

JUNIPER CARE PLUS SERVICES

Service Overview

In today's dynamic marketplace, organizations are under constant pressure to meet market demand while maintaining or increasing return on investment. IT departments are being asked to align and deliver on the organization's objectives and goals while managing scarce resources and a flat or decreasing IT budget.

Your network and IT infrastructure are more than just support for your organization—they are the backbone of your success. With a strategy of innovation and investment opportunities, you need a high-performance network to meet your long-term goals.

Juniper Care Plus empowers organizations to meet today's challenges by delivering proactive personalized services designed to maximize application reliability and avoid incidents. This helps ensure that your network is always at optimum readiness, able to evolve smoothly and effectively in response to the demands of your organization's goals. Juniper Care Plus provides enhancements over and above a standard support contract.

- Do you need to lower the total cost of ownership?
- Is application reliability a priority?
- Are you looking for an efficient and effective skill set transfer?
- Would a single point of contact for all service-related activities be perceived as beneficial?
- Do you have a goal to minimize network-based risk while maximizing the value of your network investment?

If you answered "yes" to any or all of these questions, it is very likely that you will benefit from Juniper Care Plus services.

Service Description

Juniper Care Plus keeps the network at optimum readiness through high touch support (service manager), proactive automation tools to help automate and simplify the network (Juniper Networks® Junos® Space Service Insight), and personalized services such as training, network consulting, and account management—all mitigating risk for organizations, providing application reliability, reducing the learning curve, and accelerating time to value.

The prerequisite service product is Juniper Care. Having a Juniper Care contract in place assures that the organization can take full advantage of all Juniper Care Plus features and benefits.



- Juniper Care Plus delivers proactive and personalized services, evolves with your business initiatives and provides the highest network availability
- Juniper Care improves staff productivity and decreases operational costs through award winning 24x7 support and automation

Figure 1: Juniper Technical Services overview

Features and Benefits

Table 1: Juniper Care Plus Services Features and Benefits

Note: Juniper Care is the pre-requisite service product

Feature	Feature Description	Benefit
Service Manager	Single point of contact for all service-related activities. Manages the delivery of all entitled services in Juniper Care Plus.	Efficient resolution of service issues. Ensures that you are represented within Juniper and that your organizational or IT requirements are met.
Expert to Expert Access	Provides access to a designated team of senior JTAC engineers for all Priority 1 and Priority 2 issues on a 24x7 basis.	Fast resolution of mission critical hardware and software incidents significantly accelerates the mean time to resolution (MTTR) resulting in high network availability.
Junos Space Service Insight	Junos Space Service Insight is an intelligent application supported by on the Junos Space Network Management Platform which delivers proactive reports on Juniper Networks Junos operating system devices. Proactive reports are generated by Juniper and automatically sent to you. Proactive reports include targeted proactive bug notification and on demand End of Life (EOL), End of Service (EOS), and End of Engineering (EOE) reports.	Easily assess the risk to your network and proactively make changes to avoid potential issues or minimize impacts when issues do occur. Allows for careful and informed planning of your network infrastructure evolutions. Preempts exposure to known issues, not just by identifying and resolving them, but by empowering organizations to anticipate problems and take proactive measures to avoid them.
Advanced Services Credits	Advanced Services Credits provide you with a fixed number of consulting credits from Juniper Networks expert consultants. You may choose from a menu of prescriptive services comprised of: <ul style="list-style-type: none"> • Configuration Analysis and Change Review • Design Change Review • Feature Rollout Plan Review • Network Change Plan Review • Implementation Support • Product Issue Impact Review • Software Upgrade Recommendation and Review • Product Health Check • SNMP Monitoring Optimization (EMEA only) • Customer Certification Lab (CCL) Testing – Fixed Scope (feature roll out and regression testing) 	Matching your network's capability to your organization's needs and goals results in network optimization, which means achieving and accelerating time-to-value. Advanced Services Credits provide you with the expertise necessary to plan your network evolution and ensure the success of network upgrades, conversions, and migrations to Junos OS.
Training credits	Provides you with access to knowledge transfer activities such as webcasts and a fixed number of Juniper training credits (JTCs) that can be used to gain access to any private or publicly available, open enrolment, instructor-led, instructor-led online, and E-Learning courses at Juniper Networks Education Centers or any participating Juniper Networks Authorized Education Center (JNAEC) worldwide.	Significantly reduces the learning curve and helps organizations keep pace with rapidly changing technologies. Build and scale technical networking expertise quickly to align with organizational objectives or IT goals.
Focused Technical Support (optional for fee service)	Focused Technical Support is an offering that many customers choose to enhance their Juniper Care Plus service. This offering provides you with access to a designated team of senior Juniper engineers with extensive experience and highly focused troubleshooting skills relevant to your network profile and operational requirements. For additional information, please visit: www.juniper.net/us/en/local/pdf/datasheets/1000250-en.pdf	Maximize MTTR for mission critical hardware and software incidents within highly complex networks.

