

J-Care Agility Services Advanced Options

Feature Rollout Plan Review Services Description

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1. Introduction

Feature Rollout Plan 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 Feature Rollout Plan Review services provide consultative review and recommendation for planned feature introductions to assist Customer in deciding an optimal and efficient rollout plan.

The Juniper Networks engineer will work with Customer to understand priorities, requirements and goals. By understanding Customer’s network topology, product configurations, feature requirements and strategy, the Juniper Networks engineer can provide detailed analysis and recommendations that can help proactively identify risks and minimize potential service disruption when the implementation plan is carried out.

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. Network Specific Feature Rollout Plan Review and Analysis

Juniper Networks engineers review the Customer feature rollout plan and discuss the detail of the plan and the impacts and risks to the Customer network.

3.1.1. Review of feature rollout plan that may include:

- Review service priorities, requirements and goals
- Review existing network architecture and topology
- Review feature selection and configuration
- Review overall strategy of the implementation plan

3.1.2. Analyze the impact of the new feature on the existing infrastructure to proactively identify risks and minimize service disruption.

3.1.3. Provide analysis on new feature design, configuration of the feature, scalability and interoperability with other vendor equipment.

3.1.4. Provide information on software defects found in the field that match with the current release with the new feature requirement and Customer’s network profile including:

3.1.5. Provide in-depth analysis on the identified software defects in the current release and determine the potential level of exposure on the network based on Customer’s specific business and networking requirements.

- 3.1.6. Provide assessment on the probability that the Customer will encounter the reported defects on their network.
- 3.1.7. Provide recommendation on the course of action a Customer should take on the reported defects to avoid potential problems based on the known Customer specific business and networking requirements.

3.2. Recommendation on Feature Rollout Plan

Juniper Networks engineers analyze the feature rollout plan with the Customer and provide recommendations to help ensure that the plan is utilizing best practices and optimal use of the feature.

- 3.2.1. Deliver a written report with feature rollout plan review and recommendations on how to optimize the rollout of the new feature.
- 3.2.2. Conduct meetings to review the recommendation with Customer for final agreement on the rollout plan:

4. Customer Responsibilities

Juniper Networks' obligation to provide the applicable Services is conditional upon Customer meeting the following obligations:

- 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 system level piece of hardware 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 all new feature rollout related design documentation.
- 4.6. Provide business and technical requirements for the new feature.
- 4.7. Provide any existing constraints or dependencies in the network.
- 4.8. Provide a primary and backup technical contact that will be responsible for providing the network information and feature implantation plan required for the services deliverables in this offering.
- 4.9. 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 Networks 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 service 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 to new feature rollout on one (1) software release and to the Juniper Networks products and services purchased by the Customer. This service is conditioned upon the current network software capability to support the new feature. Any feature rollout plan reviews which require a new software version review are out of scope of the Services. A Software Upgrade Recommendation and Review would be needed to provide recommendations for upgrading the software to the appropriate version.
- 6.2. Feature Rollout Plan Review 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. The Services report includes the defects considered relevant which had been discovered prior to the preparation of the report. Although every attempt is made to ensure the report is as comprehensive as possible; due to complex nature of defects Juniper Networks can not guarantee that the review includes a complete list of defects Customer may encounter.

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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