



# JUNIPER NETWORKS CHAMPION PROGRAM

## *Frequently Asked Questions*

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### General

#### What is the Juniper Champion Program?

The Champion Program is a multitiered program that enables the Juniper partner technical community to develop expertise in Juniper products, software, and technologies. Designed to leverage our valued partner relationships, the Champion Program is designed to effectively position Juniper solutions in routing, switching, and security.

The program provides unique access to Juniper resources and consists of a prescriptive curriculum of product courses, technical and design certifications, and courses on the use of Juniper SE Tools. It also provides guidance about giving the Why Juniper pitch. Specializations can be selected within a multi-discipline focus for the enterprise or service provider; a focused discipline in routing, switching, or security; and/or a design focus in data center, WAN, and security.

The Champion Program contains three consecutive levels—Aspiring, Innovative, and Ingenious—with increased expertise and skill required for each level.

#### What is a Juniper Champion?

A Juniper Champion is a member of the partner community who is recognized as a technical expert and advocate able to solve complex customer networking challenges by effectively positioning Juniper solutions. Champions are part of an elite community of partner sales engineers (SEs) who are rewarded by Juniper for their advanced skills and expertise and are considered part of the extended family of Juniper SEs.

Specifically, at each Champion level:

- Aspiring Champions have completed the initial coursework to obtain a vital understanding of Juniper Networks products and technologies in routing, switching, and security.
- Innovative Champions have demonstrated a deeper knowledge of the Juniper Networks® Junos® operating system by achieving two Junos OS-based certifications—one technical and one design. They have also developed expertise in giving the “Why Juniper” pitch and have become proficient in using Juniper SE Tools.
- Ingenious Champions have distinguished themselves as recognized professionals with advanced Junos OS technical certifications in routing, switching, and security, or design certifications in data center, WAN, and security.

#### Why become a Champion?

Become a member of the partner community that is recognized by Juniper as technical experts and advocates, and be a part of an elite team that is rewarded by Juniper for its advanced skills and expertise:

- Improve your ability to solve complex customer networking and security challenges through a deeper understanding of Juniper’s products, architectures, and solutions
- Be considered part of the extended family of Juniper SEs and enjoy broader and deeper professional relationships within that group
- Gain access to communications and tools such as targeted News On Demand, webcasts, and dedicated social media channels
- Get free certification vouchers, Juniper e-books, and Juniper Networks Training Credits
- Promote Juniper Champion status to enhance your customers’ confidence
- Contribute to your company’s Juniper Partner Advantage requirements with individual Champion-level achievements

**For Ingenious Champions:**

- Gain access to privileged Juniper confidential information on SalesCentral, and the private J-Net Forum
- Gain access to Juniper Networks Training Credits, Juniper Cloud Labs (JCL), and Juniper Cloud Labs-Build Your Own (JCL-BYO)
- Prioritized participation in topic-specific Cohesion Workshops and Field Events
- Access to on-demand Quarterly Technology Connection training
- Obtain achievement recognition and speaking opportunities at events sponsored by Juniper
- Improve knowledge and self-sufficiency when selling to customers

**How does the Champion program help me and my company?**

Participation in the Champion Program can help you win more business faster, develop new skills and capabilities, and create a truly exceptional customer experience through advanced expertise in Juniper’s silicon, systems, and software. Although certifications are a key part of the construct, the true essence of the program is a mutually beneficial relationship designed to enable growth, coverage, and scale for our partners and Juniper working together as one.

**Who can become a Juniper Champion?**

Any Juniper partner employee or a Juniper employee who chooses the Technical Track in the Learning Academy can participate in the Champion Program.

**I no longer work for a Juniper Networks partner. Can I still participate in the Champion program?**

No. The Champion Program is only for Juniper Networks business partners and employees.

**Requirements**

**What are the Champion curriculum requirements?**

The standard curriculum requirements as well as exceptions for Juniper Networks Certified Internet Professional (JNCIP) and Certified Internet Expert (JNCIE) certification achievers are shown below.

