

# Zscaler Professional Services

## Government Cloud Service Offerings

At Zscaler, our success is directly linked to the value you realize from our products and services. Designed to minimize the learning curve and complement your IT, security, and audit teams, Zscaler Professional Services will guide you through the process of configuring Zscaler to suit your unique access and security policy needs. By engaging Zscaler Professional Services, organizations of all sizes can begin to quickly and confidently realize the value of the Zscaler security platform.

The Zscaler Federal Professional Services organization is responsible for assisting in the deployment and adoption of Zscaler's FedRAMP-certified cloud offerings in support of Systems Integrators, the Defense Industrial Base sector, and US Government agencies. Our Federal team is comprised of Project Managers, Consultants, and Architects that are driven by the mission of protecting critical US infrastructure and Governmental agencies. The team is based in the National Capital region, but has members located throughout the United States. While not guaranteed for every engagement, most team members hold US Government sponsored clearances, ranging from Public Trust background checks to DoD clearances.



### Accelerate Time to Value

Zscaler Professional Services customers deploy an average of 1 quarter faster than their peers and achieve greater adoption of platform capabilities.



### Drive Value and Deliver Business Outcomes

Proven value driven delivery methodology honed by years of experience and successful customer outcomes.

### Benefits of Professional Services:

- **Valuable Zscaler Experience** Our Project Managers and Consultants bring deep architectural, operational, and planning experience, bolstered by thousands of implementations, that help you reduce risk and increase project success.
- **Leading Practice Guidance** Achieve your business objectives quickly by leveraging our years of experience and knowledge of leading Zero Trust practices.
- **Accelerate ROI** Feel confident knowing your deployment has been set up for success, by relying on Zscaler's proven project methodology.
- **Bridge Resources and Knowledge Gaps** Access Zscaler's expertise to efficiently fill potential skill or resource gaps, without having to hire additional resources.

## Residency Services: Offering Overview

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Zscaler's Resident Consultant service offering enables you to augment your organization's expertise with Zscaler-trained resources to efficiently address skill and/or resource capacity gaps.

### Flexibility & expertise

Zscaler Resident Consultant engagements are available in six and twelve month durations, with onsite and remote options. The Resident Consultant's focus is to provide a high level of engagement for core deployment and implementation tasks/activities, including (but not limited to) project planning, architecture and design assistance, migration support, and knowledge transfer for Zscaler products.

### Expand your team

The Resident Consultant works directly with your staff, becoming intimately familiar with your unique environment, processes, and goals to ensure your success.

### Increase adoption, reduce risk

The Resident Consultant offering allows you to quickly increase the depth of Zscaler knowledge for your project/team, accelerate outcomes, and de-risk project execution.

### Your Zscaler Resident Consultant can assist your team with activities related to licensed Zscaler products and services, including but not limited to the following:

- Lead planning, design reviews, and presentations as needed to display Zscaler benefits to stakeholders.
- Lead or participate in project/stakeholder meetings, quarterly business reviews, and provide reports as mutually agreed.
- Assist with change control process development.
- Provide leading Zero Trust practice guidance.
- Provide test validation support.
- Assist with I-ATO/ATO documentation, as requested.
- Document and operationalize Zscaler environment.
- Perform knowledge transfer sessions on Zscaler product(s) (does not include courseware).
- Ensure policy configuration conformance based on business needs and Government requirements.
- Assist with Zscaler API integration.
- Provide insights into current usage of Zscaler security features.
- Prepare weekly progress reports using established engagement procedures.

## Residency Services: Offering Details

**6 Month Onsite SKU: ZCES-PRO-RES-6-ONSITE-FED**

**6 Month Remote SKU: ZCES-PRO-RES-6-FED**

**12 Month Onsite SKU: ZCES-PRO-RES-12-ONSITE-FED**

**12 Month Remote SKU: ZCES-PRO-RES-12-FED**

Scope	6-Month Engagement	12-Month Engagement
<b>Resource Allocation</b>	Dedicated single resource (either a Consultant or a Project Manager).	
<b>Statement of Work</b>	⊗ Not required. All work performed at direction of customer.	
<b>SKU Prerequisites</b>	⊗ Not applicable.	
<b>Staffing Timelines</b>	⚠ Can take up to 60 days to staff the engagement.	
<b>Staffing Location</b>	Both the 6-month and 12-month engagements are offered in either a remote or onsite setting.	
<b>Planned Effort</b>	Up to 900 hours	Up to 1,800 hours
<b>Contract Duration</b>	Engagement <u>not to exceed</u> 900 hours during a 6 month period.	Engagement <u>not to exceed</u> 1,800 hours during a 12 month period.
	<ul style="list-style-type: none"> <li>• Delivery period is based on agreed upon residency start date.</li> <li>• Completion of the engagement is not tied to milestones, documentation, or other accomplishments.</li> </ul>	
<b>Education Credits</b>	⊗ Not included.	
<b>Terms and Conditions</b>	<a href="#">Appendix A: Professional Services Standard Terms &amp; Conditions for Six (6) and Twelve (12) Month Residency Engagements</a>	

