zscaler | Service Advisor

DATA SHEET

Professional Service Offerings

Build Your Zscaler Professional Services Engagement

Experience matters because every environment is different, but successful deployments consistently follow common patterns. Service Advisor helps organizations build the right project by combining expert-led planning, design, project management, and implementation services across Internet Access, Private Access, Digital Experience, Data Security, Cyber Threat, Zero Trust Cloud, Zero Trust Branch, Security Operations, and AI Security to accelerate successful deployment outcomes.

Customer + Requirements = Right-sized Services

Because no two environments are the same, Zscaler uses Service Advisor to recommend the right expert-led planning, design, and implementation activities for your deployment. These recommendations are converted into offerings, purchased with credits and redeemed into projects.

Guidance + Choice = Better Deployment Outcomes

Successful deployments combine the strengths of your internal teams, implementation partners, and Zscaler experts. Service Advisor identifies the complete Implementation Success Plan. You select the expert-led activites to be performed by Zscaler. The resulting Description of Work clearly defines the required Services Offerings and gives our delivery teams a precise description of the expected work.

Customization with Service Advisor

Building your Project

Technology Area Projects
- Plan, Design & Implement all capabiities together
- Mix & Match Products in the same Tech Area

Planning & Design Foundation
- Zscaler's proven expert-led methodology

Expert-led Implementation Activities
- Select only the expert-led activites you need

Pacing for all Customer Scenarios
- Project durations to fit your timeline & priorities

Welcome to Service Advisor

Implementation Success Plan (ISP)
- Milestone-based deployment roadmap
- All expert-led activities for success

We recommend. You decide.
- Assess the capabilities of teams & partners
- The ISP is your delivery alignment compass

Description of Work (DOW)
- Planning, Design & Implement from Zscaler

Purchase, Redeem, Project

Credit Purchase: DOW Recommended

Offering Redemption: DOW Prescribed

Project Delivery: DOW Guided

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Core Transformation – Essentials Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
				Consultant Only			
Planning & Design Foundations – Core Transformation Essentials	PD-CORE-ESS-SIG-STD	Core Transformation Essentials Signature Standard Foundation	Max Units: 1	20		30 Days	26 Credits per Unit
	PD-CORE-ESS-EXT-STD	Core Transformation Essentials Extended Standard Foundation	Max Units: 1	20		45 Days	28 Credits per Unit
				Consultant	PM		
	PD-CORE-ESS-SIG-PM	Core Transformation Essentials Signature PM Foundation	Max Units: 1	20	8	30 Days	36 Credits per Unit
	PD-CORE-ESS-EXT-PM	Core Transformation Essentials Extended PM Foundation	Max Units: 1	20	8	45 Days	39 Credits per Unit
	SKU	**Offering**	**Units per Project**	**Hours**		**Max Duration**	**Credits**
Implementation – Core Transformation Essentials	IMP-CORE-ESS-SIG-STD	Core Transformation Essentials Implement Hour Block Signature	Min Units: 2 Max Units: 10	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-CORE-ESS-EXT-STD	Core Transformation Essentials Implement Hour Block Extended	Min Units: 2 Max Units: 10	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-CORE-ESS-SIG-PM	Core Transformation Essentials Project Management & Implement Hour Block Signature	Min Units: 2 Max Units: 12	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-CORE-ESS-EXT-PM	Core Transformation Essentials Project Management & Implement Hour Block Extended	Min Units: 2 Max Units: 12	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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Core Transformation – Advanced Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Planning & Design Foundations – Core Transformation Advanced				Consultant Only			
	PD-CORE-ADV-SIG-STD	Core Transformation Advanced Signature Standard Foundation	Max Units: 1	40		60 Days	52 Credits per Unit
	PD-CORE-ADV-FOC-STD	Core Transformation Advanced Focused Standard Foundation	Max Units: 1	40		45 Days	48 Credits per Unit
	PD-CORE-ADV-FAS-STD	Core Transformation Advanced Fast Standard Foundation	Max Units: 1	40		30 Days	44 Credits per Unit
	PD-CORE-ADV-EXT-STD	Core Transformation Advanced Extended Standard Foundation	Max Units: 1	40		75 Days	56 Credits per Unit
				Consultant	PM		
	PD-CORE-ADV-SIG-PM	Core Transformation Advanced Signature PM Foundation	Max Units: 1	40	16	60 Days	73 Credits per Unit
	PD-CORE-ADV-FOC-PM	Core Transformation Advanced Focused PM Foundation	Max Units: 1	40	16	45 Days	67 Credits per Unit
	PD-CORE-ADV-FAS-PM	Core Transformation Advanced Fast PM Foundation	Max Units: 1	40	16	30 Days	62 Credits per Unit
	PD-CORE-ADV-EXT-PM	Core Transformation Advanced Extended PM Foundation	Max Units: 1	40	16	75 Days	78 Credits per Unit

