



# Use Case

Grok leverages custom automation to troubleshoot anomalous behavior.

An EC2 server running an e-commerce application shows an anomalous pattern of activity in the middle of the night. The operations team has setup the ServiceNow® connector to create a ticket as a part of their incident management process, but they also have added custom scripts to perform initial troubleshooting. This scripting mitigated the abnormal behavior within minutes, so the operations team did not have to wake up in the middle of the night. The ticket was resolved after the team performed a root cause analysis.

## Why Grok?

Grok's powerful algorithm catches unusual patterns quickly – and finds patterns that might be missed by thresholds – even when the normal pattern is noisy. Grok's mobile UI enables the team to assess system health anytime, anywhere.

## Try for free on AWS!

Grok for AWS: Starter edition allows you to try the full platform experience for 30 days, with a low monthly payment afterward for up to 25 instances. Visit our website for more information.

The screenshot displays the Grok automation interface. At the top, two callouts state: "Grok detected an anomaly just after 10:00pm." and "Grok runs a set of automation scripts to resolve the issue." The interface shows a central configuration panel for an automation named "Restart Server". The trigger is set to "Anomaly" (selected) and "Scheduled". The instance is "Autostacks/a1e8247b61064e28900/8f2a2f78:" and the metric is "AWS/EC2/CPUUtilization". Below this are buttons for "Create Script" and "Upload script(s)". A list of scripts is shown: "checklb.py" (7 Bytes, type: py), "graberrorlogs\_ec2..." (7 Bytes, type: py), "restart\_ec2.py" (7 Bytes, type: py), and "rollbackchange.py" (7 Bytes, type: py). On either side of the central panel are two vertical bar charts representing CPU utilization over time. The left chart shows a spike at 10:00 PM, with a callout: "CPU Utilization is the only metric showing anomalous behavior." The right chart shows a return to normal levels, with a callout: "The metric shows normal behavior after the automation runs." Red arrows point from the callouts to the corresponding points on the charts.