. Here she met Jonah, the father of her child, whom she married and later divorced.

The divorce left Hannah in something of a depressed state and had it not been for her friends, she might not have moved on so quickly. Her determination to make it caught the attention of a recruiter for a New York-based news agency and he persuaded Hannah to apply for a position that had just opened in Israel and the Middle East. Hannah got the job, packed her bags and took her son with her to explore the land of her ancestors. She has left Samuel, her son, with family in Tel Aviv and has just arrived in Jerusalem where she is to meet her new editor Henry Fulbright.

The conflict

Despite the fact that the conflict between Palestinians and Israelis – and to some extent other nationalities present in the Middle East – revolves around a relatively small geographical area, the conflict is one of the most well-documented and examined conflicts in the modern world. This is often tied to elements such as oil interest (despite the fact that neither Israel nor Lebanon or the Palestinian Authority have any significant oil reserves) and religious ties to Islam, Judaism and Christianity – all of whom share strong ties to Jerusalem.

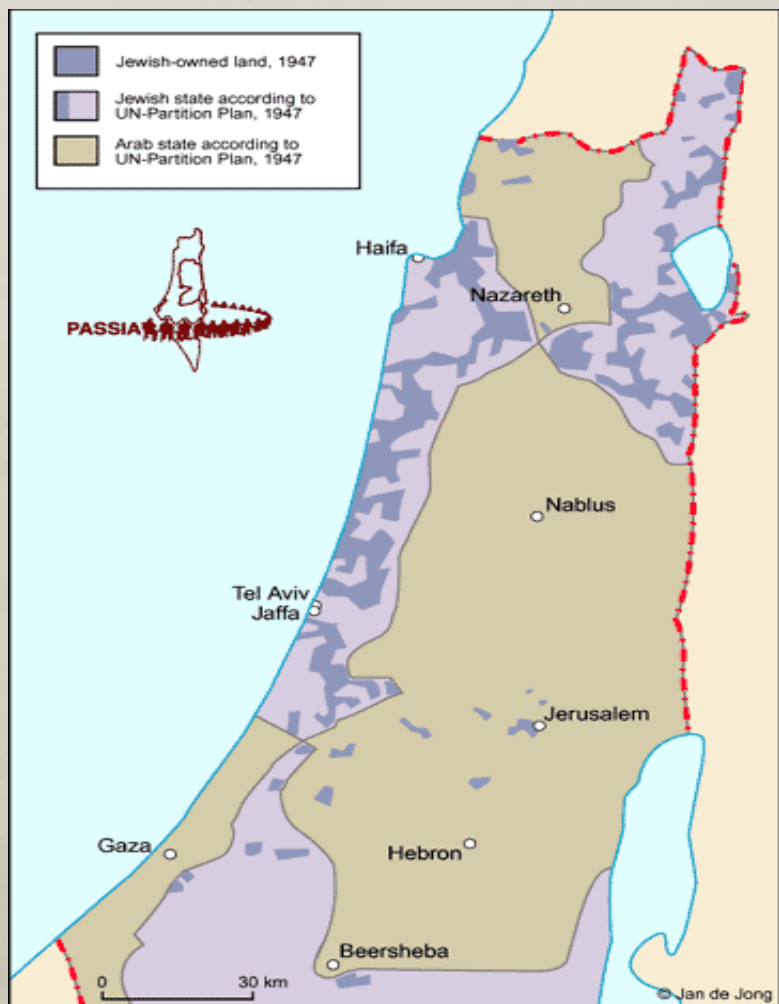
The present conflict started around the beginning of the 20th century and really took flight after the establishing of the state of Israel in 1948. A series of wars ensued and in 1949, the so-called Green Line was established. This line separated Israel from the surrounding nations but in 1967, during the Six Days War, more land was captured by Israel. This land, including the West Bank and the Gaza Strip, is meant by many to be at the center of the conflict along with the Jewish settlements that have been established in these regions.

