

J-Care Agility Services Advanced Options

Juniper Networks is the leader in performance-enabling services and support, which are designed to accelerate, extend, and optimize your high-performance network. Our services allow you to bring revenue-generating capabilities online faster so you can realize bigger productivity gains, faster rollouts of new business models and ventures, and greater market reach, while generating higher levels of customer satisfaction. At the same time, Juniper Networks ensures operational excellence by optimizing your network to maintain required levels of performance, reliability, and availability.

Service Description

J-Care Agility Services has a menu of Advanced Options that provide you with a variety of additional services that can be tailored to meet your specific networking needs. These services maximize the effectiveness of your relationship with Juniper Networks while optimizing your budget by allowing you to select from a series of offerings when your business requires them.

Within the J-Care Agility Services Advanced Options, you can purchase any of the following services:

- Configuration Analysis and Change Review
- Design Review
- Feature Rollout Plan Review
- Migration and Implementation Review
- Migration Implementation Support
- Product Issue Impact Review
- Software Upgrade Recommendation and Review

We also have the Focused Technical Support Advanced Option available. Please refer to the datasheet for details.

Service Eligibility and Ordering

- Each J-Care Agility Services Advanced Option will be delivered as defined in the Service Description Document.
- Each of the J-Care Agility Services Advanced Option is available only to J-Care Agility or J-Partner Agility Service customer. You must have an active J-Care Agility or J-Partner Agility Services which requires an active J-Care Agility or JNASC Agility Service contract to be eligible to engage in our Advanced Options service.
- Advanced Options may be purchased directly through Juniper Networks or an authorized J-Partner. Each service may be purchased using tokens or with a purchase order.

Configuration Analysis and Change Review

Juniper Networks Configuration Analysis and Change Review service provides consultative review and analysis optimizing your network configuration leveraging a Juniper engineers' detailed understanding of your network along with their expertise regarding the Juniper Networks products. Juniper engineers will discuss your requirements in detail and apply best-practices and Juniper methodology to analyze the configuration and features with a focus on scalability, resilience, and efficiency.

Feature	Feature Description	Benefits
Product configuration review and analysis	Juniper engineers review and analyze the configuration based on your specified overall requirements to determine whether the current configuration is consistent with best practices for configuring and deploying a specific Juniper Networks product.	Leverage Juniper's unique network vendor expertise to avoid the time and expense of implementing configuration changes that are not optimal for your network and business requirements.
Recommendations on product configuration changes and optimization	Juniper engineers provide tailored recommendations in the form of configuration changes, methodologies, and best practices.	Minimize the OPEX opportunity cost normally incurred with configuration changes by properly implementing configurations recommended by Juniper experts who not only understand Juniper Networks products better than anyone, but who have taken the time to carefully understand your unique business requirements and network infrastructure.

Service Deliverables

Product configuration review and analysis

- Meeting to discuss, understand, and validate the overall goals and requirements of your network.
- Review of your network device configurations, which may include hardware configurations, software configurations, and dependencies with respect to new features, configuration scaling, device policies, interface configuration, management setup for the system, and your configuration methodology.
- Analysis of the current configurations based on suggested Juniper Networks product configuration best practice; areas of focus may include configuration practices currently employed, hardware redundancy, resiliency and error logging configuration, scalability of the current configuration, dependencies with respect to new features, and your configuration templates.

Service Specifications

The service contract includes access to deliverables as defined in the "Service Deliverables" section that are delivered remotely. The scope of this service is limited to two configuration templates and to the Juniper Networks products and services purchased by the customer.

Configuration Analysis and Change Review deliverables are based on the network profile information provided by you or collected through AIS. The scope of this offering may be limited in the absence of information collected by AIS. For additional details, please refer to the Service Description Document.

Recommendations provided in the Configuration Analysis and Change Review report are based on Juniper Networks best practices and do not include product issue (defects) analysis of the network.

Design Review

Juniper Networks Design Review service provides consultative review and recommendations for improving and optimizing certain aspects of your existing detailed design plan for your network. Leveraging Juniper engineers' experience and knowledge of your network architecture, this service offering enables you to get validation from Juniper experts before making changes to the network.

