

Juniper Strategic Delivery

Service Overview

Companies of all sizes need a stable and scalable network that evolves with fast paced market requirements and competitive forces. They need to ensure the safe availability of company information, reliable services, and applications to branch offices, mobile employees, partners, and customers. Companies also need to protect their investment in their network and ensure that their network equipment vendor provides products & features that meet requirements, quality expectations and schedule. Juniper Strategic Delivery ensures that your Juniper network has the appropriate software feature set, quality assurance testing for your network design, and alignment with Juniper's release schedule—saving you time and minimizing risk.

Service Description

Juniper Strategic Delivery involves selecting, validating, and creating the deployment plan for your software and hardware releases, whether for an upgrade project or a new deployment. Key elements include Network Planning service and Joint Plan of Record (JPOR), as well as the Customer Certification Lab (CCL) services. Juniper Strategic Delivery offers a complete validation cycle—from business requirements collection, to driving the targeted software and hardware selection, through to software release validation and deployment preparation.

Network Planning Service

The overall goal of the Network Planning service is to align your network's evolution with Juniper's product development roadmap. A Joint Plan of Record (JPOR) is the key deliverable of the Network Planning service.

An assigned network planner will work with your key contacts to assess your network objectives and collaborate with you to agree on key software features. This will be done as part of a network planning workshop that reviews the targeted software features, and is the initial step in the JPOR process. JPOR organizes and documents the targeted software features, the release mapping, and the implementation scenarios; it's a snapshot of your networks, platforms, releases, schedule, and key contacts. It also provides joint planning and collaboration between the Juniper business units and key players in your organization. The end result is a clear view of the planned network topology, technical feature requirements, and schedules mapped to Juniper's product development roadmap.

Overview of key activities performed by Juniper's network planner:

- **Planning Workshops:** The network planner will coordinate network planning workshops to develop a full understanding of your topology, feature requirements, and deployment scenarios. This will help determine future feature and code requirements. The output of these planning workshops is information required to prepare a JPOR. Planning workshops are typically conducted annually but can be performed more frequently based on customer need.
- **Requirements Capture/Tracking:** All planning aspects will be captured and tracked by the network planner.
- **Multi-year Horizon/Release Mapping:** A view of the releases will be established and reported on regularly by the network planner.
- **Technical Documentation Review:** The network planner will conduct initial and periodic specification and architectural document reviews, as applicable, to confirm feature to code requirements.
- **Ongoing Code Release Monitoring:** Status reporting and coordination between Juniper development and product management teams, testing services, and your organization will monitor code requirements to implementation in the production network.

JPOR ensures a multiyear plan, with your staff and Juniper mapping key deployment drivers to business schedules and to potential or required software releases. In addition, JPOR provides alignment of your needs with Juniper's Product Roadmap and joint review of historical and present requirements (feature requests, etc.). JPOR provides a clear view of all outstanding feature requirements, highlighting requirements from your requirements tracker. Finally, JPOR provides control of requirements review with deep-dive access to feature delivery plans (technical specs, etc.), and your expectations on what is to be delivered and how it needs to work.

Use Case Analysis Service

As part of Juniper's product development cycle, testing is done to ensure product quality and conformance to your requirements and standards. One of the key components of these tests is to integrate actual customer scenarios within our test plans to closely represent real-life implementations of our products. To enable a superior customer experience, Juniper works with you to understand your particular use cases, such as deployment scenarios, topologies, scale and configurations, and integrate them back into our test scenarios and cycles. Use Case Analysis service is a component of Network Planning service and Customer Certification Lab (CCL) testing service.

Use Case Gap Analysis ensures that Juniper Strategic Delivery customer use case testing is maximized. This is done by identifying gaps and inserting appropriate test cases into Juniper's testing cycles and CCL processes. This is achieved by:

- Identifying use case testing gaps
 - Understand/analyze your Juniper Strategic Delivery requirements and deployment scenarios; identify use cases that properly address these requirements
 - Analyze your pre-deployment test plans and deployment procedures to identify any additional use cases
 - Analyze existing system test and test plans within Juniper to determine customer-specific use case coverage and identify test cases that are not covered
 - Perform Root Cause Analysis (RCA) on issues found in CCL or testing to identify missing use cases
- Inserting missing use cases into Juniper's test plans, if appropriate
- Inserting any remaining use cases into CCL (if purchased) and communicating gaps to you

The Customer Certification Lab (CCL) Service

The Customer Certification Lab is a post sales proactive test service that validates a set of your defined requirements. The service is intended for use throughout the product life cycle with an automated, reproducible, and scalable testing environment. The CCL can emulate your specific configuration, and identify configuration/code/product issues prior to integration into the production network. It can also validate specific functionality and/or upgrades prior to going live.