## Enterprise Deployment: Offering Overview

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Built on Zscaler's large enterprise deployment experience, the Enterprise Deployment and Enterprise Plus Deployment offerings can help you overcome unique deployment and digital transformation challenges. Complex use cases (including heterogeneous environments), challenging migrations from legacy toolsets, and organizations managing multiple sub-agencies are ideal applications of these service offerings.

### Offering Benefits

#### Leading practices with a comprehensive approach

The Enterprise Deployment service offerings were crafted to guide the deployment and optimization of Zscaler solutions, with an emphasis on manageability and security. During the engagement the Zscaler Professional Services team will leverage leading practices to provide your organization with both a detailed design plan and a detailed project plan.

#### Tailored deployment

The Zscaler team will utilize design workshops to draft a custom design plan crafted to showcase your specific architectural/environmental use cases to provide a prescriptive strategy for deployment. This customized deployment plan will help your organization stay in front of any expiring hardware, software, or maintenance deadlines that might impact your organization.

#### In-depth training...Included!

Zscaler recognizes that training is a critical component to the success of any deployment. As part of the Enterprise Deployment service offerings, you have access to the same courses taken by Zscaler Consultants. Participating in Zscaler training helps build confidence and proficiency in the administration and management of your Zscaler deployment, as well as introducing your teams to the latest features available in Zscaler's platform.

### Plus Up Your Deployment

#### Additional resources for your large enterprise deployment

The Enterprise Plus Deployment offering includes 2x the number of planned hours, as well as 2x the number of included Education Credits. For critical/complex engagements, these additional resources will help ensure the success of your deployment and assist with your adoption of Zscaler technologies.

#### Flexible Engagement

The Enterprise Plus Deployment offering includes the option for your Zscaler Professional Services team to attend up to two separate onsite visits (for up to three consecutive days) to review your current security posture, network infrastructure, and application requirements in-person.

<sup>1</sup>Availability will be based upon current Zscaler corporate guidelines and current CDC travel guidelines related to the ongoing COVID-19 pandemic. Please consult your Zscaler account team for the current status of travel & onsite engagement.

## Enterprise Deployment: Offering Details

**SKU: ZCES-DEP-ENT-FED**

**SKU: ZCES-DEP-ENTPLUS-FED**

Scope	Enterprise	Enterprise Plus
<b>Service Details</b>	After the deployment scope has been identified and agreed upon, any changes to scope will have to be agreed to by your assigned Zscaler Project Manager (depending on remaining available hours and remaining contract duration).	
<b>Resource Allocation</b>	Shared resources: Consultant & Project Manager	
<b>Statement of Work</b>	⊗ Not required.	
<b>SKU Prerequisites</b>	⊗ Not applicable.	
<b>Staffing Timelines</b>	Resource assignment typically occurs within 72 business hours after Zscaler booking.	
<b>Staffing Location</b>	<ul style="list-style-type: none"> <li>Remotely provide guidance and assistance via email, phone, and web conferencing solutions.</li> </ul>	<ul style="list-style-type: none"> <li>Remotely provide guidance and assistance via email, phone, and web conferencing solutions.</li> <li>Up to two 3-day onsite visits<sup>1</sup></li> </ul>
<b>Planned Effort</b>	Up to 217 hours <i>Remote Architect (40 hours), Engineer (120 hours), Project Plan (40 hours), Deployment Plan (17 hours)</i>	Up to 434 hours <i>Remote Architect (80 hours), Engineer (240 hours), Project Plan (80 hours), Deployment Plan (34 hours)</i>
<b>Contract Duration</b>	Up to 12 Months of engagement from Professional Services. Engagement “start date” based upon date of purchase, unless otherwise specified on customer purchase order.	
<b>Education Credits</b>	20 Education Credits included.	40 Education Credits included.
	Each EDU Credit is redeemable for any of the following: <ul style="list-style-type: none"> <li>4 hours live lab/training</li> <li>1 Certification Exam</li> <li>1 Advanced Course</li> </ul>	
<b>Terms and Conditions</b>	<a href="#">Appendix A – Professional Services Standard Terms and Conditions for Deployment Packages</a>	

<sup>1</sup>Availability will be based upon current Zscaler corporate guidelines and current CDC travel guidelines related to the ongoing COVID-19 pandemic. Please consult your Zscaler account team for the current status of travel & onsite engagement.

