Service Overview

Today’s organizations are under constant pressure to meet dynamic market demands while increasing their return on investment. IT departments need to align and deliver on the organization’s objectives with limited budget and resources. Your IT infrastructure is the backbone of your success, therefore a high-performance network is required to meet your long-term innovation and business goals. Juniper Care Plus Advanced Services Credits provide the insight into your network required to maintain business agility. Our services are aimed at avoiding incidents and assuring your network is always at optimum readiness, able to evolve smoothly and effectively in response to the demands of your business.

Service Description

Juniper Networks® Juniper Care Plus has a menu of prescriptive 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. These prescriptive services can be purchased with “Advanced Services Credits” that are included with your Juniper Care Plus contract. You can redeem your Advanced Services Credits for any of the following prescriptive services on the menu:

- Configuration Analysis and Change Review Service
- Design Change Review Service
- Feature Rollout and Change Review Service
- Network Change Plan Review Service
- Implementation Support Service
- Product Issue Impact Review Service
- Software Upgrade Recommendation and Review Service
- Product Health Check Service

Service Eligibility and Ordering

Each service on the menu will be delivered as defined in the Service Description Document (www.juniper.net/support/guidelines.html). Each is available only to Juniper Care Plus customers (you must have an active Juniper Care Plus service contract to be eligible for our Juniper Care Plus Advanced Services Credits).

Each service on the menu may be purchased directly through Juniper Networks or an authorized Juniper Partner. Each service may be purchased using Advanced Services Credits or with a purchase order.

Configuration Analysis and Change Review Service

Juniper Networks Configuration Analysis and Change Review Service provides a consultative review and analysis that optimizes your network configuration by leveraging Juniper’s detailed understanding of your network along with expertise regarding Juniper 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.
Network design review and analysis:

**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 current configurations based on suggested Juniper Networks product configuration best practices; 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 that are delivered remotely as defined in the “Service Deliverables” section. The scope of this service is limited to two configuration templates and to the Juniper Networks products and services purchased.

Configuration Analysis and Change Review Service deliverables are based on the network profile information provided by you or collected through Juniper Networks Junos® Space Service Now and Service Insight. The scope of this offering may be limited if the required information and documentation are not provided. For additional details, please refer to the Service Description Document.

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

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

**Service Deliverables**
- 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 provided written feedback referencing your design document with input and recommendations
- A follow on meeting to review the recommendations and come to final agreement on the design

**Feature Rollout and Change Review Service**
Juniper Networks Feature Rollout and Change 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 being carried out.

**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 your current release is assessed 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 problems on the network during rollout 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 that are delivered remotely as defined in the “Service Deliverables” section. 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.

Implementation Support Service
Juniper Networks 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 by providing recommendations.

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 recommends appropriate implementation support sessions.
Service Specifications
The service contract includes access to deliverables that are delivered remotely as defined in the “Service Deliverables" section. Any onsite presence requested by the customer will be at an additional cost. The scope of this service is limited to one maintenance window (maximum of up to five 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.

Product Issue Impact Review Service
Juniper Networks Product Issue Impact Review Service provides a detailed analysis 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.

Service Deliverables
• Analysis of the defects identified in the Product Issue Impact Report that matches your deployed network profile and the potential level of exposure to the network 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 that are delivered remotely as defined in the “Service Deliverables" section. The scope of this service is limited to provide review and analysis on a customized Product Issue Report (for Product Issue Report scope limitations, please see details on page 11 note item 3 generated as part of the Juniper Care Plus contract.)

Product Issue Impact Review Service deliverables are based on the network profile provided by you or collected through Service Now and Service Insight. 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.

Software Upgrade Recommendation and Review Service
Juniper Networks Software Upgrade Recommendation and Review Service provides an 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.

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.
• Provide 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 that are delivered remotely as defined in the “Service Deliverables" section. The scope of the service is limited to one software target release and to the Juniper Networks products and services that you have purchased.

Software Upgrade Recommendation and Review Service deliverables are based on the network profile information provided by you or collected through Service Now and Service Insight. The scope of this offering can vary and be restricted if the complete required information and documentation is not provided. For additional details, please refer to the Service Description Document.
Product Health Check Service
Juniper Networks Product Health Check Service uses sampling data from targeted Juniper devices on your network to check key indicators of device health and utilization. This helps determine if products are maintaining performance expectations based on Juniper recommended best practices. The service focuses on identifying potential malfunctioning hardware components, dormant problems, any abnormalities in the trend data for potential improvement, and any other performance related issues. Juniper engineers will analyze your data and provide recommended actions to help identify potential risks and issues with your Juniper products before they impact your network, and to proactively improve network performance.

Service Deliverables
Data device collection and analysis:
Juniper engineers will provide your IT staff with the required software collection tool, and will work with them to collect sample network data and analyze the findings to determine areas of improvement. The collected key device health indicators will be analyzed to identify potential problem areas. Examples of the collected data include CPU and memory utilization, task memory, chassis and system alarms, packet forward engine traffic, session counts, ASIC/FPGA (field-programmable gate array) status and errors, and zone/screening counters. Provide information on critical issues that are found along with recommended available workaround solutions, and assist Juniper Networks Technical Assistance Center (JTAC) on issue resolution.

Optimization recommendation:
Juniper will recommend solutions based on recognized best practices to resolve the identified problem areas and optimize your network’s health and utilization. Performance trends will be identified along with recommendations on the respective areas for improvement. A written report will be submitted and Juniper engineers will review the findings with you in a conference call.

