Service Overview
Whether your organization competes in today’s highly competitive and dynamic market or provides high-value public services, there is tremendous pressure on your IT and operational staff to keep up with constantly evolving technologies and vendor products, and to adapt and scale your network to align with business-critical initiatives.

The Resident Engineer service provides organizations with the flexibility to use Juniper expertise when and where it is most needed, without having to hire additional resources. It also allows you to personalize the support provided to ensure that your network evolves based on your organization’s unique requirements and operational needs.

Service Description
Today’s volatile market can strain internal resources, cause costly network downtime, and impede time-to-value for your network investment. Juniper Networks Resident Engineers are available for full-time or half-time onsite engagements to provide highly customized operational assistance to your organization. With access to the full range of Juniper tools, processes, and resources, and bringing the most specialized skills in the industry to your company, a Resident Engineer will focus on all technical aspects of your Juniper Networks products.

Because they work alongside your staff at your location, Resident Engineers become thoroughly familiar with your unique processes and requirements, your network’s specific configurations and challenges, and your staff’s strengths and limitations. They provide a bridge between your staff and the expertise within Juniper Networks. This means that your Resident Engineer can help you avoid many network issues before they arise—and is fully prepared to bring a variety of resources to bear to help resolve issues quickly when they do occur.

The Resident Engineer will coordinate the resources necessary to perform a wide variety of activities, typically including:

- Analyzing network configurations
- Assisting with network inventory tracking and management to support the network
- Testing Juniper Networks product features and functionality
- Providing regular updates on work in progress and current issues
- Providing informal technical and product workshops
- Troubleshooting the network and supporting operations
- Developing network and equipment operating procedures
- Evaluating technical specifications for interoperability
- Assisting in the ongoing definition of Key Performance Indicators (KPIs) for the network and services

The service contract can run for 6 or 12 months, addressing the service needs of networks regardless of their size. The Resident Engineer also assists with deployment of Juniper Networks equipment, post cutover activities, and day-to-day operations for larger networks.
# Features and Benefits

## Table 1: Resident Engineer Service Features and Benefits

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<thead>
<tr>
<th>Feature</th>
<th>Feature Description</th>
<th>Benefit</th>
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| Network troubleshooting and operations support | • Assists your IT or operational staff with hands-on expertise, providing best practices on how to prevent issues with Juniper Networks products and technologies, and also helping your staff to better diagnose issues when they do occur  
• Additional activities include system log review, SNMP/RMON configuration to define critical alarms and thresholds, and event scripting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | • Minimizes downtime and reduces operational costs to accelerate revenue-generating activities  
• Helps avoid end-user service-level agreement (SLA) penalties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Inventory tracking and management support    | • Using Juniper tools and processes, assists your operations staff with tracking and managing network equipment inventory  
• • Ensures consistent and accurate knowledge of all network assets and their locations  
• Provides quality data to ensure accurate and timely change management  
• Coordinates with Juniper databases to ensure appropriate support coverage for all devices                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Testing of Juniper Networks product features, functionality, and interoperability | • Ensures that your Juniper Networks products integrate and operate smoothly with equipment from other vendors  
• Includes feature testing, interoperability testing, review and regression testing  
• Helps your organization introduce and take advantage of new technologies and features  
• Accelerates deployment and availability of new services and applications  
• Speeds rollout of innovative services and new ventures  
• Accelerates restoration time and minimizes downtime                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Informal technical and product workshops     | • Provides your staff and business users with informal onsite transfer of information, and can bring in Juniper experts for specialized subject areas  
• Improves readiness of employees, suppliers, and partners  
• Enhances workforce productivity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Network health assessments                   | • Oversees network-related testing to ensure that the Juniper Networks products are operating at optimum performance through capacity planning, trending, and exception analysis  
• Proactively ensures that your network is operating at peak performance and efficiency                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Reporting and documentation                  | • Provides regular updates on work in progress and current issues, and delivers the following:  
• Upton request, written summary reports on equipment and network problems such as root cause analysis  
• Equipment feature and function test plans and results  
• Ensures up-to-date awareness of project status, open and closed issues  
• Documents root cause analysis to help minimize future issues and maximize network uptime                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Developing standard network operation and equipment operating procedures | • Brings an understanding of best practices to proactively prevent issues that other customers have experienced  
• Uses knowledge of your network to assist in development and implementation of standard operating procedures and practices  
• Provides a strategic competitive advantage  
• Optimizes value of high-performance networking to meet the demands of a constantly evolving business environment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

## Table 2: Resident Engineer Service: Customer and Juniper Responsibilities

### Juniper Responsibilities

Juniper Networks will:

- Establish a scope of effort for the Resident Engineer to assist the customer with network operations-related activities
- Find and Place the appropriate Resident Engineer
- Provide the Resident Engineer with access to the Juniper tools, resources, and processes required to support the scope of the defined tasks

The Resident Engineer will:

- Work onsite at your location
- Focus on network troubleshooting and operations support along with network and configuration analysis
- Assist with network inventory asset management and tracking
- Assist in testing Juniper Networks products, features, and functionality
- Oversee, monitor, and track open trouble tickets, return material authorizations (RMAs), and open bug reports
- Conduct informal technical and product workshops with your internal support teams

### Customer Responsibilities

Customer will:

- Provide a suitable work environment for the Resident Engineer including all required hardware, software, and facilities access; qualified personnel including project management; and supporting resources to accomplish objectives defined in the scope of work
- Provide access to the Internet, your network, and all required and requested data needed to accomplish objectives defined in the scope of work
Juniper Networks Services and Support

Juniper Networks is the leader in performance-enabling services that are designed to accelerate, extend, and optimize your high-performance network. Our services allow you to maximize operational efficiency while reducing costs and minimizing risk, achieving a faster time to value for your network. Juniper Networks ensures operational excellence by optimizing the network to maintain required levels of performance, reliability, and availability. For more details, please visit www.juniper.net/us/en/products-services.

Ordering Information

To learn more about the Resident Engineer service and how it might benefit your organization, please contact your Juniper account manager or services business manager.

Before the service begins, a statement of work (SOW) will be established outlining the scope of effort to be performed.

<table>
<thead>
<tr>
<th>Model Number</th>
<th>Name</th>
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<tbody>
<tr>
<td>PRO-RE-NOC-12MTH</td>
<td>Resident Engineer, full time, 12 Months</td>
</tr>
<tr>
<td>PRO-RE-NOC-6MTH</td>
<td>Resident Engineer, full time, 6 months increment</td>
</tr>
<tr>
<td>PRO-RE-PT</td>
<td>Resident Engineer, half time (selected metropolitan areas only)</td>
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</tbody>
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About Juniper Networks

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at www.juniper.net.