

# Configuration Analysis and Change Review Service Description Document

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## 1. Introduction

Configuration Analysis and Change Review Services (“Services”) are described in this Services Description for Services delivered by Juniper Networks to Juniper Care Plus customer or Juniper Operate Specialists (“Customer”).

Juniper Networks’ Configuration Analysis and Change Review services provide consultative review and analysis on optimizing Customer’s network configuration by leveraging Juniper Networks’ engineers’ detailed understanding of Customer’s network along with their expertise on Juniper Networks’ products. The Juniper Networks’ engineer will discuss Customer’s requirements in detail and apply best practices, including Juniper Networks methodology, to analyze the configuration and features with a focus on scalability, resilience and efficiency.

## 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 Customer with the following:

### 1.1. Product Configuration Review and Analysis

Juniper Network’s engineers review and analyze the configuration based on the Customer specified overall requirements to determine if the current configuration is consistent with what would be suggested as best practice for configuring and deploying a specific Juniper Networks’ product.

**1.1.1.** Discuss and understand the overall goals and requirements of the Customer’s network.

**1.1.2.** Review Customer’s network device configurations including:

- Hardware configurations
- Software configurations
- Dependent configuration in respect to new features
- Configuration scaling
- Device policies
- Interface configuration
- Management setup for the system
- Customer configuration methodology

**1.1.3.** Analyze the current configurations based on suggested Juniper Networks’ product configuration best practice. Areas of focus include:

- Configuration practices currently employed

- Hardware redundancy, resiliency and error logging configuration
- Scalability of the current configuration
- Dependent configuration in respect to new features
- Customer configuration templates

## **1.2. Recommendation on Product Configuration Change and Optimization**

- 1.2.1.** Juniper Networks' engineers provide tailored recommendation in the form of configuration changes, methodology and best practices.
- 1.2.2.** Recommend configuration optimization opportunities.
- 1.2.3.** Identify and recommend product configuration best practices.
- 1.2.4.** Provide recommendations on configuration changes to achieve Customer's business and technical requirements while incorporating redundancy, scalability and operational efficiency.
- 1.2.5.** Recommend improvements to configuration templates

## **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 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.
- 4.2.** 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
- 4.3.** Provide network high level design, business and technical requirements for the proposed configuration changes.
- 4.4.** Provide a primary and backup technical contact that will be responsible for providing the network information required for 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.** Configuration Analysis and Change Review service reports are available in English only.

## **6. Scope**

- 6.1.** The Services require two and half (2.5) consulting credits if redeemed using the Consulting Credits purchased by the Customer.
- 6.2.** The scope of this service is limited up to two (2) configuration templates and to the Juniper Networks products and services purchased by the Customer.

- 6.3. Configuration Analysis 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. Recommendations provided in the Configuration Analysis and Change Review report are based on Juniper Networks' best practices and does not include the product issue (bugs) analysis of the network.

## 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).

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