SOLUTION BRIEF

GROK PROACTIVE PROBLEM IDENTIFICATION

BREAK FREE FROM REACTIVE FIREFIGHTING

In today's fast-paced digital landscape, IT Operations and Service Management teams must maximize performance while minimizing downtime and disruptions. The key to preventing incidents lies in effective problem management.

However, traditional approaches, constrained by rules-based ITSM platforms and operational silos, are often static, leaving organizations stuck in reactive firefighting. Limited resources and overwhelming workloads make root cause analysis a challenge, while excessive data can lead to analysis paralysis.

Grok's Proactive Problem Identification Solution transforms this approach by employing self-learning AI to detect and prioritize recurring problems to prevent IT incidents before they escalate.

> *Our customers want the fewest service interruptions possible, and Grok has helped us achieve this. Grok has worked with our team to create a world-class solution that has radically impacted our business, and we couldn't be happier.*
>
> - Logicalis, Global MSP

Interested in a Demo? Contact info@grokstream.com

CHALLENGES

Implementing effective problem management within IT Service Management (ITSM) presents several challenges that organizations commonly encounter:

- **Balancing Reactive and Proactive Approaches:** Diagnosing and resolving recurring issues is time-consuming and resource intensive. Many organizations remain stuck in reactive "firefighting" mode, addressing major incidents as they arise rather than identifying and mitigating root causes.
- **Siloed Operations & Resource Constraints:** Disparate tools and teams create inefficiencies in collaboration. Organizations also struggle to allocate skilled personnel and advanced tools for thorough problem investigation and resolution.
- **Untapped Opportunity with ITSM Platforms today:** Modern ITSM platforms offer problem management but lack AI-driven prediction. Static topology and rules-based logic hinder dynamic prioritization and root cause visibility.
- **Resistance to Change & Insufficient Technical Knowledge:** Teams may resist adopting new processes or technologies, especially if they lack the necessary technical expertise. This resistance and knowledge gap can focus teams on short-term triage but delay effective problem diagnosis and resolution, leading to recurring incidents.
- **Data Overload & Analysis Paralysis**:
  Excessive data makes root cause analysis difficult, often causing analysis paralysis and slowing resolution. Additionally, over 50% of incidents are resolved without IT Ops action, draining L1-L2 efficiency with non-actionable tickets.

I&O leaders will overspend by $2 billion on buying unused features of ITSM platforms in 2026, up from $1 billion in 2021.

– Gartner

SELF-LEARNING, PROACTIVE PROBLEM IDENTIFICATION

To stay ahead, organizations need a more dynamic, intelligent approach to problem management. Addressing these challenges also requires fostering a culture that values proactive problem-solving, allocating appropriate resources and continuously improving processes to manage problems effectively.

Grok Proactive Problem Management embeds AI with intelligent automation to:

Shift from Reactive to Proactive IT with Ease: Grok applies AI-driven pattern recognition to continuously analyze IT environments in real-time. By identifying underlying trends and root causes before they escalate into incidents, Grok shifts problem management from reactive to proactive, reducing downtime and service disruptions.

Overcome Siloed Operations & Resource Constraints: Grok unifies problem management by ingesting data from multiple sources into a single AI platform for continuous learning. This eliminates silos, streamline workflows, and accelerates root cause identification with a single source of truth—reducing the burden on IT teams to sift through and synthesize vast amounts of data.

Enable L1 and L2 Teams to Shift Left with Time to Comfort: Grok's intelligent automation and self-learning AI streamlines complex problem management, eliminating the need for deep technical expertise. IT teams gain real-time, contextualized insights to make faster, more informed decisions. Additionally, Grok provides full visibility into its logic, allowing operators to review, adjust, and override recommendations for automations and fixes as needed. This transparency fosters trust and accelerates adoption.

Reduce Noise: Grok's Cognitive AI Learning detects recurring issues, resolving them autonomously or via automation. By using soak timers and trigger-based remediation, it autonomously reduces noise.

