

# JUNOS SPACE SERVICE NOW

## Product Overview

Junos Space Service Now is a Junos Space Management Application that is the center point of the Juniper service automation solution, enabling users to automatically detect incidents, collect diagnostic data, and simplify incident escalation. Service Now automates inventory management, thus reducing time spent in manual asset tracking. These capabilities increase efficiency and uptime while decreasing downtime and mean time to resolution (MTTR).

## Product Description

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

Junos Space Service Now is the control point that enables the service automation infrastructure. Service Now includes components that seamlessly work within a customer's environment and are securely integrated with Juniper's case management and contract management systems for service automation delivery. These components include:

- **Advanced Insight Scripts**, running on Junos OS-based devices, are event-specific incident management scripts written based on the experience and knowledge of a Juniper Networks Technical Assistance Center (JTAC) engineer. These scripts detect issues on devices, collect troubleshooting and diagnostic information and send an indication to Service Now.
- **Juniper Networks Support Systems (JSS)** are expert systems, located within Juniper's premises and securely integrated with Junos Space Service Now, that provide an interface to the Juniper Customer Support Center (CSC) case management, contract management systems, and knowledge repositories. JSS collects event and incident information and diagnostic details for ticket creation from Junos Space Service Now. JSS also provides case updates to Junos Space Service Now, as well as targeted service and support information to Junos Space Service Now and Service Insight, for efficient operations.

In addition to this, the Juniper service automation solution provides proactive management and maintenance capabilities via Junos Space Service Insight. Junos Space Service Insight is an application on the Junos Space Network Management Platform that uses periodic health data collected via Junos Space Service Now to deliver proactive management capabilities such as Proactive Bug Notification and EOL/ EOS analysis.

## Why Automate

Juniper service automation provides a seamless and secure solution that simplifies operational processes, thus enhancing staff productivity. When labor intensive tasks such as asset inventory management are automated, staff can focus on the tasks most critical to the business.

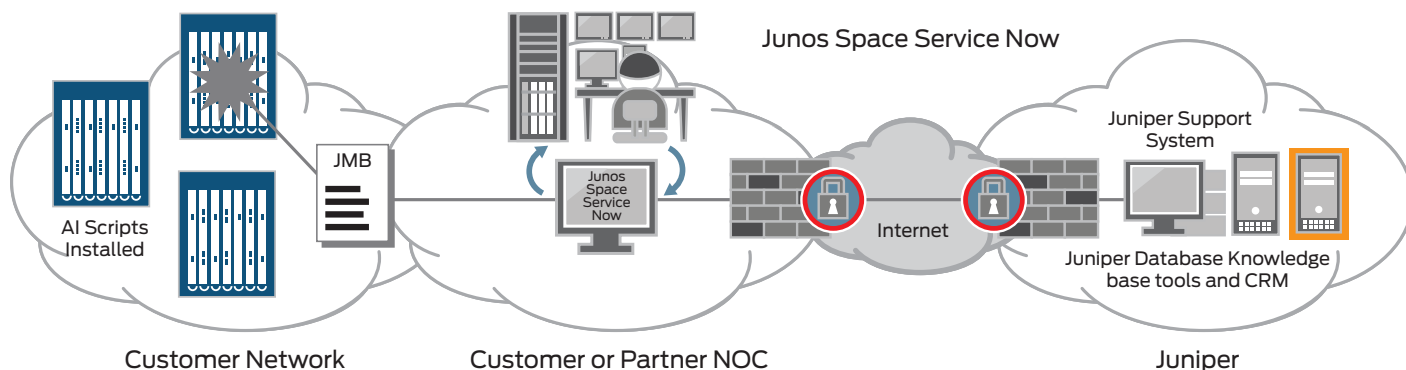


Figure 1: Juniper service automation architecture

## Automation Enabling Uptime and Efficiency

Junos Space Service Now automates the key operational tasks of incident prevention, detection, and diagnostics, thus decreasing escalation and resolution time, and increasing uptime and efficiency.

Employing the automation capabilities embedded in the Junos operating system, Junos Space Service Now provides a uniform solution that can scale to all devices running Junos OS. Expert analysis brings the experience of Juniper experts directly to Juniper platforms for an exceptional support experience.

