

# J-Care Agility Services

## Service Description – January 2010

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## 1. Introduction

J-Care Agility Services (“Services”) are described in this Services Description. When reading this Services Description, please refer to the accompanying ‘J-Care Agility Services End User Support Agreement’. The J-Care Agility Services End User Support Agreement states services described in this Services Description that have been purchased by Customer.

## 2. Eligibility and Purchasing

As a Juniper Networks’ Customer, you are eligible for J-Care Agility Services if you purchase a J-Care Agility Services support contract, or possess a current J-Care Agility Services support agreement, and register with Juniper Networks regional customer service center. The J-Care Agility Services can be purchased from Juniper Networks directly or through a Juniper authorized J-Partner.

## 3. Service Features and Deliverable Description

### 3.1. Service Feature Description

#### 3.1.1. Technical Support

This feature provides Customer access to Juniper technical support engineers, software updates, access to online tools and hardware replacement options.

#### 3.1.2. Automated Incident Management

This feature provides Customer access to deliverables such as the Advanced Insight Manager (AIM) and Advanced Insight Scripts (AI-Script) to automatically detect, analyze, troubleshoot and report specific incidents.

#### 3.1.3. Inventory Management Assistance

This feature enables Customers to automate the collection of the most up to date device inventory information such as software version, device name, platform, serial numbers, and chassis inventory details.

#### 3.1.4. Access to Insight JTAC

This feature provides Customer access to Insight JTAC team which includes senior JTAC engineers to handle Priority 1 and Priority 2 cases 24 hours a day, seven days a week. These JTAC engineers have extensive experience with very high levels of expertise and advanced troubleshooting skills to help resolve high priority issues.

#### 3.1.5. Proactive Product Reports

This feature provides Customer customized product issue report including HW and SW defects found in the field that match with the Customer’s deployed network profile and End-of-Life (EOL), End-of-Support (EOS) or End-of-Engineering (EOE) report.

#### 3.1.6. Premium Service Management Desk

This feature provides Customer access to a designated team with a named contact available during local business hours. The named contact will act as the Customer’s advocate within Juniper to manage all issues related to Customer’s deliverables.

#### 3.1.7. Knowledge Transfer

This feature provides Customer access to a series of eLearning courses on product troubleshooting features, interactive webcast sessions with experts and certification vouchers.

### 3.1.8. Advanced Options

This feature is a menu of additional services that can be tailored to a customer's specific requirements. Please see Advanced Options Service Description Document for details.

## 3.2. Service Deliverables

Select your primary level of support to determine your hardware replacement options and gain access to Juniper Networks Customer Support Center (CSC) to access software updates and online post-sales tools.

Entitlement	J-Care Essentials Core	J-Care Essentials Core Plus	J-Care Essentials Next-Day	J-Care Essentials Next-Day Onsite	J-Care Essentials Same-Day	J-Care Essentials Same-Day Onsite
JTAC Access	X	X	X	X	X	X
Software Releases	X	X	X	X	X	X
Online Tools	X	X	X	X	X	X
Return-to-Factory		X				
Next-Business Day Advanced Replacement			X	X		
Same-Day Advanced Replacement					X	X
Onsite Technician				X		X

### 3.2.1. Technical Support

Select your primary level of support to determine your hardware replacement options and gain access to Juniper Networks' Customer Support Center (CSC) to access software updates and online post-sale tools.

#### 3.2.1.1. JTAC Access

With JTAC support, you have unlimited access to JTAC engineers by phone and online 24/7/365. As a single point of contact for all your support needs, our JTAC engineers have extensive experience in supporting large-scale networks and they will help you diagnose system problems, configure, troubleshoot and, provide work-around solutions where necessary. To ensure that JTAC responds as quickly as possible, automatic escalation alerts to senior management are triggered on all priority issues.

#### 3.2.1.2. Software Releases

Juniper Networks provides you with access to all new Software Releases when they are made available for general public release.

#### 3.2.1.3. Online Tools

The Customer Support Center provides self-service access to Juniper's award-winning online portal for the information, answers, tools, and service options you need to support your network investment—whenever, wherever you choose to log in. Offerings include, but are not limited to, software downloads, technical alerts and bulletins, RMA requests, and the Juniper Networks Knowledge Base.

#### 3.2.1.4. Return-to-Factory

With this option, you may return a defective Juniper Networks product to a Juniper repair facility where it is replaced or repaired within 10 business days. The 10-business-day period begins upon receipt of the defective unit by Juniper at a Juniper repair facility.