Since 1987, two 'intifadas', or uprisings, have been declared by Palestinian militants against the state of Israel and these have sent the region into a semi-permanent state of war, which is still very much active.

Maps

Below are a few maps showing land ownership around 1947 and the layout of the Gaza Strip. For more maps, look at the game's online resources at <http://www.globalconflicts.eu/>.

Landownership in Palestine and the UN Partition Plan, 1947



(Image source: Palestinian Academic Society for the Study of International Affairs)

Illustration

The Gaza Strip, 2000



(Image source: Palestinian Academic Society for the Study of International Affairs)

Learning the Game Interface

Basic Play Interface

1. Main window

The main window shows the 3D world of Global Conflicts: Palestine. It consists of a detailed view of the area immediately around the player character – buildings, cars, people, and so forth. By using the camera controls (2), you can move the view around. When you click on the ground using the left mouse button, your character moves to that place unless it is inside a building.



2. Camera controls

The camera controls make it possible to move the view around the player character. There are two rotation buttons and one zoom slider. Pressing the left rotation button will cause the camera to rotate counter-clockwise while pressing the right button will cause the camera to rotate in a clockwise direction. Sliding the zoom-slider to the right will widen your view of the area (default), while sliding it to the left will cause it to zoom in on the action. The camera can also be controlled using the keyboard. Below is a list of keys and their functions.

- Q: Rotate camera counter-clockwise
- E: Rotate camera clockwise
- R: Zoom camera in
- F: Zoom camera out

3. Attributes

At the bottom left part of the screen you will see two small windows with your character's attributes displayed: Score, Level and Alignments. These attributes are explained in **Chapter IV** of this manual. Score and level are represented by a value and a descriptive term respectively, while Faction Alignments are displayed through two meters similar to the trust-meter (see below). The further to the right the slider on the meter is, the higher your alignment is.

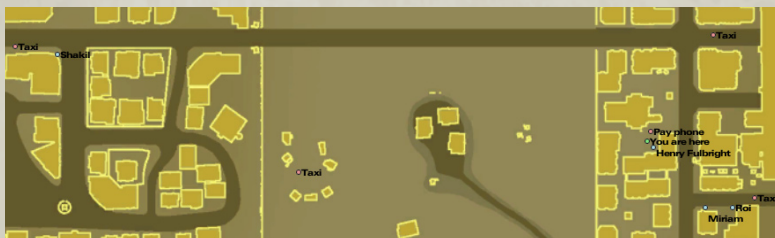
4. Menu

In the top left corner of the screen, you will find the menu bar. This gives you access to the main menu of the game, your notebook (see **Chapter IV**), a map of the game world and a help function. The map function is of particular importance and should be used whenever you need to find someone to talk to or when you might not know what to do. Through the map you can locate people, as their names appear on the map whenever an informant tells you about them.

Pressing 'N' on the keyboard will bring up your notebook.

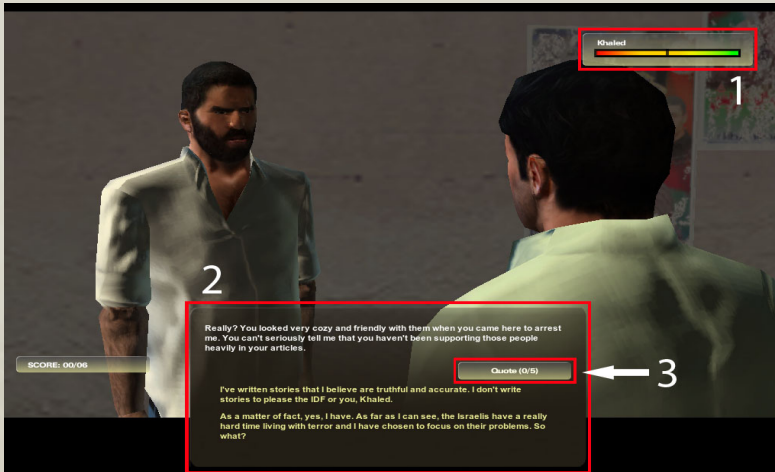
Pressing 'M' on the keyboard will bring up the map.

