

# JUNOS SPACE SERVICE INSIGHT

## Product Overview

Junos Space Service Insight is a Junos Space Management Application that reduces network downtime by receiving proactive bug notifications specific to a customer's network configuration, and thorough automated end-of-life/support analysis where you can do complete EOL auditing across 100's of devices in seconds. Service Insight automates impact analysis of end of life notifications to your network, thus saving you precious time spent in analysis, allowing your network teams to focus on planning and proactive management. Service Insight delivers targeted bug notifications for issues that may impact your network before a problem occurs. Proactive maintenance and problem avoidance enabled with Junos Space Service Insight means that uptime is maximized and less time is spent managing network issues. This gives your team more time to evolve the network to meet your business needs.

## Product Description

Juniper Networks® Junos® Space Service Insight is an application within the Juniper service automation solution that runs on the Junos Space Network Management Platform. It enables proactive maintenance of the network by delivering targeted network insight and automating impact analysis of the information delivered. This saves time and allows you to focus on strategic tasks that evolve the network to your business needs.

Juniper service automation consists of an ecosystem of tools, applications, and systems targeted towards simplifying and streamlining operations, decreasing operational expenditure, reducing downtime, and increasing ROI for networks running Juniper Networks Junos operating system.

Junos Space Service Insight features include:

- Automatic delivery of proactive bug notifications specific to your network
- Automated impact analysis for bug notification for Junos OS devices
- Automatic delivery of end of life/end of support (EOL/EOS) notifications
- Automated EOL/EOS impact analysis for Junos OS devices
- Automated analysis of device exposure to proactive bug and EOL/EOS notifications

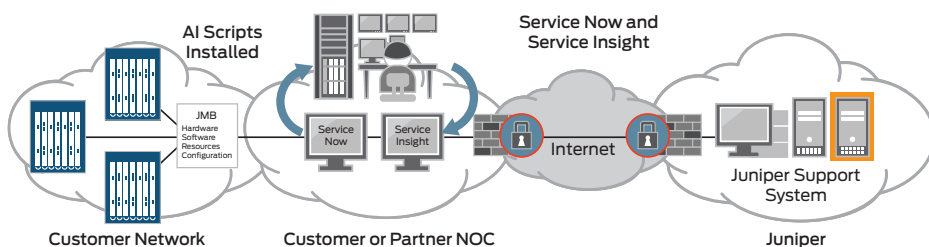


Figure 1: Juniper service automation solution

## Why Automate?

Juniper service automation provides you with a seamless and secure solution that simplifies operational processes and delivers targeted network intelligence for proactive maintenance.

With its automated impact analysis and notification capabilities, Service Insight delivers product information and targeted network insights that were not previously easily extractable.

## Architecture and Key Components

Service Insight works seamlessly with Junos Space Service Now, the service automation component that streamlines operations by automating inventory management and fault management tasks, and collects periodic health and configuration data from network elements. This data is used by Service Insight to deliver targeted bug notifications, identify which network devices could potentially be impacted, and to perform impact analyses for EOL/EOS notifications.

Both Junos Space Service Now and Junos Space Service Insight work seamlessly with other service automation components within your environment and are securely integrated with Juniper's expert systems for service automation delivery. These components include:

Advanced Insight Scripts, running on Junos OS-based devices, are event-specific incident management scripts and intelligence scripts written based on the experience and knowledge of Juniper Networks Technical Assistance Center (JTAC) engineers. These intelligence scripts collect periodic health and configuration data that is used by Junos Space Service Insight. Event-specific AI scripts detect issues on devices, collect troubleshooting and diagnostic information, and send alerts to Service Now.

Juniper Networks Support Systems (JSS) are expert systems located within Juniper Networks premises, and securely integrated with the service automation solution to link a variety of knowledge assets within the Juniper Customer Support infrastructure and the Juniper Customer Relationship Management (CRM) system. JSS interfaces with the Juniper Customer Support Center (CSC) case management, contract management systems, and knowledge repositories. JSS processes the device identity and configuration data collected by intelligence scripts, and performs analyses within the context of knowledge assets to deliver targeted impact analysis reports and bug notifications against the collected data. JSS also automates case escalation via Service Now and checks entitlement for Service Now and Service Insight.

## Features and Benefits

### Proactive Bug Notification

Junos Space Service Insight delivers proactive bug notifications targeted to your specific network hardware and software configuration. Proactive bug notifications link known software and hardware issues to specific devices in your network, and can be a powerful tool to help address potential issues before they impact service.