HOW IT WORKS

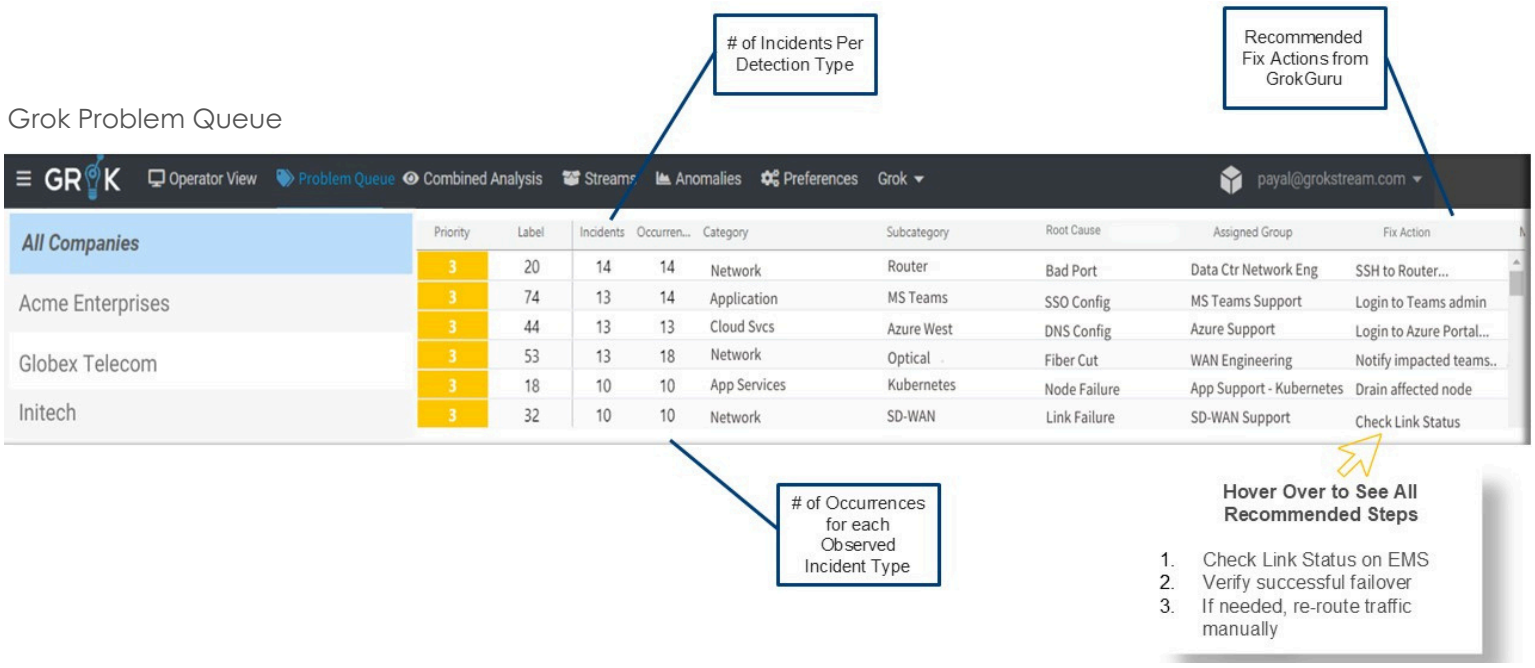
Grok's Proactive Problem Identification Solution transforms problem management by preventing recurring incidents through permanent root cause resolution. By enabling automated remediation, Grok accelerates self-healing, improving IT operational efficiency. It seamlessly integrates problem management into daily workflows, extending beyond major incidents.

Grok also proactively detects problematic software versions and hardware models, mitigating vulnerabilities before they cause disruptions.

With AI-driven workflows executives gain clear, actionable insights to drive continuous improvement and optimize IT performance.

