

## **Definitive Diagnostic Data: A Rapid Problem Resolution Perspective**

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### **Description**

*Definitive Diagnostic Data* is the signature RPR concept.

DDD is a salient characteristic of the Rapid Problem Resolution methodology that Paul Offord and Advance7 have developed and that provides the framework for the Root Cause Analysis seminars I offer at conferences. It is also a concept which can support trouble-shooting efforts even under scenarios too small or simple to warrant the use of the full-blown RPR methodology.

In this 60-90 minute talk, I review the *Definitive Diagnostic Data* concept, illustrate how to employ markers to guide the analysis of pcaps, logs, and the output of debugging tools, and review a real-world example in which we employed these techniques.

### **Who should attend**

Trouble-shooting analysts wanting an introduction to a handful of generally useful trouble-shooting techniques or wanting an introduction to this specific RPR concept.

### **Take back to work**

A catalogue of specific techniques, both quick and dirty as well as thorough and complete, for instrumenting your own Root Cause Analysis efforts.