

Juniper Proactive Optimization Service

SERVICE DESCRIPTION DOCUMENT

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1. Introduction

This Services Description Document (“SDD”) describes Juniper Networks® Proactive Optimization Service (the “Services”) that Juniper makes available for purchase, by End Users of Juniper Networks products (each, an “End User”) directly or through its authorized resellers.

The services are subject to the terms of this SDD and of the Juniper Purchase and License Agreement (“JPLA”) a copy of which is posted at <https://www.juniper.net/us/en/legal-notices/juniper-networks-contracts-resource.html> (i.e., GTC plus the Customer Schedule or Channel Schedule, as applicable) or such other URL that Juniper may designate from time to time (or another written master services agreement signed by Juniper Networks and End User and covering within its scope the terms and conditions under which Juniper Networks will render support and maintenance services). In the event of any conflict between the terms of this SDD and that of the JPLA; the terms of this SDD shall take precedence. Unless otherwise stated in this SDD, capitalized terms used in this SDD shall be as defined in the JPLA.

The Juniper Optimization Service offers 3 annual subscription tiers – Basic, Standard, and Premium with a Juniper optimization expert. The optimization expert will create a Services Life Cycle plan tailored to customer network that matches customers’ business goals. The plan is a prescriptive service mapping from the flexible optimization subservices menu. Subsequently, the optimization expert will execute the agreed-upon optimization subservices from the prescribed services, provide reports with recommendations, and deliver ongoing support on recommendations. The Juniper optimization expert will also hold periodic service status review meetings.

2. Eligibility and Purchasing

The services are available for purchase only (i) by an End User who holds a valid Juniper Care Support Contract or valid Partner Support contract and (ii) by Juniper Networks authorized resellers solely for resale to the End User identified by name and address in the Reseller’s Purchase Order (“PO”).

The services cover only those Juniper Networks products of End User purchased from Juniper Networks or an authorized

Juniper Networks reseller and that are under a current, valid Juniper Care Support Service contract, and, for each such product, only during the term of its associated contract.

The services cover only those Juniper Networks products as to which all the following apply:

- i. End User is using the Juniper products;
- ii. End User has purchased or leased the Juniper products from either Juniper Networks or a Juniper Networks authorized reseller;
- iii. The Juniper products are identified in the PO(s) for the Services placed with Juniper; and
- iv. The Juniper products and the address of their installation site have been properly registered with Juniper by serial number.

The service can be purchased by the End User using any one of the following methods:

- i. Listing the Service-specific SKU published on the Juniper published pricelist on the PO(s); or
- ii. Using Flexible Services Credits (FSC) with value equivalent to the list price of the Services SKU published on the Juniper published pricelist; or
- iii. By redeeming Advanced Services Credits (ASC) for each Services request.

For further information, please contact your local Juniper partner, Juniper field sales manager, or your assigned Juniper service business manager.

The service has three (3) distinct tiers. The service tiers include the features and deliverables as described in section 3 (below) and the scope of service tiers are as described in section 7(below).

The services can be purchased using the desired SKU below:

SKU	Description
SVC-POS-BA	Proactive Optimization - Basic
SVC-POS-STD	Proactive Optimization - Standard
SVC-POS-PRE	Proactive Optimization - Premium

3. Service Features and Deliverables

As part of the services, Juniper will use commercially reasonable efforts to provide the End User with the following:

3.1 Juniper Optimization Expert

The Juniper optimization expert is a named Juniper engineer who is a single-point-of-contact expert for the End User. The optimization expert will conduct the initial Kickoff Meeting to understand the customer's business needs and accordingly prescribe a Service Lifecycle Plan to help them meet their business goals. The optimization expert is available remotely during standard business hours and will perform the following activities:

- Kickoff Meeting, which includes:
 - Discussion regarding customer's network, future business goals, and current network performance;
 - Review service features and scope;
 - Discussion of cadence for service status review meeting.
- Service Lifecycle Plan, which includes:
 - Mapping the optimization subservices to customers' objectives and network architecture;
 - Create a Services lifecycle plan document and review the plan with customer;
 - Initiate changes or updates based on customers' feedback, with customer providing final sign-off.
- Service Status Review Meeting, which includes:
 - Status of subservices;
 - Answer any technical queries on the recommendations provided in the reports.
- Drive Subservices Deliverables, which includes:

- Delivery of subservice;
- Set up a meeting to discuss the recommendations for the next steps.

