

# J-Care Agility Services Advanced Options

## Migration and Implementation Review Services Description

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### Table of Contents

1.	Introduction .....	2
2.	Eligibility and Purchasing .....	2
3.	Service Features and Deliverable Description .....	2
4.	Customer Responsibilities .....	3
5.	Availability .....	3
6.	Scope .....	3
7.	Glossary .....	4
8.	References .....	4

## 1. Introduction

Migration and Implementation Review Services (“Services”) are described in this Services Description for Services delivered by Juniper Networks to J-Care Agility or JNASC Agility Service customer (“Customer”).

Juniper’s Migration and Implementation Review services provide review of Customer’s network change plan and provide recommendations to optimize the process based on known leading practices. Network change plans provided by the Customer can include software upgrade implementation plan, new feature implementation plan and network migration plan for Juniper Networks products.

## 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. Migration plan review and assistance

Juniper engineers review Customer’s network changes method and procedure, acceptance test plan to determine areas of improvement.

- 3.1.1. Review Customer’s planning, method and procedure.
  - Detailed review of Customer’s network change method and procedure.
  - Detailed review of hardware and software configuration changes needed for successful network change.
- 3.1.2. Review Customer’s acceptance test plan.
- 3.1.3. Review Customer’s contingency roll back procedure if applicable.
- 3.1.4. Assist in the preparation of implementation plan procedures.

### 3.2. Optimization recommendation

Juniper engineers provide recommendation to optimize Customer’s process based on suggested best practices.

- 3.2.1. Proactively identify implementation issues and provide recommendation on changes to Customer’s test plan associated with the network changes.
- 3.2.2. Provide recommendation on how to optimize the network change method and procedure wherever there is opportunity to minimize implementation time and service disruption.
- 3.2.3. Advise the Customer on any relevant best practices for the network change.
- 3.2.4. Deliver a written report on the recommendations.

## 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 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 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 information on the lab testing processes and certification.
- 4.6. Provide information on network change procedure and change control process.
- 4.7. Provide detailed deployment plan and schedule.
- 4.8. Provide detailed test plan.
- 4.9. Provide any business or technical constraints Customer may have.
- 4.10. Provide any design documentation related to the network change.
- 4.11. Provide a primary and backup technical contact that will be responsible for providing the network information required for the services deliverables in this offering.
- 4.12. 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. 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.

## 6. Scope

- 6.1. The Services 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 one (1) major network change plan and associated minor changes. Major change include event such as activating/installing a new device, insert a new line card and activate new service, routing policy change, migrate service traffic and configuration due to changes such as design change, End-of-Life/End-of-Engineering/End-of-Support, operation process change and hardware upgrade; minor change includes changes such as IP address change, security policy change, deactivate/activate an interface.

- 6.2. This service scope is limited to Juniper Networks products only and does not include network migrations from a third party product to Juniper product.

## 7. Glossary

- EOL: End-of-Life
- EOE: End-of-Engineering
- EOS: End-of-Support

## 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>

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## 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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