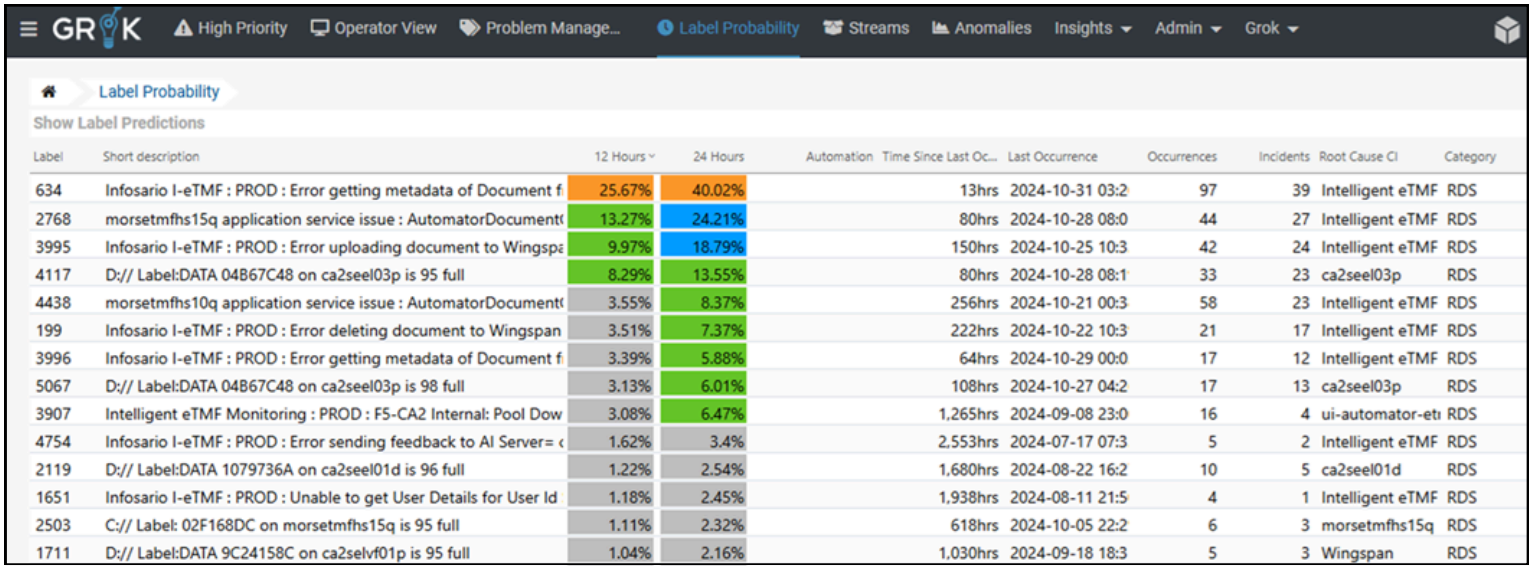
Problem Queue –Grok's problem queue provides visibility into the top recurring issues across IT operations, leveraging AI-driven insights to dynamically prioritize and identify persistent issues. From the problem queue, IT operators can trigger preventative fixes and automations.

Grok Problem Queue



Incident Prediction Queue: Grok delivers actionable predictions of emerging issues, forecasting potential incidents within a 6 to 48-hour window. Its Prediction Queue displays the likelihood of incidents, allowing teams to take proactive measures. These insights empower IT teams to initiate advanced triage and alert platform owners to impending impact minimizing disruptions before they escalate.

Grok Incident Prediction Queue



Label	Short description	12 Hours	24 Hours	Automation	Time Since Last Oc...	Last Occurrence	Occurrences	Incidents	Root Cause CI	Category
634	Infosario I-eTMF : PROD : Error getting metadata of Document f	25.67%	40.02%		13hrs	2024-10-31 03:2	97	39	Intelligent eTMF	RDS
2768	morsetmfhs15q application service issue : AutomatorDocument(	13.27%	24.21%		80hrs	2024-10-28 08:0	44	27	Intelligent eTMF	RDS
3995	Infosario I-eTMF : PROD : Error uploading document to Wingspa	9.97%	18.79%		150hrs	2024-10-25 10:3	42	24	Intelligent eTMF	RDS
4117	D:// Label:DATA 04B67C48 on ca2seel03p is 95 full	8.29%	13.55%		80hrs	2024-10-28 08:1	33	23	ca2seel03p	RDS
4438	morsetmfhs10q application service issue : AutomatorDocument(	3.55%	8.37%		256hrs	2024-10-21 00:3	58	23	Intelligent eTMF	RDS
199	Infosario I-eTMF : PROD : Error deleting document to Wingspan	3.51%	7.37%		222hrs	2024-10-22 10:3	21	17	Intelligent eTMF	RDS
3996	Infosario I-eTMF : PROD : Error getting metadata of Document f	3.39%	5.88%		64hrs	2024-10-29 00:0	17	12	Intelligent eTMF	RDS
5067	D:// Label:DATA 04B67C48 on ca2seel03p is 98 full	3.13%	6.01%		108hrs	2024-10-27 04:2	17	13	ca2seel03p	RDS
3907	Intelligent eTMF Monitoring : PROD : F5-CA2 Internal: Pool Dow	3.08%	6.47%		1,265hrs	2024-09-08 23:0	16	4	ui-automator-et	RDS
4754	Infosario I-eTMF : PROD : Error sending feedback to AI Server= (	1.62%	3.4%		2,553hrs	2024-07-17 07:3	5	2	Intelligent eTMF	RDS
2119	D:// Label:DATA 1079736A on ca2seel01d is 96 full	1.22%	2.54%		1,680hrs	2024-08-22 16:2	10	5	ca2seel01d	RDS
1651	Infosario I-eTMF : PROD : Unable to get User Details for User Id	1.18%	2.45%		1,938hrs	2024-08-11 21:5	4	1	Intelligent eTMF	RDS
2503	C:// Label: 02F168DC on morsetmfhs15q is 95 full	1.11%	2.32%		618hrs	2024-10-05 22:2	6	3	morsetmfhs15q	RDS
1711	D:// Label:DATA 9C24158C on ca2selvf01p is 95 full	1.04%	2.16%		1,030hrs	2024-09-18 18:3	5	3	Wingspan	RDS

