

A Critical Component of Network Security

Service Description

The Nova Datacom Juniper Firewall Implementation Service provides specialized support by Certified Juniper Networks Security Engineers who have the skills and experience to help you deploy and configure a firewall quickly, securely, and efficiently at your operations center. This implementation service also includes onsite knowledge transfer and 5 calendar days of post-installation deployment support during which engineers are available for follow-up questions.

The implementation service is intended for all Juniper Firewalls and is delivered in five phases:

Phase 1: Pre-Qualification and Recommendations

Our certified Juniper engineer gathers the following information from your organization:

- Product requirements
- Existing physical and logical network topology
- Deployment options: route or transparent mode
- WAN circuits
- Special traffic requirements: VoIP and RPC style applications
- Unified Threat Management (UTM): deep inspection (DI), antivirus, URL filtering, and anti-spam
- VPN requirements

The engineer will then make recommendations about:

- Placement in network
- High Availability (HA) considerations
- Features to be used, licensing requirements and performance recommendations
- Any special setup needed based on the applications and resources

Phase 2: Installation Planning

When you receive your customized Firewall Deployment Plan, it addresses:

- Network placement and connection to surrounding network gear
- HA design (active/passive only)
- Security zone design (10 zones maximum)
- Routing and switching (static routing only)
- Network address translation outbound
- Policies and objects (50 rules)
- VPN tunnels (five tunnels to other Juniper Networks NetScreen Systems) any VPN tunnels to interoperable systems are completed after the initial migration.
- UTM: DI, AVI, URL, AS
- Monitoring and administration (Syslog/SNMP)
- Recommendation for test plan

Phase 3: Installation

The Engineer then identifies the recommended ScreenOS release for the device and begins the implementation. Activities include:

- Interfaces and security zones

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- ❑ Routing and switching
- ❑ Network address translation
- ❑ Up to 50 addresses and service objects
- ❑ Policies
- ❑ VPN tunnels
- ❑ Advanced applications
- ❑ Advanced firewall features, such as flows and zone screens
- ❑ Administration and monitoring
- ❑ The following steps may be initiated remotely and completed during the onsite visit:
 - Install interface cards
 - Load recommended ScreenOS release onto the device/licenses
 - Connect the device to the network and cutover
 - Assist in post-deployment monitoring while customer executes test plan

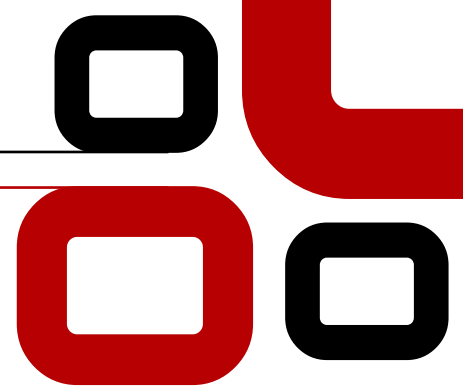
Phase 4: Knowledge Transfer

During the onsite phase, your engineer provides informal knowledge transfer. Topics covered during this information exchange may include:

- ❑ Overview of interfaces, zones, virtual routers, and security rule enforcement
- ❑ Configuring address and service objects
- ❑ Configuring VPN tunnels
- ❑ Monitoring of event and traffic logs
- ❑ Monitoring of interface statistics
- ❑ Troubleshooting with ScreenOS Snoop and debugs

Phase 5: Post-Installation Support

Once deployed, your organization receives support for 5 calendar days. During this phase, you can pose firewall configuration-related questions to our Firewall support engineers by phone or e-mail. These Firewall engineers are available Monday through Friday, between 9 a.m. and 5 p.m. local time and have one business day to respond.



Nova Datacom responsibility

Provide a Certified Juniper Networks Security Engineer to:

- ❑ Help deploy and configure the firewall at your branch office
- ❑ Be available for 5 days of remote post-installation support
- ❑ Be part of a designated team available for follow-up questions during normal business hours as agreed upon in SOW

Customer Responsibility

- ❑ Complete and submit pre-implementation questionnaire prior to the scheduling of Nova Datacom's onsite resource
- ❑ Provide a designated project manager or point-of-contact to interface with Nova Datacom for daily issues and coordination of resources
- ❑ Provide access to applications, databases, and in-house technical resources as required
- ❑ Provide all power and interface cabling to the equipment
- ❑ Provide network resources and connectivity
- ❑ Have a test plan for all critical applications



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