#### 3.2.1.5. Next-Day

The Next-Day option means that Juniper Networks delivers advance replacements for defective hardware on the next business day for replacement requests placed by 3 p.m. local JTAC time, Monday through Friday, except Juniper Networks' regional holidays. For countries where Juniper Networks does not have an in-country depot and next-business-day delivery is unavailable, Juniper will ship the replacement part within 24 hours of the replacement authorization. Actual delivery will be subject to local customs and importation, restrictions, and transportation delays. ("Next Business Day" is defined as 12 hours a day, 5 days a week.)

#### 3.2.1.6. Same-Day

Same-Day delivery means that Juniper Networks delivers advance replacements for defective hardware or part(s), 24 hours a day, 7 days a week, within 4 hours of final diagnosis of a part failure and replacement authorization by Juniper Networks, to your physical site if it is located within 50 miles of an authorized Juniper Networks parts depot.

#### 3.2.1.7. Onsite

Upon final diagnosis of a part failure and replacement authorization by Juniper Networks, a trained service technician is dispatched to your site. Once there, the service technician coordinates with JTAC and your in-house contact for final resolution of the problem, and returns the defective product to Juniper Networks on behalf of your organization. Juniper Networks Onsite support offerings do not provide assistance for software troubleshooting or configuration support.

### 3.2.2. Automated incident management

3.2.2.1. Provide access to knowledge and software components required in the setup of an automated incident management infrastructure including Advanced Insight Scripts and Advanced Insight Manager. Advanced Insight Scripts and Advanced Insight Manager are components of Advanced Insight Solutions. Please refer to Advanced Insight Solutions User Guide for details. The user guide can be found at <http://www.juniper.net/techpubs/software/management/ais10/ais-guide/toc/noframesTOC.htm>.

3.2.2.2. Provide the licensing keys for Advanced Insight Manager to enable the application and features via Juniper Support Systems.

- 3.2.2.3. Provide ongoing access to latest incident driven AI-Scripts. AI-Scripts help to detect, collect and report relevant diagnostic data as specific events happen and trigger automatic event alerts for Customer's operations staff.
- 3.2.2.4. The types of events that AI-Scripts currently support focus on device operation (i.e. not networks or interfaces) and generally fall into one of three categories:
- Hardware failures
  - Software failures
  - Issues caused by resource exhaustion

Examples of specific events that are covered are ASIC errors, daemon crashes and memory allocation issues. New AI-Scripts are continuously being developed and made available to the Partner on an ongoing basis.

AI-Script does not cover events outside the scope of the above categories such as reboots, card swaps, loss of power, cable disconnects.

- 3.2.2.5. Provide Customers with the capability to select and report specific events that are detected by AI-Script to Juniper Networks. The cases will be automatically populated with relevant device and incident information. Customer can also receive case update notification alerts automatically through Advanced Insight Manager.
- 3.2.2.6. Provide Customers with the capability to manage automated incident management infrastructure via Advanced Insight Manager console including assigning resource and generating case summary by product, organization, and defect.

### 3.2.3.Inventory Management Assistance

- 3.2.3.1. Provide infrastructure to automatically collect and record the most up to date device inventory information such as device name, software version, platform, serial number, chassis inventory details for all devices managed by Advanced Insight Manager.
- 3.2.3.2. Provide consolidated report on inventory data collected using the Advanced Insight Manager console.

### 3.2.4.Access to Insight JTAC

- 3.2.4.1. Provide access to Insight JTAC for all Priority 1 and Priority 2 issues on a 24x7 basis. Insight JTAC comprises senior engineering resources with extensive experience, advanced troubleshooting skills and demonstrated capability to quickly drive your high-priority issues to resolution. Juniper Networks engineers will have direct access to incident information collected through the automated incident management infrastructure which will help them address Customer needs and understand the implications of any system downtime.

#### Priority 1 - Critical

Juniper Networks defines a Priority 1 case as a total loss or continuous instability of mission critical functionality. This includes a network or system being down and causing users to experience a total loss of service or inability to use a feature or functionality that is currently relied upon for mission critical functionality. Juniper Networks will dedicate JTAC resources 24x7x365 until a resolution or workaround is in place. You must also provide designated resources that are available 24 x 7 x 365 and the ability to provide necessary diagnostic information above and beyond that gathered by automated incident management features. Note that if the assigned JTAC engineer cannot reach the Customer-designated resource within 1 hour, the priority will be lowered.

## Priority 2 - High

Juniper Networks defines a Priority 2 case as

- one in which issues are impairing, but not causing a total loss of mission critical functionality, or
- intermittent issues that affect mission critical functionality, or
- Inability to deploy a feature that is not currently relied upon for mission critical functionality or loss of redundancy of critical hardware component.

### 3.2.5.Proactive Product Reports

#### 3.2.5.1. Customized Product Issue Report

Provide up to four (4) reports per year on HW and SW defects found in the field that match with the Customer's deployed network profile.