HOW IT WORKS (CONTINUED)

Automation Advisor – Driven by its self-prioritizing AI automation pipeline, Automation Advisor presents a prioritized list of automation recommendations based on impact and frequency without human involvement. Its real-time adjustments ensure IT teams focus on the most critical actions, driving faster, smarter resolutions.

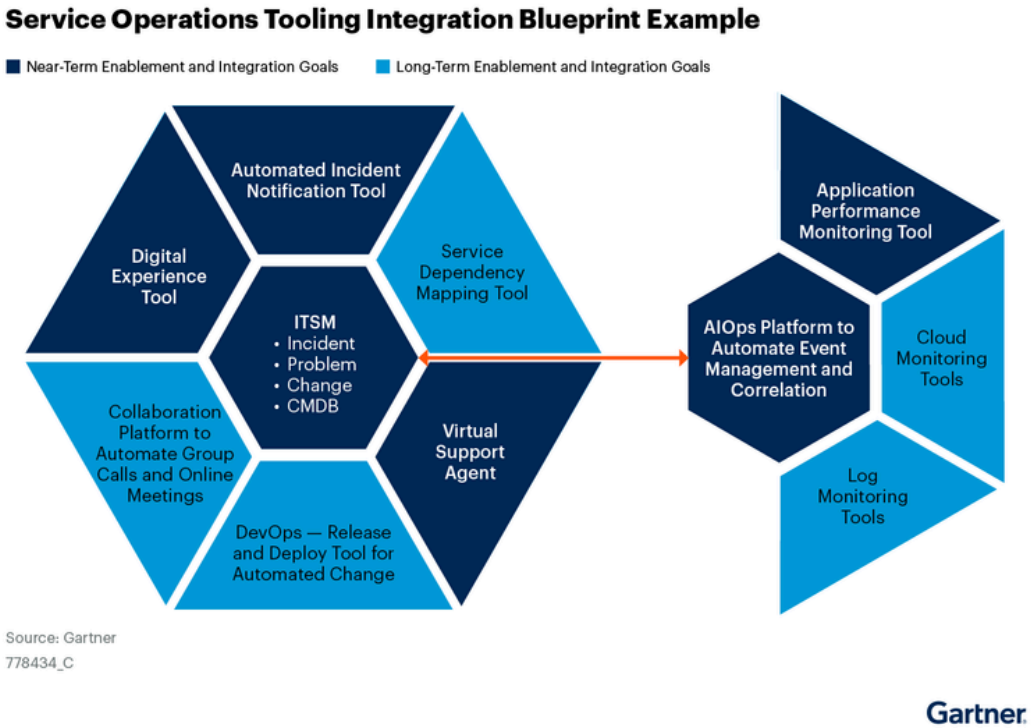
Smart Logic Automation via GrokFix - Grok's Automation Advisor works with GrokFix to deliver logic-driven problem management workflows. This set of features includes a prebuilt library of runbooks, a visual drag-and-drop interface, and seamless connectors. Teams can design, customize, and deploy low-code automation workflows.

GrokGuru: GrokGuru is Grok's virtual assistant for enhanced problem management. GrokGuru employs generative AI to deliver summarized intelligence for identified problems, which is based on all ingested data, events and anomalies from a customer's unique environment.

THE INTERSECTION OF AIOPS AND IT SERVICE MANAGEMENT

Providing a seamless digital experience is the driving force behind organizations evolving their ITSM practices to stay competitive and efficient.[1]

According to Gartner, 40% of Infrastructure and Operations (I & O) activities will be AI-augmented by 2028. I&O leaders focused on aligning service management functionality with strategic business objectives should align with a broader I & O Strategy. This blueprint from Gartner provides a framework for not only eliminating duplication of effort and tools but also driving collaboration to establishing a cohesive strategy.