## Custom Deployment Services: Offering Overview

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Maximize your Zscaler investment and accelerate critical initiatives with deployment services customized to your requirements.

### **Zscaler Professional Services – Custom Services** (ZCES-PRO-SVC-CUST-FED)

The Custom Services offering provides a flexible way for you and Zscaler to develop a customized offering that is based on a mutual understanding of your specific delivery requirements. However, this flexibility requires that Zscaler and your team adequately discuss and document your requirements ahead of time to ensure both parties are clear on delivery expectations, success criteria, and exit criteria.

In cases in which your procurement regulations require a written and counter-signed Statement of Work (SoW), this offering should be used.

### **Zscaler Professional Services – FED32** (ZCES-DEP-FED32)

The FED32 offering provides you with a no-fuss method to procure Professional Services (each unit consists of 32 hours) to help streamline Zscaler adoption, maintenance, and new endeavors as you scale your digital transformation. Zscaler resources will work with you remotely to scope each project, maintain consistent and open communication with your teams, and work to drive defined goals.

Each unit is dedicated to a single resource. If only one (1) unit is purchased that resource will automatically be assigned to a Consultant.

### **Zscaler Professional Services – Add-on Services for Package & Residency Offerings**

(ZCES-DEP-SVC-PROJ-FED, ZCES-DEP-SVC-ENG-FED, ZCES-DEP-SVC-ARCH-FED)

Additional time and material hours can be added to supplement existing Professional Services engagements for customers that have already purchased a packaged offering (Enterprise Deployment or Enterprise Deployment Plus) or a Residency offering. Based upon your requirements the following Zscaler specialists can be added: Project Manager, Consultant, and/or Architect.

A common usage for this offering is to add PM and/or Architect resources to a Residency offering (especially in multi-Residency engagements). For example:

- 12 Month Resident (1800 hours) – Use 1 unit of ZCES-PRO-RES-12-FED
- 1/2 time PM (900 hours) – Use 900 units of ZCES-DEP-SVC-PROJ-FED
- 1/4 time Architect (450 hours) – Use 450 units of ZCES-DEP-SVC-ARCH-FED

## Custom Deployment Services: Offering Details

### Custom Services: ZCES-PRO-SVC-CUST-FED

Scope	Description
<b>Resource Allocation</b>	Variable. Exact details to be specified in the Statement of Work.
<b>Statement of Work</b>	✔ Required. This offering requires both parties to agree to and sign/countersign a Statement of Work.
<b>SKU Prerequisites</b>	✘ Not applicable.
<b>Staffing Timelines</b>	⚠ Resource assignment typically occurs within 72 business hours after Zscaler booking, unless onsite resourcing is required (can take up to 60 days to staff the engagement).
<b>Staffing Location</b>	All resources are provided remotely, unless otherwise specified in the Statement of Work.
<b>Planned Effort</b>	Variable. Exact details to be specified in the Statement of Work.
<b>Contract Duration</b>	Variable. Exact details to be specified in the Statement of Work.
<b>Education Credits</b>	Not included, unless otherwise specified in the Statement of Work.
<b>Terms and Conditions</b>	Variable. Exact details to be specified in the Statement of Work.

### FED32: ZCES-DEP-FED32

Scope	Description
<b>Service Details</b>	Each unit is dedicated to a single resource. If only one (1) unit is purchased that resource will automatically be assigned to a Consultant.
<b>Resource Allocation</b>	Shared resource: Consultant and/or Project Manager.
<b>Statement of Work</b>	✘ Not required. All work performed at direction of customer.
<b>SKU Prerequisites</b>	✘ Not applicable.
<b>Staffing Timelines</b>	Resource assignment typically occurs within 72 business hours after Zscaler booking.
<b>Staffing Location</b>	All resources are provided remotely.
<b>Planned Effort</b>	<ul style="list-style-type: none"> <li>Engagement not to exceed 32 hours per activated unit.</li> <li>Completion of the engagement is not tied to milestones, documentation, or other accomplishments.</li> </ul>
<b>Contract Duration</b>	<ul style="list-style-type: none"> <li>Upon unit activation, all unit services must be consumed within 90 days.</li> <li>Activate a unit at any time within 365 days of date of purchase.</li> </ul>
<b>Education Credits</b>	✘ Not included.
<b>Terms and Conditions</b>	<a href="#">Appendix A – Professional Services Standard Terms and Conditions for Deployment Packages</a>

