

TOUR THE CIS CONTROL WINGS

Every door hides a clue. Every floor holds a test.

WELCOME TO

CHÂTEAU DE SÉCURITÉ

Can your security stack handle a stay at the Château?



This guide uses fictitious people, names, and scenarios. Any resemblance to actual persons, living or dead, or to real events is purely coincidental. The characters and situations are intended solely for training and educational purposes and are not based on real individuals, including public figures or celebrities.



Welcome to

CHÂTEAU DE SÉCURITÉ

Château de Sécurité is a grand hotel, with each wing devoted to a key area of cybersecurity best practices and CIS Controls. Every room supports the hotel's mission of fortified protection. The wings operate in harmony, and staff inspect the floors daily

for optimal operations. One misstep or threat could trigger disaster. Guests are invited to explore each wing and discover how their own security measures compare. Your stay is confirmed. Walk through each wing and rethink your approach to security.

THE INVENTORY WING

Asset Management

Knowing who and what comes in and out of the hotel: everything that enters the hotel is identified and logged, from digital devices, guest bags and hotel assets. Nothing is anonymous in this wing.

ASSET STORAGE UNIT



This room represents **CIS Control 1: Inventory and Control of Enterprise Assets**. Think of the asset storage unit as a grand warehouse for the hotel and guest inventory. All devices and personal assets (smart locks, tablets, monitors, phones) are logged and monitored here. If an unauthorized device attempts to access the network, it is immediately isolated and the team is alerted.

Example security protections: A guest plugs in an unknown device to stream content. The network isolates it and the team is notified to investigate.



SOFTWARE RECORDS ROOM



This room represents **CIS Control 2: Inventory and Control of Software Assets**. Digital inventory is of top importance in the records room. There are digital and physical records of every software application the hotel runs, from the check-in kiosk to the restaurant's point-of-sale system. Staff must check the approval list before installing any software.

Example security protections: A staff member attempts to reinstall an outdated hotel identification application. The system flags the attempt, blocking the process until review.



THE VAULTS WING

Data Protection

Where the valuables are protected and hotel operations are restored. Here, digital secrets are guarded more fiercely than physical ones. This wing ensures resilience when things go wrong.



THE PRIVATE SUITE



This room represents **CIS Control 3: Data Protection**. The private suite is where guests' data, encrypted servers and PII (names, credit card numbers, room key info, hotel blueprints and CCTV footage) are kept secure under lock and key. Only a handful of executives have authorized access. For an MSP, this is the epitome of customer trust and data security.

Example security protections: An imposter posing as a vendor tries to request a copy of CCTV footage. Without proper credentials, they're turned away and flagged for suspicious behaviour.



THE RESURGENCE ROOM



This room represents **CIS Control 11: Data Recovery**. While the hotel operates, the Resurgence Room is lined with backup storage and emergency response systems in case the hotel experiences a disaster. Backup tapes run silently in the background, and shelves are lined with emergency recovery tools. Downtime is a foreign concept for this wing.

Example security protections: A ransomware attack encrypts a reservation server. Within minutes, backups kick in and full service is restored without guest impact.



THE KEY CONTROL WING

Access Management

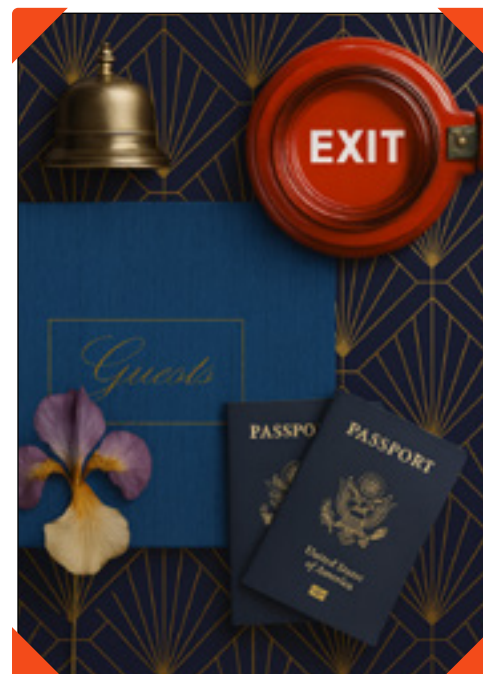
The Key Control Wing controls access and ensures no one goes where they shouldn't. All guest and staff members are identified with specified permissions, and anyone with unauthorized access is dealt with.

