

Previously published paper

Citation:

Haney, Julie M. and Furman, Susanne M. (2022) "Consumer Perspectives on Loss of Support for Smart Home Devices." *Workshop on Technology and Consumer Protection (ConPro 22)*. IEEE.
<https://www.ieee-security.org/TC/SPW2022/ConPro/papers/haney-conpro22.pdf>

Abstract:

Unsupported smart home devices can pose serious safety and security issues for consumers. However, unpatched and vulnerable devices may remain connected because consumers may not be alerted that their devices are no longer supported or do not understand the implications of using unsupported devices. To investigate the consumer perspective on loss of manufacturer support, we conducted a survey of 412 smart home users. We discovered differences based on device category and provide insights into how user perspectives may relate to perceptions of smart home update importance, security, and privacy. Based on the results, we offer suggestions to guide the efforts of the smart home community to protect consumers from potentially harmful consequences of unsupported devices.