Pressing 'Escape' exits either one.



Interview Interface

The interface changes slightly when performing interviews with people. The following items are worth noting:



1. Trust-meter

In order to gauge the amount of trust that a person has in you, you can refer to the right side of the screen where a colored bar (ranging from red on the left to green on the right) indicates the approximate level of trust a person has in you. If you have never interacted with the person before, the sliding, vertical bar meter will start in the yellow (neutral) area. Depending on how you relate to that person during the interview, the vertical bar will either go towards the red area (negative) or the green area (positive). The further into the green area you get, the better it generally is. Read more about trust in **Chapter IV**. Once in a while you may talk to several people at a time and the trust-meter will change depending on whom you talk to. The name above the colored bar will tell you with whom you are talking if you are in doubt.

2. Conversation window

In the bottom section of the screen there is a large, dark square with text in it. This is the conversation window and it has two sections that are important to know. The top section holds the dialogue that is spoken by the person you're interviewing. It is displayed in white. The bottom section holds the dialogue options that are available to you (yellow text) – these are the possible questions or reactions that you can give during the interview. Clicking on one of these lines of dialogue will trigger a new response by the person being interviewed.

3. Quote button

Inside the dialogue window is a small button labeled 'Quote'. By pressing it, you will note

down the active response that the person being interviewed gives you – the one that is displayed in white in the top section of the dialogue window. If the button is greyed out, you have either already collected that particular quote, are unable to collect it or you have filled up your notebook. More detailed information on quotes and the notebook can be found in **Chapter IV**.

Assignments

In **Global Conflicts: Palestine** you can choose to play the assignments as single assignments or as a sequential string of stories that tie together to make a big narrative.

You can play the assignments as individual experiences where you pick from one of the first five assignments in the game. These can be played in any order but it is recommended that they be played in sequence (starting at assignment one and ending at assignment five) so as to ensure that the story is completely absorbed by the player.

The sixth assignment is unlocked only after the first five have been completed and represents the conclusion to the overall story line of the game as well as a chance for the player to directly influence the present and the future of some of the key characters within the game universe.

Assignment 1: Military Raid

You've just arrived in the Middle East and things are already heating up. Not knowing exactly what to expect and having no contacts of your own, you will start out by talking to your editor who will become a steady pillar of support for you through your time in the region.

In this first assignment, you will be commissioned by your editor to go along on a military raid planned and executed by the Israeli Defense Force in collaboration with the Palestinian Authority. The IDF has gotten word that a weapons cache is to be found in a house in Abu Dis and it is sending out a small squad of soldiers to secure any weapons that might be found. These reports are taken very seriously by the IDF and it is not often that journalists are allowed to go along.

As a journalist, you will be covering the mission from a supposed neutral part. You will observe how such missions are carried out, you will get to see how arrests are made, and you will get the chance to talk to both soldiers and possible suspects.

Issues that you might want to consider:

1. How is a potential prisoner treated?
2. What are the dangers of missions like this?
3. How can you know who is telling the truth?
4. How reliable is the information that you can get in these situations?

Assignment 2: The Checkpoint

The crisis between Israel and Lebanon is getting more intense. There have been reports of increased problems along the border and the recent raids against weapons caches in the area around Jerusalem have all contributed to an increase in security.

For this assignment, you will be asked to write a story about life at the checkpoints that go in and out of the cities. In order to control the smuggling of weapons into cities, the IDF has set up numerous checkpoints and built a huge separation barrier that serves as a type of safety net. All people going in or going out need the proper permits and must adhere to strict security procedures in order to be let through.

Your editor wants you to cover life at a checkpoint and talk to some of the people that are affected by the increased security. What goes on at these places and what kinds of stories are told there?

Questions that might be interesting:

1. What happens at checkpoints?
2. How easy or hard is it to get through?
3. Why are checkpoints there at all?
4. Are checkpoints at all useful?