ACCOUNT MANAGEMENT LOBBY



The lobby represents **CIS Control 5: Account Management**, brimming with elegance and debonair. It's home to the employee profile desk and guest check-in. Every account is created, deactivated or updated. Identity verification is multi-layered and strict.

Example security protections: A staff member leaves the hotel. Their keycard and digital credentials are instantly revoked to prevent ghost access.



ACCESS CONTROL OFFICE



This room represents **CIS Control 6: Access Control Management**. The Access Control Office manages all restricted entry points. The staff programs the keycards and monitors attempts to enter unauthorized zones, revoking access immediately when rules are broken.

Example security protections: A guest keycard attempts to open the hotel server room. The system flags it, locks all access points and dispatches the security team.



THE WATCHTOWER WING

Threat Management

Potential hotel dangers are monitored and managed. This is an active-protection wing, always watching, waiting and prepared to eliminate threats.



THE PHISH BOWL CAFÉ



This café represents **CIS Control 9: Email and Web Browser Protections**. The Phish Bowl is a quirky café serving up real-time education on social engineering. Guests learn phishing tactics over espresso, while the waiters monitor emails for malware-filled links. If a message looks phishy, it goes straight in the bin.

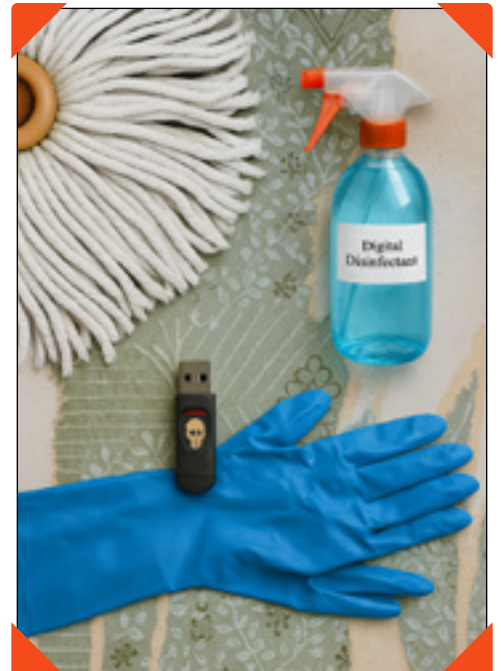
Example security protections: A fake survey offering a free spa day is sent to guests. The security filter flags the link as phishing before anyone can click.

MALWARE MOP UP CLOSET



Representing **CIS Control 10: Malware Defences**, this sterilized janitorial closet where infected devices are quarantined in isolation chambers. A dedicated team tracks new strains and develops digital “disinfectants,” preventing malware from spreading through the hotel.

Example security protections: A guest plugs a USB device into a shared workspace. The system detects malware and locks the device. The response team isolates it, removes the infection, and updates the hotel’s security firewalls.





THE DIGITAL LOOKOUT LOUNGE



This lounge represents **CIS Control 13: Network Monitoring and Defence**. The Digital Lookout Lounge is where guests and staff go to spot and track suspicious activity in real time.

Example security protections: A rogue access point is discovered hidden in a potted plant on the rooftop terrace, or a guest tries to download 500 GB of suspicious software on the network.

