



Zscaler Professional Services

Logging and Visibility

The ability to leverage a SIEM platform helps harness the valuable data and insights provided by the Zscaler Zero Trust Exchange platform through its insights and correlation capabilities.

To provide this integration, Zscaler leverages its Nanolog Streaming Service (NSS), which consolidates logs from all users globally into a central repository that can then be integrated with your SIEM platform.

This enables you to mine transaction data by user, device, application, and location in realtime.

Our Professional Services (PS) Consultant will provide customized logging configuration based upon your criteria and operational leading practices in addition to storage planning and integration with your supported SIEM platform. This offering is intended for organizations pursuing unified logging and NSS/LSS integration to a new or existing SIEM platform.

Benefits of Professional Services:

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

Logging and SIEM Integration

Professional Services Scope	<p>SCOPE:</p> <ul style="list-style-type: none"> Up to 2 pairs of NSS/LSS Deployment and 6 NSS/LSS feeds <p>INCLUDED:</p> <ul style="list-style-type: none"> Provide operational leading practices and assistance for customer SIEM Integration with Zscaler cloud <p>EXCLUDED:</p> <ul style="list-style-type: none"> Support for 3rd party software/hardware. Ex: SIEM solution <p>DELIVERABLES:</p> <ul style="list-style-type: none"> Low-level design document for the NSS/LSS deployment <p>PROJECT CLOSURE:</p> <ul style="list-style-type: none"> Provide deployment overview and respective deliverables due at Project Completion 	
Credits	46	Redemption of sufficient credits for fulfillment of service offering per unit required
Maximum # of Units recommended	3	The maximum number of units recommended for this offering to be implemented in parallel. For organizations requiring more than stated recommended units, there are alternative SKUs that may better align to your needs
Resource Allocation	One (1) Professional Services Consultant	Assigned to deliver as per scope of deployment offering
Staffing	Resource assignment may take up to 2 weeks	
Duration	Up to 4 weeks; Not to exceed 90 days/3 Months	Upon the start of the project all efforts should be completed within 4 weeks. In total, the project will not exceed 3 months of engagement from Professional Services, based on the service start date
Delivery Method	Remote	Assigned PS Resources will be remote for the duration of the engagement
Non-Technical Prerequisites	<p>The customer:</p> <ul style="list-style-type: none"> Must provide appropriate lead resources to attend technical Kick-off and design sessions on the commencement date Must provide Zscaler representatives with information and resources to successfully execute the Project. This can include, without limitation, providing access and credentials to systems, completing installation prerequisites, providing project resources, and attendance in planning, execution, or Knowledge Transfer meetings. Will ensure resources are available in a timely manner to undertake tasks such as change control and documentation review Must ensure it has the necessary escalation and communication channels to resolve any blockers in a timely manner, including dependencies on third parties and customer's other vendors, suppliers, and Consultants 	

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Technical Prerequisites	<p>The Customer to ensure:</p> <ul style="list-style-type: none"> • IP whitelisting for NSS/LSS is added • User transactions are visible for Web/Firewall insights on the ZS portal for validation of logging on SIEM. • VMs are available and ready to be utilized for LSS and NSS; For guidance on NSS VM Deployment please refer to: https://help.zscaler.com/zia/about-nanolog-streaming-service
Project Expectations	<ul style="list-style-type: none"> • Prerequisites related to IP address assignment to VMs and IP whitelisting on Customer perimeter firewall is completed • Customer has an API supported Cloud SIEM that has already been configured and validated for Cloud SIEM integration • Zscaler deployment completed or run-in parallel. Initial deployment is not covered in this offering • Customer to identify and provide a list of critical Applications for the test plan, including compatibility test cases with other endpoint agents • Customer is responsible for all change control and other internal planning processes (e.g. IP Whitelisting) • Customer to provide support for all 3rd party platforms, e.g. SIEM: configuration of feeds will be completed by customer
Project Constraints	<ul style="list-style-type: none"> • This Project covers the deployment of only Zscaler licensed solutions. Additional product offerings may be purchased as add-ons, otherwise additional consulting work not contained in this Project is deemed out of scope. • Zscaler is not responsible for the installation, configuration, or validation of any third-party software, tools, or utilities • Testing for interoperability with existing VPN is out of scope • Zscaler is not responsible for impacts to schedule caused by customer internal processes
Disclaimer	Zscaler Deployment and Professional Services Disclaimer



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://www.zscaler.com) or follow us on Twitter @zscaler.

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