Service Manager

The Juniper Service Manager is a named contact and your advocate within Juniper to manage all service-related activities during local business hours. Your Service Manager is the single point of contact within Juniper to oversee the delivery of all entitled services in the Juniper Care Plus offering. The Service Manager's responsibilities include:

- Formulate and deliver a Service Support Plan
- Provide account setup assistance and ongoing account management to ensure that you have access to service deliverables in the Juniper Care Plus offering and appropriate resources within Juniper
- Manage customer escalation related to service support, service readiness, and service planning, working with Juniper internal delivery teams
- Advise and guide you in accessing resources for implementing the Junos Space Service Director and Junos Space Service Insight infrastructure and related services entitlement deliverables
- Conduct periodic conference calls to report status on outstanding issues and discuss key future network activities
- Conduct quarterly operational review meetings to discuss your specific product and service performance metrics, related trends, and planned services activities
- Provide case trend analysis that includes a regular review of your reports to identify repeat tactical hardware, software, or operational issues
- Provide logistic and operational assistance
- Provide proactive case planning

- Track and plan all of your entitled service deliverables such as training credits and consulting credits, and provide a report on credit usage and balance
- Assist in service planning based on your specific needs and where you are in the services life cycle
- Identify your training needs and coordinate with Juniper teams to help you plan budget and resources

Expert to Expert Access

Expert to Expert Access provides direct access to a team of senior JTAC engineers. You can open Priority 1 and Priority 2 cases on a 24x7 basis directly with a team comprised of senior JTAC engineers with extensive experience, advanced troubleshooting skills, and demonstrated capability to quickly drive your high priority issues to resolution.

Definitions of Priority 1 and Priority 2 Cases

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 function that is currently relied upon for mission critical tasks. Juniper will dedicate JTAC resources 24x7x365 until a resolution or workaround is in place. You must also provide designated resources that are available 24x7x365 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 one hour, the priority will be lowered.

Priority 2 - High

Juniper Networks defines a Priority 2 case as:

- Issues are impairing, but do not cause a total loss of mission critical functionality, or
- Intermittent issues 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

Service Automation

- Service automation capabilities delivered via Junos Space Service Director and Junos Space Service Insight help simplify operations, reduce maintenance costs, and enhance operational efficiency.

Junos Space Service Director helps you automate time-consuming tasks such as inventory management and incident management. It allows you to automate the process of trouble ticket creation as well diagnostic data collection. Junos Space Service Director also periodically collects device health data that is used by Junos Space Service Director to create targeted

actionable reports that can be used for proactive network maintenance and support.

Junos Space Service Insight, a smart application hosted on the Junos Space Network Management Platform, provides the network operations team with targeted reports on how to manage the network in response to vendor product bugs and EOS/ EOL notifications.