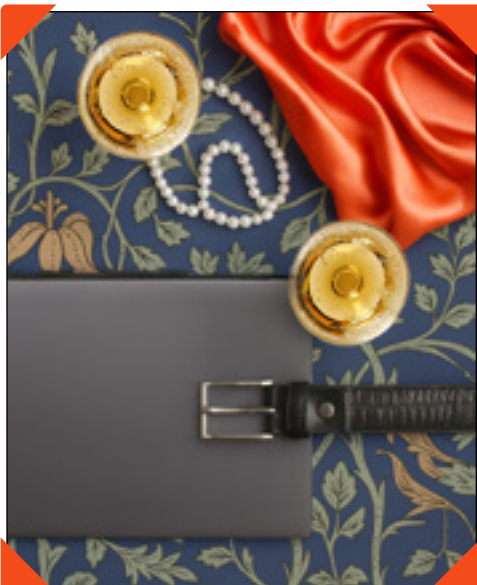


THE RAPID RESPONSE ROOM



This room represents **CIS Control 17: Incident Response Management**. This crisis room is where the rapid response team gathers during emergencies and hosts threat response drills. Think of it as the "911 dispatch centre" for cyber incidents.

Example security protections: An attacker compromises a guest-facing system. The incident response team initiates lockdown and responds within minutes.

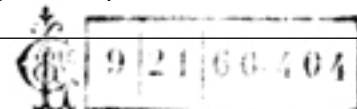


THE PENTESTER PENTHOUSE



A penthouse ruled by **CIS Control 18: Penetration Testing**. A luxury suite for professional hotel-appointed hackers to test the cracks in the hotel's systems (security strength, camera blind spots and software flaws), and fix them before real criminals exploit them. They are always thinking like an attacker.

Example security protections: A ransomware attack encrypts a reservation server. Within minutes, backups kick in and full service is restored without guest impact.



THE MAINTENANCE WING

Security Operations

The behind-the-scenes team, where security configuration, patching, logging and vendor reviews never sleep. This wing keeps the whole hotel secure and running smoothly.



THE SOFT-WEAR SPA



This spa represents **CIS Control 16: Application Software Security**. In this relaxing development spa, apps are refined before going live. Custom booking platforms and mobile apps are tested for bugs, hardened against attacks, and perfected. Only the most secure code is deployed.

Example security protections: A reservation system update includes deprecated JavaScript libraries. It's sent back for rework before deployment.

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SALON PATCH & POLISH



Representing **CIS Control 7: Continuous Vulnerability Management**. In this polished parlor room, hotel systems are inspected for weak spots, scanned and patched. Security holes are filled, updates applied and newly discovered vulnerabilities are addressed quickly to stay ahead of threats.

Example security protections: A vulnerability surfaces in the spa's appointment app. Within hours, a patch is applied and documented.





SERVICE PROVIDER PANTRY



This pantry represents **CIS Control 15: Service Provider Management**. Before third-party chefs, electricians or IT contractors touch a hotel system, they check in here. Background checks, contract reviews, and access approvals are part of the “ingredient list” to ensure only trusted vendors contribute to the hotel’s five-star services.

Example security protections: A new email vendor is missing documentation. The pantry denies access until compliance is verified.



THE CONFIGURATION CORRIDOR



This corridor represents **CIS Control 4: Secure Configuration of Enterprise Assets and Software**. The maintenance corridor is where systems and equipment are assessed, configured and updated to minimize security vulnerabilities before use (servers, network devices, apps, operating systems, etc.).

Example security protections: A new point-of-sale system is flagged during onboarding due to default admin credentials. The system is reconfigured before it goes live.



SECURITY TRAINING GYM



This gym represents **CIS Control 14: Security Awareness and Skills Training**. The training gym is where employees and guests take part in daily drills on phishing recognition, stronger passwords, and scam avoidance so everyone stays security-fit.

Example security protections: All front desk staff receive a simulated phishing call. Those who fall for it are automatically enrolled in a refresher course.



ENDPOINT TRACKING EATERY



This restaurant represents **CIS Control 12: Network Infrastructure Management**.

A trendy hotel restaurant where every endpoint (guest device, staff phone, register, sensor) connects to the hotel's central nervous system. With everything monitored and mapped, no rogue router or sketchy switch goes unnoticed.