Assignment 3: Mohammad and the Settlers

The recent attacks on Israel and on settlements in the area have increased once again. They have also made your editor interested in the Jewish settlement that is to be found in the desert between the two cities in the region.

This time around, you are to investigate life around settlements. There are many rumors and stories about life as a Jewish settler and equally many about the Palestinians that are being forced away from the lands that have been in their families for centuries.

Your editor wants you to look at these issues and see if there is some truth to them. There is a settlement in the area and a small Palestinian village nearby, and there have been reports about the two clashing from time to time.

Questions that can be relevant to think about:

1. What kinds of problems do the Palestinians have?
2. What is life like as a Jewish settler?
3. Is there truth in the rumors about the stealing of land?
4. Can potential problems be resolved at all?

Assignment 4: The Role of the Martyrs

Further attacks in the Golan Heights have increased tension between Israel and Lebanon. Although Lebanon does not openly support the attackers, diplomatic solutions are running out and more and more fear that suicide attacks will once again be a daily occurrence.

For this assignment, you are to investigate the concept of martyrdom. During the two intifadas, suicide bombers often attacked Israeli cities and they are hailed as martyr heroes by a large group of the Palestinians. But what does it mean to be a martyr and how can suicide missions be justified as a weapon of war?

Your editor wants you to understand the concept of the martyr and talk to people that have known martyrs - friends, relatives, victims of attacks and so forth. He wants you to write an article that tells the reader about martyrs and the consequences of these attacks.

Questions that can be considered:

1. What is a martyr?
2. How does someone become a martyr?
3. Who are the victims of martyrdom attacks?
4. What are the results of martyrdom attacks?

Assignment 5: The Other Side of the Coin

Things have changed since the attack and because of the new situation in the area, things have not been the same for you. You've recovered fully, at least physically, and you're ready for another assignment in the region. Security has increased dramatically after the events that took place during your last assignment and the streets are filled with people who are once again concerned about the future.

For this assignment, the head office is interested in a follow-up on the events that transpired during your last stay in the region and as they scramble to look for a new editor for you, you are forced to take matters into your own hands. What will you focus on? What will your approach be this time around?

Perhaps it would be interesting to learn more about the way that militant and terrorist organizations work within the region.

Some relevant questions:

1. Who are the people that make up Hamas and how do they recruit people?
2. How do they become so popular?
3. Is there a religious foundation to be explored?
4. Who should you believe?

Assignment 6: The Role of the Media (BONUS)

It's time for you to return home to New York. It has been an interesting stay in Israel. You met people, found new friends and lost some of them again. You've experienced more things in these few months than you have in most of your life and you are amazed at how people survive the conflict.

Your final assignment brings you back to the very first thing you experienced in Israel – the military raid in which a Palestinian name Khaled was arrested. Your office has been informed that Khaled has been released and they want you to do a follow-up story on him. What happened to him during his stay in prison? Why was he released? What will he do now?

At the same time, you get this final opportunity to reflect upon your own role in the conflict. How do the people you've met and written about actually feel about your involvement? How do you feel about it?

Some relevant questions:

1. What role does the media play in conflicts such as this?
2. How do the involved parties use the media?
3. Can the media be said to be neutral?

Faction Tasks

While the main assignments should be the focus of your energy and time spent in the game world of **Global Conflicts: Palestine**, there are minor tasks that can be resolved by you as a favor to either faction in the game. These are the so-called Faction Tasks.

Faction tasks can be obtained by visiting the designated Task Dealers in either Jerusalem or Abu Dis. They can be found on the in-game map. The Israeli dealer is called Miriam while the Palestinian dealer is called Shakil. Miriam stands near the Israeli Defense Force headquarters in Jerusalem, while Shakil can be found near the greengrocer and taxi stop in Abu Dis.