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Implementation – Core Transformation Advanced	IMP-CORE-ADV-SIG-STD	Core Transformation Advanced Implement Hour Block Signature	Min Units: 4 Max Units: 10	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-CORE-ADV-FOC-STD	Core Transformation Advanced Implement Hour Block Focused	Min Units: 4 Max Units: 10	5		Greater of 30 days or 2 days per unit	6 Credits per Unit
	IMP-CORE-ADV-FAST-STD	Core Transformation Advanced Implement Hour Block Fast	Min Units: 4 Max Units: 10	5		Greater of 30 days or 1 days per unit	5 Credits per Unit
	IMP-CORE-ADV-EXT-STD	Core Transformation Advanced Implement Hour Block Extended	Min Units: 4 Max Units: 10	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-CORE-ADV-SIG-PM	Core Transformation Advanced Project Management & Implement Hour Block Signature	Min Units: 4 Max Units: 24	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-CORE-ADV-FOC-PM	Core Transformation Advanced Project Management & Implement Hour Block Focused	Min Units: 4 Max Units: 24	5	2	Greater of 30 days or 2 days per unit	8 Credits per Unit
	IMP-CORE-ADV-FAST-PM	Core Transformation Advanced Project Management & Implement Hour Fast	Min Units: 4 Max Units: 24	5	2	Greater of 30 days or 1 day per unit	7 Credits per Unit
	IMP-CORE-ADV-EXT-PM	Core Transformation Advanced Project Management & Implement Hour Block Extended	Min Units: 4 Max Units: 24	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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Core Transformation – Enterprise Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Planning & Design Foundations – Core Transformation Enterprise				Consultant Only			
	PD–CORE–ENT–SIG–STD	Core Transformation Enterprise Signature Standard Foundation	Max Units: 1	60		75 Days	78 Credits per Unit
	PD–CORE–ENT–FOC–STD	Core Transformation Enterprise Focused Standard Foundation	Max Units: 1	60		60 Days	72 Credits per Unit
	PD–CORE–ENT–FAS–STD	Core Transformation Enterprise Fast Standard Foundation	Max Units: 1	60		45 Days	66 Credits per Unit
	PD–CORE–ENT–EXT–STD	Core Transformation Enterprise Extended Standard Foundation	Max Units: 1	60		90 Days	84 Credits per Unit
				Consultant	PM		
	PD–CORE–ENT–SIG–PM	Core Transformation Enterprise Signature PM Foundation	Max Units: 1	60	24	75 Days	109 Credits per Unit
	PD–CORE–ENT–FOC–PM	Core Transformation Enterprise Focused PM Foundation	Max Units: 1	60	24	60 Days	101 Credits per Unit
	PD–CORE–ENT–FAS–PM	Core Transformation Enterprise Fast PM Foundation	Max Units: 1	60	24	45 Days	92 Credits per Unit
	PD–CORE–ENT–EXT–PM	Core Transformation Enterprise Extended PM Foundation	Max Units: 1	60	24	90 Days	118 Credits per Unit