3.2 Optimization Subservices

- **Security Incident Response Team (“SIRT”) Analysis**– This service provides comprehensive, in-depth analysis of security exposure based on customer’s network environment. The key activities include:
 - Requirements gathering meeting;
 - Comprehensive, in-depth analysis of security exposure based on customer hardware, software, installation base, and configuration;
 - Custom report, which includes network vulnerabilities, recommendations, and mitigation steps;
 - Final review meeting.
- **Security Policy Optimization (“SPO”) -** This service provides a comprehensive in-depth analysis of the customer’s security policy database to identify optimization opportunities. The key activities include:
 - Requirements gathering meeting, custom report, migration process, and final review meeting;
 - Comprehensive in-depth analysis of the customer’s security policy database using custom tools to search for optimization opportunities.
- **Configuration Analysis and Change Review** - This service provides a consultative review and analysis on optimizing End User’s network. The optimization expert will discuss End User’s requirements in detail and apply their expertise as well as Juniper’s leading-edge technologies and best practice to analyze the configuration and features. The key activities include:
 - Product configuration review and analysis;
 - Meeting to discuss, understand, and validate the overall goals and requirements of customer’s network;
 - Review of customer’s network device configurations, which may include hardware inventory analysis, software configurations, and dependencies with respect to new features, configuration scaling, interface configuration, management setup for the system, along with customer’s configuration methodology;
 - Analysis of current configurations based on Juniper Networks product configuration best practices; areas of focus may include configuration practices currently employed, error logging configuration, dependencies with respect to target features, and End User’s network configuration templates.
- **Product Issue Impact Review (“PIIR”) -** This service provides a detailed analysis of hardware and software defects found in the bug database that match customer’s network profile to help customer determine the potential impact and risk for customer’s network. The key activities include:
 - Generating a PIIR report;
 - Analysis of the defects identified in the PIIR report that matches customer’s deployed network profile;
 - Assessment of the risk level of identified defects based on the customer’s network and business requirements;
 - Proactive recommendations on the course of action customer should take to avoid potential defects.
- **Software Upgrade Recommendation and Review (“SURR”) -** This service provides an expert review of customer’s software requirements, assessment of software upgrade risk, analysis of potential impact on customer’s network, and recommendations on a target software release that can best meet customer’s requirements. The key activities are:
 - Software release analysis:
 - Review of target software release and any additional software features, such as operating features, redundancy features, configuration features, and default behavior and syntax changes in the target release.
 - Provide information about software bugs found in the field that match the target release and customer’s network profile. This information includes a description of the problem, risk level, known triggers, impact on network, and proposed mitigation measures.
 - Software upgrade recommendations:
 - Consolidated report containing the software upgrade requirements assessment, target software

analysis, and any recommended changes and improvements.

