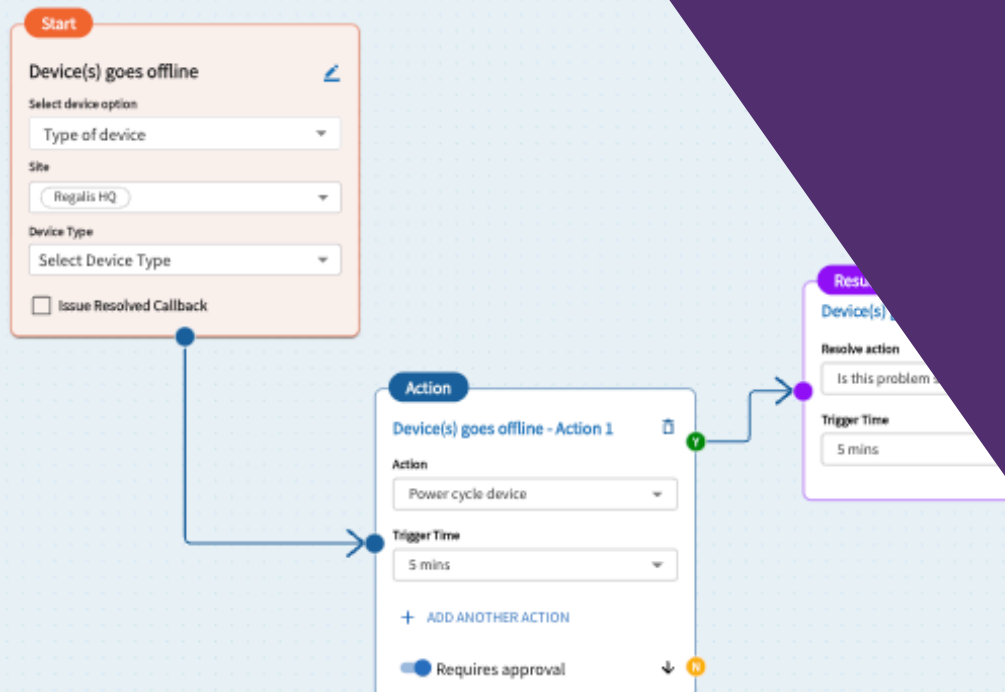
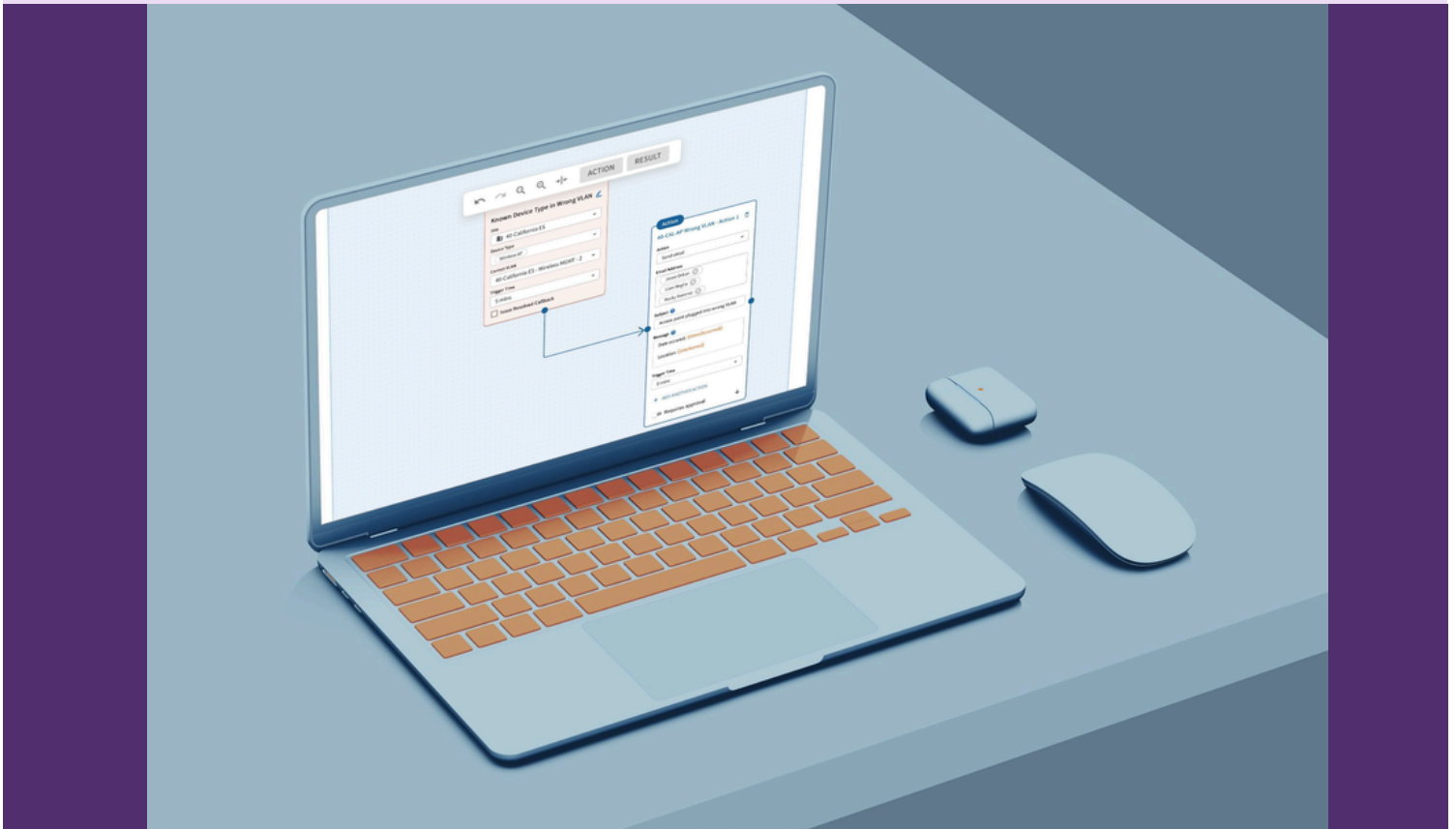


