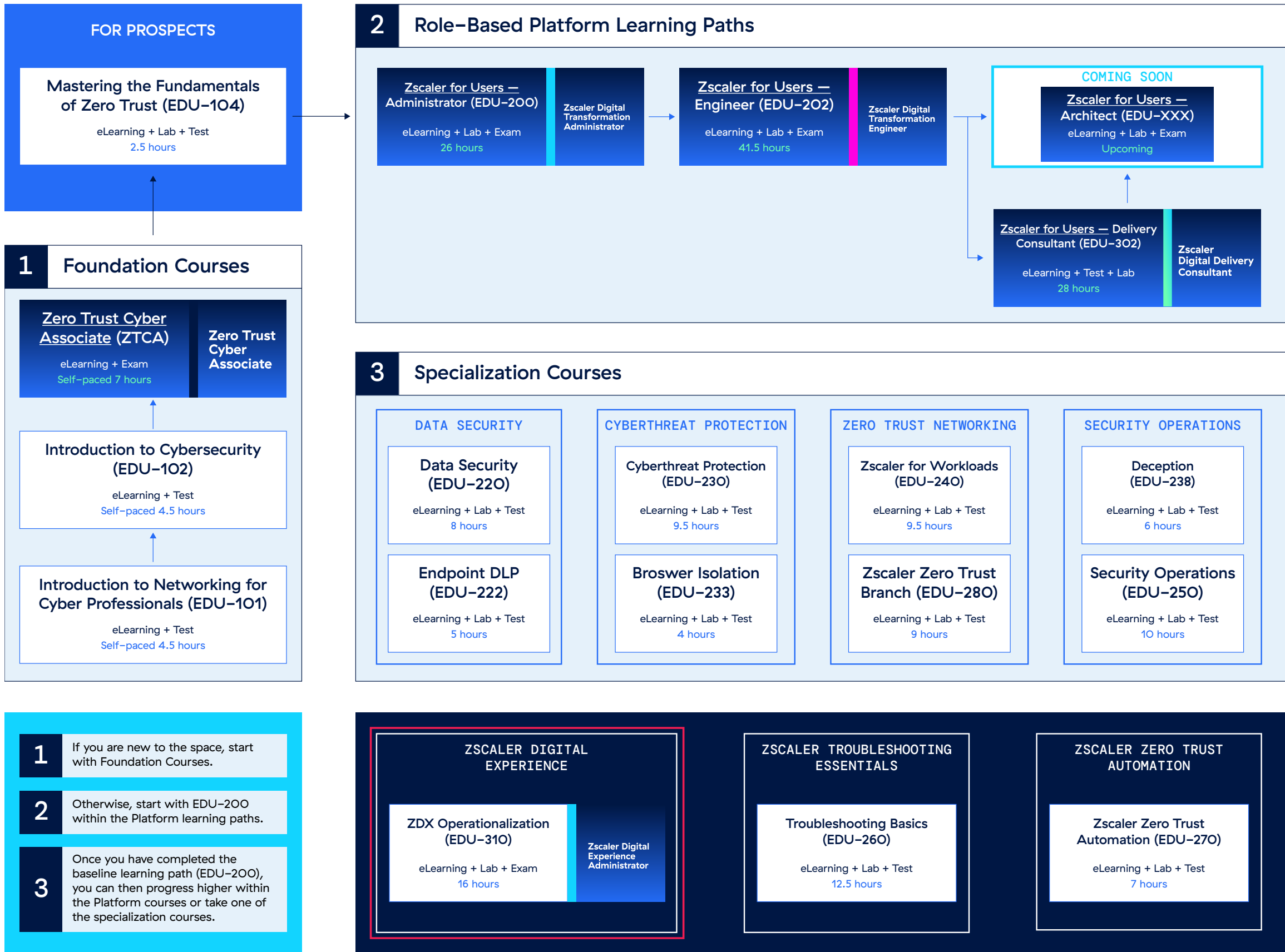


Zscaler Cyber Academy Catalog



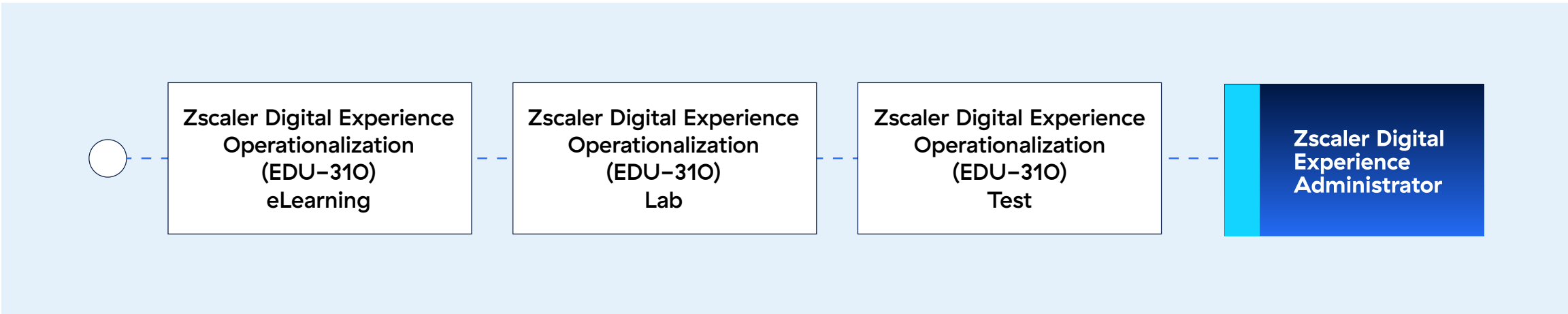
ZDX Operationalization (EDU-310) Learning Journey Map

The recommended path for the ZDX Operationalization learning journey is to complete the e-learning course, and then take the Self-guided and hands-on labs. Once these are completed, you can sign up for the test. You will have 90 minutes to answer its 60 questions, with 3 re-tests. Upon passing the test, you'll earn the Zscaler Digital Experience Administrator Certification.



OUR LEARNING PATH

ZDX Operationalization (EDU-310) Learning Path



LEARNING OUTCOMES

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

- Recognize what Zscaler Digital Experience is and the value it brings in day-to-day operations
- Navigate the user interface including the various dashboards and components within each dashboard
- Describe how to configure basic tenants needed to begin seeing results including applications, and alerts
- Troubleshoot common end-user experience issues by utilizing the dashboards and reports

eLearning Details

Prerequisites	None
Proficiency	Intermediate
Description	In this course, you'll explore the capabilities, features, and benefits of Zscaler Digital Experience (ZDX), and the role this powerful tool can play in monitoring and improving an organization's productivity and overall user experience.
Duration	5 hours
Type	Self-paced
Completion criteria	Complete the eLearning
Available language(s)	English
Price per seat	Free



eLearning Outline

Topics	Sub Topic
Zscaler Digital Experience (ZDX) Overview	<ul style="list-style-type: none">• Introduction to Zscaler Digital Experience (ZDX)• ZDX Architecture• ZDX Metrics• SaaS & UCaaS Monitoring• Probes• Automated Root Cause Analysis• Deep Tracing (Diagnostics)• Y-Engine & ZDX APIs• Alerts & Rules• Device, Software & Process Inventory• Integration with Microsoft Intune• Integration with ServiceNow• Role-Based Administration• Getting Started with Zscaler Digital Experience• Getting Help from Zscaler• ZDX Use Cases
Monitoring with ZDX	<ul style="list-style-type: none">• ZDX Dashboard• ZDX Copilot• Analytics• Hosted Monitoring• Applications Overview Dashboard• Call Quality Monitoring Dashboard• Users Dashboard• Device, Software & Process Inventory Information• Deep Tracing (Diagnostics) Session Results• Alerts Page
Configuring ZDX	<ul style="list-style-type: none">• Configuring Applications• Configuring Call Quality Monitoring• Configuring Probes• Configuring Deep Tracing (Diagnostics)• Configuring Alerts• Configuring Role-Based Administration• Configuring Self Service Settings• Configuring Data Explorer Views• Configuring Inventory Settings



Topics	Sub Topic
Troubleshooting User Experience and Best Practices	<ul style="list-style-type: none">• Workflow Overview• Level 1: Troubleshooting Global, Regional, or Office Issues• Level 2: Troubleshooting Wi-Fi Issues• Level 2: Troubleshooting Zscaler Issues• Level 2: Troubleshooting ISP or Internet Issues• Level 2: Troubleshooting Desktop Issues• Level 2: Troubleshooting DNS or VPN Issues• Level 2: Troubleshooting Application Issues• Level 3: Troubleshooting for Escalated Tickets• Proactively Reducing New Tickets• Rollout Strategy• Application Strategy• Probes• Administrator Access• Alerting• Data Analysis

Hands-On Lab Details

Prerequisites	ZDX Operationalization (EDU-310) eLearning
Proficiency	Begginer
Duration	2 hours
Type	Self-paced hands-on lab
Duration	4 hours
Type	Instructor-led hands-on lab
Available language(s)	English
Price per set	\$300 (1 credit)



Lab Outline

Task	Sub Task
Navigating the ZDX Admin Portal	<ul style="list-style-type: none">• View ZDX Dashboard• View Applications Overview Dashboard• View User Overview Dashboard• View Automated Root Cause Analysis Data• View Call Quality Dashboards• View Inventory Dashboards• View Deep Tracing Results• View Alerts
Troubleshooting Poor Wi-Fi	<ul style="list-style-type: none">• View User ZDX Score for an Application• Analyze Poor ZDX Score Interval• Compare Poor ZDX Score to Last Known Good Score• Isolate High Latency Hop• View User Device Events Associated With ZDX Score Changes
Troubleshooting End User Device Root Causes – High CPU	<ul style="list-style-type: none">• View User ZDX Score for an Application• Analyze Poor ZDX Score Interval• View Quantitative User Experience Metrics• View Device Health – CPU Usage Data
Troubleshooting Slow DNS Response	<ul style="list-style-type: none">• View User ZDX Score Over Time• Analyze High Page Fetch Time• Use ZDX Y-Engine to Determine Root Cause
Troubleshooting Slow Network Router (Hop)	<ul style="list-style-type: none">• Confirm Sporadic SaaS Application Performance• Analyze High Page Fetch Time• Identify High Latency Cloud Path Link• Analyze High Hop Latency• Confirm Key Differences with ZDX Score Comparison
Analyzing Call Quality	<ul style="list-style-type: none">• View Microsoft Teams Call Quality Trend• Examine Meeting Metrics• Locate Meeting Issues• Locate Source of Audio Latency
Troubleshooting Device Startup and Software Reliability Issues with Microsoft Intune Integration	<ul style="list-style-type: none">• Analyze CPU usage• View endpoint analytics• Examine startup performance• Review software reliability events



Task	Sub Task
Incident monitoring on incidents dashboard	<ul style="list-style-type: none">• View incidents dashboard• View incidents epicenter• View incident details
Monitoring self service notifications	<ul style="list-style-type: none">• View End User Self Service Demonstration• View Self Service Dashboard• View User Feedback Summary• View User Device Health for a Notification
Sharing ZDX Snapshots	<ul style="list-style-type: none">• Prepare User Report• Generate Report Snapshot & Copy Snapshot URL• Manage ZDX Snapshots
ZDX Copilot	<ul style="list-style-type: none">• Using copilot for the Product Knowledge Questions• Understanding Customer Local or Upstream Network Issue using copilot• Wi-Fi Issue using copilot
ZDX Hosted Monitoring	<ul style="list-style-type: none">• View the configuration of Hosted Monitoring• View the Hosted Monitoring reports
Understanding Data Explorer	<ul style="list-style-type: none">• Accessing Data Explorer
Understanding Wi-Fi Dashboard	<ul style="list-style-type: none">• Accessing Wi-Fi Dashboard• Logout of ZDX Admin Portal
API	<ul style="list-style-type: none">• Start ZDX API Basics Jupyter Notebook Sample Code• Authenticate to ZDX API• Run a Sample API Calls
Configuring Cloud Applications Monitoring	<ul style="list-style-type: none">• Verify Traffic Forwarding to Zscaler• Enable Predefined Applications• Configure a Custom Application• Create a Custom Probe
Configuring Alerts & Deep Tracing	<ul style="list-style-type: none">• Create an Alert Rule• Configure a Deep Tracing session

Certificate Exam Details

Prerequisites	ZDX Operationalization (EDU-310) eLearning and lab
Duration	30 minutes
Test format	15 multiple-choice questions
Available language(s)	English

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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