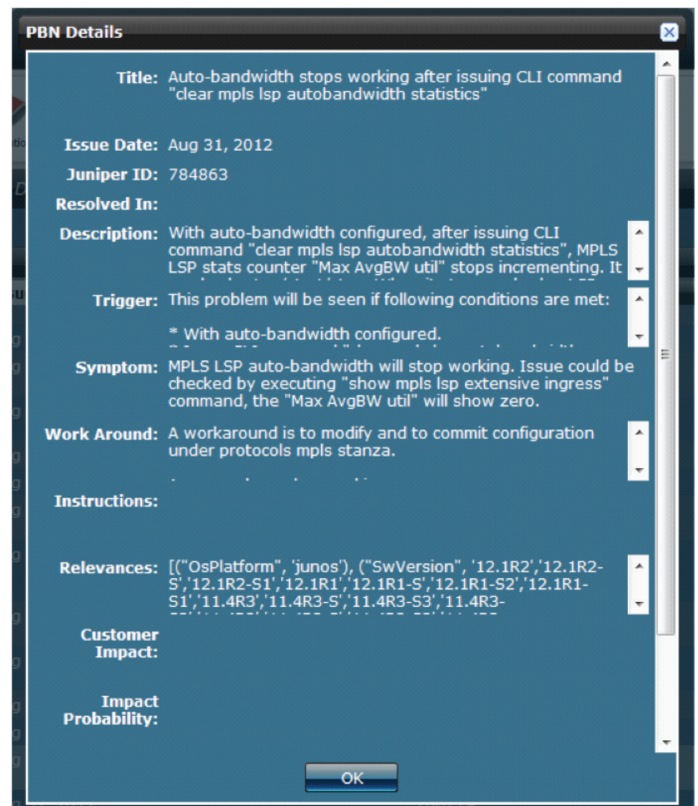


Figure 2: Proactive bug notification screen example

With Junos Space Service Insight, users not only get these proactive bug notifications delivered against their network, they are also able to receive an alert when the notification is received or when a new device on the network is matched to an existing bug notification.

Junos Space Service Insight automates the impact analysis for proactive bug notifications, allowing users to identify which devices in the network could potentially be impacted by a particular bug. Alternately, users can select a specific device or a set of devices in the network to list proactive bug notifications to which a device or devices may be susceptible.

This capability can be used as a powerful tool for proactive maintenance of the network.

### End of Life/End of Support Impact Analysis

Junos Space Service Insight distributes EOL/EOS notifications to you and automates the network impact analysis for these notifications. This greatly reduces the time needed to plan hardware maintenance and minimizes exposure to networks running EOS parts.

The automated impact analysis of EOL/EOS notifications saves time otherwise spent in manual network analysis to assess which devices and modules need to be updated or upgraded to ensure that the network is running supported hardware and software. Without Service Insight, these tasks can be manually intensive and leave little time for strategic planning of technology and network evolution.

## Scalable Solution

Junos Space Service Insight is an integral part Junos Space, a comprehensive network management solution that simplifies management of Juniper's switching, routing, and security devices. With Junos Space, you can simplify and automate the network, improve network agility, and deliver new services quickly all from a single console.

## Secure Interfaces

Junos Space Service Insight has been engineered to accommodate each customer's requirements for data and information confidentiality. Standards-based security techniques for authentication, encryption, and entitlement are used for all communications.

Using the information that is collected and shared, Juniper Networks is uniquely positioned to determine potential risks to your network, to perform detailed impact analysis of EOL/EOS notifications, and to proactively identify which devices may be subject to potential bugs—before the symptoms are seen in the network. You also have the option to not share with Juniper information about specific devices in the network or the entire network.

## Flexibility in Configuration and Operation

With an easy to use Web 2.0 GUI-based interface, Junos Space Service Insight is designed to simplify operations. The intuitive user interface allows for easy configuration and operation, enabling users to quickly ramp up and employ Junos Space Service Insight to automate their inventory management and incident management tasks.

## Junos Space

Junos Space Service Insight is part of Junos Space, a comprehensive network management solution that simplifies management of Juniper's switching, routing, and security devices. With Junos Space, you can simplify and automate the network, improve network agility, and deliver new services quickly ... all from a single console. Junos Space is composed of the following three software elements:

- Junos Space Network Management Platform – Provides comprehensive FCAPS and element management of Juniper devices which improves operator efficiencies, providing a programmable interface and exposable API's that enable the development and integration of 3rd party applications
- Junos Space Management Applications – Plug-n-play, domain-specific applications to help you provision new services and optimize workflow tasks across thousands of Juniper devices
- Junos Space SDK (software development kit) – A programmable network solution that enables you to leverage the connections and intelligence imbedded in the network to create customized management solutions for your specific needs

Junos Space Service Insight is one of the plug-n-play applications running on the Junos Space Network Management Platform. While the Junos Space Network Management Platform offers broad fault, configuration, and device provisioning capabilities with a task-specific user interface, the multiple Junos Space Management Applications extend the breadth of the platform to optimize network management for various domains.

## Specifications

### Client Browser Support

Supported browsers include Firefox, Internet Explorer, and Chrome. See the Junos Space datasheet for specific details at [www.juniper.net/techpubs/en\\_US/release-independent/junos-space/index.html](http://www.juniper.net/techpubs/en_US/release-independent/junos-space/index.html).

### VMware Version

Junos Space works with VMware vSphere products. See the Junos Space datasheet for specific detail at [www.juniper.net/techpubs/en\\_US/release-independent/junos-space/index.html](http://www.juniper.net/techpubs/en_US/release-independent/junos-space/index.html).

## Juniper Platforms

Junos Space Service Insight runs on Juniper Networks devices running Junos OS 10.2 and later releases.

### Junos Space Platform

Junos Space Service Now is available on Junos Space 2.0 and above.

## Juniper Networks Services 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](http://www.juniper.net/us/en/products-services).

## Ordering Information

Junos Space Service Now and Service Insight application software is provided at no charge to all customers with a Juniper Care or Juniper Care Plus support contract.

Operate Specialist partners can get Service Insight with the Advanced Partner Support subscription. Please contact your Juniper Networks representative for more information.

## 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](http://www.juniper.net).

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