- Junos Space Service Now works with the embedded technology in Junos OS to create an incident detection and early warning system that keeps constant vigil for potential platform problems, and notifies customers about issues and potential risks—performing automated diagnostic data collection on first occurrence of the issue.
- The information collected from devices is presented in an easily accessible format that automates and speeds troubleshooting and ultimately the resolution of problems.
- By providing the ability to open cases with JTAC from the Junos Space Service Now console, and by sending the necessary information to JTAC to quickly and effectively identify and resolve problems, operational processes are simplified and efficiency increased.
- Express RMA in Junos Space Service Now automatically identifies specific RMA events in Junos OS and creates special RMA incidents. RMA incidents in Junos Space Service Now include information beyond what is normally collected—specifically, information about the failed part and its location in

the device or chassis. For RMA incidents, Junos Space Service Now also adds device location and ship-to address to the body of the incident so when submitted, the incident includes all information needed by JTAC to create an RMA ticket. Part of the Express RMA feature in Junos Space Service Now is a workflow where customers can manage and assign location and ship-to addresses to devices or groups of devices. This information is displayed in various ways in Junos Space Service Now and can be used for auditing or quick access to location information. Users can optionally use Express RMA and Auto Submit policy together which results in RMA incidents being automatically submitted to JTAC when a failure occurs. Express RMA saves time and effort in submitting RMA cases.

- Junos Space Service Now provides a centralized platform that stores and tracks detected incidents, maintains troubleshooting information collected, and tracks the status of associated cases escalated to JTAC.
- Junos Space Service Now also automates inventory management, providing asset details for managed devices along with details such as serial number, part number, description and support contract details such as contract start and end dates and the type of service coverage the module carries. This can save numerous hours otherwise spent in manual tracking and provides up to date information on support contract coverage so you always have appropriate level of support for your devices.

## Scalable Solution

Junos Space Service Now is an integral part of the Junos Space Network Management Platform, implemented as a scalable fabric of physical or virtual appliances that work collaboratively. With the Junos Space scalable fabric architecture, you can expand or contract your fabric by simply adding or deleting nodes as needed. Each physical or virtual appliance node is fully utilized, and the nodes work together to provide a scalable and resilient platform.

## Secure Interfaces

Junos Space Service Now has been engineered to accommodate customer requirements for data and information confidentiality. All data transferred from Junos Space Service Now to JSS originates from Junos Space Service Now, and standards-based security techniques for authentication, encryption, and entitlement are used for all communications.

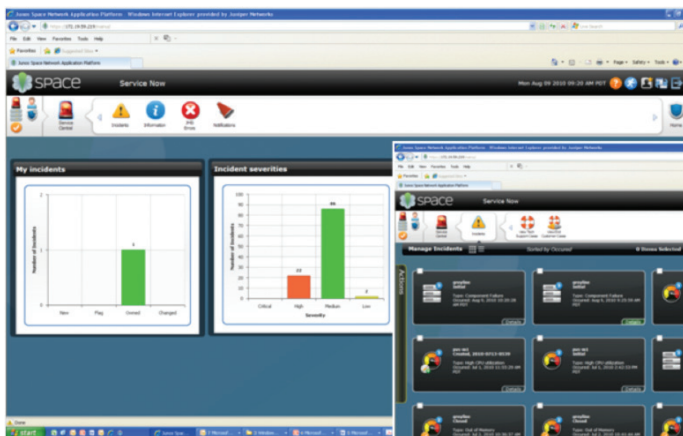


Figure 2: Junos Space Service Now incident screen

Customers also have the option to control the extent of information shared with Juniper by adjusting the level of information sent to JSS through four levels of filtering—from no sharing to full share. Using the information that customers are able to share, Juniper Networks is uniquely positioned to determine potential risks to the customer's network, to perform detailed troubleshooting, and to provide a superior customer experience.

## Flexibility in Configuration and Operation

With an easy to use Web 2.0 GUI-based interface, Junos Space Service Now 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 Now to automate their inventory management and incident management tasks.

## Junos Space

Junos Space Service Now 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.

## Features and Benefits

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 Now features include:

- Automated fault identification via in-device, script-based failure monitoring customizable to your needs
- Automated troubleshooting data and log collection
- Automated configuration collection
- Automated ticket generation
- Fast access to knowledge resources detailing the cause, symptoms and corrective action for each fault detected
- Ability to open technical support cases "on demand" for all devices managed including devices without AI Scripts installed
- Automated inventory management along with device contract details and EOL status
- Automated detection of hardware failures for RMA with streamlined RMA ticket creation
- Junos Space Service Now API's enable customers and partners to integrate Junos Space Service Now functionality into existing OSS, giving users the benefits and unique value of Juniper Service Automation without having to change internal processes or introduce new tools to the operations staff

## 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 Now runs on Juniper Networks devices running Junos OS 10.2 and later releases.

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

Junos Space Service Now and Junos Space Service Insight are available to all Juniper Operate Specialist Partners.

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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