

Service Description

The Nova Datacom Juniper Networks EX Switch Implementation service provides specialized support by Certified Juniper Networks Engineer who have the skills and experience to help you implement and optimize EX Switch solutions quickly, securely, and efficiently at your operation centers. 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 and functional requirements
- Existing physical and logical network topology review
- Baseline network performance
- Special traffic requirements: VoIP/Multicast
- Baseline existing Layer-2 and Layer-3 protocols
- Network VLAN configurations
- Network redundancy options
- Network uplink options
- Network Management and traffic monitoring

The engineer will then make recommendations about:

- Placement in network (Core/Aggregation/Access)
- Physical Connectivity and Layer-2 options
- High Availability configurations
- Deployment options: Layer 2/3 (Router or LAN Switch)
- Virtual Chassis Technology
- Switch Services
- Port Security
- Considerations for Network Access Control (NAC)
- Logging options
- Appropriate policy for your environment
- Traffic prioritization/CoS
- Network virtualization with MPLS
- Network Management
- Best routing protocol recommendations

Phase 2: Implementation Planning

When you receive your customized EX Switches Implementation Plan, it addresses:

- Network placement and connection to surrounding network gears
- Network redesign for high performance at Layer 2 and Layer 3
- Switching service - DHCP and Cos
- Port security and Network Management
- Routing and Switching recommendation for core layer

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- ❑ High Availability (HA) configuration
- ❑ Security and Switch Management
- ❑ Layer 2 and Layer 3 Advance features

Phase 3: Implementation

The engineer identifies the recommended EX Switch OS release for the device and begins the implementation. Activities include:

- ❑ EX Switch system configuration
- ❑ Separate VLANs configuration
- ❑ Link Aggregation Group configuration for Link Bandwidth
- ❑ VRRP configuration between L3 Switches for gateway redundancy
- ❑ CoS configuration (classification, queuing and scheduling) for critical application traf-fics
- ❑ Routing protocols configuration (Inter-VLAN Routing, and Multicast Routing)
- ❑ Configuration of Security (MAC limiting, Dynamic ARP Inspection (DAI), IP Source Guard, DCHP Snooping, Captive Portal)
- ❑ Firewall filter on management interface
- ❑ Configuration of sFlow for the network traffic monitoring
- ❑ GRES on Virtual Chassis configuration for HA
- ❑ STP, RSTP, MSTP configuration for redundant Layer 2 paths
- ❑ Multiple VLAN Registration Protocol (MVRP) configuration for propagate VLAN infor-mation to connected switches dynamically
- ❑ Configure backups
- ❑ Rescue configuration
- ❑ Configure syslog and SNMP as needed
- ❑ The following steps may be initiated remotely and completed during the onsite visit:
 - Load recommended EX Switch OS release onto device
 - 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:

- ❑ Basic configuration and administration
- ❑ Review of implemented configuration
- ❑ Basic troubleshooting
- ❑ Design and configuration review

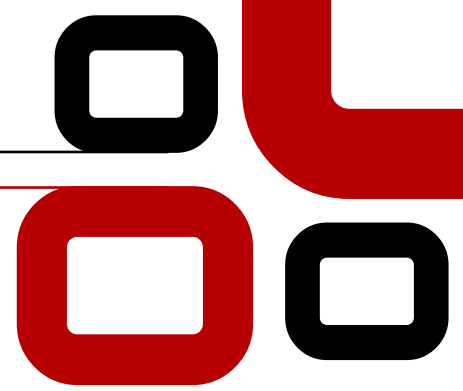
Phase 5: Post-Installation Support

Once deployed, your organization receives support for 5 calendar days. During this phase, you can pose EX Switch configuration-related questions to our Engineering staff by phone or e-mail. These EX Switch engineers are available Monday through Friday, through 9 am to 5 pm local time and have one business day to respond,



OPERATE
SERVICE SPECIALIST

IMPLEMENT
SERVICE SPECIALIST



Nova Datacom responsibility

Provide a Certified Juniper Networks Engineer to:

- ❑ Provide onsite installation at customer premises
- ❑ Be available for 5 days of remote post-installation support
- ❑ Provide onsite knowledge transfer
- ❑ Provide As-built configuration
- ❑ 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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