Service Specifications
The service contract includes access to deliverables that are delivered remotely as defined in the “Service Deliverables” section. The scope of the service is limited to Juniper Networks Junos operating system (on Juniper Networks M Series Multiservice Edge Routers, T Series Core Routers, and MX Series 3D Universal Edge Routers), as well as ScreenOS® Software-based devices. It includes one (1) Product Health Check report, defined as either Junos OS or ScreenOS. The scope is also limited to Juniper Networks device health check only and does not include network-level performance analysis. For additional details, please refer to the Service Description Document.

Features and Benefits

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<thead>
<tr>
<th>Feature</th>
<th>Feature Description</th>
<th>Benefits</th>
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<tbody>
<tr>
<td><strong>Configuration Analysis and Change Review Service</strong></td>
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<tr>
<td>Product configuration review and analysis</td>
<td>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.</td>
<td>Leverage Juniper’s unique network expertise to avoid the time and expense of implementing configuration changes that are not optimal for your network and business requirements.</td>
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<tr>
<td>Recommendations on product configuration changes and optimization</td>
<td>Juniper engineers provide tailored recommendations in the form of configuration changes, methodologies, and best practices.</td>
<td>Minimize the OpEx opportunity cost normally incurred with configuration changes by properly implementing configurations recommended by Juniper experts who not only understand Juniper’s products better than anyone, but who have taken the time to carefully understand your unique business requirements and network infrastructure.</td>
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**Design Change Review Service**

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<tbody>
<tr>
<td>Network design review and analysis</td>
<td>Juniper engineers review your network design, discuss your high-level design goals and detailed design plan, assess the design, and analyze benefits and possible areas of improvement.</td>
<td>Leverage Juniper’s unparalleled network expertise to avoid the time and expense of creating and implementing a network design that is not optimal for your network and business requirements.</td>
</tr>
<tr>
<td>Network design recommendations</td>
<td>Juniper engineers provide recommendations to ensure that your design is optimally suited to meet the design requirements.</td>
<td>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’s products better than anyone, and who have taken the time to carefully understand your unique business requirements and network infrastructure.</td>
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<tr>
<td>Feature Rollout and Change Review Service</td>
<td>Feature Description</td>
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<tr>
<td>Network Feature Rollout Plan Review and Analysis</td>
<td>Juniper engineers review your feature rollout plan, discuss the details of the plan, and identify the impact and risks to help minimize service disruption.</td>
<td>Leverage Juniper’s exclusive network expertise to avoid the time and expense of implementing a feature that isn’t optimal for your network and business requirements.</td>
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<tr>
<td>Recommendations for Feature Rollout Plan</td>
<td>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.</td>
<td>Minimize the OpEx opportunity cost normally incurred with feature rollout by properly implementing features recommended by Juniper engineers who have taken the time to carefully understand your unique business requirements and network infrastructure.</td>
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<tr>
<th>Network Change Plan Review Service</th>
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<tbody>
<tr>
<td>Migration Plan Review and Assistance</td>
<td>Juniper engineers review your network change methods and procedures and your acceptance test plan to identify areas of improvement.</td>
<td>Leverage Juniper’s industry recognized network 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.</td>
</tr>
<tr>
<td>Optimization Recommendations</td>
<td>Juniper engineers provide recommendations for optimizing your change process based on known leading practices.</td>
<td>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’s products better than anyone, and who have taken the time to carefully understand your unique business requirements and network infrastructure.</td>
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<tr>
<th>Implementation Support Service</th>
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<tr>
<td>Network Change Implementation Support</td>
<td>Juniper engineers are available during the network change implementation process to assist you with any questions, concerns, or problems during the migration.</td>
<td>Leverage Juniper’s award-winning network support expertise to avoid the time and expense of migration implementation that is not optimal for your network and business requirements.</td>
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<tr>
<td>Post Network Change Review</td>
<td>Juniper engineers discuss the network change with you to assess the success and, if appropriate, possible areas of improvement following changes.</td>
<td>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’s products better than anyone and have taken the time to carefully understand your unique business requirements and network infrastructure.</td>
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<th>Product Issue Impact Review Service</th>
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<tr>
<td>In-depth Product Issue Impact Review and Recommendations</td>
<td>Juniper engineers evaluate the defects that match your deployed network profile and provide assessment and recommendations regarding the potential network impact and risk based on your specific business and networking requirements.</td>
<td>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.</td>
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<th>Software Upgrade Recommendation and Review Service</th>
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<tr>
<td>Software Upgrade Requirements Assessment</td>
<td>Juniper engineers review and assess current software, hardware, and feature requirements provided by you to determine the targeted software release.</td>
<td>Expert assessment that matches your business requirements to the features in Juniper production software releases.</td>
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<tr>
<td>Software Release Analysis</td>
<td>Juniper engineers analyze the targeted software release to determine the potential impact on your network.</td>
<td>Leverage Juniper’s unparalleled network expertise to avoid the time and expense of implementing a software release that isn’t optimal for your network and business requirements.</td>
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<tr>
<td>Software Upgrade Recommendations</td>
<td>Juniper engineers provide software upgrade recommendations based on the target software release analysis.</td>
<td>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’s products better than anyone, but who have taken the time to carefully understand your unique business requirements and network infrastructure.</td>
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<tr>
<td><strong>Product Health Check Service</strong></td>
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<tr>
<td>Device data collection and analysis</td>
<td>Juniper engineers work with you to collect sample device data and analyze that data to determine areas of improvement.</td>
<td>Provides advance notification of identified critical issues that may impact your network and workaround resolution.</td>
</tr>
<tr>
<td>Optimization recommendation</td>
<td>Juniper engineers provide recommendations to optimize your network’s health and utilization based on known best practices.</td>
<td>Leverage Juniper’s unparalleled network expertise to identify solutions that will focus on product improvements that are optimal for your network and business requirements.</td>
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**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).

**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](http://www.juniper.net).