Feature	Feature Description	Benefits
Network design review and analysis	Juniper engineers review your network design, discuss high-level design goals and detailed design plan, assess the design, and analyze benefits and possible areas of improvement.	Leverage Juniper's unparalleled network vendor expertise to avoid the time and expense of creating and implementing a network design that is not optimal for your network and business requirements.
Network design recommendations	Juniper engineers provide recommendations to ensure that the design optimally suited to meet the design requirements.	Minimize the OPEX opportunity cost normally incurred with a network design by taking advantage of design recommendations from Juniper engineers who are not only networking experts but who understand Juniper Networks products better than anyone, and who have taken the time to carefully understand your unique business requirements and network infrastructure.

Service Deliverables

Network design review and analysis

- Review of your design requirements and goals, including review of your high-level design document, which typically includes business requirements for the network scaling, capacity, or resource constraints, network reliability requirements and high availability requirements.
- Review of your detailed design document which typically includes a detailed diagram and network inventory.
- Analysis of the new design to ensure that it meets the design requirements, will scale with the network, and is optimized for performance and risk reduction.

Network design recommendations

- Juniper will provide written feedback referencing your design document with input and recommendations followed by a meeting to review the recommendations for final agreement on the design.

Service Specifications

The service contract includes access to deliverables as defined in the "Service Deliverables" section that are delivered remotely. The scope of the service is limited to four representative configuration templates.

The following network service features are not included in the standard design review service package and require an additional fee:

- Quality of service (QoS)
- MPLS, if the network is end-customer self-managed instead of provider managed
- IP multicast
- System virtualization: logical router, virtual chassis, virtual system, and virtual extranet
- Network address translation (NAT)

The following items are not included in the Design Review service scope:

- Security (including IDP) policy review
- Configuration review for every device
- Product issue impact review
- Design implementation
- JUNOS® software script development and troubleshooting
- Modeling and lab verification related to the network design

Design Review service deliverables are based on the network design information provided by the customer. The scope of this offering may vary and be restricted if the complete required information and documentation is not provided.

For additional details, please refer to the Service Description Document.

Feature Rollout Plan Review

Juniper Networks Feature Rollout Plan Review service provides consultative review and recommendations for planned feature introductions to help you determine the optimal rollout plan.

Juniper engineers will work with you to understand your priorities, requirements, and goals. By applying and understanding your network topology, product configurations, feature requirements, and strategy, the Juniper engineer will provide detailed analysis and recommendations that proactively identify risks to help minimize potential service disruption when the implementation plan is carried out.

Feature	Feature Description	Benefits
Network feature rollout plan review and analysis	Juniper engineers review your feature rollout plan, discuss the details of the plan, identify the impact and risks to help minimize service disruption.	Leverage Juniper's exclusive network vendor expertise to avoid the time and expense of implementing a feature that isn't optimal for your network and business requirements.
Recommendations for feature rollout plan	Juniper engineers analyze the feature rollout plan with you and provide recommendations to ensure that the plan is optimal for the introduction of the new feature.	Minimize the OPEX opportunity cost normally incurred with feature rollout by properly implementing features recommended by Juniper who have taken the time to carefully understand your unique business requirements and network infrastructure.

Service Deliverables

Network feature rollout plan review and analysis

- Review of your service priorities, requirements and goals, existing network architecture and topology, feature selection and configuration, and the overall strategy of the implementation plan.
- Analysis of the impact of the new feature on the existing infrastructure, including analysis of the new feature design, configuration, scalability, and, interoperability with other vendor equipment.
- Information about software defects found in the field that match the current release with the new feature requirement and your network profile, in-depth analysis of the identified software defects and potential level of exposure on the network is conducted based on your specific business and networking requirements. An assessment on the probability that you may encounter on the network is also provided.

Recommendations for feature rollout plan

- Written report with recommendations on how to optimize the rollout of the new feature.
- Meeting to review the recommendations with you for final agreement on the rollout plan.

Service Specifications

The service contract includes access to deliverables as defined in the "Service Deliverables" section that are delivered remotely. The scope of this service is limited to new feature rollout for one software release and to the Juniper Networks products and services purchased by the customer. This service is conditioned upon the current network software's capability to support the new feature. Any new feature rollout plan reviews that require a new software version are out of scope. A Software Upgrade Recommendation and Review service is needed to provide recommendations for upgrading the software to the appropriate version.

