

## Group Interview Questions

### *Sharing cases*

Discuss as a group:

1. How often do you all come across clients who are concerned about technology?
2. How often do you all come across clients who are concerned specifically about smart devices, not including phones, tablets, or laptops?

Allow space for individual brainstorming. Then, come together and share the cases/types of cases. Cover:

- Which smart device was used, and how was it used maliciously?
- How did the client become suspicious about this type of abuse?
- Did the client find the device? How did they find it?
- Who owned the device? How did the abuser control it?
- Did the client try to stop the abuse? What did they try?

### *Discussion on IoT abuse*

3. What are the biggest barriers these clients faced?
4. In your opinion, what could clients do to protect themselves from smart device abuse?
5. In your opinion, what should policymakers, governments, law enforcement, and device manufacturers (or other similar groups) do to prevent this abuse, or to help these clients?

### *Preparedness*

6. When you encounter cases like this related to smart home abuse, how prepared do you all feel to help the clients?
7. When you encounter a case like this, what resources do you all turn to for help?
8. Are those resources usually helpful? Why or why not?
9. Are there resources that you would like to have access to in order to help clients, which you currently don't?
10. Is there anything else you all would like to share about this topic?

### *Final thoughts*

11. Who else should we talk to about this study?
12. We are also interviewing survivors. Do you think any client of yours would like to talk to us about their experience with smart home abuse?
  - a. If yes, would you be comfortable arranging an interview with them? We do not want to learn the client's identity as per our study protocol.
13. Do you have any feedback about this interview?