Friday AI™ Incident Response Automation Guide



Executive Overview



Friday transforms traditional IT monitoring into Autonomous Operations.

While standard tools only provide "alerts," Friday is a Resolution Engine that mimics the logic of a Tier-3 Senior Engineer. By utilizing pre-programmed IR Flows, Friday identifies root causes and executes multi-step "Healing Workflows" in seconds, resolving up to 40% of all IT incidents without human intervention.

The Complete IR Flow Service Catalog

01

Windows Server & System Health

- **Windows Server Maintenance:** Runs routine optimization and background cleanup to keep the OS responsive.
- **Windows Server Low Disk Space:** Detects storage thresholds → Triggers automated cleanup of temp files and logs.
- **Windows Server Software Patch Available:** Monitors for pending updates → Prepares the system for a safe maintenance window deployment.
- **Windows Server High CPU:** Identifies "runaway" processes → Attempts service restarts or alerts to prevent a total system lockup.
- **Windows Server Low Memory (RAM):** Monitors memory exhaustion → Identifies leaks and clears cache to maintain application speed.

02

Network Continuity & Connectivity

- **Firewall Primary WAN Issue:** Detects "Brownout" or "Blackout" on the main fiber line → Triggers immediate backup switch.
- **Firewall Secondary WAN Issue:** Monitors backup health (LTE/Starlink) → Ensures the backup is functional before it is needed.
- **Firewall Public IP Address Changed:** Tracks WAN IP rotations → Instantly updates records to prevent VPN/Remote lockout.

The Complete IR Flow Service Catalog

02 Network Continuity & Connectivity (continued)

- **Cloud App Reachability Degraded:** Monitors "path" health to Office 365, Zoom, etc. → Pinpoints if the bottleneck is internal or ISP-based.
- **Network Port Status Changed:** Real-time monitoring of Layer → Alerts if a critical link goes "Down" or "Up."
- **Known Device Type in Wrong VLAN:** Detects if a device (like a VoIP phone) is on the wrong segment → Automates port reconfiguration

03 Physical Layer & Hardware Integrity.

- **Device(s) Goes Offline:** Constant "heartbeat" monitor → Initiates the recovery chain (Reset/Ping-loop/Alert) if a device stops responding.
- **Switch Port Cable Error Detected:** Uses Auto-TDR Diagnostics → Measures the electrical return to find the exact footage of a cable break.
- **Switch Port Half Duplex:** Detects collision-heavy mismatches → Attempts to re-negotiate for full-speed performance.
- **Switch Port Link Speed Changed:** Flags ports dropping from 1000Mbps to 100Mbps → Catches degrading hardware before a total failure.

The Complete IR Flow Service Catalog

03

Physical Layer & Hardware Integrity. (continued)

- **Switch Fan Failure Occurred:** Monitors cooling sensors → Triggers emergency alerts to prevent hardware from melting due to heat.
- **Switch Power Supply Failure:** Detects failure in redundant power units → Alerts to swap the PSU before the site goes dark.
- **Switch PoE Capacity Reached:** Monitors "Power over Ethernet" budget → Prevents cameras and phones from shutting down due to overdraw

04

Security & Visual Intelligence

- **ClearSight Image Issue (Visual AI):** Analyzes camera footage for blur, obstructions, or tampering → Captures visual proof and opens a ticket.
- **New Device Discovered:** Intrusion detection for "Rogue" hardware → Instantly flags or isolates unauthorized devices joining the network.
- **Public IP & Port Status:** Regularly scans the "digital front door" → ensures no unauthorized ports are left open to the internet.



Communication Hub & API Integration

Friday ensures the right people have the right data through multiple channels:

- **SMS / TEXT:** Direct, high-priority alerts for critical failures.
- **EMAIL SUMMARIES:** Detailed "Self-Healing" reports documenting every successful action taken by the AI.
- **OPEN API TICKETING:** Friday utilizes an Open REST API to integrate with any modern ITSM platform (e.g., ServiceNow, Zendesk, ConnectWise, Autotask).
 - **Automated Ticket Creation:** When a fix fails, Friday opens a ticket for you automatically.
 - **Diagnostic Richness:** Tickets arrive with logs, port data, and "ClearSight" visual proof attached.



BUSINESS IMPACT & ROI

METRIC	INDUSTRY STANDARD	WITH FRIDAY
Response Time (MTTR)	4.8 Hours	1.6 Hours (67% Faster)
On-Site Dispatches	1 per week average	1 per month avg. (75% reduction)
Cable Diagnostics	2-4 Hours (Manual)	10 Seconds (Auto-TDR)
System Uptime	98.7%	99.96% (+1.26% gain)