**Champion Base Program Modernization**

**Simplified Pivot to Presales**

| Level      | Requirements   |
|------------|--|
| Innovative | <p><b>Required Certifications:</b></p> <ul style="list-style-type: none"> <li>• JNCIA-Junos</li> <li>• JNCDA</li> </ul> <p><b>Required Courses:</b></p> <ul style="list-style-type: none"> <li>• The Power of a Connected World</li> <li>• Using Pathfinder</li> <li>• Juniper Configurator Introduction</li> </ul> <p><b>Downloadable Sales Aid:</b></p> <ul style="list-style-type: none"> <li>• Finding information to Support Sales</li> </ul> |
| Aspiring   | <p><b>Required:</b></p> <ul style="list-style-type: none"> <li>• JNSS-Junos</li> <li>• JNSS-EX</li> <li>• JNSS-MMX</li> <li>• JNSS-FWV</li> <li>• JNSS-MT</li> <li>• JNSS-QFX</li> </ul>   |

**Champion Program Ingenious Specializations**

**Choice of Technical or Design**

| Multi Discipline  | Multi Discipline   | Focused Discipline   | Focused Discipline   | Focused Discipline  | Design Discipline   |
|---|--|--|--|---|---|
| <p><b>Enterprise Required:</b></p> <ul style="list-style-type: none"> <li>• JNCIS-SEC</li> <li>• JNCIS-ENT</li> </ul> | <p><b>Service Provider Required:</b></p> <ul style="list-style-type: none"> <li>• JNCIS-SEC</li> <li>• JNCIS-SP</li> </ul> | <p><b>Routing Required:</b></p> <ul style="list-style-type: none"> <li>• JNCIP-SP</li> </ul> <p><b>Prerequisites:</b></p> <ul style="list-style-type: none"> <li>• JNCIS-SP</li> </ul> | <p><b>Switching Required:</b></p> <ul style="list-style-type: none"> <li>• JNCIP-ENT</li> </ul> <p><b>Prerequisites:</b></p> <ul style="list-style-type: none"> <li>• JNCIS-ENT</li> </ul> | <p><b>Security Required:</b></p> <ul style="list-style-type: none"> <li>• JNCIP-SEC</li> </ul> <p><b>Prerequisites:</b></p> <ul style="list-style-type: none"> <li>• JNCIS-SEC</li> </ul> | <p><b>Required:</b></p> <ul style="list-style-type: none"> <li>• JNCDS-DC</li> <li>• JNCDS-SP</li> <li>• JNCDS-SEC</li> </ul> |

## Champion Program Electives Modernization

### Preparing for Future Technologies

| Network Automation  | Data Center   | Cloud  |
|---|---|--|
| <ul style="list-style-type: none"> <li>Automation Taxonomy</li> <li>Automation 101</li> <li>Automation and You: A Love Story (Q2 2018)</li> <li>JNCIS-DevOps</li> </ul> | <ul style="list-style-type: none"> <li>JNCIP-DC</li> </ul> <p><b>Prerequisites:</b></p> <ul style="list-style-type: none"> <li>JNCIS-ENT</li> </ul> | <ul style="list-style-type: none"> <li>JNCIA-Cloud</li> <li>JNCIS-Cloud</li> </ul> |

### Champion curriculum requirements for JNCIP certification achievers

- For those Champions who have an active JNCIP certification, contact the Champion Program customer service team at [champion@juniper.net](mailto:champion@juniper.net), and they will manually grant you the Aspiring level.
- You are then required to fulfill the universal baseline Innovative level, and then choose the Ingenious specialization that best matches your skill set.

### Champion Program requirements for JNCIE certification achievers

- For those Champions who have an active JNCIE certification, contact the Champion Program customer service team at [champion@juniper.net](mailto:champion@juniper.net), and they will manually grant you the Ingenious level in your areas of expertise.