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Implementation – Core Transformation Enterprise	IMP–CORE–ENT–SIG–STD	Core Transformation Enterprise Implement Hour Block Signature	Min Units: 4 Max Units: 10	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP–CORE–ENT–FOC–STD	Core Transformation Enterprise Implement Hour Block Focused	Min Units: 4 Max Units: 10	5		Greater of 30 days or 2 days per unit	6 Credits per Unit
	IMP–CORE–ENT–FAST–STD	Core Transformation Enterprise Implement Hour Block Fast	Min Units: 4 Max Units: 10	5		Greater of 30 days or 1 day per unit	5 Credits per Unit
	IMP–CORE–ENT–EXT–STD	Core Transformation Enterprise Implement Hour Block Extended	Min Units: 4 Max Units: 10	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP–CORE–ENT–SIG–PM	Core Transformation Enterprise Project Management & Implement Hour Block Signature	Min Units: 4	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP–CORE–ENT–FOC–PM	Core Transformation Enterprise Project Management & Implement Hour Block Focused	Min Units: 4	5	2	Greater of 30 days or 2 days per unit	8 Credits per Unit
	IMP–CORE–ENT–FAST–PM	Core Transformation Enterprise Project Management & Implement Hour Fast	Min Units: 4	5	2	Greater of 30 days or 1 day per unit	7 Credits per Unit
	IMP–CORE–ENT–EXT–PM	Core Transformation Enterprise Project Management & Implement Hour Block Extended	Min Units: 4	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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Data Security – Essentials Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
				Consultant Only			
Planning & Design Foundations – Data Security Essentials	PD-DATA-ESS-SIG-STD	Data Security Essentials Signature Standard Foundation	Max Units: 1	20		30 Days	26 Credits per Unit
	PD-DATA-ESS-EXT-STD	Data Security Essentials Extended Standard Foundation	Max Units: 1	20		45 Days	28 Credits per Unit
				Consultant	PM		
	PD-DATA-ESS-SIG-PM	Data Security Essentials Signature PM Foundation	Max Units: 1	20	8	30 Days	36 Credits per Unit
	PD-DATA-ESS-EXT-PM	Data Security Essentials Extended PM Foundation	Max Units: 1	20	8	45 Days	39 Credits per Unit
	SKU	**Offering**	**Units per Project**	**Hours**		**Max Duration**	**Credits**
Implementation – Data Security Essentials	IMP-DATA-ESS-SIG-STD	Data Security Essentials Implement Hour Block Signature	Min Units: 2 Max Units: 8	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-DATA-ESS-EXT-STD	Data Security Essentials Implement Hour Block Extended	Min Units: 2 Max Units: 8	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-DATA-ESS-SIG-PM	Data Security Essentials Project Management & Implement Hour Block Signature	Min Units: 2 Max Units: 8	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-DATA-ESS-EXT-PM	Data Security Essentials Project Management & Implement Hour Block Extended	Min Units: 2 Max Units: 8	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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Data Security – Advanced Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Planning & Design Foundations – Data Security Advanced				Consultant Only			
	PD-DATA-ADV-SIG-STD	Data Security Advanced Signature Standard Foundation	Max Units: 1	40		60 Days	52 Credits per Unit
	PD-DATA-ADV-FOC-STD	Data Security Advanced Focused Standard Foundation	Max Units: 1	40		45 Days	48 Credits per Unit
	PD-DATA-ADV-FAS-STD	Data Security Advanced Fast Standard Foundation	Max Units: 1	40		30 Days	44 Credits per Unit
	PD-DATA-ADV-EXT-STD	Data Security Advanced Extended Standard Foundation	Max Units: 1	40		75 Days	56 Credits per Unit
				Consultant	PM		
	PD-DATA-ADV-SIG-PM	Data Security Advanced Signature PM Foundation	Max Units: 1	40	16	60 Days	73 Credits per Unit
	PD-DATA-ADV-FOC-PM	Data Security Advanced Focused PM Foundation	Max Units: 1	40	16	45 Days	67 Credits per Unit
	PD-DATA-ADV-FAS-PM	Data Security Advanced Fast PM Foundation	Max Units: 1	40	16	30 Days	62 Credits per Unit
	PD-DATA-ADV-EXT-PM	Data Security Advanced Extended PM Foundation	Max Units: 1	40	16	75 Days	78 Credits per Unit

