Service Overview

Juniper Care Services provide rapid response from Juniper Networks' technical service engineers and hardware replacement options that let you choose the right timing and resources for your network needs. Juniper Care increases your operational effectiveness and lowers operational costs by utilizing Juniper Networks® Junos® Space Service Now to reduce the time for problem identification and diagnostics. This allows your staff to concentrate on running the business, not fixing equipment.

Receive best-in-class traditional 24x7 support. Take advantage of award-winning online support that is rated one of the ten best Web support sites for an industry unprecedented six consecutive years, according to the Association of Support Professionals (ASP). No other networking company has won more than three consecutive ASP awards.

- Is maximized network availability a priority for your organization?
- Is your internal IT staff stretched too thin?
- Do you need to reduce network-based risk while increasing the value of your network investment?
- Would you like to reduce your current support costs?

If you answered “yes” to any or all of these questions, you will benefit from Juniper Care Services. Experts in achieving network availability levels, our engineers and technicians can help your organization meet the most aggressive network demands through operational support that ensures maximum uptime, utility, and value.

Service Description

Juniper Care combines traditional 24x7 support, E-Support, E-Learning, and service automation. More than a simple break-fix service, Juniper Care helps you meet network demands with technical and operational support designed to keep your network running reliably, while at the same time protecting your high-performance networking investment.

- Scale your operational team to new heights and leverage multilayered security features through Service Now management capabilities.
- Increase your operational effectiveness and lower operational expenses by using Service Now to reduce the time needed for problem identification, troubleshooting, and communication with Juniper Networks technical support.
- Dramatically simplify operational processes through self diagnosis and automated incident reporting to significantly reduce mean time to resolution (MTTR), allowing staff to concentrate on higher priority tasks that drive the business.
- Increase operational efficiency by automating detailed inventory management.
- Improve operational stability with early identification of incidents that are reported in real time, allowing for preemptive diagnosis and repair, and increasing the availability of your network.
### Features and Benefits

#### Table 1: Juniper Care Services Features and Benefits

<table>
<thead>
<tr>
<th>Feature</th>
<th>Feature Description</th>
<th>Benefit</th>
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</thead>
<tbody>
<tr>
<td>Technical support</td>
<td>Gain access to Juniper Networks technical support engineers, software updates, online access to our knowledge base, online tools, and hardware replacement options.</td>
<td>Tailor a comprehensive range of post-deployment technical support plans to meet the specific requirements of your network environment.</td>
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<tr>
<td>Automated incident</td>
<td>Leverage the capabilities of Service Now technology to automatically detect, analyze, troubleshoot, and report incidents on specific device events.</td>
<td>Network intelligence with minimal physical administration and rapid notification of specific network incidents reported in real time; allows incidents to be identified and resolved sooner than with traditional technical support reporting methods.</td>
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<td>management</td>
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<tr>
<td>Inventory management</td>
<td>Automatically collect and record the most up-to-date device inventory information including device name, software version, platform, serial number, and chassis inventory details for all devices managed by Service Now.</td>
<td>Automate time-consuming, manual inventory and asset management tasks to increase staff productivity.</td>
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<td>assistance</td>
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<td>Targeted proactive bug</td>
<td>Leverage the capabilities of Junos Space Service Insight technology to deliver notification on new reported critical and major product bugs that may impact your network.</td>
<td>Proactive notification to significantly reduce the time spent by the operations manager for bug review and provide immediate impact analysis to Juniper TAC and the operations team in case of critical bugs identified as risk to the network operations.</td>
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<td>notification</td>
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<tr>
<td>On-demand EOL/EOS/EOE</td>
<td>Leverage the capabilities of Junos Space Service Insight to automatically generate End of Life (EOL), End of Service (EOS), and End of Engineering (EOE) reports that match your network devices.</td>
<td>Tailored reports delivered automatically eliminate manual effort to identify EOL impact and reduce network planning cost.</td>
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<td>deport</td>
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<td>Knowledge transfer</td>
<td>Access a series of E-Learning courses on product troubleshooting features.</td>
<td>Provide comprehensive training for staff members at their convenience and continue the education process for staff management.</td>
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</table>
Juniper Care Entitlements

See Table 2 for Juniper Care entitlements. Select your primary level of support to determine your hardware replacement options and gain access to our Customer Support Center (CSC) to access software updates and online post-sales tools.