- **Product Health Check** - This service uses sampling data from targeted Juniper devices on customer's network to check key indicators of device health and utilization. This helps determine if products are maintaining performance expectations based on Juniper's best practices. The key activities are:
 - The key device health indicators collected will be analyzed by the Juniper optimization expert to identify potential problem areas, abnormalities, and malfunctioning hardware;
 - The optimization expert will recommend the solution based on best practices to optimize health and utilization of target devices.
- **Implementation Support Service** - This service provides remote engineering assistance for critical network changes such as migration, software upgrades, and feature rollout. The optimization expert will set up a knowledge transfer session with the End User to convey crucial information on the network change implementation, assist with the changes, and provide recommendations on next steps. The key activities are:
 - Network change implementation
 - The optimization expert is available during the network change implementation process to assist customer with any questions, concerns, or problems during the migration.
 - Post network change review
 - The optimization expert will discuss network change with customer to assess the success and, if appropriate, possible areas of improvement following changes.
- **Security Tuning** - This service helps the customer improve their network's security posture. Juniper optimization expert will review and analyze the security controls, then provide recommendations on improving efficiency and efficacy. The customer will also get an actionable plan to mitigate identified deficiencies. The key activities are:
 - Discovery Workshop - Conduct a workshop to identify target security areas for Juniper SRX series firewalls (using monitoring tools like Juniper Security Analytics ("JSA"), Juniper Security Director ("SD") insights if applicable) and attributes in-scope from following areas
 - Identity Management, user firewalls;
 - Advanced Threat Prevention ("ATP");
 - Next-generation firewall services ("NGFW").
 - Analysis and Review - Analysis of End User's existing configuration for one or more in-scope attributes.
 - Security policies;
 - vents and logging attributes;
 - Priorities and relevance (weights) or triggers (while configuring JSA networking hierarchy).
 - Mitigation and Remediation recommendations report - Develop a report which will include the following:
 - Identify elements at the root of tuning of the attributes in-scope;
 - Expert level-best practices guidance for tuning the attributes;
 - Outline the process for tuning the attributes.
 - Implementation of recommendations - Review customer's implementation plan and provide remote technical assistance during the maintenance window to execute the recommendations.
 - Final Review Meeting - Virtual final review meeting with Juniper optimization expert to address concerns, answer questions, and provide general guidance.
- **Security Health Check** - Juniper Networks Security Health Check service helps customers by reviewing customer's configuration template and generate a report that compares how customer's configuration aligns with best practices and provide recommendations. The key activities are:
 - Discovery Workshop - Juniper optimization expert will have an interactive workshop to understand the current SRX design, requirements, known issues, and future goals around SRX firewall uses cases covered by or JSA and SD system.
 - Health Check Assessment:
 - The optimization expert will assess and evaluate the customer's existing configuration templates for best practices of SRX Firewall and configuration;
 - The optimization expert will assess and evaluate JSA and SD in consideration for best practices as defined in the scope.
 - Health Check Report - Develop and submit health check assessment report with recommendations.

- **Design Change Review** - This service provides consultative review and recommendations on the changes that customers want to perform in their existing network design. Juniper Networks Design recommendations will help optimize and enhance performance. The Juniper optimization expert will discuss the current state of customer's network and review the network against the customer's design documents and share a recommendation report on areas of optimization in customer's network design. The key activities are:
 - Workshop - Conduct the design discovery workshop with customer team, gather information on existing customer design, business requirement, pain point and issue of customers.
 - Design Change Review requirement document - The optimization expert will create a requirement document that lists all requirements gathered in the workshop to inform scope of Design Change Review. JOE will review the document with the customer and seek customer's confirmation.
 - Design Review for changes - The optimization expert will review the customer network design and provide recommendations to improve or optimize the design by referring to Juniper Validated Designs (JVDs) as applicable or as per Juniper best practices.
 - Design Change review report - Create a Design review report with list of design and related configuration recommendations and next steps.
 - Final Review Meeting - Conduct a virtual final review meeting with the customer, to discuss the report, address any queries, and provide guidance on next steps.

4. Service Term

- **Service Term.** Subject to Juniper's acceptance of a valid PO from End User or an Authorized Reseller, the term of the applicable Service Contract will begin on: (1) the date of PO acceptance if the PO does not include the associated Hardware (if any) or the Service Contract is for Software only; (2) the date the Hardware is deemed delivered by Juniper if the PO for the Service Contract includes associated Hardware; or (3) the date as agreed to in writing between the Parties (including as quoted by Juniper and listed in the PO), if any, in which event such date shall supersede any date determined under (1) or (2).
- **Renewal Term.** The start date of the Service Contract following the initial Services term of the Services (and any subsequent renewal terms) will begin on the day after the immediately preceding Service Contract expired.