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Implementation – Data Security Advanced	IMP-DATA-ADV-SIG-STD	Data Security Advanced Implement Hour Block Signature	Min Units: 4 Max Units: 10	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-DATA-ADV-FOC-STD	Data Security Advanced Implement Hour Block Focused	Min Units: 4 Max Units: 10	5		Greater of 30 days or 2 days per unit	6 Credits per Unit
	IMP-DATA-ADV-FAST-STD	Data Security Advanced Implement Hour Block Fast	Min Units: 4 Max Units: 10	5		Greater of 30 days or 1 days per unit	5 Credits per Unit
	IMP-DATA-ADV-EXT-STD	Data Security Advanced Implement Hour Block Extended	Min Units: 4 Max Units: 10	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-DATA-ADV-SIG-PM	Data Security Advanced Project Management & Implement Hour Block Signature	Min Units: 4 Max Units: 10	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-DATA-ADV-FOC-PM	Data Security Advanced Project Management & Implement Hour Block Focused	Min Units: 4 Max Units: 10	5	2	Greater of 30 days or 2 days per unit	8 Credits per Unit
	IMP-DATA-ADV-FAST-PM	Data Security Advanced Project Management & Implement Hour Fast	Min Units: 4 Max Units: 10	5	2	Greater of 30 days or 1 day per unit	7 Credits per Unit
	IMP-DATA-ADV-EXT-PM	Data Security Advanced Project Management & Implement Hour Block Extended	Min Units: 4 Max Units: 10	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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Data Security – Enterprise Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Planning & Design Foundations – Data Security Enterprise				Consultant Only			
	PD-DATA-ENT-SIG-STD	Data Security Enterprise Signature Standard Foundation	Max Units: 1	60		75 Days	78 Credits per Unit
	PD-DATA-ENT-FOC-STD	Data Security Enterprise Focused Standard Foundation	Max Units: 1	60		60 Days	72 Credits per Unit
	PD-DATA-ENT-FAS-STD	Data Security Enterprise Fast Standard Foundation	Max Units: 1	60		45 Days	66 Credits per Unit
	PD-DATA-ENT-EXT-STD	Data Security Enterprise Extended Standard Foundation	Max Units: 1	60		90 Days	84 Credits per Unit
				Consultant	PM		
	PD-DATA-ENT-SIG-PM	Data Security Enterprise Signature PM Foundation	Max Units: 1	60	24	75 Days	109 Credits per Unit
	PD-DATA-ENT-FOC-PM	Data Security Enterprise Focused PM Foundation	Max Units: 1	60	24	60 Days	101 Credits per Unit
	PD-DATA-ENT-FAS-PM	Data Security Enterprise Fast PM Foundation	Max Units: 1	60	24	45 Days	92 Credits per Unit
	PD-DATA-ENT-EXT-PM	Data Security Enterprise Extended PM Foundation	Max Units: 1	60	24	90 Days	118 Credits per Unit

