



Root Cause Analysis

Overview

In any technical solution there will always be a point when a problem occurs which requires a response to bring the solution back on-line. In order to solve the problem, you must first know what the problem is. The best way to do this is to employ a methodology called root cause analysis. Problems can range from hardware failure, to software flaws, and even security breaches. By applying a systematic approach you can reduce the recovery time and also create processes and procedures to ensure that the same problem can be identified faster in the future and resolved in a timely fashion. This session will focus on techniques and concepts involved with discovering the cause of problems so you can employ the appropriate measures to resolve them. Scenarios will be presented which will be used to show how to use the techniques and concepts which will be presented during the presentation can be used to identify and solve real world problems.

Syllabus

- Determining if there is a problem
- We have a problem so now what?
- Forensic Versus Operational Analysis
- OSI + analysis of problem
- Analysis tools
- Ensuring the problem does not happen again

Who Should Attend

- Individuals who have the responsibility to define, secure, and troubleshoot information solutions within the enterprise
- Business executives who would like to understand the business impact of root cause analysis on their business
- Information security auditors who are responsible for enterprise information security solutions
- Anyone would like to gain insight into the technologies and concepts involved Enterprise information security.

Prerequisites

- Familiarity with basic information technologies, concepts, and techniques. No security background or technical background required.

Instructor

John P. Pironti is the President of IP Architects, LLC. He has designed and implemented enterprise wide electronic business solutions, information security and risk management strategy and programs, enterprise resiliency capabilities, and threat and vulnerability management solutions for key customers in a range of industries, including financial services, energy, government, hospitality, aerospace, healthcare, pharmaceuticals, media and entertainment, and information technology on a global scale. Mr. Pironti has a number of industry certifications including Certified in the Governance of Enterprise IT (CGEIT), Certified Information Systems Auditor (CISA), Certified Information Security Manager (CISM), Certified Information Systems Security Professional (CISSP), Certified in Risk and Information System Control (CRISC), Information Systems Security Architecture Professional and (ISSAP) and Information Systems Security Management Professional (ISSMP). He is also a published author and writer, highly quoted and often interviewed by global media, and an award winning frequent speaker on electronic business and information risk management and security topics at domestic and international industry conferences.