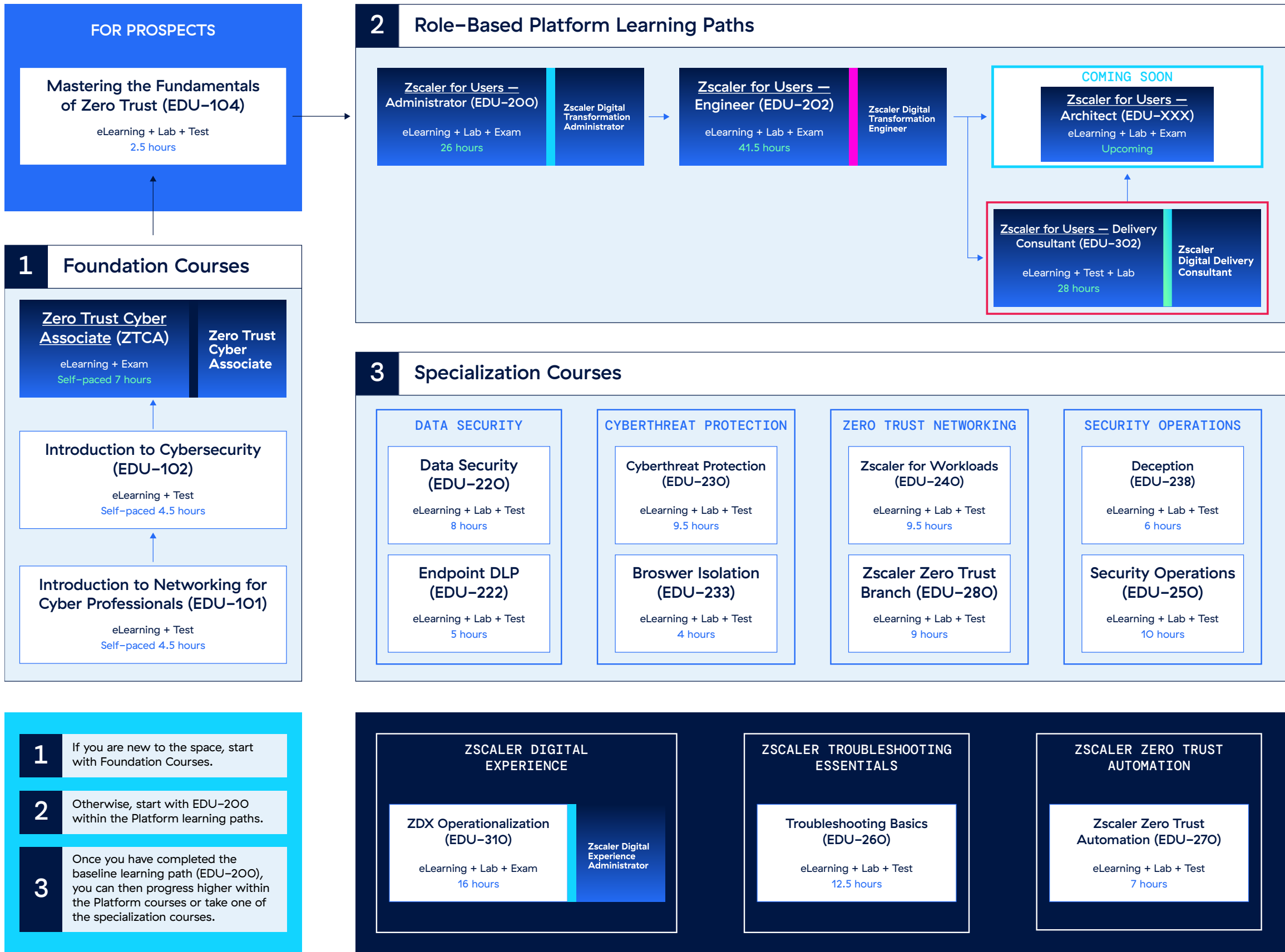


Zscaler Cyber Academy Catalog



Zscaler for Users – Delivery Consultant (EDU-302) Learning Journey Map

The recommended path for the Delivery Consultant learning journey is to complete the eLearning course and then take the hands-on labs. Once these are completed, you can sign up for the certification exam. You will have 20 minutes to answer its 10 questions, with 3 re-tests. Upon passing the test, you'll earn the Zscaler Digital Delivery Consultant (ZDDC) badge and certificate.



OUR LEARNING PATH

Zscaler for Users – Delivery Consultant (EDU–302) Learning Path



LEARNING OUTCOMES

Once you complete this course, you will be able to:

- Explain the phases of design methodology and the primary steps in designing and deploying ZPA, ZIA, and ZDX.
- Describe recommended authentication and provisioning methods for ZIA, ZPA, and ZDX deployments.
- Implement advanced traffic forwarding strategies, troubleshooting techniques, and App Connector deployment methods.
- Define global controls, advanced deployment strategies, and Zscaler access control policies to enhance secure access.
- Apply appropriate cyberthreat protection and data protection policies based on common deployment scenarios.
- Discuss the core components, deployment methodologies, and best practices for operationalizing Zscaler Digital Experience (ZDX) and Zero Trust Automation framework.



eLearning Details

Prerequisites	Zscaler Digital Transformation Engineer (ZDTE) certification
Proficiency	Advanced
Description	The Zscaler for Users — Delivery Consultant (EDU-3O2) learning path aims to show you how Zscaler performs deployment services for Zscaler Internet Access (ZIA), Zscaler Private Access (ZPA), and Zscaler Digital Experience (ZDX).
Duration	11 hours
Type	Self-paced
Completion Criteria	Complete the eLearning
Available Language(s)	English
Price per Seat	Free

eLearning Outline

Topics	Sub Topic
1. Zscaler for Deployment Specialist (ZCDS) Overview	<ul style="list-style-type: none">Recap of Zscaler for Users — Essentials (EDU-200)<ul style="list-style-type: none">Zscaler for Users — Essentials (EDU-200) RecapZscaler for Users — Essentials (EDU-200) RecapZscaler for Users — Advanced (EDU-202) Recap<ul style="list-style-type: none">PrerequisiteTarget AudienceZscaler for Deployment Specialist (EDU-2O4) Learning Path Structure Interface Settings
2. Zscaler Deployment Methodology	<ul style="list-style-type: none">Deployment Specialist<ul style="list-style-type: none">Zscaler Deployment Specialists and their RoleDesign Methodology<ul style="list-style-type: none">Delivery MethodologyZPA Design & Deployment Overview<ul style="list-style-type: none">ZPA Fundamental RefreshZPA Configuration ElementsGetting Started with ZPA Deployment<ul style="list-style-type: none">Scenario: Safemarch CorpZIA Design & Deployment Overview<ul style="list-style-type: none">ZIA Fundamental Refresh



Topics	Sub Topic
3. Identity Services	<ul style="list-style-type: none">Recap of Identity Services<ul style="list-style-type: none">Recap of Identity Services: 2 of 10 (EDU-200)Recap of Identity Services: Course 3 of 11 (EDU-202) B2BDelivery consultant tasks and basic concepts<ul style="list-style-type: none">Tasks, Importance authentication and provisioning, recommended approachZPA User Authentication and Provisioning<ul style="list-style-type: none">Importance of Authentication in ZPA Deployment, end user authentication, understanding SAML Attributes, ZPA Entitlements, Administrator portal Authentication, Configuring Admins and recommended approachesZDX User Authentication and Provisioning<ul style="list-style-type: none">First time provisioning for ZDX admins, role based administration
4. Connectivity Services	<ul style="list-style-type: none">Traffic Forwarding Best Practice<ul style="list-style-type: none">Traffic Forwarding: OverviewTraffic Forwarding: The Recommended ApproachTraffic Forwarding: Understanding The DesignTroubleshoot Zscaler Client Connector Authentication Issue<ul style="list-style-type: none">Zscaler Client ConnectorZscaler Client Connector Authentication IssuesDiagnosing The ProblemTroubleshoot Client Connector Authentication Error DemonstrationTroubleshoot Zscaler Client Connector Traffic Forwarding Issue Business Insights<ul style="list-style-type: none">Client Connector Forwarding IssuesDiagnosing The ProblemTroubleshoot Client Connector Endpoint Firewall/ Antivirus ErrorApp Connector<ul style="list-style-type: none">App Connectors: OverviewApp Connectors: The Recommended ApproachApp Connectors: Understanding DesignDeploy Zero Trust Branch Devices<ul style="list-style-type: none">Zero Trust Branch Devices: OverviewKey Prerequisites and ConfigurationOperational Efficiency & Zscaler Cloud OperationsStreamlining Deployment with Zero Trust Branch Devices



Topics	Sub Topic
5. Platform Services	<ul style="list-style-type: none">• SSL Inspection<ul style="list-style-type: none">• Policy Design: Overview• SSL Inspection• Approach to Deployment• ZIA Logging & Analytics<ul style="list-style-type: none">• Logging & Analytics: Overview• Logging & Analytics: The Options Available• Approach to Deployment• Timeout Policies<ul style="list-style-type: none">• Timeout Policies: Overview• Recommendations & Considerations• Approach To Deployment• Specialized Policies<ul style="list-style-type: none">• Specialized Policies: Overview (Browser Access, Client Forwarding Policy)• Recommendations & Considerations• Approach To Deployment
6. Access Control Services	<ul style="list-style-type: none">• Granular Control Policies<ul style="list-style-type: none">• What Are Granular Control Policies?• URL Filtering & Cloud Application Control• Policy Types and Recommendations – URL & Cloud Application Control• Policy Types and Recommendations – File Type Control• Types of Firewall• Policy Types and Recommendations — Firewall• Firewall– Use Case• Application Segments<ul style="list-style-type: none">• Application Segments Characteristics• Application Segments Deployment Methods• Applications NOT Suited for ZPA• Application Segment Groups• Application and Application Segment — Scenario• Application Tenant Restriction• Diagnose Private Application Access Error<ul style="list-style-type: none">• Private Application Access Error Scenario• Check Private Application Reachability



Topics	Sub Topic
7. CyberThreat Protection Services	<ul style="list-style-type: none">• Course Overview<ul style="list-style-type: none">• Introduction• Recap from Zscaler for Users – Administrator (EDU–200)• Recap from Zscaler for Users – Engineer (EDU–202)• ZIA Policy Design<ul style="list-style-type: none">• ZIA Policy Design – Malware Policy• ZIA Policy Design – Sandbox Policy• ZIA Policy Design – Common Deployment Types• ZIA Policy Design – Scenario• Configuration Phases & Policy Types<ul style="list-style-type: none">• A Customer Scenario• Global Control Policies<ul style="list-style-type: none">• Policy Types and Recommendations – SSL Inspection• Policy Types and Recommendations – Malware Inspection• Policy Types and Recommendations – Advanced Threat Protection• Granular Control Policies<ul style="list-style-type: none">• Policy Types and Recommendations – URL & Cloud Application Control• Policy Types and Recommendations – Firewall• Approaches to Deployment – Scenario• Advanced Control Policies• Advanced Control Policies and Recommendations – Cloud Browser Isolation• Approaches to Deployment – Scenario



Topics	Sub Topic
8. Data Protection Services	<ul style="list-style-type: none">• Course Overview<ul style="list-style-type: none">• Introduction• Recap from Zscaler for Users – Administrator (EDU-200)• Recap from Zscaler for Users – Engineer (EDU-202)• Zscaler Data Protection Policies<ul style="list-style-type: none">• Types of Data Loss Prevention Policies• Content-Driven Policies• Context-Driven Policies• Why is the Policy Order Important?• What are the Policy Creation Considerations for DLP Deployments?• Operationalizing DLP Policies<ul style="list-style-type: none">• Operationalizing Data Loss Prevention Policies Scenario• Testing and Operationalizing Data Loss Prevention Rules• Deploying DLP Policies<ul style="list-style-type: none">• EDM and IDM Deployment• OCR Deployment• SaaS Security API• Use Cases<ul style="list-style-type: none">• Use Case 1 — Managing AI Application Usage• Use Case 2 — Endpoint DLP• Use Case 3 — Outbound Email DLP
9. Risk Management	<ul style="list-style-type: none">• Recap of Risk Management EDU-200• Intro to Risk Management• Risk Management products and service• Recap of Risk Management EDU-202• Adv Risk mitigation techniques
Zscaler Risk Management EDU-302	<ul style="list-style-type: none">• Advanced Risk Assessment Strategies• Integration with 3rd party tools• Strategic implementation of Zscaler solutions• Data Driven Risk Management• Consultation and stakeholder engagement



Topics	Sub Topic
10. Zscaler Zero Trust Automation	<ul style="list-style-type: none">• Recap of 200 and 202• What is API?• Advantages of Legacy APIs with Zscaler Zero Trust Automation Framework• Key Features of Zscaler Zero Trust Automation Framework• ZIdentity and Its Benefits• Zscaler Zero Trust Automation Framework• Authentication Using ZIdentity• Components of OneAPI• Common Use Cases for Automation• Role of Delivery Consultant for ZZTA<ul style="list-style-type: none">• Automation• Security• Consistency• Incident Response• Deployment Methodology<ul style="list-style-type: none">• Manual deployment using python<ul style="list-style-type: none">• Example Scenario: Fetching Deny List URLs• Example Scenario: Creating App Connector Group• Automated Deployment Using Postman REST API Client<ul style="list-style-type: none">• Step 1: Import Zscaler OneAPI Collection• Step 2: Configure Environment Variables• Example Scenario: Creating Rule Label in ZIA• Automation Use Cases<ul style="list-style-type: none">• Use Case: Fetching the Device Status• Use Case: Multi-Tenant Onboarding• Use Case: Identify Blocked Traffic• Troubleshooting Scenerios<ul style="list-style-type: none">• API Response Codes and Error Messages• Rate Limiting• Best Practices<ul style="list-style-type: none">• Secure API Usage• Maintaining Consistency• Enhancing Scalability• Deployment Methodologies• Error Codes



Topics	Sub Topic
11. Zscaler Digital Experience	<ul style="list-style-type: none">• Adv Concepts Recap• ZDX Deployment Methodology<ul style="list-style-type: none">• ZDX Deployment Sequence• ZDX Deployment Methodology• Best Practices<ul style="list-style-type: none">• Rollout Strategy• Application strategy• Application Arrangement / Service• Best Practices for Probes and Alerts<ul style="list-style-type: none">• Orgs with 30 probes• Orgs with more than 30 probes• DDOS Concerns• Web Probe Redirect/Availability Best Practices• Cloud Path, Protocol and Packet Count Best Practices Alerting• Data Analysis<ul style="list-style-type: none">• Looking at Metrics Cohesively Rather than Subjectively• Looking at Surrounding Data Rounds, Spike/Pattern• UCaaS monitoring• Workflow Overview<ul style="list-style-type: none">• ZDX Workflows• ZDX Workflow – Reducing MTTR and Escalations• Troubleshooting<ul style="list-style-type: none">• Troubleshooting Global, Regional, or Office Issues• Troubleshooting WiFi Issues• Troubleshooting Zscaler Issues• Troubleshooting ISP or Internet Issues• Troubleshooting Desktop Issues• Troubleshooting DNS or VPN Issues• Troubleshooting Application Issues• Troubleshooting for Escalated Tickets• ZDX Workflow – Proactively Reducing New Tickets<ul style="list-style-type: none">• Level 1: Being Proactive about Application issues• Level 2: Being Proactive about Common Issues• Level 3: Being Proactive about Network Analysis & Planning



Hands-On Lab Details

Prerequisites	Zscaler for Users Delivery Consultant (EDU-3O2) self paced eLearning course
Proficiency	Advanced
Description	The Zscaler Digital Delivery Consultant Lab is the final step in the Zscaler for Users – Delivery Consultant (EDU-3O2) learning path. Certification supports the journey of security professionals to validate their understanding of deploying and implementing the Zscaler zero trust platform.
Duration	2 days, 16 hours
Type	Instructor-led hands-on lab
Completion Criteria	Complete all hands-on labs
Available Language(s)	English
Price per Set	\$2400 (8 credits)



Practice Lab Outline

Task	Sub Task
Configure Identity Services	<ul style="list-style-type: none">• Task Entry Conditions• Task Configuration Requirements• Testing Requirements• Where to get Help• Configuration Hints
Configure ZIA and ZPA Traffic Forwarding	<ul style="list-style-type: none">• Configuration Requirements• Testing Requirements• Where to get Help• Configuration Hints
Configure ZIA Policy	<ul style="list-style-type: none">• Configuration Requirements• Testing Requirements• Where to get Help• Configuration Hints
Configure ZIA Logging & Reporting	<ul style="list-style-type: none">• Configuration Requirements• Testing Requirements• Where to get Help• Configuration Hints
Configure ZPA Policy	<ul style="list-style-type: none">• Configuration Requirements• Testing Requirements• Where to get Help• Configuration Hints
Configure ZPA Logging & Reporting	<ul style="list-style-type: none">• Configuration Requirements• Testing Requirements• Where to get Help• Configuration Hints
Protect the Leaking of HIPAA Documents	<ul style="list-style-type: none">• Configuration Requirements• Testing Requirements• Where to Get Help• Configuration Hints
Adding Custom Application and Creating Custom Probes	<ul style="list-style-type: none">• Configuration Requirements• Where to get Help
Creating Custom Alert	<ul style="list-style-type: none">• Configurational Requirements• Where to get Help
Apply Zero Trust Automation Requirements: Adding URL Filtering Policy	<ul style="list-style-type: none">• Configuration Requirements• Testing Requirements• Where to get Help

Exam Lab Outline

Task	Sub Task
Configure Identity Services	<ul style="list-style-type: none">• Task Configuration Requirements 9• Where to get Help
Configure ZIA and ZPA Traffic Forwarding	<ul style="list-style-type: none">• Configuration Requirements• Testing Requirements
Configure ZIA Policy	<ul style="list-style-type: none">• Configuration Requirements• Testing Requirements• Configuration Hints
Configure ZIA Logging & Reporting	<ul style="list-style-type: none">• Configuration Requirements• Testing Requirements• Configuration Hints
Configure ZPA Policy	<ul style="list-style-type: none">• Configuration Requirements• Testing Requirements
Configure ZPA Logging & Reporting	<ul style="list-style-type: none">• Configuration Requirements• Testing Requirements• Configuration Hints
Prevent the Leakage of PII and PCI Data	<ul style="list-style-type: none">• Configuration Requirements• Testing Requirements• Where to Get Help• Configuration Hints
Apply Zero Trust Automation Requirements: Identify Blocked Traffic	<ul style="list-style-type: none">• Configuration Requirements• Testing Requirements• Where to get Help
Adding Custom Application and Creating Custom Probes	<ul style="list-style-type: none">• Configurational Requirements

About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange™ platform 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 in-line cloud security platform. Learn more at [zscaler.com](https://www.zscaler.com) or follow us on Twitter [@zscaler](https://twitter.com/zscaler).

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Zero Trust
Everywhere