Faction Tasks are small assignments that hold no journalistic value. They do however serve another, important function, because if they can provide you with Faction Alignment. If you succeed a Faction Task, you will be awarded a Faction Alignment point corresponding to the faction for which you solved the task. Faction Alignment points are important when you want to talk to some of the more troublesome people in the region. For more information on Faction Alignment, see **Chapter IV**.

Newspapers

There are three different newspapers, which you can write for when on assignment in **Global Conflicts: Palestine**. Each newspaper represents a way for you to choose an angle from which you will collect your quotes and write your story. Roughly speaking, the three newspapers represent an Israeli focus (Israeli Post), a European focus (Global News), and a Palestinian focus (Palestine Today) on the conflict.

The newspaper chosen by you at the beginning of the assignment is binding, meaning that you cannot change it mid-assignment. Your editor will inform you about what the newspaper is likely to expect from an article and it is your task to keep that in mind when you go out and interview people.

You should consider carefully which newspaper you want to write for and what the consequences of that choice might be. Palestinians might not be willing to talk to a reporter from an Israeli newspaper and the same goes for Israelis and Palestinian reporters. Because of this, choosing the European newspaper might help you with that problem but maybe you will encounter other problems. Foreign media is not necessarily very popular. Think about the content of the assignment and choose your angle (and ultimately the newspaper) based on the focus of the assignment as well as how your general standing is with the public. If you have a high level of Palestinian Faction Alignment, writing for an Israeli newspaper might not be as harmful as if your Faction Alignment is low, for instance. You may have trouble talking to some people if an opposing Faction Alignment is too high but you may alleviate this problem by performing Faction Tasks, leveling the difference between the two.

Assembling your article

When you are ready to assemble your article, you should go to the payphone at the café and phone it in. You might need to talk to your editor first. When you submit your article, a new screen with quite a few options will appear.

Global News

Wednesday, 10th April 2013

IDF captures terrorist suspect and weapons in military raid in Abu Dis

After having found a warehouse of missiles in the house which was cleared, the soldier Mordechai was very pleased with the IDF's role: "We seize tremendous amounts of weapons nowadays with terrorist organizations increasing their activities. It's important work and I'm proud to be a part of it. It's my duty." He told me that he held the amount of terror attacks down by stopping the production and smuggling of weapons.



As an elaboration on the problem with the many suspect arrests, Leah Lewison from B'Tselem said as well that "detentions can last for half a year, but they can be renewed an infinite number of times. That means that a person, in principle, can be detained forever after a judge has approved a detention. With respect to the Geneva convention, there are also several potential problems."

While Khaled claimed that he was innocent he was quick to point the finger when it came to an explanation about where the missiles came from: "It's a conspiracy. They're just looking for a scapegoat. The missiles are Israeli, guaranteed! I've heard stories before about them placing evidence in order to arrest us. I'm sure this is the same thing here." His conspiracy theory didn't seem completely reasonable.

Headline: IDF captures terrorist suspect and weapons in military raid in Abu Dis

Photo: IDF captures terrorist suspect and weapons in military raid in Abu Dis

Quote 1: Omri looked sad and answered: "After more than a thousand years of persecution we Jews have finally gotten ourselves a safe harbor in Israel. We will no longer go unwillingly into cattle trucks in the direction of gas

Quote 2: After having found a warehouse of missiles in the house which was cleared, the soldier Mordechai was very pleased with the IDF's role: "We seize tremendous amounts of weapons nowadays with terrorist organizations

Quote 3: While Khaled claimed that he was innocent he was quick to point the finger when it came to an explanation about where the missiles came from: "It's a conspiracy. They're just looking for a scapegoat. The missiles are Israeli,

Quote 4: Leah Lewison from B'Tselem told me that they had a number of reports of people being taken prisoner without being told what they'd done or having access to a lawyer. "They're detained for long periods of time, sometimes

Quote 5: As an elaboration on the problem with the many suspect arrests, Leah Lewison from B'Tselem said as well that "detentions can last for half a year, but they can be renewed an infinite number of times. That means that a

Back

Article Stats

News Value

Alignment

Player Stats

Journalist Level

Alignment

Submit Article

On the left side of the screen you will see a blank front page and on the right side you will have a toolbox for assembling the article.