## Benefits

### What are the benefits of the Champion Program?

The Juniper Networks Champion Program offers you a number of compelling rewards and benefits designed to increase your value to your company. It also raises your visibility with Juniper, your customers, and in the marketplace. These benefits increase as you progress through the program.

| Benefit   | Aspiring | Innovative | Ingenious |
|---|----------|------------|-----------|
| Certificate of achievement  | X        | X          | X         |
| Achievement downloadable logos  | X        | X          | X         |
| News On Demand publication  | X        | X          | X         |
| Private Linked In Group access  | X        | X          | X         |
| Access to Junos Genius at 50% off   | X        | X          | X         |
| Access to JNCP certification exam voucher download portal   | X        | X          |           |
| Download of Juniper technical e-book (1 per Champion level)   | X        | X          |           |
| Access to real-time technical and sales information on <i>SalesCentral</i> , the same as Juniper SEs              |          |            | X         |
| Access to Juniper Cloud Labs (JCL) and Juniper Cloud Labs-Build Your Own (JCL-BYO)                                |          |            | X         |
| Access to the private Ingenious Champion J-Net Forum  |          |            | X         |
| Prioritized participation in topic-specific Cohesion Workshops and Field Events                                   |          |            | X         |
| Access to on-demand Quarterly Technology Connection training  |          |            | X         |
| Ingenious Champion banner option available for inclusion on partner websites                                      |          |            | X         |
| \$300 of Juniper Training Credits (JTCs)  |          |            | X         |
| Advanced Access to L2 or L3 JTAC  |          |            | X         |

## Getting Started

### How do I get started in the Juniper Champion Program?

Gaining access to the Juniper Champion Program is easy. Just follow these simple steps:

- Step 1:** Access the Juniper Learning Academy—select the Technical Track.
- Step 2:** Go to the My Curriculum tab in your Learning Academy account—the Champion Program curriculum is built

into this section of your Learning Academy account. Your progress is tracked as you complete each component. Once you complete one level, you then move onto the next level.

- Step 3:** Go to the My Certifications tab in your Learning Academy account—as you complete each Juniper Champion level, you will be able to download your Champion-level e-certificate and logo, and gain access to your rewards from this section of your Learning Academy account.

## Learning Academy

### What is the Juniper Networks Learning Academy?

The Juniper Networks Learning Academy is an online learning center that provides channel partners with valuable sales and technical curricula in a variety of on-demand formats, including webcasts, videos, virtual labs, and online testing.

### How do I get started in the Learning Academy?

You must be employed by a Juniper Networks partner to create an account in the Juniper Networks Partner Center. Complete the online form using your employer e-mail address. It's important to use your work e-mail account for all training activities to ensure that technical certifications are identified for Champion Program recognitions. Once you have access to the Partner Center, your same login credentials allow you access to the Learning Academy.

### Is the Juniper Champion Program website on the Learning Academy?

Yes. The Juniper Champion Program website is accessed from the Learning Academy homepage. You can find all Juniper Champion Program information including program definitions, how to get started, program policies, and program literature on this site.

### Is the Juniper Champion Program integrated into my Learning Academy account?

Yes. When you choose the Technical Track in the Learning Academy, the Juniper Champion Program curriculum is in the My Curriculum section of your Learning Academy account. As you go through the required courses and technical certifications, your progress is tracked and highlighted in your account. Once you complete one level, you then move onto the next level.

## Policies, Progressions, Rewards

### What are the Juniper Champion Program policies?

Understanding the Champion Program policies is very important. Please reference the Champion Program Policies document on the Champion Program website for the details on policies related to:

- Champion status levels progression
- JNCIP and JNCIE certification achiever exceptions
- Champion curriculum options
- Rewards and achievements
- Achieving new Champion status
- Maintaining Champion status from the previous year

### To become a Juniper Champion, do I need to start at the Aspiring level and progress up to the Innovative and Ingenious levels?

Yes. A Juniper Champion candidate must start at the Aspiring level, move to the Innovative level, and finally achieve Ingenious Champion-level status. The Champion Program curriculum is designed to help you build your network architecture expertise as you progress.

### If I already have a Juniper JNCIP or JNCIE certification, do I need to start at the Aspiring level?

- No. For those Champions who have an active JNCIP certification, contact the Champion Program customer service team at [champion@juniper.net](mailto:champion@juniper.net), and they will manually grant you the Aspiring level.
- You are then required to achieve the universal baseline Innovative level, and then choose the Ingenious specialization that best matches your skill set.
- For those Champions who have an active JNCIE certification, contact the Champion Program customer service team at [champion@juniper.net](mailto:champion@juniper.net), and they will manually grant you the Ingenious level in your areas of expertise.