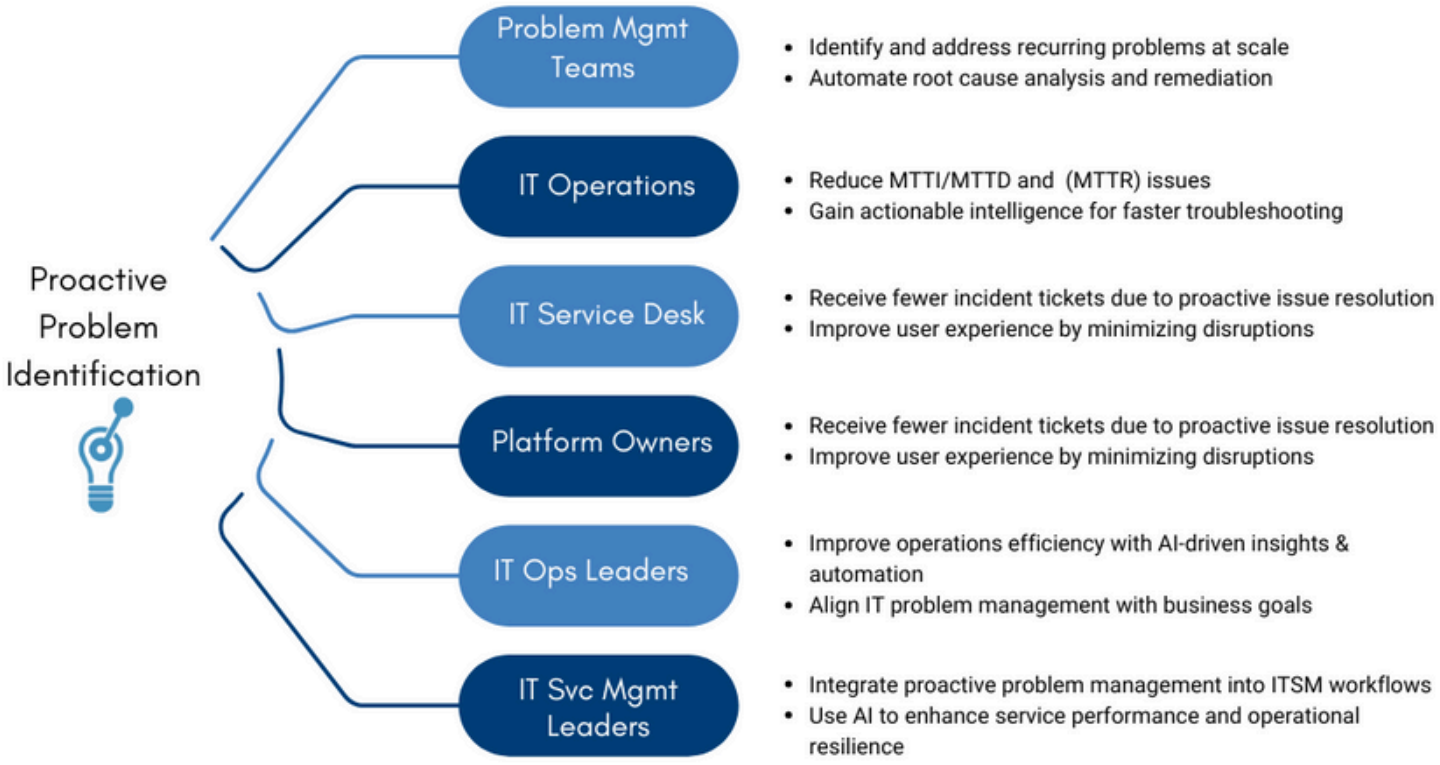
1. A Blueprint for Modernizing Your ITSM Practice to Drive Digital Transformation, Gartner (July 2024)

AN EXTENSIBLE SOLUTION FOR SERVICE OPERATIONS

Grok goes beyond proactive problem identification to bridge the gap between IT Operations and ITSM organizations.

With its ability to easily integrate with ITSM platforms, Grok offers:

- A Single Source of Truth: Grok ingests and transforms any IT telemetry data, eliminating the need for topology and rule-based automations. As it processes more data, it observes, learns, and adapts to each customer's unique IT ecosystem.
- Proactive Incident Volume Reduction: Detect and resolve recurring service issues *before* they impact users.
- Intelligent Incident Response: Deliver self-learning AI automation for triage, diagnostics, ticketing and remediation.
- Improved Knowledge Management: Capture and utilize AI-driven insights to enhance troubleshooting and resolution workflows.
- Continuous Improvement: Equip ITSM teams with insights to enhance service delivery and optimize support operations.



