

Maintenance Services Plus— Technical Guidance

Service Overview

As a part of Maintenance Services Plus, the Technical Guidance service offers phone and e-mail-based advice and Q&A for nonsupport-related technical questions on Juniper software, hardware, configuration, and service automation.

Service Description

The Technical Guidance service provides a non-designated Juniper Networks engineer or service manager to assist with nonsupport (i.e., break/fix) technical advice and recommendations specific to the end user's network operations. This service is available via direct phone call or e-mail during regular business hours (at the location where the calls are received).

The Juniper Networks engineer or service manager will deliver guidance related to operational activities such as operational best practices, network optimization, upgrades and scalability, and risk aversion. Technical Guidance is a service that Juniper Care customers can use to help maintain optimal operation and performance of their Juniper Networks products and infrastructure.

Features and Benefits

Technical Guidance service delivers the following key features and benefits:

Network Operations Best Practices

Network operations best practices allow network professionals to maximize their operational effectiveness with the products, tools, and processes that are available for them given the specific demands of the organization. Juniper Networks engineers leverage their practical experience over many end-user engagements to build a comprehensive understanding of what is most effective and efficient when operating and managing complex Juniper-based networks. The Juniper engineer can advise on the key aspects of operational best practices, particularly in the areas of service automation, proactive monitoring, and Juniper product testing methodology.

Network Optimization

Juniper Networks engineers assist the end user to maximize network performance by helping to establish greater understanding of the key contributors impacting network uptime and the way these relate to the Juniper products deployed. Areas that can be considered by the Juniper engineer may include preventive maintenance requirements, availability of monitoring tools, capacity management, security considerations, network redundancy, and potential issues related to hardware and software life cycle.

Network Upgrades and Scalability

Where the end user has determined that a network upgrade is required to increase feature functionality or capacity, the Juniper Networks engineer can assist with advice and recommendations on the assessment and testing approach that will be necessary to ensure that appropriate hardware or software is selected. The Juniper engineer can also give advice about how these should be implemented to minimize the duration of maintenance windows.

Risk Aversion, Analysis, and Mitigation

Juniper Networks engineers will work with end user engineers to collect and review sample device configurations and jointly analyze this data to identify potential areas of operational risk. Juniper engineers will provide advice and recommendations to mitigate any risks identified.

Note: All technical issues, network problems, and troubleshooting activities should be directed to the Juniper Networks® Technical Assistance Center (JTAC). All other nontechnical questions should be directed to Juniper Customer Care. If there are design modifications or changes in the configuration templates, the Juniper Networks engineer will provide advice and recommendations, and answer relevant questions.

Ordering Information

The Technical Guidance service is only available in the APAC theater:

- The service is purchased using Advanced Services credits, and must be used within 12 months from the date of purchase.
- The service is available only to the prequalified end user who has a small Juniper footprint. Eligible end users must maintain a current Juniper Care maintenance contract for all Juniper equipment for the duration of any Technical Guidance engagement.
- The service is available to the end user who purchases systems and services directly from Juniper or via a Juniper Networks authorized reseller.

For more information, please contact your Juniper account manager or service business manager.

Part Number	Name
SVC-OCS-QA	Optional Consulting Service, Q&A, Technical Guidance

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