Example security protections: A catering tablet suddenly disconnects and attempts to reconnect from an unusual IP. Staff trace it and isolate it from the network.

THE AUDITORIUM



Representing **CIS Control 8: Audit Log Management**, the Auditorium is filled with security camera footage, email records, door logs, system logins and alarm history. When an incident occurs, the record tells the story.

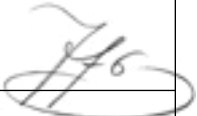
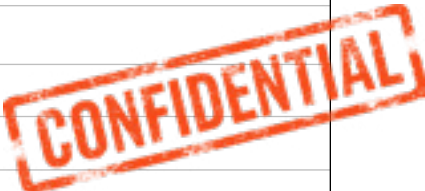
Example security protections: At 2:47 a.m., the Auditorium captured the file associated with a suspected insider breach.





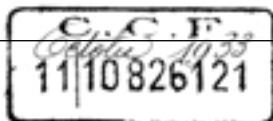
STAY SECURE AND SERVE WITH CONFIDENCE

The real work begins back at your MSP. With every CIS Control in place, you hold the keys to stopping threats, protecting your clients, and keeping operations seamless. Have these conversations with your clients by using our [white-label resources](#).

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Make yourself at home in the Château de Sécurité and get to know the CIS Controls, but be aware, there's more to this hotel than meets the eye.				
Keep reading the rest of this guide to learn more about the Château and meet some of the guests and staff who may play a key role in the Château's security.				
<i>Let the game begin.</i>				
				

→ SCHEDULE YOUR CIS CONSULTATION

→ BECOME A PAX8 PARTNER





CHÂTEAU DE SÉCURITÉ

Get to Know the Château and Some People of Interest

Welcome to Château de Sécurité, where luxury meets caution, and one mystery could put it all at risk.

Nestled in the countryside of Hautvillers, France, stands the Château de Sécurité, a grand hotel draped in ivy and steeped in history.

Built in 1939 by Jean-Pierre Sécurité, a French army veteran, the Château was his legacy; a haven where guests could experience lavish comfort and unyielding protection.

Jean-Pierre believed that true hospitality could never exist without fortified security, and his great-grandchildren, who now run the hotel, have preserved that vision for over eight decades.

This year, Château de Sécurité will host its most ambitious event yet: an exclusive global MSP convention.

Over 300 vendors, business owners, and service providers worldwide will gather for five days of networking, collaboration, and celebration.

For the first time in history, every hotel wing will be at full capacity. Staff work tirelessly behind the scenes to uphold the Château's reputation for flawless safety and discretion.

But not everything is as it seems. Whispers of odd system glitches, misplaced master keys, and unmarked guests echo through the halls.

As the sun sets over the countryside, you can taste the tension in the air. Something or someone is testing the hotel's defences.

And so, dear investigator, your stay begins.

YOUR TASK:

Uncover what lurks beneath the Château's polished surface and ensure the hotel remains safe, secure, and bug-free.

SAMIRA JAIN

"Old money builds empires, but secrets decide who keeps them."



Samira Jain was born into extravagant wealth and a lineage of Mughal-inspired architects whose grand designs shaped South Asia, including her great-grandfather's founding plans for the Château de Sécurité in 1939. A life of glamour and influence carried her from Mumbai to Paris, where she has basked in European luxury for the last 12 years.

Now, returning as a potential investor, Samira arrives to test the Château at full capacity. With her impossible standards and ruthless decisions, she will reward excellence or exploit the slightest weakness.

SIGNATURE TRAITS:

- **Collector of Secrets:** Smiles politely while gathering details from staff.
- **The Puppeteer:** Pulls strings, turning others into pawns for personal gain.
- **Unsettling Calm:** Can turn a pleasant chat into an interrogation.
- **Pristine Standards:** Accept nothing less than flawless execution.

RUMORS:

- May have planted a yellow jacket-wearing spy inside the hotel to test its systems.
- Carries an heirloom locket containing a USB with malware or an infection.
- Posing as an investor, planning to claim the Château.

