

# Software Upgrade Recommendation and Review Service Description Document –October 2010

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## 1. Introduction

Software Upgrade Recommendation and Review Services (“Services”) are described in this Services Description for Services delivered by Juniper Networks to Juniper Care Plus customer or Juniper Operate Specialist (“Customer”).

Juniper Networks’ Software Upgrade Recommendation and Review Services provide expert review of Customer’s software requirements, assessment of software upgrade risks, analysis of potential impact to Customer’s network and recommendations on a target software release that can best meet Customer’s requirements.

## 2. Eligibility and Purchasing

Services are available only to End User who holds a valid Juniper Care Plus contract or Juniper Operate Specialist who holds a valid Advanced Partner Support contract or Advanced Customer Support contract. Services may be purchased using consulting credits.

## 3. Service Features and Deliverable Description

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

### 3.1. Software Upgrade Requirements Assessment

Review and assess current software, hardware and feature requirements provided by the Customer to determine the targeted software release.

- Review current conditions, problem history and feature requirements of Customer’s network infrastructure to determine a target software release which supports:
  - Existing hardware
  - Existing feature usage and future feature requirements
  - Performance and high availability requirements
  - Solution to previous cases and problems reported
  - Latest network infrastructure design or services changes

### 3.2. Target Software Release Analysis

Analyze targeted software release to determine the potential impact on the Customer’s network.

- Review target software release and provide details on any additional software features included in the target release such as operational features, redundancy features, configuration features and other features (depends on products).
- Review target software release and provide details on any default behavior and syntax changes in the target release.
- Provide information on software defects found in the field that match with the target release and Customer’s network profile including:
  - Description of the problem
  - Impact of the problem
  - Known trigger of the problem

- Proposed solution to the problem or any known workarounds that might alleviate or prevent the problem
- Analyze software defects found in the field that match with the target release and Customer’s network profile:
  - In-depth analysis on the identified software defects in the target release and determine the potential level of exposure on the network (critical, major, minor, none) based on Customer’s specific business and networking requirements.
    - 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).
    - 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, Customer 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
    - 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
    - None: problems that are related to configuration assistance, misuse of product or feature requests
- 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
- 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

**3.3. Software Upgrade Recommendation**

Provide software upgrade recommendation based on the target software release analysis with a consolidated report on software upgrade assessment and target software analysis with any identified recommended changes and improvements.

**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.** Provide information on business objectives and technical requirements for new software releases.
- 4.2.** 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.

- 4.3. 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.
- 4.4. Provide information on planned short-term and long-term changes such as new technology applications, major design changes or service additions.
- 4.5. Conduct software and functionality testing.

## 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, excluding Juniper Networks observed holidays.
- 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. Services reports are available in English only.

## 6. Scope

- 6.1. The Services require five (5) consulting credits if redeemed using the Consulting Credits purchased by the Customer.
- 6.2. The scope of the service is limited to one (1) software target release and to the Juniper Networks products and services purchased by the Customer.
- 6.3. Software Upgrade Recommendation and Review service deliverables are based on the network profile information provided by the Customer or collected through Service Now and Service Insight. The scope of this offering may vary and be restricted if the required information and documentation are not provided completely.
- 6.4. The Services report includes the bugs 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 the complex nature of bugs Juniper Networks can't guarantee that the review includes a complete list of bugs Customer may encounter.

## 7. Glossary

- **Service Now:** it is a Juniper Networks technology supported by JUNOS Space to deliver automated incident management and inventory management assistance features
- **Service Insight:** it is an intelligent application supported by JUNOS Space to deliver proactive reports on JUNOS devices generated by Juniper experts automatically to the customer.
- **Network profile:** configuration, feature and platform information for a given Juniper Networks device.

## 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).

### Corporate and Sales Headquarters

Juniper Networks, Inc.  
1194 North Mathilda Avenue  
Sunnyvale, CA 94089 USA  
Phone: 888.JUNIPER (888.586.4737)  
or 408.745.2000  
Fax: 408.745.2100

### APAC Headquarters

Juniper Networks (Hong Kong)  
26/F, Cityplaza One  
1111 King's Road  
Taikoo Shing, Hong Kong  
Phone: 852.2332.3636  
Fax: 852.2574.7803

### EMEA Headquarters

Juniper Networks Ireland  
Airsides Business Park  
Swords, County Dublin, Ireland  
Phone: 35.31.8903.600  
EMEA Sales: 00800.4586.4737  
Fax: 35.31.8903.601

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