First, you should choose your **headline** by pressing the large 'Headline' button on the top right. Three headline suggestions appear and you choose one by clicking on it. It will appear at the top of the blank article page on the left side of the screen. Choosing a headline has no effect on the final score of the article.

Next, you should choose an appropriate **photo** to go along with the article. Press the 'Photo' button below the 'Headlines' button and click on one of the pictures to choose that one. Press the 'Back' button to return to the selection screen. The picture chosen has no effect on the final score of the article.

Third, you should choose which three (3) **quotes** you want to appear in your article. You may only choose three quotes, so if you have more, you will have to select between them. By pressing the 'Quote' button, you access another screen in which the quotes from your notebook appear. Choose between these quotes by pressing on them and then selecting their placement in the article – head text, body text or sub text. The News Value and Faction Alignment of each quote is shown below the quote itself.

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In order to **help you** with your selection, you can examine the bars at the bottom of the right side of the screen. 'Article stats' refers to the values that your article has at any given point. Placing and replacing quotes will affect the article's News Value and the Faction Alignment of the article. If you write for the Israeli newspaper, it's best to use quotes that affect the Israeli bar (the blue one) positively and likewise with the Palestinian. If you write for the European newspaper, a certain balance between the two is preferred.

When you've placed the headline, the picture and the three quotes, press the 'Submit Article' button to send it off to the office. This ends the assignment.

IV. In the World

This section covers the actions that you are able to perform as a journalist in the world of **Global Conflicts: Palestine** as well as in-depth descriptions of the relevant attributes such as Trust and Faction Alignment.

Interviews

Interviews are the bread and butter of the Middle East journalist. Only by establishing good relationships with key sources can you hope to get good stories for your newspaper. In order to get your stories, you need to talk to a wide variety of sources so as to ensure that your stories carry a certain amount of credibility.

Conducting interviews

Conducting interviews can be done in a number of different ways but as a general rule of thumb, it's wise to treat your informant with respect and listen to what he or she has to say. If you're interviewing an Imam (a Muslim priest), it is probably not a wise idea to insult his religion or suggest that all followers of Islam are terrorists unless you are convinced he is hiding something and that this approach is the one that will help you get the information. And even then you are likely to insult your informant and your actions will likely cause him to clam up if you keep pressuring him. Be careful and remember that these are people just like you. They will only tolerate so much so you need to be careful if you want them to provide you with information that can be used in your articles.

That being said, it could sometimes be necessary to pressure your informant a little. There's nothing wrong with asking tough questions – in fact, that is one of the virtues of a good reporter – but there is a fine line between asking tough questions and being either rude or just plain stupid. If you are talking to an expert – a historian at the local university, for instance – it's fine to ask about fairly basic things as these can often serve as background information. But attacking a person's basic ideology or stating racist remarks in order to provoke an informant into giving a response is generally speaking not the sign of a good journalist. Learn to gauge the person you're dealing with and try to get them to talk for as long as possible – usually the good quotes come towards the end or after you warm them up a little.

Likewise, it's rarely a good idea to lie to your informants. While it is possible to tell untruths in **Global Conflicts: Palestine**, each attempt at lying will run a risk of being discovered so choose your lies carefully.

Neutrality and objectivity

Much can be said about the neutrality of journalists covering regions of high conflict. As a basic rule, journalists are not supposed to choose sides and they are not supposed to be involved in the conflict in the sense that they are active participants. However, it is hard for journalists not to get involved in the circumstances that surround them – e.g. seeing a young child get shot and not running to its aid can be very hard for a person equipped with a basic moral value set of compassion and humanity.