POSSIBLE MOTIVE:

Samira says she's evaluating the Château as an investor, but her real aim may be to find cracks in its defences. If the estate stumbles, she could take the property herself through financial exploitation.

AGE: 70

ORIGIN: Mumbai, India/
Lives in Paris

OCCUPATION:

Heiress, potential investor
in the Château

SIGNATURE OBJECT:

An antique golden pipe,
signifying wealth and
status.

SUSPICION LEVEL:



THOMAS KLASSEN

"When you lose control of access, you lose everything."



Thomas, the eldest of five, grew up in hardship after his father, once a trusted apprentice at the Château, was unjustly fired when a malware incident tore down its defences. Raising his siblings taught him survival through scarcity, a lesson he transformed into expertise as a rigid but respected economics professor at Rotterdam University.

Now back at the Château as a conference speaker, Thomas has uncovered files showing the hotel's expansion could bankrupt it or strip essential resources. Beneath his academic exterior, a vendetta simmers.

SIGNATURE TRAITS:

- **Stern Lecturer:** Cuts deep with words, always delivering a moral lesson.
- **Resource Zealot:** Obsessed with allocation, efficiency and exposing waste.
- **Callous Realist:** Has no patience for sentiment, excuses or overrated systems.
- **Detailed Recorder:** Documents all inconsistencies in a worn leather notebook.

RUMORS:

- Holds a grudge against the Sécurité family over his father's ruined career.
- Has uncovered hidden files that could ruin the hotel's reputation.
- Plotting to publicly embarrass the heirs during the conference.

POSSIBLE MOTIVE:

The conference is Thomas' chance to expose the Sécurité family, ruin the hotel's reputation and avenge his father. His presence is either a warning, or his chance to see the Sécurité legacy fall.

AGE: 51

ORIGIN: South Holland, Netherlands

OCCUPATION:

Economics Professor, Rotterdam University

SIGNATURE OBJECT:

A silver pocket watch gifted from his father.

SUSPICION LEVEL:



JAMES “JAMIE” HARRIS

“No one knows these halls better, and no one wants them more.”



Jamie Harris grew up in London with his mother, a renowned chef hired to revive the Château’s failing restaurant. The hotel soon became his second home, and by 12, he was its quiet observer, offering sharp and precise suggestions to improve operations.

After 20 years of service, Jamie’s loyalty soured into resentment when Bradley, the Sécurité heir, was named director instead of him. Now, with patient calculation, he waits for the perfect catastrophe (a breach or outage) during the MSP convention that could bring Bradley down and lift him to power.

SIGNATURE TRAITS:

- **Steady Resolve:** Charismatic and approachable, but quietly ambitious.
- **Restless Purist:** Raised with perfectionist standards.
- **Nitpicker:** Flawless attention to detail, quick to spot flaws others overlook.
- **Resentful Devotee:** Deeply loyal to the hotel, but resentment toward leadership.

RUMORS:

- Passed over for the hotel director promotion despite decades of service.
- Has inside knowledge of every endpoint weakness in the hotel.
- Planning to stage an incident during the convention.

POSSIBLE MOTIVE:

If Jamie stages a catastrophic failure, it could undermine the current hotel director and position himself as next in line for the throne.

AGE: 40

ORIGIN: London, England

OCCUPATION:

Guest Manager,
Château de Sécurité

SIGNATURE OBJECT:

A skeleton key that can
unlock any hotel door.

SUSPICION LEVEL:



BRADLEY SECURITY

"Bound by legacy, tempted by escape."



Bradley Sécurité is the heir to the Château legacy. Secretly longing to be an artist, he became an intellectual property lawyer instead. Successful on paper, yet hollow in reality, he embraced his inheritance as the new hotel director, but the Château's expansions and crumbling finances revealed more burden than glamour.

Now, the MSP convention is his last chance to save the estate. If it fails, the banks will seize the hotel, but losing the Château may finally free him to pursue the life he's always wanted.