#### 3.2.5.2. EOL/EOS/EOE Report

Provide one (1) End-of-Life (EOL), End-of-Support (EOS) or End-of-Engineering (EOE) report specific to Customer's deployed Juniper products based on the inventory data provided by the Customer or collected through AI-Script and AIM.

The report is generated based on Juniper official EOL/EOS/EOE announcements. The report typically include device, announcement details, last software engineering support, last hardware engineering support & replacement product information.

### 3.2.6.Premium Service Management Desk

3.2.6.1. Provide a named contact as Customer's advocate within Juniper to manage all service issues to efficient resolution during local business hours.

3.2.6.2. Point of contact for escalation of all issues related to the service deliverables indicated in this service offering.

3.2.6.3. Provide account set up assistance to ensure Customer has access to the resources based on the service contract entitlement.

3.2.6.4. Advise and guide the Customer in accessing resources for implementing the automated incident management infrastructure and related services entitlement deliverables.

3.2.6.5. Conduct bi-weekly conference calls to report status on outstanding issues and discuss key future network activities.

3.2.6.6. Conduct quarterly review meetings to discuss Customer-specific product and service performance metrics (cases, problem reports/defects, RMAs) and services activities planned for the next quarter.

3.2.6.7. Provide case trend analysis including a regular review of Customer reports to identify repeat tactical hardware, software, or operational issues. Coordinate with Juniper support organizations and Customer to identify corrective actions.

3.2.6.8. Provide logistic and operational assistance; work with Juniper Logistics to coordinate all logistic escalations on parts shipped back from the customer for failure, status updates and drive issues with the global delivery organizations as required to ensure smooth process.

3.2.6.9. Help in coordinating JTAC resources and provide relevant information for Customer identified (pre-planned) software events to help ensure efficient response.

3.2.6.10. Assist in service planning based on Customer's specific needs and where they are in the services lifecycle.

3.2.6.10.1. Track and plan all your entitled service deliverables

3.2.6.10.2. Identify your training needs and coordinate with Juniper teams to help you plan budget and resources

3.2.6.10.3. Provide customer detailed services guidelines including:

- Case Opening Guide (Contact matrix for both Juniper and customer including escalation process included)
- Document Customer device remote access procedure. Coordinate the sign off the agreement to get access to customer network if required.
- Provide guideline on any special outage procedure if applicable to ensure customer satisfactory

3.2.6.10.4. Coordinate the resource for training on how to use Web-enabled Juniper support tools and support on the tool as required

3.2.6.10.5. Support customer to maintain accurate install base data as required

### 3.2.7. Knowledge transfer

3.2.7.1. Provide access to eLearning courses on Juniper Networks product use and operation leveraging expert training staff with deep technical and industry knowledge.

3.2.7.2. Provide invitation to informational webcast sessions once a month delivered by Juniper product and support subject matter expert on leading practices in product usage and troubleshooting.

3.2.7.3. Provide up to five (5) training certification vouchers to be used for product certification exam or Juniper Networks Certification Fast Track Program.

### 3.2.8. Advanced Options

3.2.8.1. J-Care Agility Service provides a menu of optional services that can be purchased by the Customer separately or use token. These advanced options include:

- Focused Technical Support
- Product Issue Impact Review
- Software Upgrade Recommendation and Review
- Feature Rollout Plan Review
- Configuration Analysis and Change Review
- Design Review
- Migration and Implementation Review
- Migration Implementation Support

For complete details on each advanced option, please refer to the Service Description Document of the respective service offering.

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## 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. Install and set up Advanced Insight Script and Advanced Insight Manager.
- 4.2. Work with Juniper to validate the AIM connection to ensure working solution.
- 4.3. Provide all necessary hardware required for the automated incident management infrastructure components. Please refer to Advanced Insight Solutions User Guide for details. The user guide can be found at <http://www.juniper.net/techpubs/software/management/ais10/ais-guide/toc/noframesTOC.htm>.
- 4.4. Set up Internet access of Advanced Insight Manager to connect to Juniper Support Systems including any potential firewall settings.
- 4.5. Contact Juniper 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.
- 4.6. Provide information on the current software releases running in their network and current configurations as and when requested by Juniper Networks to enable delivery of the service deliverables mentioned in this offering.
- 4.7. Provide hardware and software inventory along with configuration data as and when requested by Juniper Networks to enable delivery of the service deliverables mentioned in this offering.
- 4.8. Provide access to servers, equipment, information, logs, infrastructure and resources that are necessary for the delivery of the service.
- 4.9. Designate at least two (2) but not more than six (6) senior technical representatives, who must be the primary technical interface to the designated contact of Premium Service Management Desk and other Juniper services teams, if appropriate. The Customer will designate contacts who are senior engineers with the authority to make any necessary changes to the network configuration.
- 4.10. Participate in ongoing communications with Juniper Networks' primary contact(s) that will help in the delivery of knowledge transfer and other proactive communications.
- 4.11. Participate in meetings that are scheduled ahead of time to discuss service deliverables.
- 4.12. Ensure that the requirements identified for the proper working of the Juniper Networks' solution are in place. These requirements may be documented in the product documentation or user guides or additional recommendations communicated by the Juniper Networks team from time to time for proper delivery of Juniper Networks' services.
- 4.13. Understand Customer employees interfacing with Juniper Customer Support Teams may be required to undergo the Juniper recommended training conducted by Juniper or Juniper Networks Authorized Education Centers worldwide. It is strongly recommended that the senior engineers designated by the Customer hold at least Juniper Networks Certified Internet Specialist (JNCIS) level certification (where available) in the relevant technologies.