Feature Rollout Plan Review deliverables are based on the network profile information provided by you or collected through AIS. The scope of this offering may be limited in the absence of information collected by AIS. For additional details, please refer to the Service Description Document.

Product Issue Impact Review

Juniper Networks Product Issue Impact Review service provides a detailed review of hardware and software defects found in the field that match your network profile to help you determine the potential impact and risk for your network.

Feature	Feature Description	Benefits
In-depth product issue impact review and recommendations	Juniper engineers evaluate the defects that match the customer's deployed network profile and provide assessment and recommendations regarding the potential network impact and risk based on the customer's specific business and networking requirements.	Accurately assess both the risk and probability of your network's exposure to known defects and proactively make recommendation to avoid potential issues or minimize the impact. Allows for careful and informed preemptive operation of your network infrastructure.

Service Deliverables

- Analysis of the defects identified in the Product Issue Report that matches your deployed network profile and of the potential level of exposure on the network¹ based on your specific business and networking requirements.
- Assessment of the probability that you may encounter the reported defects on your network.
- Proactive recommendations on the course of action you should take regarding the reported defects to avoid potential problems. Juniper will also provide a consolidated report on product issues and impact analysis.

Service Specifications

The service contract includes access to deliverables as defined in the "Service Deliverables" section that are delivered remotely. The scope of this service is limited to provide review and analysis on a customized Product Issue Report generated as part of the J-Care Agility Services contract.

Product Issue Impact Review service deliverables are based on the network profile provided by you or collected through AIS. The scope of this offering may be limited in the absence of information collected by AIS. For additional details, please refer to the Service Description Document.

Migration and Implementation Review

Juniper Networks Migration and Implementation Review service reviews your network change plans and provides recommendations for optimizing process based on known best practices. Network change plans may include software upgrade implementation plan, new feature implementation plan, and network migration for Juniper Networks products with which you need assistance.

Feature	Feature Description	Benefits
Migration plan review and assistance	Juniper engineers review your network change methods and procedures and your acceptance test plan to identify areas of improvement.	Leverage Juniper's industry-recognized network vendor expertise and best practices to avoid the time and expense of creating a migration plan that is not optimal for your network and business requirements.
Optimization recommendations	Juniper engineers provide recommendations for optimizing your change process based on known leading practices.	Minimize the OPEX opportunity cost normally incurred with a suboptimal migration plan by taking advantage of recommendations from Juniper engineers who are not only networking experts but who understand Juniper Networks products better than anyone, and who have taken the time to carefully understand your unique business requirements and network infrastructure.

Service Deliverables

Migration plan review and assistance

- Detailed review of your methods and procedures for the network hardware and software configuration changes.
- Review your acceptance test plan and contingency plan to roll back if applicable.
- Assist in the preparation of implementation plan procedures.

Optimization recommendations

- Proactively identify implementation issues and provide recommendations for changes to your test plan associated with the network changes.
- Provide recommendations on optimizing the migration methods and procedures wherever there is an opportunity to minimize implementation time and service disruption.
- Advise you on any relevant leading practices for the network change and deliver a written report on the recommendation.

Service Specifications

The service contract includes access to deliverables as defined in the "Service Deliverables" section that are delivered remotely. The scope of this service is limited to one major network change plan and associated minor changes. A major change includes events such as activation and installation of a new device, insertion of a new line card and activation of new service, a routing policy change, activation of a new software feature, migration of service traffic and reconfiguration due to a design change, end of life (EOL), end of engineering (EOE), end of support (EOS), an operation process change, and a hardware upgrade. A minor change includes events such as an IP address change, a security policy change, and deactivation or activation of an interface.

This service scope is limited to Juniper Networks products only and does not include network migrations from a third-party product to a Juniper Networks product.

For additional details, please refer to the Service Description Document.

Migration Implementation Support

Juniper Networks Migration Implementation Support service provides remote engineering assistance on critical network changes such as migrations, software upgrades, and feature rollouts. The Juniper engineer will have sufficient information about the network change implementation via knowledge transfer with your team and will be able to assist you by analyzing events experienced during the change and providing recommendations.