Nevertheless, it is often important for a journalist to stay as neutral and objective as possible because it partly ensures the survival of the journalist and partly ensures that people are not alienated. Because journalists are considered observers and not participants, they might get access to people or events that others could not get access

to and by letting go of neutrality, the journalist risks not only his credibility but also his life. In **Global Conflicts: Palestine**, people won't shoot you if you express differing opinions than them but they might not be willing to talk to you.

Quotes

Collecting quotes is essential for your survival as a reporter. Only if you have collected quotes can you assemble your article later on when you've done all the necessary research for your article. Quotes are collected during interviews and are kept in your notebook (see below). ***It's important to collect quotes because if you don't have any, your article will not be very good and you will likely not get anything out of it.***

You collect your quotes by pressing the 'quote' button in the interview interface. It is only possible to collect a quote once and you may only have a fixed number of quotes in your notebook at any one time (see below). If you are unable to collect a quote, there are three possible reasons. First, your notebook may be full. Second, you might already have pressed the quote button and collected the quote. Third, the statement given to you by your informant is part of a longer story – in this case, you should pay attention to when the quote button can be pressed again. These stories tend to be more interesting for readers and generally award your article with more News Value points and more Faction Alignment points.

Quotes are used as the basis of your article so it is extremely important that you remember to collect them. It is also important to consider the nature of the statement that you are quoting. Is it suitable for the newspaper you are representing? Is the person you're talking to telling the truth or could he or she be lying to you in order to get some kind of story out that might hurt his or her enemies? Whom do the statements you are gathering serve? Do they at all fit with the angle you are trying to cover in your article? These are just some of the questions that you might want to consider in the interview situation.

Hint: Sometimes it is wise to wait with collecting a quote until your informant has finished his or her story. Feel your way around and try out different things. Getting the whole story is often better than only half the story.

Notebook

Your notebook is where you manage your quotes. Here you can review the quotes you have collected through your interviews and here you can delete any quotes that you feel might not be right for your article. Your notebook holds a maximum of 15 quotes at any one time so make sure you keep track of them before starting new interviews.

You access your notebook through the top bar in the game interface (see **Chapter III**) or by pressing 'N' on the keyboard.

Trust

In order to get people to talk to you and share their stories, you must treat them with respect and get them to trust you. People do not intuitively trust journalists, because they

often don't know what the journalist intends to write about them. It is not easy to establish trust with people that do not know you, but it is important that you try as best you can. If you can tell that a person is unwilling to share information with you, it might be because he or she does not trust you enough.

Low trust can sometimes be superseded by high values of **Faction Alignment** (see below). If you have proven yourself as a supporter of a certain faction, e.g. the Israelis, strangers that adhere to that faction or train of thought might be more inclined to talk to you even though they do not know you personally. They may have heard that you have helped out people in the neighborhood, or they might have read a pro-Israeli article that you've written earlier in your career. Either way, the fact that you support their views might be enough to negate any effects that negative trust might otherwise incur. This should not be considered a general rule, however, as some people will not care about your reputation – only about how they themselves perceive you.

In a similar way, your reputation as a journalist (expressed by your **Journalist Rating**, see below) might reduce the adverse effects of negative trust. If you have proven yourself a capable and fair journalist, certain people might be able to look past your gruff demeanor.

The trust score is reset at the end of each mission.

Faction Alignment

As you progress through your career as a journalist, you will encounter various representatives of two primary factions of thought – the Israeli and the Palestinian. By writing your stories, you will automatically end up representing the facts that are expressed by either one of these factions. Perhaps you write a story about Jewish settlers and chose to focus on the problems they represent for Palestinian farmers in the area. This will likely cause your Palestinian Faction Alignment to go up, since you write about their side of the story and thus gain acknowledgement from that community. If you were to write about attacks performed by militants or terrorists on the Jewish settlements, you would likely gain Israeli Faction Alignment instead.