## Custom Deployment Services: Offering Details

**Project Manager: ZCES-DEP-SVC-PROJ-FED**

**Consultant: ZCES-DEP-SVC-ENG-FED**

**Architect: ZCES-DEP-SVC-ARCH-FED**

Scope	Project Manager	Engineer/Consultant	Architect
<b>Service Details</b>	Additional Project Manager Services to be used in conjunction with approved Professional Service offerings.	Additional Engineer/Consultant Services to be used in conjunction with approved Professional Service offerings.	Additional Architect Services to be used in conjunction with approved Professional Service offerings.
	Procured in 8 hour/unit increments.		
<b>Resource Allocation</b>	Variable. Depends on the number of units purchased.		
<b>Statement of Work</b>	⊗ Not required. All work performed at direction of customer.		
<b>SKU Prerequisites</b>	<p>These offerings cannot be purchased separately. They must be purchased in accompaniment with one of the following offerings:</p> <ul style="list-style-type: none"> <li>• ZCES-DEP-ENT-FED</li> <li>• ZCES-DEP-ENTPLUS-FED</li> <li>• ZCES-PRO-RES-6-ONSITE-FED</li> <li>• ZCES-PRO-RES-6-FED</li> <li>• ZCES-PRO-RES-12-ONSITE-FED</li> <li>• ZCES-PRO-RES-12-FED</li> </ul>		
<b>Staffing Timelines</b>	Resource assignment typically occurs within 72 business hours after Zscaler booking, however this may take longer depending upon the number of units purchased.		
<b>Staffing Location</b>	All resources are provided remotely.		
<b>Planned Effort</b>	Engagement not to exceed number of units purchased.		
<b>Contract Duration</b>	<ul style="list-style-type: none"> <li>• Engagement not to exceed the number of units (hours) purchased over the duration of the accompanying Professional Service offering that was purchased.</li> <li>• Completion of the engagement is not tied to milestones, documentation, or other accomplishments.</li> </ul>		
<b>Education Credits</b>	⊗ Not included.		
<b>Terms and Conditions</b>	<a href="#">Appendix A – Professional Services Standard Terms and Conditions for Deployment Packages</a>		

## Zscaler Government Cloud: Additional Resources

Become familiar with Zscaler’s Government Cloud ecosystem by exploring the following resources.

### Zscaler Government Clouds

The following is a list of Zscaler’s FedRAMP–authorized cloud offerings (current as of 12/2022):

Domain	Zscaler Internet Access (ZIA)	Zscaler Digital Experience (ZDX)	Zscaler Private Access (ZPA)
FedRAMP Moderate / DoD IL2 (agency authorized)	zscalergov.net	zdxgov.net	zpagov.us
FedRAMP High / DoD IL5 (JAB authorized)	zscalerten.net	Pending Government Assessment	zpagov.net

### Zscaler Privacy & Compliance – [zscaler.com/platform/privacy-and-compliance](https://zscaler.com/platform/privacy-and-compliance)

This site provides information relating to Commercial Certifications (SOC 2, ISO 27001, etc.), Government Certifications (FedRAMP, FIPS, CJIS, ITAR, etc.), and White Papers & Attestations (HIPAA, PCI, etc.) for all of Zscaler’s cloud offerings.

### Zscaler Government Cloud Trust Portal – [trust.zscaler.us](https://trust.zscaler.us)

This site provides the operating status of Zscaler’s Government Cloud offerings. This includes the ability to sign up for alerts regarding Maintenance, Incidents, Advisories, and URL Category Notifications.

### Zscaler Government Cloud Support – [help.zscalergov.net/phone-support](https://help.zscalergov.net/phone-support)

This site provides an overview of the Support Services (verified US Citizens on US Soil) that Zscaler provides for customers of Zscaler’s Government Cloud offerings. The Recommendations and Guidelines document linked within this page provides additional detailed information regarding Support Services.



Experience your world, secured.™

#### About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so that customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SSE-based Zero Trust Exchange is the world’s largest inline cloud security platform. Learn more at [zscaler.com](https://zscaler.com) or follow us on Twitter [@zscaler](https://twitter.com/zscaler).

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