

J-Care Agility Services Advanced Options

Product Issue Impact Review Services Description

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1. Introduction

Product Issue Impact 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’ Product Issue Impact Review services provide in-depth analysis on hardware and software defects (bugs) found in the field that match Customer’s network profile to help determine the potential impact and risk for your network.

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. In-Depth Product Issue Impact Review and Recommendations

Juniper Networks engineers analyze the defects that match the Customer’s deployed network profile and provide an assessment and recommendation on the potential network impact. The risk is evaluated based on the Product Issue Report that’s generated based Customer’s specific business and networking requirements.

3.1.1. Analyze the defects identified in the Product Issue Report that match the Customer’s deployed network profile and determine the potential level of exposure on the network (critical, major, minor, none) based on Customer’s specific business and networking requirements.

3.1.1.1. Critical: problems that severely affect service, capacity/traffic, billing and maintenance capabilities and require immediate corrective action such as:

- A loss of service that is comparable to the total loss of effective functional capability of an entire system
- A reduction in capacity or traffic handling capability such that expected loads cannot be handled
- Any loss of safety or emergency capability (e.g., 911 calls).

3.1.1.2. Major: problems that seriously affect system operation, maintenance and administration, etc., and require immediate attention. The urgency is less than in critical service impact situations because of a lesser immediate or impending effect on system performance, Customers and the Customer’s operation and revenue such as:

- Reduction in any capacity/traffic measurement function
- Any loss of functional visibility and/or diagnostic capability
- Short outages equivalent to system or subsystem outages

- 3.1.1.3.** Minor: problems that are not traffic affecting and do not significantly impair the functioning of the system or do not significantly affect service to Customers non-traffic impacting.
- 3.1.1.4.** None: problems that are related to configuration assistance, misuse of product or feature requests.
- 3.1.2.** Assessment on the probability (high, low, Indeterminate) that the Customer will encounter the reported defects on their network.
 - High - Probability for issue to happen in live network is high.
 - Low - Probability for issue to happen in live network is low.
 - Indeterminate - Seen under very unusual circumstances or irreproducible problems.
- 3.1.3.** Recommendation on what course of action Customer should take on the reported defects to avoid potential problems based on Customer specific business and networking requirements.
- 3.1.4.** Consolidated reports on product issues and impact analysis.

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 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 a primary and backup technical contact that will be responsible for providing the network information required for the services deliverables in this offering.
- 4.6.** 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.
- 5.2. 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.
- 5.3. Product Issue Impact Review service reports are available in English only.

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 provide review and analysis on one (1) Customized Product Issue Report generated as part of the J-Care Agility Services.
- 6.2. Product Issue Impact Review service 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 Product Issue Impact Review 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 Product Issue Impact Review 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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