There are two basic ways of gaining Faction Alignment points. First, as mentioned in the paragraph above, you gain Faction Alignment when you construct your articles (for more information on constructing articles, see **Chapter VI** in this manual). As you write your articles and represent the conflict in certain ways, your Faction Alignments increase. This only happens at the end of an assignment, which means that the Faction Alignment increase gained through the writing of articles will only have an effect in subsequent assignments. If you write a good article and gain two points of Palestinian Faction Alignment after your first assignment, it will automatically carry over to your next assignment where it might aid your quest for good stories.

Second, you can gain Faction Alignment points by helping out people in the region with small tasks, which are known as Faction Tasks. By completing Faction Tasks, you will be able to immediately increase your Faction Alignment if you complete the assignment successfully. This might help you getting information from particularly hostile informants who might demand that you have a certain amount of appropriate Faction Alignment points. Faction Tasks can be obtained from specific contacts found in Jerusalem (Israeli) and Abu Dis (Palestinian). They appear on your map from the beginning of each

assignment.

You can see how high your Faction Alignment is from the Faction Alignment Meter in the user interface. The more to the right the bright portion of the vertical indicator is, the higher your alignment is. The blue line indicates your Israeli Faction Alignment while the green line indicates your Palestinian Faction Alignment. The brighter the color, the higher the alignment.

Journalist Rating

As a measure of how far you have come as a journalist, **Global conflicts: Palestine** uses a so-called Journalist Rating. The rating indicates how well you have done as a journalist. It tells you and others whether the articles you have written have been well received by your news agency and the readers and indicates the level of respect you enjoy as a journalist. The higher the rating, the easier you will gain access to important information when interviewing hostiles or people that are unwilling to share information with you. In some cases it complements your alignment ratings, in other cases it will actually apply instead of alignment.

Journalist rating is earned through writing articles.

Score

Each assignment has a certain score connected with it. Score is an indication of how far into the dialogues and the story line you are getting. Each time you reach a vital point in a conversation or each time you reach a certain point in a story, you are awarded a Score Point. Not all conversations trigger Score Points and Score Points have no direct gameplay value, meaning that Score does not have an effect in the game world. They serve to inform the player of his progress through the assignment.

V. Support

Trouble shooting

If you should encounter problems running Global Conflicts: Palestine on your computer, make sure that your hardware lives up to the minimum requirements detailed in chapter 1. Also make sure that all your relevant video and audio drivers are up to date.

Below is a list of the largest vendors of graphics cards where you can find the latest driver. Most problems with the game is related to out-dated drivers. Therefore, update your drivers before doing anything else.

Nvidia ForceWare drivers: <http://www.nvidia.com/content/drivers/drivers.asp>

Radeon drivers: <http://ati.amd.com/support/driver.html>

If you experience performance issues (e.g. the game runs slowly), make sure that your machine fulfills the minimum requirements mentioned at the start of this manual. Also make sure that any programs running in the background are shut down. If you still experience slowdown, try to adjust the quality settings of the game when playing. Choose the 'menu' item from the top bar and click on another setting to see if this helps.

Online support

Please refer to the website at <http://www.seriousgames.dk/> for information on how to obtain support for the product. Alternatively, you may write an email to support@seriousgames.dk with a detailed description of your problem, your system's hardware and driver setup and the circumstances regarding your problem. Please include the following information in your request:

1. Complete product title
2. Exact error message reported (if any) and a brief description of the problem.
3. If you are playing on a Windows system, please include a copy of your Direct X Diagnostics report. To access this go to **Start -> Run** and type **dxdiag** **c:\dxdiag.text** and press **ENTER**. The report can now be found in your my Computer c: drive.

Contact information

If you need to get in touch with Serious Games Interactive by mail, please use the following address:

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Contributing schools

Ørestad high school
Stenløse high school
Ordrup high school
Dyssegård primary school
Skovshoved primary school
Skovby Free School
Malö Högskola

Manual

Nick Price

Intern

Sirada L. Jensen

Other

Tasha Buch

Images & Videos

B'Tselem - The Israeli Information Center for Human Rights in the Occupied Territories
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The United Nations
The Jimmy Carter Museum
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Maps

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This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



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