

J-Care Agility Services Advanced Options

Configuration Analysis and Change Review Services Description

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1. Introduction

Configuration Analysis and Change Review Services (“Services”) are described in this Services Description for Services delivered by Juniper Networks to J-Care Agility or JNASC Agility Services Customer (“Customer”).

Juniper Networks Configuration Analysis and Change Review services provide consultative review and analysis on optimizing Customer’s network configuration by leveraging Juniper Networks’ engineers’ detailed understanding of Customer’s network along with their expertise on Juniper Networks’ products. The Juniper Networks’ engineer will discuss Customer’s requirements in detail and apply best practices, including Juniper Networks methodology, to analyze the configuration and features with a focus on scalability, resilience and efficiency.

2. Eligibility and Purchasing

Services are available only to J-Care Agility or JNASC Agility Services Customers. Services Customer must have J-Care Agility or JNASC Agility Services level engaged to maintain the duration of the Services contract. Services may be purchased using tokens or as an individual line item.

3. Service Features and Deliverable Description

As part of the Services, Juniper Networks will use commercially reasonable efforts to provide Customer with the following:

3.1. Product Configuration Review and Analysis

Juniper Network’s engineers review and analyze the configuration based on the Customer specified overall requirements to determine if the current configuration is consistent with what would be suggested as best practice for configuring and deploying a specific Juniper Networks’ product.

3.1.1. Discuss and understand the overall goals and requirements of the Customer’s network.

3.1.2. Review Customer’s network device configurations including:

- Hardware configurations
- Software configurations
- Dependent configuration in respect to new features
- Configuration scaling
- Device policies
- Interface configuration
- Management setup for the system
- Customer configuration methodology

3.1.3. Analyze the current configurations based on suggested Juniper Networks’ product configuration best practice. Areas of focus include:

- Configuration practices currently employed
- Hardware redundancy, resiliency and error logging configuration

- Scalability of the current configuration
- Dependent configuration in respect to new features
- Customer configuration templates

3.2. Recommendation on Product Configuration Change and Optimization

- 3.2.1.** Juniper Networks' engineers provide tailored recommendation in the form of configuration changes, methodology and best practices.
- 3.2.2.** Recommend configuration optimization opportunities.
- 3.2.3.** Identify and recommend product configuration best practices.
- 3.2.4.** Provide recommendations on configuration changes to achieve Customer's business and technical requirements while incorporating redundancy, scalability and operational efficiency.
- 3.2.5.** Recommend improvements to configuration templates

4. Customer Responsibilities

Juniper Networks' obligation to provide the applicable Services is conditional upon Customer meeting the following obligations. The provision of the Services assumes that Customer will:

- 4.1.** Carry out all responsibilities stated in the J-Care Technical Services End User Support Agreement or J-Care Technical Services Partner Support Agreement.
- 4.2.** Contact Juniper Networks and provide all the required information to activate the services entitlement such as serial numbers of each hardware module or system to enable the support level and delivery of services.
- 4.3.** Provide information on the current software releases running in their network infrastructure and current configurations as and when requested by Juniper Networks to enable delivery of the service deliverables mentioned in this offering.
- 4.4.** Provide hardware and software inventory along with configuration data as and when requested by Juniper Networks to enable delivery of the service deliverables in this offering
- 4.5.** Provide access to Juniper Networks' devices for Juniper Networks to collect the data if required to enable delivery of the service deliverables in this offering.
- 4.6.** Provide network high level design, business and technical requirements for the proposed configuration changes.
- 4.7.** Provide a primary and backup technical contact that will be responsible for providing the network information required for the services deliverables in this offering.
- 4.8.** Participate in ongoing communications with Juniper Networks' primary contact(s) that will help in the delivery of the service deliverables in this offering.

5. Availability

- 5.1. Services shall be delivered during the hours of 9:00 a.m. to 5:00 p.m., local time, Monday through Friday (or as otherwise stated), excluding Juniper Networks observed holidays, unless stated otherwise. Services shall be delivered remotely from an authorized Juniper location unless specified otherwise. Customer understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of part of the Service.

6. Scope

- 6.1. The Services contract includes access to deliverables as defined in the “Services Feature and Deliverable Description” section that are delivered remotely. The scope of this service is limited up to two (2) configuration templates and to the Juniper Networks products and services purchased by the Customer.
- 6.2. Configuration Analysis deliverables are based on the network profile information provided by the Customer or collected through Advanced Insight Scripts and Advanced Insight Manager. The scope of this offering may vary and be restricted if the required information and documentation are not provided completely.
- 6.3. Recommendations provided in the Configuration Analysis and Change Review report are based on Juniper Networks’ best practices and does not include the product issue (defects) analysis of the network.

7. Glossary

- **Advanced Insight Solution (AIS)** is a Juniper Networks technology that includes the following components:
 - **Advanced Insight Scripts (AI-Scripts)**, which run on each JUNOS device.
 - **Advanced Insight Manager (AIM)** is a software application which runs on a Solaris or Linux server at the Customer site.
 - **Juniper Networks Support Systems**, which are located within Juniper Networks premises.
- **Advanced Insight Scripts** are written by Juniper Networks JTAC experts and when installed on JUNOS devices, work within the JUNOS software to intelligently collect and create discrete packages of incident-based and intelligence-based data and information. Advanced Insight Scripts can securely transfer via a secure protocol such as Secure FTP (SFTP) a Juniper Message Bundle containing collected data to the Advanced Insight Manager for further processing.
- **Advanced Insight Manager (AIM)** is a web application on the Customer’s network running on a Solaris or Linux server. When Advanced Insight Manager receives a Juniper Message Bundle from a JUNOS device, it stores information from the bundle in its database and presents this information through its Intelligence Manager or Incident Manager graphical user interface (GUI).
- **Network profile:** configuration, feature and platform information for a given Juniper Networks device.

8. References

- Advanced Insight Solutions Guide and Release Notes:
<http://www.juniper.net/techpubs/software/management/ais/ais10/>
- J-Care Agility Services Advanced Options Datasheet:
<http://www.juniper.net/us/en/local/pdf/datasheets/1000242-en.pdf>
- J-Care Agility Services End-User Support Agreement (EUSA):
<https://www.juniper.net/support/guidelines.html>

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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