Feature	Feature Description	Benefits
Network change implementation support	Juniper engineers are available during the network change implementation process to assist you with any questions, concerns, or problems during the migration.	Leverage Juniper's award-winning network vendor support expertise to avoid the time and expense of migration implementation that is not optimal for your network and business requirements.
Post-network change review	Juniper engineers discuss the network change with you to assess the success and, if appropriate, possible areas of improvement following changes.	Minimize the OPEX opportunity cost normally incurred with a suboptimal migration implementation by taking advantage of the award-winning support expertise and best practices from Juniper engineers. Juniper's networking experts understand Juniper Networks products better than anyone and have taken the time to carefully understand your unique business requirements and network infrastructure.

Service Deliverables

Network change implementation support

- Provision of a designated Juniper engineer to address any questions, concerns, or issues raised by you during network change implementation.
- Remote diagnostics for unforeseen issues that may occur during implementation if escalated by you.
- Recommended solution to the identified issues and ongoing support for the proposed solution.
- Transition of any outstanding issues to the designated service manager for follow-up and escalation to engineering and Juniper Networks technical support teams following the change control maintenance window.

Post-network change review

- Setup and coordination of a post network change review with your team to discuss the events and compare them with your original, agreed-upon goals. The review highlights any additional required changes and recommend appropriate implementation support sessions.

Service Specifications

The service contract includes access to deliverables as defined in the "Service Deliverables" section that are delivered remotely. Any onsite presence requested by the customer will be at an additional price. The scope of this service is limited to one maintenance window (maximum of up to 5 hours) during any 24-hour period. The service is limited to the Juniper Networks products and services purchased by the customer.

For additional details, please refer to the Service Description Document.

Availability and Ordering Information

The Product Issue Impact Review service is available globally. Please contact your local Service Business Manager or J-Partner for details.

Software Upgrade Recommendation and Review

Juniper Networks Software Upgrade Recommendation and Review service provides expert review of your software requirements, assessment of software upgrade risk, analysis of potential impact on your network, and recommendations on a target software release that can best meet your requirements.

Feature	Feature Description	Benefits
Software upgrade requirements assessment	Juniper engineers review and assess current software, hardware, and feature requirements provided by you to determine the targeted software release.	Expert assessment that matches your business requirements to the features in Juniper production software releases.
Software release analysis	Juniper engineers analyze the targeted software release to determine the potential impact on your network.	Leverage Juniper's unparalleled network vendor expertise to avoid the time and expense of implementing a software release that isn't optimal for your network and business requirements.
Software upgrade recommendations	Juniper engineers provide software upgrade recommendations based on the target software release analysis.	Minimize the OPEX opportunity cost normally incurred with software upgrades by implementing the optimal software release recommended by Juniper experts who not only understand Juniper Networks products better than anyone, but who have taken the time to carefully understand your unique business requirements and network infrastructure.

Service Deliverables

Software upgrade requirements assessment

- Review of current conditions, problem history, and feature requirements for your network infrastructure to provide a target software release assessment. This assessment may include existing hardware and software inventory, existing feature use and future feature requirements, performance and high-availability requirements, previous cases and problems reported, and latest network infrastructure design or services changes.

Software release analysis

- Review of target software release with information about any additional software features included in the target release such as operating features, redundancy features, configuration features, other features, and any default behavior and syntax changes in the target release.
- Information about software bugs found in the field that match the target release and your network profile. This information includes a description of the problem, impact, known trigger for the problem, and a proposed solution or any known workarounds that may alleviate or help to prevent the problem.
- In-depth analysis of the identified software bugs in the target release and of the potential level of exposure on the network based on your specific business and networking requirements.
- Assessment of the probability that you may encounter the reported bugs on your network and recommendations regarding the course of action to avoid potential problems.

Software upgrade recommendations

- Consolidated report containing the software upgrade requirements assessment, target software analysis, and any recommended changes and improvements.

Service Specifications

The service contract includes access to deliverables as defined in the "Service Deliverables" section that are delivered remotely. The scope of the service is limited to one software target release and to the Juniper Networks products and services purchased by the customer.

Software Upgrade Recommendation and Review service deliverables are based on the network profile information provided by the customer or collected through AIS. The scope of this offering may be limited in the absence of information collected by AIS. For additional details, please refer to the Service Description Document.