Targeted Proactive Bug Notification

This capability allows you to receive a notification on new reported critical and major product bugs that may impact your network. Targeted proactive bug notifications will assess your organization's network profile and provide you a notification on bug information that may impact the network with detailed information on the devices that may be impacted by the bugs.

The information included in the notification includes details such as the bug description, possible trigger and workarounds if available. This information provides proactive actionable data that you can use to understand the potential impact of product bugs to your network.

Information on the bug notification is stored within Junos Space Service Insight for review as needed. Juniper resources can help answer questions related to the information delivered and perform quarterly reviews for the bugs identified.

Proactive notifications can significantly reduce the time spent by the operations manager for bug review and provide immediate impact analysis to Juniper TAC and the operations team in case of critical bugs identified as risk to the network operations.

Definitions of Critical and Major Bugs

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 or the organization's operations, for example:

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

On-Demand EOL/EOS/EOE Report

This feature provides you with the ability to automatically generate End of Life (EOL), End of Service (EOS), and End of Engineering (EOE) reports that match your network devices. The report is generated based on official Juniper EOL/EOS/EOE announcements.

On-demand EOL/EOS/EOE reports are created showing the currently deployed network inventory. These reports typically include device, announcement details, last software engineering support, last hardware engineering support, and replacement product information. The network operations team has the ability to choose device(s) and see EOL/EOS/EOE milestone dates for individual field-replaceable units (FRUs). The devices and FRUs approaching EOL are flagged and corresponding replacement part numbers are shown.

The network administrator has the ability to download these reports for offline network planning purposes. Juniper resources are available to answer any follow-up questions that may arise with respect to these reports.

The intelligent reports above are generated based on information collected through Junos Space Service Director from devices on your network. When reports are completed by Juniper engineers, they are automatically sent to you through Junos Space Service Insight. Figure 2 illustrates the data flow from your organization to Juniper.

Note: Junos Space Service Director and Junos Space Service Insight are required to deliver the services shown above, and deliverables are limited to Junos OS devices only.

Advanced Services Credits

Advanced Services Credits provide you with a fixed number of Advanced Services Credits from Juniper Networks Advanced Services Consulting Engineers. You may apply your Advanced Services Credits to a menu of prescriptive services comprised of:

- Configuration Analysis and Change Review
- Design Change Review
- Feature Rollout Plan Review
- Network Change Plan Review
- Implementation Support
- Product Issue Impact Review
- Software Upgrade Recommendation and Review
- Product Health Check
- SNMP Monitoring Optimization (EMEA only)
- Customer Certification Lab (CCL) Testing – Fixed Scope (feature roll out and regression testing)

You are entitled to a fixed number of Advanced Services Credits. The Advanced Services Credits are valid for twelve (12) months from the date of Juniper Care Plus contract activation, and can only be used for services on the menu. For details, please contact your local Juniper Partner or Juniper Networks field sales manager.

Configuration Analysis and Change Review

Juniper Networks Configuration Analysis and Change Review service provides consultative review and analysis by optimizing your network configuration in conjunction with a Juniper engineer's detailed understanding of your network and expertise regarding Juniper products. Juniper engineers will discuss your requirements in detail and apply best practices and Juniper methodology to analyze configuration and features with a focus on scalability, resilience, and efficiency.