The purpose of CCL is to validate the configuration, feature, and software load that meets your requirements, and validate it within an environment which most closely matches your use cases and deployment scenarios. The ultimate goal is to test the new code or hardware against your specific configuration as a best practice prior to deployment in order to reduce risk and provide a path for a smooth upgrade project or new deployment.

Customers often experience scarcity in lab budget, time, space, and people to prepare effectively for these types of projects. By engaging the Juniper Networks CCL, these obstacles are minimized. The CCL provides a lab environment that includes software, hardware, traffic generator, lab facilities, and experts to reproduce a testing environment that mirrors your design target.

Key outcomes include an accelerated product validation cycle time while reducing customer found defects (CFDs), the number of "code drop re-spins," and the costs of validation via combined and optimized test sequencing. Based on past experience, we have seen an improvement in the interoperability across vendors, as well as efficient problem replication and prioritization using CCL.

Testing phases and activities include:

Planning

- Test requirements gathering
- Topology review
- Bill of materials (BOM) verification
- Identification of specific test criteria
- Test scheduling

Test Plan Review/Development

- Test scheduling
- Integration of combined feature and scale test scenarios
- Access to Juniper's library of testing resources and your existing plans
- Test plan review and approval

Test Execution

- Implementation and execution
- Regular status reviews and progress reporting
- Addressing of defects, product, or configuration issues found in testing
- Tracking of resolution status or workarounds

Test Exit Report

- Summary of test results and findings
- Documentation of upgrade or implementation MOPs, when applicable
- Detailed test report based on analysis of findings
- Documentation for any additional recommendations, best practices, or design changes to optimize network operations

Key Element/Category	Feature	Feature Description	Benefit
Network Planning service	Joint planning	Planning workshop, topology design, and build plan	Juniper expertise at your fingertips saves time and resourcing.
	JPOR	Joint Plan of Record and project management	Precise accurate documentation speeds time to deployment.
Use Case Analysis service	Use case identification	Analysis of requirements, deployment scenarios, and test plans	Detailed analysis identifies your specific use cases.
	Gap analysis	Comparison of existing use case(s) with your use case(s) and uplift of existing test plans	Maximizes your use case coverage and enables communication of test coverage gaps.
Customer Certification Lab (CCL) service	Testing plan	Testing and program plans with formal reviews	CCL allows you to stay focused on your core business.
	Test execution and defect testing	Identification of product and network issues; resolution tracking	Proactively identifying potential issues minimizes risk in the real world.
	Test exit report	Recommendations, MOP, topology design, and build	Test exit report helps you leverage Juniper's knowledge, experience, and best practices.

Juniper Networks Service 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/us/en/products-services.

Ordering Information

Please contact your Juniper account manager, partner account manager, or service business manager to learn more about how Juniper Strategic Delivery can benefit your organization.

The following SKUs have been set up to ease the ordering process.

Product Number	Description
PRO-JSD-JPOR	Custom pricing; Network Planning service and Joint Plan of Record (JPOR) for software features and releases
PRO-JSD-CCL	Custom pricing; Customer Certification Lab testing, use case, test case, and customer validation testing; includes Use Case Analysis service

Product Number	Description
PRO-JSD-JPOR-CCL	Custom pricing; Network Planning service and Joint Plan of Record for software features and releases plus testing, use case, test case, and customer validation testing; includes Use Case Analysis service
PRO-JSD-TAAS	Custom pricing; Testing-as-a-Service; does not include Use Case Analysis service
PRO-JSD-SWUP-BASE	For Juniper Care Plus and Juniper Optimum Care customers only; software upgrade service, Method of Procedure (MOP), and testing for one network function
PRO-JSD-SWUP-PLUS	For Juniper Care Plus and Juniper Optimum Care customers only; software upgrade service, incremental testing for one more network function

About Juniper Networks

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at www.juniper.net.

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