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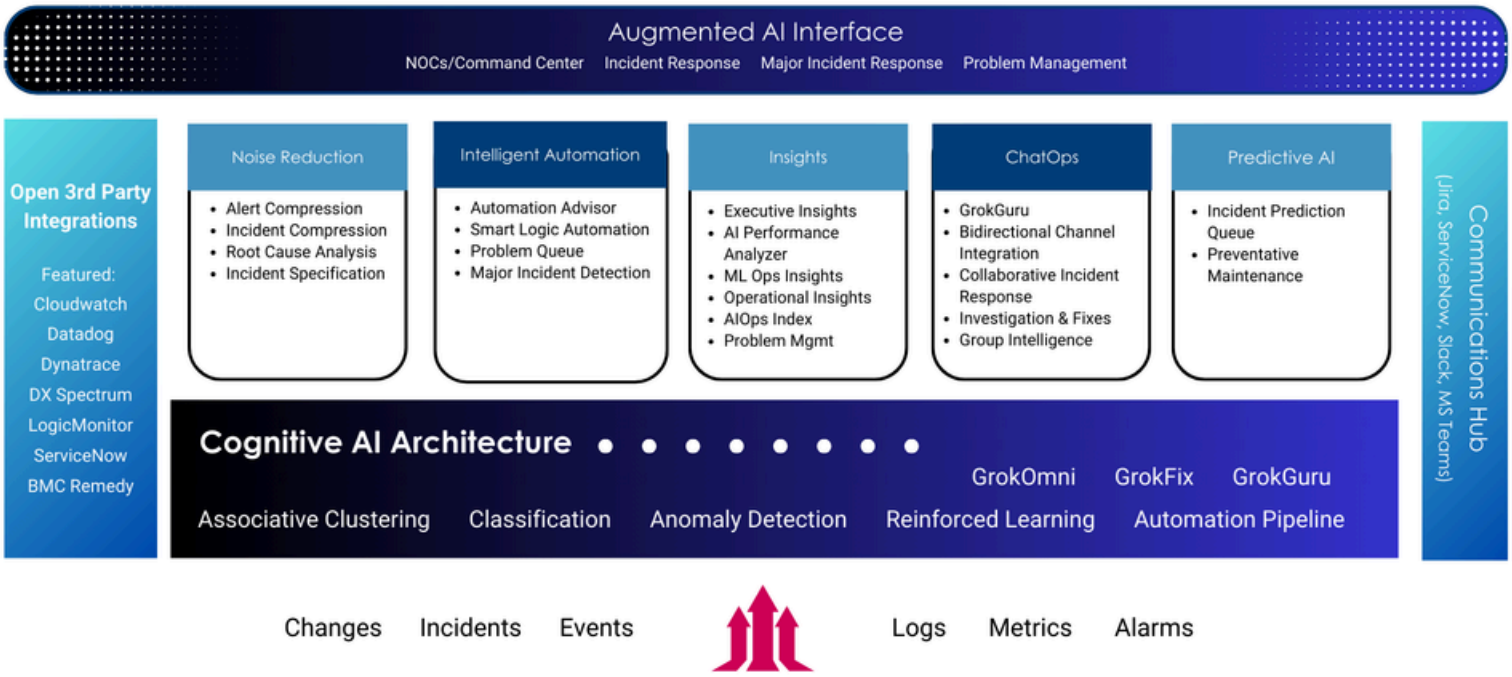
DISCOVER THE POWER OF AI LEARNING WITHOUT RULES

Grok's Cognitive AI Learning Architecture combines neuroscience principles with advanced machine learning to autonomously adapt to any modern IT environment.

Using composite AI, it continuously observes and synthesizes telemetry, grouping related symptoms by root cause and learning to label patterns in human-friendly terms. Over time, Grok refines its prioritization based on user actions.

Grok shifts IT Operations and Service Management from reactive firefighting to AI-driven prevention. It replaces static, resource-intensive problem management with a proactive, dynamic approach, allowing teams to finally move the needle for incident prevention.

Grok AIOps Platform



ABOUT GROKSTREAM

Our mission is to deliver self-healing IT Operations by integrating neuroscience principles with advanced machine learning techniques for continuous AI self-learning. Designed for simplicity and rapid deployment, our plug-and-play AIOps platform is already trusted in over 1,000 customer environments. Our global product team has specialized skills in neuroscience, machine learning and data science to deliver cutting-edge solutions for modern IT challenges.

Questions? Contact us at info@grokstream.com