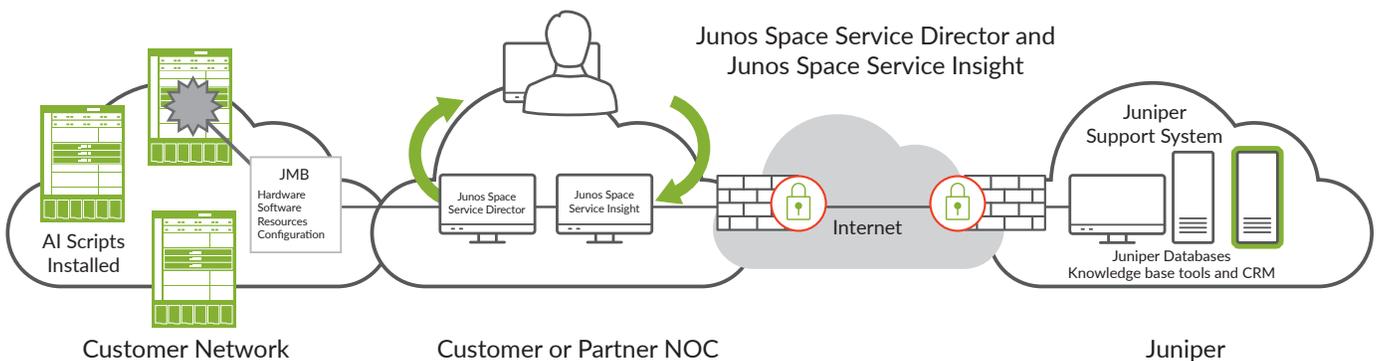


Figure 2: Juniper Service Automation

Design Review

Juniper Networks Design Change Review service provides consultative review and recommendations for improving and optimizing certain aspects of your existing detailed design plan for network modifications. Leveraging Juniper engineering experience and knowledge of your network architecture, this service offering enables you to receive validation from Juniper experts before making changes to your network.

Feature Rollout Plan Review

Juniper Networks Feature Rollout Plan Review service provides you with a consultative review and recommendations for planned feature introductions to determine the optimal rollout plan. Juniper engineers will work with you to understand priorities, requirements, and goals. By applying and understanding your network topology, product configurations, feature requirements, and strategy, the Juniper engineer will provide detailed analysis and recommendations that proactively identify risks to help minimize potential service disruption when the implementation plan is carried out.

Network Change Plan Review

Juniper Networks Change Plan Review service reviews your network change plans and provides recommendations for optimizing processes based on known best practices. Network change plans may include software/hardware upgrade implementation plans and new feature implementation plans.

Implementation Support

Juniper Networks Implementation Support service provides remote engineering assistance on critical network changes such as migrations, software upgrades, and feature rollouts. The Juniper engineer will have sufficient information about the network change implementation via knowledge transfer with your team, and will be able to assist by analyzing events experienced during the change and providing recommendations.

Product Issue Impact Review

Juniper Networks Product Issue Impact Review service provides a detailed review of hardware and software bugs found in the field that match your network profile to help determine the potential impact and risk to your network.

Software Upgrade Recommendation and Review

Juniper Networks Software Upgrade Recommendation and Review service provides expert review of your software requirements, assessment of software upgrade risk, analysis of potential impact on your network, and recommendations on a target software release that can best meet your requirements.

Product Health Check

Juniper Networks Product Health Check uses sample data from targeted Juniper devices to check key indicators of device health and utilization. This helps determine if a product is maintaining performance expectations based on Juniper recommended best practices. Juniper engineers will analyze your data and provide recommended actions or workarounds to help you minimize the risk and improve your network performance.

SNMP Monitoring Optimization (EMEA Only)

The Simple Network Management Protocol (SNMP) is still widely used for basic network management and device monitoring. The SNMP Monitoring Optimization service (only available in EMEA) provides customers with a detailed assessment of their SNMP set-up for Juniper products. The assessment includes a list of outdated MIBs, devices managed by SNMP, checks on traps and polling configurations, and communities. Customers will also be provided guidance on how to interpret and respond to important SNMP messages.

Customer Certification Lab (CCL) Testing - Fixed Scope (Feature Roll Out and Regression Testing)

This fixed version of Juniper's existing CCL Testing service (Testing-as-a-Service portfolio) is designed to help you validate your configuration, test software features, and perform regression testing per your testing requirements. Juniper Networks will work with you to replicate your target deployment environment in Juniper's lab (which includes software, Junos-based hardware, traffic generators, and lab facilities) to understand your testing requirements and help you execute the test cases per the agreed-upon scope.

