JACKLINE TECHNOLOGIES

SAMPLE

# Technology Reliability Audit

Nine categories, each scored Fix now, Plan it, Holding — Holding meaning working fine, leave it alone — with what was measured on site.

**Illustrative sample for a home office and detached garage. Findings and readings demonstrate the report format; they are not presented as a verified customer case or a prediction for your property.**

This sample shows the same nine-category report structure used today. On new reports, what each field check found is written beside it.

| PROPERTY | AUDIT DATE |
|---|---|
| Illustrative sample | Not a customer visit |
| **PREPARED FOR** | **AUDITOR** |
| Example only | JackLine Technologies |

## The scorecard

### 01 Internet source and provider equipment

○ FIX NOW ◉ PLAN IT ○ HOLDING

**MEASUREMENTS & FINDINGS**

Cable service is in, the plan is 500 Mbps, and the gateway measured 480 Mbps. But the provider's gateway is still routing beside an owner-bought mesh system, so two routers are handing out addresses, and the account login is an email address nobody at the house still checks.

**FIELD CHECKS**

- Provider, plan, and whose name controls the account
- Modem or gateway — the box the internet line plugs into — model, age, and whether the maker still supports it
- Wired speed at the router — download, upload, and delay (latency) — against the plan
- Latency under load: the test that explains stuttering video calls
- Check for two stacked routers translating the same connection (double NAT)

## 02 Wi-Fi coverage, and a separate network for guests

(●) FIX NOW ( ) PLAN IT ( ) HOLDING

MEASUREMENTS & FINDINGS

One mesh base in the front hall and a satellite unit in the kitchen. 480 Mbps at the router, 6–11 Mbps in the upstairs home office where video calls drop daily, nothing measurable in the detached garage workshop. Work laptops, the smart TV, and the cameras all share one network.

FIELD CHECKS

- Wi-Fi strength at agreed locations where people sit or work, with streaming and call performance checked
- Speed from each room to the router, measured separately from the speed of the internet line
- Channel plan and congestion — 2.4 GHz belongs on channels 1, 6, or 11
- Guest network present, and isolation tested from a device joined to it
- Coverage and capacity against the actual walls, floors, equipment placement and device use

## 03 Security and software updates

(●) FIX NOW ( ) PLAN IT ( ) HOLDING

MEASUREMENTS & FINDINGS

Router admin password is still the one printed on its label, and the last firmware update the manufacturer released is three years old—the model is past end of support. Remote management was switched on and reachable from the internet.

FIELD CHECKS

- Router admin password changed from the factory default
- The router's built-in software (firmware) current, and the model still supported by its manufacturer
- WPA2/WPA3 on, WPS off, remote management off, UPnP reviewed
- Accessible network client list reviewed; unidentified devices recorded for follow-up
- Cameras: placement, account ownership, and update settings

## 04 Cabling, surge protection, and the wires in the walls

○ FIX NOW ◉ PLAN IT ○ HOLDING

MEASUREMENTS & FINDINGS

The builder ran Cat5e to four rooms, but nothing is labeled and the office jack fails a wiremap test. No surge protection anywhere—electronics plug straight into the wall of a home that loses power in every summer storm.

FIELD CHECKS

- Agreed accessible wall jacks and equipment connections checked; full mapping and certification quoted separately
- Cable and connector condition; each jack has its own cable back to the panel, without daisy-chained splitters
- Visible surge protection and equipment indicators reviewed; panel work referred to an electrician
- Accessible receptacle checks where network gear plugs in; concerns referred to an electrician

## 05 Backup power, and what takes over when the internet drops

◉ FIX NOW ○ PLAN IT ○ HOLDING

MEASUREMENTS & FINDINGS

No battery backup anywhere. A twenty-minute outage takes down internet, the video doorbell, and the freeze-sensor hub simultaneously, and the modem takes eight minutes to recover when power returns.

FIELD CHECKS

- Battery backup on modem, router, and sensor hubs, with a runtime estimate
- What actually stays up in an outage — locks, sensors, internet
- Cellular signal measured per carrier — could a cellular connection take over when the main line fails?
- Recovery order once power returns, written down

## 06 Television, streaming, remotes, and instructions

○ FIX NOW ◉ PLAN IT ○ HOLDING

MEASUREMENTS & FINDINGS

Three televisions, three different input paths, two remotes missing. The living-room set needs three remotes pressed in the right order; the grandparents gave up and watch on a tablet.

FIELD CHECKS

- Agreed televisions: input path works, remote present, instructions match reality
- Streaming accounts: whose logins, and guest mode or reset between stays
- Antenna and over-the-air options where streaming or cable falls short

## 07 Locks, entry codes, and a backup way in

○ FIX NOW ○ PLAN IT ◉ HOLDING

MEASUREMENTS & FINDINGS

Smart lock is current, with separate codes for the family, the cleaner, and the neighbor, and a keyed backup is documented. Batteries changed in January; next change noted for August.

FIELD CHECKS

- Locks current, battery changes dated, codes rotated per stay or per person
- A backup way in — lockbox or key — that exists and is documented
- What the door lock does when Wi-Fi or power is down

## 08 Freeze, leak, and temperature alerts — and who receives them

◉ FIX NOW ○ PLAN IT ○ HOLDING

MEASUREMENTS & FINDINGS

Freeze sensor is installed and reporting, but alerts route to an inbox nobody monitors while the family is away in February. A test alert sent at the start of the visit was still unread ninety minutes later.

FIELD CHECKS

- Sensors placed where failures start — under sinks, at the water heater, by the washer
- A live test alert sent during the visit — who receives it, and how fast
- Alerts sent to a phone somebody watches, not an inbox nobody opens

## 09 Accounts, labels, inventory, and recovery documentation

○ FIX NOW ◉ PLAN IT ○ HOLDING

MEASUREMENTS & FINDINGS

No device inventory. Router password on a sticky note behind the television. The neighbor who checks the house has no restart instructions and has been calling the owner directly.

FIELD CHECKS

- An inventory of reviewed devices, locations and account owners; missing records flagged
- Passwords kept in the owner's password manager, not on sticky notes
- Restart instructions whoever is closest can follow
- Retired equipment wiped before it is sold or tossed

## Prioritized next steps

Review these priorities in order. Holding means no action recommended for what was checked; untested items are not passed.

1. Fix now — Wi-Fi coverage, and a separate network for guests
2. Fix now — Security and software updates
3. Fix now — Backup power, and what takes over when the internet drops
4. Fix now — Freeze, leak, and temperature alerts — and who receives them
5. Plan it — Internet source and provider equipment
6. Plan it — Cabling, surge protection, and the wires in the walls
7. Plan it — Television, streaming, remotes, and instructions
8. Plan it — Accounts, labels, inventory, and recovery documentation

## What this document is, and is not

- This scorecard is yours to keep and act on, with or without JackLine. The audit fee is credited toward approved corrective work booked within 30 days.
- This is an illustrative sample, not a verified customer assessment. Readings show the report format and do not predict your property's results.
- Property alerts depend on power, connectivity, compatible equipment, manufacturer services, and recipient availability. They supplement — never replace — professional winterization, inspections, insurance, and emergency services.
- JackLine Technologies is an independent service provider. Product and platform names describe compatible or customer-owned systems and do not imply endorsement.
- Do not record passwords, door codes, or account numbers on this form. Credentials belong in the owner's password manager, not in an emailed PDF.