

Juniper Security Policy Optimization

SERVICE DESCRIPTION DOCUMENT

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1. Introduction

This Services Description Document (“SDD”) describes Juniper Networks® Juniper Security Policy Optimization (the “Services”) that Juniper makes available for purchase, by end users of Juniper Networks products (each, an “End User”) directly or through Juniper Networks’ Resellers (each, “Reseller”).

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-notice/juniper-networks-contracts-resource.html> 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.

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 PO.

The Services cover only those Juniper Networks products as to which all of 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. Using the Service specific SKU published on the Juniper published pricelist; 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.

Note, however, that in some scenarios (e.g., language services), the purchase price for Services may exceed what is set forth on Juniper's published pricelist. For further information, please contact your local Juniper partner, Juniper field sales manager or your assigned Juniper service business manager.

3. Service Features and Deliverables

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

3.1 Kick Off Meeting

Virtual kick off Meeting with End Users key stakeholders to review the End Users requirement's, project scope and milestones, Juniper and End Users responsibilities, data collection, and the delivery process.

3.2 In Depth Analysis

In depth analysis of End User's existing security policy ("Security Policy") configuration(s) using custom tools to search for optimization opportunities to increase efficiency and effectiveness of the Security Policies

1. Analyze the [End User's] global address book:
 - Identify unused address objects
 - Identify duplicate address objects
2. Analyze applications:
 - Identify unused applications
 - Identify user defined applications that are defined the same as Juniper standard applications
 - Identify duplicate user defined applications
3. Analyze the Security Policies:
 - Identify duplicate Security Policies
 - Identify shadowed Security Policies
 - Identify Security Policies that could be merged

The analysis includes the commands required to optimize the issues that were identified. A justification is provided for each optimization command.

3.3 Custom Report

Deliver a custom report which will include the following:

1. Identification of duplicate database entries, overlapping address objects, and security best practices to deny network traffic not explicitly permitted.
2. Expert level-best practices guidance for Security Policies focused on effective policy enforcement.
3. Ways to increase the level of overall security using the latest best practices for application layer filtering by means of IDP, AppSecure, anti-virus and other Juniper technologies.
4. Ways to improve device performance using a more compact robust Security Policy database.
5. Ways to reduce administrative efforts by using a more efficient compact Security Policy database.

3.4 Optimization Process

Customer will be presented with all the necessary firewall commands to implement the new Security Policy database along with justifications for each recommended change

3.5 Final Review Meeting

Virtual final review meeting with Advanced Services Consulting Engineer (ASCE) to address concerns, answer questions, and provide general guidance.

4. Service Term

i. Service Term. Subject to Juniper's acceptance of a valid Purchase Order from End User or an Authorized Reseller, the term of the applicable Service Contract will begin on: (1) the date of Purchase Order acceptance if the Purchase Order 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 Purchase Order 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 Purchase Order), if any, in which event such date shall supersede any date determined under (1) or (2).

ii. 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 Network's obligation to provide the applicable Service is conditional upon End User meeting the following obligations. The provision of the Service assumes that the End User will:

- Participate in the initial kick off meeting, the final review meeting, and ongoing communications with Juniper to help in the delivery of the Service.
- Provide the current software releases running in their network infrastructure.
- Provide the configuration file(s) and RSI file(s) for any Juniper Networks SRX Series Services Gateway to be optimized.
- Provide a primary and backup technical contact who will be responsible for providing the network information required for the service deliverables in this offering.
- Provide up-to-date network profile information.
- Ensure that the requirements identified for the proper working of the Services 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 the Services.

- Advise Juniper of any information Juniper may reasonably request about the execution of the Services throughout the delivery of Services. If third-party participation and co-operation is required in order for the End User to perform the End User responsibilities, End User shall be responsible for securing such participation and co- operation.
- End User shall provide written notice to Juniper Networks as soon as it becomes aware or has reason to believe that End User will not meet any of the End User responsibilities.

6. Availability

- Services shall be delivered remotely from an authorized Juniper location unless otherwise specified in writing.
- Services are available (excluding countries listed in Group E under the U.S. Export Administration Regulations (currently, Cuba, Iran, North Korea, Sudan, and Syria) and any other countries as to which the furnishing of such Services may be prohibited by law or regulation.
- All Services deliverables in this offering are available in English only unless otherwise specified in writing by Juniper.
- Service shall be delivered during the hours of 9:00 a.m. to 5:00 p.m., local time, Monday through Friday, excluding Juniper-observed holidays.
- Juniper's obligation to perform any particular 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

Services shall be delivered remotely from an authorized Juniper location unless otherwise specified in writing by Juniper. The Services are delivered per configuration either one time or every quarter over a twelve (12) month term.

This service covers Juniper Networks SRX for the purpose of creating one (1) report

End User understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of certain parts of the Services.

8. Exclusions

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

- Maintenance window assistance
- 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.
- Unauthorized third-party products.
- Gray market products.
- End User or third party modified software code

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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