- 4.14. Advise Juniper of any Information Juniper may reasonably request about the execution of the Services throughout the delivery of Services. If third party participation and co-operation is required in order for the Customer to perform the Customer responsibilities, Customer shall be responsible for getting such participation and co-operation. Customer shall provide written notice to Juniper Networks as soon as it becomes aware or has reason to believe that Customer will not meet any of the Customer responsibilities.

## 5. Availability

- 5.1. These Services are available globally.
- 5.2. Advanced Insight Solutions, Knowledge Transfer and all service deliverable reports are only available in English.
- 5.3. The Premium Service Management Desk is available during local business hours Monday through Friday (or as otherwise stated), excluding Juniper observed holidays, unless stated otherwise
  - AMERICAS: 8am – 5pm
  - EMEA: 9am - 5pm
  - APAC: 9am – 5pm
- 5.4. These Services are available for a minimum fixed duration of 12 months.

## 6. Scope

- 6.1. The Services provide the Customer with a subscription-based service contract valid for duration of one year from the date of contract activation. The service contract includes access to deliverables as defined in the “Service Deliverables” section that are delivered remotely.
- 6.2. The scope of this service is limited to the Juniper Networks products and services purchased by the Customer.
- 6.3. Services shall be delivered remotely from an authorized Juniper location unless specified otherwise. Any onsite presence requested by the Customer will be at an additional price. Customer understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of part of the Service.
- 6.4. The Automated Incident Management and Inventory Management Assistance services deliverables will only be available to Customers running JUNOS 9.0 and above software (including Juniper M-series, MX-series, T-series, J-Series, EX series). The Advanced Insight Scripts are currently not supported on other Juniper Networks platforms or earlier versions of JUNOS.
- 6.5. Customized Product Issue Report and EOL/EOS/EOE Report 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 the deliverables may vary and be restricted if the required information and documentation are not provided completely.
- 6.6. Customer is entitled up to four (4) Customized Product Issue Reports per year on the products they have subscribed to under the Services. The grouping of the products for the purpose of creating one (1) report is defined as the following: 1) EX Series, J Series, M Series, MX Series, T Series; SRX Series, 2) SSG

Series, ISG Series, NetScreen Series; , 3) SA Series, 4) IDP , 5) WX Series, WXC Series; , 8) NSM; , 9) E Series; Grouping of products is subject to change due to consolidation.

## 7. Glossary

- 7.1. Advanced Insight Solutions: include the following components: Advanced Insight Scripts, which run on each JUNOS device, Advanced Insight Manager which runs discretely at the Customer site, Juniper Networks Support Systems, which are located within Juniper Networks premises
- 7.2. 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.
- 7.3. Advanced Insight Manager: 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).
- 7.4. Juniper Support Systems (JSS): uses Juniper Networks knowledge base, engineering expertise, and specialized tools, resolves incident cases that you open using Advanced Insight Manager. JSS sends case resolution status to Advanced Insight Manager. JSS receives intelligence information from devices on the network using Advanced Insight Manager and sends intelligence updates and alerts for which Customer has registered to Advanced Insight Manager.
- 7.5. Case: a service request generated by the Customer related to an incident.
- 7.6. Network Profile: configuration, feature and platform information for a given Juniper device
- 7.7. EOL/EOE/EOS: End-of-Life, End-of-Engineering, End-of-Support
- 7.8. Juniper Message Bundle (JMB): The Juniper networks Message Bundle is a structured XML data file used to collect pertinent event and intelligence data used for subsequent advanced insight script processing. The JMB currently contains a JMB-manifest section, a trend-data section, and an attachments section.

## 8. Reference

- Advanced Insight Solutions Guide and Release Notes:  
<http://www.juniper.net/techpubs/software/management/ais/ais10/>
- J-Care Agility Services Datasheet: <http://www.juniper.net/us/en/local/pdf/datasheets/1000226-en.pdf>
- J-Care Agility Services End-User Support Agreement (EUSA):  
<http://www.juniper.net/support/guidelines/990219.pdf>

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

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