Table 2: Juniper Care Entitlements

<table>
<thead>
<tr>
<th></th>
<th>Juniper Care Core</th>
<th>Juniper Care Core Plus</th>
<th>Juniper Care Next-Day Ship</th>
<th>Juniper Care Next-Day Delivery</th>
<th>Juniper Care Same-Day</th>
<th>Juniper Care Same-Day Onsite</th>
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</thead>
<tbody>
<tr>
<td>Unlimited JTAC 24x7</td>
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<td>X</td>
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<td>Software releases</td>
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<td>CSC online E-Support</td>
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<td>Junos Space Service Now/Service Insight</td>
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<tr>
<td>E-Learning</td>
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<td>X</td>
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<td>Return-to-factory</td>
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<td>Next-business-day advanced replacement parts shipment</td>
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<tr>
<td>Next-business-day-advanced replacement parts delivery</td>
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<td>Same-day advanced replacement parts delivery</td>
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<tr>
<td>Onsite technician</td>
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</table>

For all hardware replacement options, please follow Juniper’s then-current RMA Policy and Procedures which are posted at www.juniper.net/support/rma-procedure.html.

Return the defective Field Replaceable Unit (FRU) to a Juniper Networks-specified RMA return depot locations, which can be found at www.juniper.net/support/rma-locations.html. Depot Locations are subject to change and replacements may be new or refurbished. Please note that actual delivery times may be affected by events beyond Juniper’s reasonable control or by applicable export or import controls and licensing requirements or by local customs processes.

JTAC Access

With Juniper Networks Technical Assistance Center (JTAC) support, you have unlimited 24x7 access to JTAC engineers by phone and online. As a single point of contact for all of your support needs, JTAC engineers have extensive experience supporting large-scale networks. JTAC engineers can help you diagnose system problems, configure, troubleshoot, and provide work-around solutions. To ensure that JTAC responds as quickly as possible, automatic escalation alerts to senior management are triggered on all priority issues.

Software Releases

Juniper Networks provides you with access to all new software releases as soon as they are made available for general release.

Online Tools

The Customer Support Center (CSC) provides you with self-service access to Juniper’s award winning online portal for the information, answers, tools, and service options required to ensure the support of your network investment. Features within the CSC include, but are not limited to, software downloads, technical alerts and bulletins, RMA requests, and the Juniper Networks Knowledge Base.

Return-to-Factory

Juniper Networks will replace or repair the FRU identified in the Juniper-issued RMA and ship the replacement or repaired FRU, as applicable, to the Ship-to Address within 10 business days after Juniper’s receipt of the defective FRU at the specified RMA return location. The repaired or replacement FRU may be shipped from a Juniper global distribution center.

Next-Day Ship

Juniper Networks will ship FRU replacements to the ship-to address in advance of receiving returned defective hardware on the next business day if Juniper issues an RMA by 3pm (local JTAC time). The replacement FRU will be shipped from a Juniper in-country depot. “Next-Day Ship” is subject to availability, and is a limited offering that is only available where next day delivery would otherwise be available but for the fact that no in-country depot is close enough to ship-to address to accommodate next-day delivery.

Next-Day Delivery

Juniper Networks will deliver FRU replacements to the ship-to address in advance of receiving returned defective hardware within the next business day if Juniper issues an RMA by 3pm (local JTAC time). “Next-Day Delivery” is subject to availability.

Same-Day

Juniper Networks will deliver FRU replacements to the ship-to address, 24 hours a day, 7 days a week, within 4 hours of issuance of RMA in advance of receipt of defective hardware. “Same-Day” is subject to availability.
Onsite
Upon final diagnosis of a part failure and replacement authorization by Juniper Networks, a trained service technician is dispatched to the affected site. Once there, the service technician coordinates with JTAC and the Customer for final resolution of the problem and the Customer will return the defective product to Juniper Networks. Juniper Networks Onsite support offerings do not provide assistance for software troubleshooting or configuration support.

Service Automation
Juniper service automation consists of an ecosystem of tools, applications, and systems targeted towards simplifying and streamlining operations, delivering operational efficiency, reducing downtime, and increasing your network’s ROI running Juniper Networks Junos operating system. Service automation brings operational efficiency by automating several time-consuming tasks such as incident management, inventory management, proactive bug notification and on-demand EOL/EOS/EOE reports. The Junos Space Service Now and Service Insight service automation tools are standard entitlements of all Juniper Care contracts

Service Automation Key Features
Automated Incident Management
Junos Space Service Now simplifies the tasks associated with incident management with just a few clicks. Integration with the CSC allows case creation to be automated. Incidents are identified based on system triggers. Advanced Insight Scripts (AI-Scripts) on the Junos OS devices automatically collect troubleshooting and diagnostic data based on these triggers and delivers the information to the Service Now console.

Customers can select these incidents to not only open cases with JTAC for these recorded incidents, but they also have the option to include all relevant device, event, and diagnostics information. This permits a substantial reduction in time spent by the operations team in managing the environment, while also reducing time spent in resolving issues.