Performance-Enabling Services and Support

Juniper Networks is the leader in performance-enabling services and support, which are designed to accelerate, extend, and optimize your high-performance network. Our services allow you to bring revenue-generating capabilities online faster so you can realize bigger productivity gains, faster rollouts of new business models and ventures, and greater market reach, while generating higher levels of customer satisfaction. At the same time, Juniper Networks ensures operational excellence by optimizing your network to maintain required levels of performance, reliability, and availability. For more details, please visit www.juniper.net/products_and_services.

Notes

- 1 Advanced Insight Solutions (AIS) provides a comprehensive set of tools and techniques to automate the delivery of tailored, proactive network intelligence and support services for Juniper Networks high-performance platforms. By embedding advanced support intelligence from Juniper engineers and systems, automating support steps for customers, and providing proactive insight into AIS supported operations, AIS enables network operations to become simpler, more reliable, and more cost-effective.
- 2 Advanced Insight Manager (AIM) is an application on your network running on a Solaris or Linux server. When Advanced Insight Manager receives a JMB from an AIS supported device, it stores the information from the JMB in its database and presents this information through its the automated incident management reporting interface.
- 3 Advanced Insight Scripts (AI-Scripts) are written by Juniper Networks JTAC experts and when installed on JUNOS software-based devices, work within the JUNOS software to intelligently collect and create discrete packages of incident-based and intelligence-based data and information known as Juniper Message Bundles.
- 4 Juniper Networks Support System (JSS), using Juniper Networks knowledge base, engineering expertise, and specialized tools, resolves incident cases that you open using automated incident manager. JSS sends case resolution status to Advanced Insight Manager. JSS receives intelligence information from devices on the network using Advanced Insight Manager and sends intelligence updates and alerts for your specific Juniper Networks products.
- 5 Juniper Message Bundle (JMB): The Juniper Message Bundle is a structured XML data file used to collect pertinent event and intelligence data used for subsequent advanced insight script processing. The JMB currently contains a JMB-manifest section, a trend-data section and an attachments section.
- 6 The grouping of products for the purpose of creating one "Customized Product Issue Report" is as follows 1) BX-series, EX-series Ethernet Switch Portfolio, Circuit to Packet Product Line, J-series Services Routers, M-series Multiservice Edge Routers, MX-series Ethernet Services Routers, Session and Resource Control Portfolio, T-series Core Platforms; 2) FW/IPsec VPN; 3) SSL VPN Secure Access; 4) Intrusion Prevention; 5) WX; 6) UAC; 7) AAA/802.1x solutions; 8) NSM; 9) E-series Broadband Service Routing Platform; 10) SDX Service Deployment System; 11) Security Threat Response Manager. Grouping of products is subject to change.
- 7 Network exposure definitions:
 - Critical: Problems that severely affect service, capacity or traffic, billing, and maintenance capabilities and that require immediate corrective action such as a loss of service that is comparable to the total loss of effective functional capability of an entire system or a reduction in capacity or traffic handling capability so that expected loads cannot be handled, any loss of safety or emergency capability (for example, 911 calls)
 - Major: Problems that seriously affect system operation, maintenance, administration, and so on and that require immediate attention; the urgency is less than in critical service impact situations because of a lesser immediate or impending effect on system performance, customers, and the customer's operations and revenue such as reduction in any capacity or traffic measurement function, any loss of functional visibility or diagnostic capability, and short outages equivalent to system or subsystem outages
 - Minor: Problems that do not affect traffic and do not significantly impair the functioning of the system or do not significantly affect service to customers or traffic
 - None: Problems that are related to configuration assistance, misuse of products, or feature requests
- 8 Probability assessment definitions:
 - High: Probability that issue will occur in the live network is high.
 - Low: Probability that the issue will occur in the live network is low.
 - Indeterminate: Problem is seen under very unusual circumstances or is irreproducible.

About Juniper Networks

Juniper Networks, Inc. is the leader in high-performance networking. Juniper offers a high-performance network infrastructure that creates a responsive and trusted environment for accelerating the deployment of services and applications over a single network. This fuels high-performance businesses. Additional information can be found at www.juniper.net.



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