

## Client Scenario: Securing Jane Doe

### 1. Client Profile

- **Name:** Jane Doe
- **Profession:** CEO of a boutique cybersecurity firm, frequently works from a home office.
- **Technical Skill Level:** Expert. However, she is acting purely as a homeowner for this engagement. She is time-poor and wants a seamless, "white-glove" experience that provides robust security for her family without requiring her constant technical intervention. She will evaluate your process, communication, and ability to explain concepts clearly to a non-expert, even if she understands the underlying technology.
- **Urgency:** Medium. There is no active crisis. The goal is proactive hardening—to "practice what she preaches" and ensure her home environment is a fortress against threats targeting security professionals and their families.

### 2. Background Summary

Jane wants to ensure her personal and family digital life is as secure as the enterprises she protects. She is concerned about the increasing trend of targeting security professionals' families as a way to gain leverage or access. She wants a solution that is both highly secure and easy for her family (a spouse and two teenage children, plus an aunt who visits frequently) to live with. She values privacy, reliability, and clear, simple instructions for her family members.

### 3. Known Technology & Digital Assets

- **Computers & Laptops:**
  - 1x "Elizabeth's MacBook Air" (Primary work/personal device)
  - 1x "BSCs-Mac-mini" (Apple Mac mini)
  - 1x "Bailey's Gamer" (Custom-built Windows Desktop for gaming/homework)
  - 1x "Eevee" (Intel-based computer, purpose unknown)
- **Mobile Devices (Phones & Tablets):**
  - Multiple iPhones (Used by Jane & kids)

- 1x Samsung Phone (Used by visiting Aunt)
- 1x "Deena iPad 10"
- 1x Additional iPad

- **Network Infrastructure:**

- Router: Eero Pro 6 (Mesh network with multiple "eero" nodes)
- ISP: Comcast Xfinity (1 Gbps plan)

- **Entertainment & Gaming:**

- 2x Microsoft XBOX consoles
- 2x Oculus VR headsets
- 1x LG webOS TV (OLED65C2PUA)
- 2x Samsung Smart TVs (TU7000 70" and TU690T 55")
- 1x Samsung "The Premiere" LSP7 Projector
- Sonos speakers
- 1x Facebook Portal device

- **Smart Home & IoT Devices:**

- Multiple Amazon Blink security cameras (Blink-Mini, Blink-Device)
- Nest Thermostat
- Philips Hue smart lighting system
- Samsung Smart Refrigerator
- Samsung Smart Range (Oven)

**Data Storage & Peripherals:**

- Local:
- Cloud: Multiple cloud accounts in use (iCloud, Google Drive, Dropbox).

- Printer: Canon TR4700 series printer.

#### **4. Stated Security Concerns & Goals**

- **Network Segmentation:** "I've heard about putting certain devices on their own network. I want my smart cameras, the kids' gaming computer, and the smart appliances to be separate from my work laptop. How does that work, and what's the best way to set it up?"
- **Family Security:** "How can I make sure my kids and my aunt are being safe online without overly complex rules? They need to do their homework and use social media, but I worry about what they're downloading. And how do I make sure my family is using strong, unique passwords for everything without it being a hassle?"
- **Robust Backups:** ????
- **Privacy:** "I'm concerned about how much data our smart home devices, TVs, and Facebook Portal are sending back to their parent companies. I also want to minimize my public data footprint."