Junos Space Service Now Reporting Interface
The Junos Space Service Now reporting interface aggregates and analyzes a myriad of data and information from your network, and displays reporting specific to each incident. Reporting can also be consolidated by device or group of devices. Service Now provides tools that allow you to empower your network operations staff by accessing specific troubleshooting information from Juniper and managing staff workload based on case activity.

Inventory Management Assistance
Junos Space Service Now automatically collects and tracks the most current inventory details for the devices it manages. This includes information such as the device name, software version, platform, serial number, and chassis inventory details. This information is available for review and automatically included in the diagnostic information when a trouble ticket is opened with JTAC via the incident management functionality.

Device-Aware Support
As specific events occur on Junos OS-based products in your network, incident-driven AI-Scripts detect, collect, and report relevant diagnostic data. New AI-Scripts are continuously being developed to enhance self-diagnosis; these are made available to you on an ongoing basis and can be installed via Junos Space Service Now. The information regarding incidents is automatically analyzed and results are made available to you. Service automation ensures that all JTAC engineers can handle any reported case efficiently by providing necessary software and hardware configurations. This tool helps to minimize time to resolution for all cases submitted.

Targeted Proactive Bug Notification
This capability allows you to receive a notification on new reported critical and major product bugs that may impact your network. Targeted proactive bug notifications will assess your organization’s network profile and provide you with bug information, along with details on the devices that may be impacted by the bugs.

The information included in the notification includes details such as the bug description, possible trigger, and workarounds if available. This information provides proactive actionable data that you can use to understand the potential impact of product bugs to your network. Information on the bug notification is stored within Service Insight for review as needed.

Proactive notifications can significantly reduce the time spent by the operations manager for bug review and provide immediate impact analysis to JTAC and the operations team in case of critical bugs identified as a risk to network operations.

On-Demand EOL/EOS/EOE Report
This feature provides you with the ability to automatically generate End of Life (EOL), End of Service (EOS), and End of Engineering (EOE) reports that match your network devices. The report is generated based on official Juniper EOL/EOS/EOE announcements.

On-demand EOL/EOS/EOE reports are created showing the currently deployed network inventory. These reports typically include device, announcement details, last software engineering support, last hardware engineering support, and replacement product information. The network operations team has the ability to choose device(s) and see EOL/EOS/EOE milestone dates for individual field-replaceable units (FRUs). The devices and FRUs approaching EOL are flagged and corresponding replacement part numbers are shown.

The network administrator has the ability to download these reports for offline network planning purposes. Juniper resources are available to answer any follow-up questions that may arise with respect to these reports.

The intelligent reports above are generated based on information collected through Service Now from devices on your network. When reports are completed by Juniper engineers, they are automatically sent to you through Service Insight.
Service Automation Architecture and Key Components

Junos Space Service Now and Junos Space Service Insight are the key technologies that enable Juniper’s service automation infrastructure. Junos Space Service Now includes components that seamlessly work within a customer’s environment and are securely integrated with Juniper’s case management and contract management systems for reactive service delivery. Service automation solution components function together to provide you with a seamless architecture to automate services.

Key components include:

**Advanced Insight Scripts (AI-Scripts)**

AI-Scripts on Junos OS-based devices are event-specific incident management scripts written by and based on the experience and knowledge of a JTAC engineer. These scripts collect troubleshooting and diagnostic information whenever an event is detected on a device.

AI-Scripts are installed on Junos OS-based devices and are part of the “script” module of the Junos OS bundle. You receive access to these AI-Scripts as part of your service contract entitlement.

These expert scripts are written by Juniper Networks JTAC experts based on their collective experience of various troubleshooting scenarios. For specific events that are identified by these scripts, the relevant information from the device is sent out as information packages called Juniper Message Bundles (JMBs).

The JMB is a structured XML data file used to collect pertinent event and intelligence data used for subsequent AI-Script processing. The JMB currently contains a JMB manifest section, a trend data section, and an attachments section.

JMBs are sent to predefined designated targets including the Service Now instance running on the Junos Space platform in your environment. JMBs can be “incident-driven,” created for events related to service impacting issues (both hardware and software), or they can be “intelligence-driven,” generated periodically to collect information including inventory, resource utilization, and configurations. Service Now collects all JMBs and provides an interface and control for the administrator to take action on the incident.

Junos Space Service Now

Junos Space Service Now on the Junos Space platform is available as a virtual appliance or as a hardware appliance for your network. Junos Space Service Now is the front end user interface (UI) for service automation and allows the network administrator to control and configure functions for service automation available within Juniper Care.

Junos Space Service Now communicates with Juniper Networks Support Systems (JSS) to transfer JMBs. This transfer is configurable and controlled by the network administrator. The intelligence-driven information, transferred to Juniper by Service Now, is stored and used by your Juniper account team to generate a wide variety of proactive analyses and reports.