SIGNATURE TRAITS:

- **Masked Charmer:** Uses charm to blend in and hide ulterior motives.
- **Covert Mover:** Disappears often, always too busy for the staff.
- **Pretentious Mentality:** Self-serving Type A leader, dismissive of subordinates.
- **Opportunist:** Cuts corners and takes chances, no matter the cost.

RUMORS:

- His briefcase contains forged documents, bribe money, or his escape plan.
- Has secret investors waiting for the Château to collapse so they can claim it.
- Wears a diamond tie clip encrypted with transfer codes.

POSSIBLE MOTIVE:

The Château is drowning in debt, and the MSP convention is Bradley's last chance to save it. But foreclosure may free him to finally chase the life he was denied.

AGE: 45

ORIGIN: Newark, New Jersey

OCCUPATION:

Hotel Director,
Château de Sécurité

SIGNATURE OBJECT:

Brown leather briefcase
containing the Château's
ownership rights.

SUSPICION LEVEL:



ELOISE MONET

"I see everything but say nothing."



Eloise Monet grew up poor on the French Riviera. Resourceful and alert, she mastered the art of pickpocketing, blending seamlessly into wealthy districts and slipping away before anyone suspected her.

Now, posing as a temporary housekeeper at the Château de Sécurité, Eloise creeps through suites, corridors, and staff-only areas, exploiting vulnerabilities and pocketing valuables with practised ease. Polite and unassuming on the surface, she is invisible yet ever-present, watching for secrets left carelessly exposed and noting suspicious behaviour with the Château's leadership, specifically the marketing manager.

SIGNATURE TRAITS:

- **Politely Disarming:** Kind, soft-spoken, and comforting in every exchange.
- **Sharp-witted:** Sharp attention to detail, hawk-like perception.
- **Master of Shadows:** Resourceful and adaptable, invisible in plain sight.
- **Silent Storm:** Hides years of resentment beneath her calm exterior.

RUMORS:

- Has the ability to move unnoticed.
- Caught in restricted areas, always with a ready excuse.
- Uses a feather duster to remove fingerprints and cover her tracks.

POSSIBLE MOTIVE:

With access to every door and secret, Eloise can use the chaos of the MSP convention as cover to score the ultimate prize, whether through theft, blackmail, or betrayal.

AGE: 28

ORIGIN: Nice, France

OCCUPATION:

Housekeeper,
Château de Sécurité

SIGNATURE OBJECT:

A golden ring—her only valuable possession.

SUSPICION LEVEL:



VINCENT SANCHEZ

"Every guest is just another data point."



Vincent Sanchez grew up surrounded by culture, colour, and storytelling, but human behaviour captivated him. Fascination turned to obsession as he studied data, trends, and online traffic, eventually channeling it into a career.

When a remote Marketing Manager job opened, it was the perfect way to access unlimited guest data. Few staff have seen him in person outside of MSP events. Outwardly charming, he masks a cold, calculating core. With high admin clearance, whispers suggest he's not just running campaigns; he's extracting the Château's most valuable asset: information.

SIGNATURE TRAITS:

- **Deceptively Charming:** Able to calm suspicion with a friendly façade.
- **Compulsive Analyst:** Inquisitive, obsessed with behavioural trends.
- **Lone Worker:** Withdraws from people, preferring quiet solitude.
- **Insatiable Data Hoarder:** Consumes guest data 24/7, never feeling satisfied.

RUMORS:

- Works late at night in server rooms with no clearance required.
- Wears AI glasses that record and encrypt data in real time.
- Worked as a former hacker.

POSSIBLE MOTIVE:

The MSP convention gives Vincent unlimited access to hundreds of elite business profiles. With that data, he could build his own empire or sell it to the highest bidder.

AGE: 36**ORIGIN:** Madrid, Spain**OCCUPATION:**

Marketing Manager,
Château de Sécurité

SIGNATURE OBJECT:

A high-powered laptop
with proprietary marketing
programs.

SUSPICION LEVEL: