

Building Diagnostic Runbooks

NB210-ILT

Course Overview

This hands-on workshop teaches participants how to turn everyday network troubleshooting steps into repeatable, automated diagnostic workflows. Instead of manually running the same checks during every incident, learners practice organizing common actions—collecting information, validating conditions, deciding next steps—into clear, structured workflows that can be reused whenever similar issues arise.

Participants also learn how to save these workflows as reusable templates and apply them across different network diagrams or problem scenarios. The course introduces built-in AI assistance that helps analyze results, offer guidance, and identify likely root causes—so teams resolve incidents faster while still understanding why conclusions were reached.

What You Will Learn

Runbook Automation

- › Convert manual troubleshooting workflows into predefined, reusable automation steps
- › Build and templatize multi-step diagnostic Runbooks for real-world use cases
- › Load Network Intents on-demand and run Quick Assessments across the network

AI-Assisted Diagnosis

- › Use the AI Companion to analyze runbook results and generate recommendations
- › Run Deep Diagnosis queries for AI-driven root cause analysis with evidence
- › Auto-generate and format documentation from Runbook and Deep Diagnosis results

Course Agenda

- › Golden Assessment Library & AI Settings — Pre-built curated assessment templates and AI configuration
- › Building Reusable Runbooks — Convert manual troubleshooting steps into multi-node Runbook templates
- › Lab: Diagnose voice quality issues using Runbook nodes, AI Companion, and Quick Assessment
- › Runbook Template Variables — Add dynamic input values to make templates reusable across any map
- › Lab: Expand a static Runbook template with variable-driven inputs
- › Deep Diagnosis — AI-driven root cause analysis with transparent step-by-step reasoning
- › Lab: Analyze a BGP neighbor-down scenario using Deep Diagnosis and launch a remediation Runbook

Instructor-Led · Course Length: 6 Hours

Delivery Format

- Virtual (live, instructor-led online)
- Public classroom at training centers
- Private on-site at your facility

Take This Course If You Are:

- Senior Network Engineers
- Automation Builders
- Site Reliability or DevOps Engineers
- IT teams responsible for network and application reliability

Prerequisites

- Basic IP networking and routing knowledge
- Familiarity with common troubleshooting practices

Registration

This course is available at no cost. Contact your NetBrain account team or visit nbu.netbrain.com to register.

nbu.netbrain.com

Continue Your Learning

- › **NB220-ILT** Network Assessment Automation Workshop

Questions?

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Prerequisites

- › Basic understanding of IP networking, routing paths, and device health metrics
- › Familiarity with common troubleshooting practices including CPU and memory checks, log review, ACL validation, and QoS analysis

Learning Objectives

Runbook Automation Fundamentals

- › Introduction to Runbook Nodes: converting the manual workflow with predefined, reusable automation steps
- › Build a multi-step diagnostic Runbook to troubleshoot and resolve a real-world use case
- › Load and replicate existing Network Intents on-demand in any Runbook
- › Configure and execute Quick Assessments using Assessment Targets for network-wide analysis
- › Save entire Runbooks as reusable templates

AI-Assisted Diagnosis

- › Understand NetBrain administrative AI settings for customized behavior and response
- › Use the AI Companion to analyze runbook results and generate troubleshooting recommendations from the automation library
- › Run Deep Diagnosis queries to perform AI-driven root cause analysis with explainable reasoning and evidence
- › Generate automated documentation from Runbook and Deep Diagnosis workflows; leverage the AI Document feature to further summarize and format results

Note: This course was previously part of the 2-Day NetBrain Power User Training. It has been redesigned as a focused, standalone instructor-led workshop so your team can train on exactly the skills they need, at the pace that works for them.