### What do I need to do to achieve a Juniper Champion level?

- To achieve a Juniper Champion status (Aspiring, Innovative, or Ingenious), you must complete all of the required courses and certifications.
- For more information, see the Achieving Your Champion Status section of the Champion Program Policies on the Champion Program website.

### What do I need to do to maintain my Juniper Champion status each year?

- To maintain your Champion status from one year to the next, all requirements in your current Champion level must be active on December 31st of the current year. This includes JNSS courses, Why Juniper Pitch and SE Tools courses, and technical and design certifications. For more information, see the Maintaining Your Champion Status section of the Champion Program Policies on the Champion Program website.

### What happens if I am unable to keep all of my Champion-level requirements active by December 31st?

- If you are not able to keep all of your existing Champion-level requirements in the active status by December 31st, your Champion-level status will be dropped to the Champion level below it. Regaining your Champion active status is easy; just renew the course or certification that has expired and your Champion status will be restored to the advanced level.
- Easy steps to regain Juniper Champion status:
  - **Step 1:** Go to your My Certifications tab, and you'll notice that the Champion-level logo that navigates you to your rewards page is no longer visible.
  - **Step 2:** Go to your My Curriculum tab, and click on your Champion-level curriculum menu. Any course or certification that is not checked in green needs to be renewed.

**Note:** Due to a recent CertManager upgrade, you might need to re-transfer your technical certifications into your Learning Academy account to accurately reflect your technical certifications.

- **Step 3:** Renew your course and/or certification, and your advanced Champion-level logo will reappear in your My Certifications tab; you'll once again gain access to the rewards and benefits at your Champion level.
- **Step 4:** If you renew a course in the Learning Academy, your Champion status will reappear within a few hours. If you renew a technical certification at PearsonVUE, it will take up to five days for your Champion status to reappear.
- **Step 5:** Enjoy another year in the Champion Program!

### Can I become an Ingenious Champion in more than one specialization?

- Yes. Ingenious Champions can choose to become Ingenious in multiple specializations.
- If an Ingenious Champion chooses to become Ingenious in multiple specializations in one year, each achievement designation will be provided; however, rewards are only provided once in a given year.

### Each year, will I get Champion-level rewards?

Yes. Champion rewards are available again each year. However, your Champion level needs to be in the active status for you to be able to access your rewards. See the question above for restoring your status, if appropriate. You only get the rewards at your existing Juniper Champion level and not levels below your current one.

### If I downloaded PearsonVUE certification exam vouchers or Juniper Training Credits (JTCs) in one year, can they be used the next year?

PearsonVUE certification exam vouchers obtained from the Champion Program expire roughly one year after receipt. You need to ensure that you use the voucher before its expiration date, because it's use or lose. PearsonVUE policies do not allow for expiration dates to be extended. JTCs are valid for one year from the date of receipt and that date also cannot be extended.

## Juniper Partner Advantage (JPA)

### Are Champions now the technical competency measure for JPA?

Yes. A minimum of two Ingenious Champions are required at the Elite level. There are also specialization requirements in security, data center and cloud integrator. Two Innovative Champions are required for the Select Specialized level. At this level the security and cloud integrator specializations are automatically granted. For details, please access the [Juniper Partner Advantage 2018 Technical Competency with Champions](#) document.

## Customer Support

I'm having trouble accessing the Partner Center and the Learning Academy. Who can I contact?

If you have a password issue with your access based on your corporate e-mail address, call the Juniper helpdesk at 1-800-638-8296. If you have questions for the Learning Academy, send e-mail to [learningacademy@juniper.net](mailto:learningacademy@juniper.net).

### Who do I contact for assistance with the Champion Program?

You can e-mail the Juniper Networks Champion Program team at [champion@juniper.net](mailto:champion@juniper.net).

### Who do I contact for assistance with Juniper Networks certifications (JNCIxx)?

You can e-mail the Juniper Networks certification customer support team at [champion@juniper.net](mailto:champion@juniper.net).

## About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

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