Incident-driven information transferred to JSS is used to automatically open trouble tickets (cases) with JTAC via a secure integration with Juniper’s case management systems. The secure communication transfer of JMBs between Service Now and JSS is unidirectional; JSS never initiates sessions with Service Now to request JMBs. Also, network administrators always have complete control of the type of information that is sent to JSS.

When proactive analysis or trouble case updates are completed by JTAC engineers and documented in the CSC Case Manager system, the information is automatically transferred to Service Now and accessible via the automated incident management reporting interface.

**Juniper Networks Support Systems (JSS)**

JSS are expert systems located within Juniper Networks premises, and securely integrated with the solution providing an interface to existing CSC Case Management, contract management systems, and knowledge repositories. JSS systems collect event and incident information as well as diagnostic details for ticket creation from Service Now. JSS also provides case updates to Service Now as well as targeted service and support information to Junos Space Service Now and Service Insight for efficient operations.

Junos Space Service Insight, which works in conjunction with Service Now, enables capabilities for proactive management and actionable business intelligence for efficient operations.

Figure 2: Juniper Service Automation
Security and Information Protection

Service automation uses Junos Space Service Now to provide secure communications that meet industry expectations around security and information protection. Techniques that allow you to provide complete clarity and control when dealing with the security aspects of the solution include:

- Standard, secure protocols, including HTTPS, SCP, and SFTP for data transfer between service automation components.
- Authentication for all communications between Service Now and JSS.
- All communication channels between Service Now and JSS originate from Service Now. Inbound connections to Junos Space Service Now can be blocked at the firewall without losing benefits or capabilities.
- Control over what information is shared with JSS. An important aspect of service automation is the control over information sent beyond your DMZ. You have the ability to adjust the level of shared information that Service Now sends to JSS through four levels of filtering—from no sharing to full share, with user login information always automatically deleted from configurations.
- Finally, Juniper uses strict access control policies and systems to prevent, limit, and track access to your encrypted data in JSS. Only Juniper personnel involved in delivering your Advanced or Technical Services are allowed access to the secure systems within Juniper’s network that store your data. Using information that you share, Juniper Networks is uniquely positioned to determine potential risks to your network, perform migration analysis, prepare detailed bug impact analysis, and proactively suggest other technical recommendations.

Service Automation Installation, Configuration, and Entitlement

Junos Space Service Now and Service Insight are available for all Junos OS devices with a valid Juniper Care service contract. Customers who have Junos Space running in their environment can use Service Now/Service Insight on the platform by linking the Service Now/Service Insight instance with their specific site ID. The site ID identifies the specific service contract for entitlement and authorization. Customers who do not have an instance of Junos Space installed in their environment can download and install Junos Space platform at [www.juniper.net/support/products/space/](http://www.juniper.net/support/products/space/).

Junos Space Service Now also collects device profile information on a periodic basis, including hardware configuration, software configuration, logs, and system statistics. This information is stored in a database within Junos Space Service Now that can help you understand device history and trends. The device profile information can also be leveraged to provide you with proactive services included in Junos Space Service Insight to help minimize your operational risks.

Service Automation Product Requirements

The service automation features will be available to customers running Junos OS 9.0 and above on the following products: Juniper Networks M Series Multiservice Edge Routers, MX Series 3D Universal Edge Routers, T Series Core Routers, J Series Services Routers, SRX and EX Series Ethernet Switches.

Installation of Junos Space Service Now requires a virtual server partition to be provided by and managed by the customer. Customers also have the option to purchase a hardware appliance from Juniper. Additional specifications can be found in the Junos Space Service Now User Guide and Release Notes.

Knowledge Transfer: E-Learning Courses

You also have access to a series of E-Learning courses designed specifically to provide instruction on product troubleshooting features. This allows you to easily train staff members at their convenience and provide continuing education to account for staff turnover.

Service Specifications

Your responsibilities include:

- Ensuring that the requirements identified for your Juniper solution are in place. These requirements are documented in product documentation, user guides, or additional recommendations communicated by the Juniper team from time to time for proper delivery of Juniper services.
- Ensuring that employees who interface with Juniper service teams have completed required training by Juniper Networks Education Services and Juniper Networks Authorized Education Centers worldwide.

Complementary or Higher Level Services

Migrate up to Juniper Care Plus. Juniper Care Plus is for organizations that require the highest network availability and provides the flexibility to adapt, scale, and evolve with organizational initiatives. Looking for the correct level of expertise to optimize your network operations? Visit the Resident Engineer and Resident Consultant data sheets.

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](http://www.juniper.net/us/en/products-services).
Ordering Information
Juniper Care Plus Services are available globally. For details, please contact your local Juniper Partner or Juniper Networks field sales manager.

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.