This Service offers thirty (30) days of engagement with Juniper's testing resources and includes twenty (20) days of dedicated testing based on a test plan with a predefined number of test cases per your requested test scenarios. The scope of this service is limited to one hundred (100) test cases. For additional details, please refer to the [CCL Testing – Fixed Scope SDD](#) for clarification on scope and deliverables.

Training Credits

Training credits provide you with access to knowledge transfer opportunities such as webcasts, and also a fixed number of Juniper training credits (JTCs) that can be used to gain access to any private or publicly available, open enrollment, instructor-led, instructor-led online, and E-Learning courses at Juniper Networks Education Centers or any participating Juniper Networks Authorized Education Center (JNAEC) worldwide. The following criteria apply to the use of training credits:

- Credits can be used for private or publicly available, open enrolment, instructor-led, instructor-led online, and E-Learning courses.
- Credits are redeemable at Juniper Networks Education Centers or any participating Juniper Networks Authorized Education Center (JNAEC) worldwide.
- Credits are valid for one (1) year from the purchase date of the Juniper Care Plus contract. The courses chosen must begin before the credits expire.
- All Juniper Networks training credits must be redeemed in U.S. dollars (USD).

You are entitled to a fixed number of training credits. For details, please contact your local Juniper Partner or Juniper Networks field sales manager. In addition, you will be invited to monthly informational webcast sessions delivered by Juniper product and support subject matter experts on leading practices in product usage and troubleshooting.

Service Specifications

Your responsibilities include:

- Work with Juniper to install and set up Junos Space and Junos Space Service Insight, and to validate a Junos Space Service Insight connection with Juniper.
- When requested, provide the necessary hardware required for Junos Space Service Insight (you can purchase a Junos Space appliance or use your own VMware infrastructure).
- Work with Juniper to set up Internet access of Junos Space Service Insight to connect to Juniper Support Systems (JSS), including any potential firewall settings.
- Work with Juniper to provide the required information to activate the services entitlement, including serial numbers of each system-level piece of hardware to enable the support level and delivery of services.
- When requested, provide information on the current software releases running in your network, as well as current configurations when requested by Juniper to enable delivery of the service deliverables mentioned in this offering.

- Work with Juniper to 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.
- Work with Juniper to provide access to servers, equipment, information, logs, infrastructure, and resources that are necessary for the delivery of the service.
- Designate at least two (2) but not more than six (6) senior technical representatives, who must be the primary technical interface to the service manager or other Juniper services team members, as appropriate. You will need to designate contacts who are senior engineers with the authority to make any necessary changes to the network configuration.
- When requested, participate in ongoing communications with Juniper Networks' primary contact(s) who will help in the delivery of knowledge transfer and other proactive communications.
- When requested, participate in scheduled meetings to discuss service deliverables.
- Work with Juniper to 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 services.
- Understand that your employees interfacing with Juniper Customer Support Teams may be required to undergo the recommended training conducted by Juniper or Juniper Networks Authorized Education Centers worldwide. It is strongly recommended that the senior engineers designated by you hold at least Juniper Networks Certified Internet Specialist (JNCIS) level certification (where available) in the relevant technologies.

Complementary or Higher Level Services

Looking for the correct level of expertise to optimize your network operations? Then visit the Resident Engineer, Resident Consultant, and Focused Technical Support data sheets.

Juniper Networks Services and Support

Juniper Networks is the leader in performance-enabling services that are designed to accelerate, extend, and optimize your high-performance network. Our services allow you to maximize operational efficiency while reducing costs and minimizing risk, achieving a faster time to value for your network. Juniper Networks ensures operational excellence by optimizing the network to maintain required levels of performance, reliability, and availability. For more details, please visit www.juniper.net/en/products-services.

Ordering Information

Juniper Care Plus Services are available globally. For details, please contact your local Juniper Partner or Juniper Networks field sales manager.

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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