5. End User Responsibilities

Juniper Networks' obligation to provide this service is conditional upon End User meeting the following obligations. The provision of this service assumes that the End User will:

- Provide information on the current software releases and configurations in their network. Also, when requested by Juniper Networks, to enable the delivery of the service deliverables mentioned in this offering.
- Provide a target software version for each optimization subservice requested.
- Provide information on business objectives and technical requirements for target software releases.
- Provide information on planned short-term and long-term network changes such as new technology applications, major design changes or service additions.
- Conduct software and functionality testing.
- Provide a primary and backup technical contact who will be responsible for providing the network information required for the service deliverables in this offering.
- Participate in ongoing communications with Juniper Networks' primary contact(s) that will help in the delivery of the service deliverables in this offering.
- 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 Networks' services.
- Advise Juniper on any information Juniper may reasonably request about the execution of the Services throughout the delivery of services. If third-party participation and cooperation is required for the End User to perform the End User responsibilities, the End User shall be responsible for securing such participation and cooperation.
- The End User shall provide written notice to Juniper Networks as soon as it becomes aware or has reason to believe that the End User will not meet any of the End User responsibilities.
- Customer to provide approval on the Service Lifecycle Plan within 3 business days.

6. Availability

- Services shall be delivered remotely from an authorized Juniper location unless otherwise specified in writing.
- All Services deliverables are available in English only unless otherwise specified in writing by Juniper .
- The Services are available (excluding countries listed in Group E under the U.S. Export Administration Regulations (currently, Belarus, Cuba, Iran, North Korea, Russia, Syria, and the non-governed regions of Ukraine including Crimea, Donetsk, Luhansk, Kherson and Zaporizhzhia) and any other countries as to which the furnishing of such Services may be prohibited by law or regulation.
- The lead time to start service delivery is 2 weeks from the time of purchase.
- Service shall be delivered during the hours of 9:00 a.m. to 5:00 p.m., local time, working week, excluding Juniper observed holidays as per the Juniper delivery team's authorized location.
- Juniper's obligation to perform any Services hereunder is contingent upon Juniper receiving from End User such cooperation, network access, consents, information, and materials that Juniper may reasonably request to enable Juniper's proper and efficient performance of such Services and to enable Juniper to do so in compliance with all applicable laws and regulations.

7. Scope

- End User understands and agrees that Juniper Networks may, at its sole discretion, subcontract the performance of certain parts of the Services.
- Juniper Proactive Optimization Service tier scope:

Features	Basic	Standard	Premium
Subscription term	1 Year	1 Year	1 Year
Optimization subservice requests	5	12	Limited by one full-time, dedicated Juniper optimization expert
Service Status Review Meetings	1	4	4

- One (1) report of Security Policy Optimization for 1 SRX software release and one configuration only.
- One (1) CACR is limited to up to two (2) device configurations from one (1) Juniper Networks product family.
- One (1) PIIR and one (1) SURR report is limited up to one (1) product platform and one (1) software release or one (1) configuration technology function (e.g., BNG, Core and Edge or Others).
- One (1) Implementation Support Service scope is included for one (1) maintenance window (max continuous up to five (5) hours) during any 24- hour period.
- One (1) Design Change Review is limited to four (4) product platforms including MX/PTX, QFX/EX, SRX, ACX and up to four (4) configuration templates for any of the product platforms selected for the Design Change Review.
- Security Tuning:
 - The scope of Security Tuning service will take sampling data for a maximum timespan of 30 days prior.
 - Post maintenance window activity can be scheduled any time within 30 days of maintenance window support.
 - Maintenance window should be scheduled within 60 days of report delivery during the subscription period.
 - The maintenance window support in security tuning service is up to 5 hours and only 1 maintenance window.
 - Security Tuning scope is limited to only one of the following 3 security area options:

Option 1: IDP, ATP, NGFW	Option 2: User Firewalls	Option 3: SRX Tuning
<p>The scope is limited up to two (2) max activities from the list below:</p> <ul style="list-style-type: none"> False positive event tuning; Tuning of events; Tuning of signature groups or custom signature in groups; 	<p>The scope is limited up to total four (4) actions (change or move or add or delete) from the list below:</p> <ul style="list-style-type: none"> Group maintenance: Change, move, add, delete user group attributes; Policy maintenance: change, move, add, delete user firewall policies; Reporting maintenance: change, move, add, delete logging or reporting attributes; 	<p>The scope is limited to activities from the list below:</p> <ul style="list-style-type: none"> Policy ordering (optimized CPU usage); Security logging hierarchy;

- IDP is limited to Single IPS policy base.
 - ATP is limited to Malware Analysis, threat feeds, and Encrypted Traffic Insights.
 - NGFW is limited to anti-virus, anti-spam, content filtering, and web filtering.
 - Security Policies are limited up to 250 policies.
- Security Health Check:
 - The scope of Security Health check service is up to 4 SRX gateways (up to 4 configuration files) OR 1 JSA and SD System.
 - Security Health Check scope is limited to only one of the following two (2) options:

Option 1: SRX Firewall	Option 2: JSA and Security Director
<p>System Health Checks:</p> <ul style="list-style-type: none"> System Logs (Overall review of logs, focus on high severity alerts that could potentially be production impacting); Review network interface errors, interface configuration parameters; Configuration Events Review; System Backup Configuration; System Monitoring (Alerting and Logging). <p>Configuration Best Practices: (Use case specific):</p> <ul style="list-style-type: none"> Base Capabilities: <ul style="list-style-type: none"> Review administrative access controls High Availability; Log Forwarding Profile; Routing – Management and transient routing, virtual routers (up to 3 Virtual routers); NAT (up to 30 policies); Zone screens (DDoS buffer protection); Security Policies structure (up to 250 policies per SRX). Advanced / NGFW capabilities <ul style="list-style-type: none"> VPN structure (up to 5 VPNs); User firewalls; IDP/IPS (Single IPS policy base); SSL Proxy, SSL Decryption; Application identification, Advanced Policy Based Routing (APBR), Web filtering, Anti-spam, Anti-virus. 	<p>JSA:</p> <ul style="list-style-type: none"> System Health Check: <ul style="list-style-type: none"> Sizing of Logging; Log Ingestion and Forwarding; Priorities and weights on triggers. Configuration Best Practices: <ul style="list-style-type: none"> Events; Offenses (up to 50); Reports (up to 3 reports). <p>Security Director (standalone or cloud)</p> <ul style="list-style-type: none"> Configuration Best Practices: <ul style="list-style-type: none"> Devices (up to 4 SRX); Policies (up to 4 policies with up to 250 rules each); Templates, Management users, roles, shared attributes (address elements and application elements); Disaster recovery and HA for Space/SD.

8. Exclusions

Juniper Networks is not obligated to provide services for any of the following:

- Problems with Products or software or parts thereof that are past their End of Support (as provided for in Juniper's EOL/EOS Policies) date;
- Juniper lab testing;
- Unauthorized third-party products and systems;
- Gray market products;
- End User or third-party modified software code;
- New design requirements e.g. addition of new site, or new HA pair;
- Implementation/Testing/Configuration of the provided recommendations;
- Design recommendation for cloud hosted services;
- Creation of LLD, HLD documentation;
- Third-party devices design change review;
- Security tuning:
 - IP-Sec tuning;
 - User firewalls analysis of JIMS configuration.

About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for End-Users. Our solutions deliver industry-leading insight, automation, security, and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability, and equality.

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