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Implementation – Data Security Enterprise	IMP-DATA-ENT-SIG-STD	Data Security Enterprise Implement Hour Block Signature	Min Units: 4 Max Units: 10	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-DATA-ENT-FOC-STD	Data Security Enterprise Implement Hour Block Focused	Min Units: 4 Max Units: 10	5		Greater of 30 days or 2 days per unit	6 Credits per Unit
	IMP-DATA-ENT-FAST-STD	Data Security Enterprise Implement Hour Block Fast	Min Units: 4 Max Units: 10	5		Greater of 30 days or 1 day per unit	5 Credits per Unit
	IMP-DATA-ENT-EXT-STD	Data Security Enterprise Implement Hour Block Extended	Min Units: 4 Max Units: 10	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-DATA-ENT-SIG-PM	Data Security Enterprise Project Management & Implement Hour Block Signature	Min Units: 4	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-DATA-ENT-FOC-PM	Data Security Enterprise Project Management & Implement Hour Block Focused	Min Units: 4	5	2	Greater of 30 days or 2 days per unit	8 Credits per Unit
	IMP-DATA-ENT-FAST-PM	Data Security Enterprise Project Management & Implement Hour Fast	Min Units: 4	5	2	Greater of 30 days or 1 day per unit	7 Credits per Unit
	IMP-DATA-ENT-EXT-PM	Data Security Enterprise Project Management & Implement Hour Block Extended	Min Units: 4	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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Zero Trust Cloud – Essentials Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
				Consultant Only			
Planning & Design Foundations – Zero Trust Cloud Essentials	PD-ZTC-ESS-SIG-STD	Zero Trust Cloud Essentials Signature Standard Foundation	Max Units: 1	20		30 Days	26 Credits per Unit
	PD-ZTC-ESS-EXT-STD	Zero Trust Cloud Essentials Extended Standard Foundation	Max Units: 1	20		45 Days	28 Credits per Unit
				Consultant	PM		
	PD-ZTC-ESS-SIG-PM	Zero Trust Cloud Essentials Signature PM Foundation	Max Units: 1	20	8	30 Days	36 Credits per Unit
	PD-ZTC-ESS-EXT-PM	Zero Trust Cloud Essentials Extended PM Foundation	Max Units: 1	20	8	45 Days	39 Credits per Unit
	SKU	**Offering**	**Units per Project**	**Hours**		**Max Duration**	**Credits**
Implementation – Zero Trust Cloud Essentials	IMP-ZTC-ESS-SIG-STD	Zero Trust Cloud Essentials Implement Hour Block Signature	Min Units: 2 Max Units: 8	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-ZTC-ESS-EXT-STD	Zero Trust Cloud Essentials Implement Hour Block Extended	Min Units: 2 Max Units: 8	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-ZTC-ESS-SIG-PM	Zero Trust Cloud Essentials Project Management & Implement Hour Block Signature	Min Units: 2 Max Units: 8	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-ZTC-ESS-EXT-PM	Zero Trust Cloud Essentials Project Management & Implement Hour Block Extended	Min Units: 2 Max Units: 8	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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Zero Trust Cloud – Advanced Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Planning & Design Foundations – Zero Trust Cloud Advanced				Consultant Only			
	PD-ZTC-ADV-SIG-STD	Zero Trust Cloud Advanced Signature Standard Foundation	Max Units: 1	40		60 Days	52 Credits per Unit
	PD-ZTC-ADV-FOC-STD	Zero Trust Cloud Advanced Focused Standard Foundation	Max Units: 1	40		45 Days	48 Credits per Unit
	PD-ZTC-ADV-FAS-STD	Zero Trust Cloud Advanced Fast Standard Foundation	Max Units: 1	40		30 Days	44 Credits per Unit
	PD-ZTC-ADV-EXT-STD	Zero Trust Cloud Advanced Extended Standard Foundation	Max Units: 1	40		75 Days	56 Credits per Unit
				Consultant	PM		
	PD-ZTC-ADV-SIG-PM	Zero Trust Cloud Advanced Signature PM Foundation	Max Units: 1	40	16	60 Days	73 Credits per Unit
	PD-ZTC-ADV-FOC-PM	Zero Trust Cloud Advanced Focused PM Foundation	Max Units: 1	40	16	45 Days	67 Credits per Unit
	PD-ZTC-ADV-FAS-PM	Zero Trust Cloud Advanced Fast PM Foundation	Max Units: 1	40	16	30 Days	62 Credits per Unit
	PD-ZTC-ADV-EXT-PM	Zero Trust Cloud Advanced Extended PM Foundation	Max Units: 1	40	16	75 Days	78 Credits per Unit

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Implementation – Zero Trust Cloud Advanced	IMP-ZTC-ADV-SIG-STD	Zero Trust Cloud Advanced Implement Hour Block Signature	Min Units: 4 Max Units: 10	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-ZTC-ADV-FOC-STD	Zero Trust Cloud Advanced Implement Hour Block Focused	Min Units: 4 Max Units: 10	5		Greater of 30 days or 2 days per unit	6 Credits per Unit
	IMP-ZTC-ADV-FAST-STD	Zero Trust Cloud Advanced Implement Hour Block Fast	Min Units: 4 Max Units: 10	5		Greater of 30 days or 1 days per unit	5 Credits per Unit
	IMP-ZTC-ADV-EXT-STD	Zero Trust Cloud Advanced Implement Hour Block Extended	Min Units: 4 Max Units: 10	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-ZTC-ADV-SIG-PM	Zero Trust Cloud Advanced Project Management & Implement Hour Block Signature	Min Units: 4 Max Units: 16	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-ZTC-ADV-FOC-PM	Zero Trust Cloud Advanced Project Management & Implement Hour Block Focused	Min Units: 4 Max Units: 16	5	2	Greater of 30 days or 2 days per unit	8 Credits per Unit
	IMP-ZTC-ADV-FAST-PM	Zero Trust Cloud Advanced Project Management & Implement Hour Fast	Min Units: 4 Max Units: 16	5	2	Greater of 30 days or 1 day per unit	7 Credits per Unit
	IMP-ZTC-ADV-EXT-PM	Zero Trust Cloud Advanced Project Management & Implement Hour Block Extended	Min Units: 4 Max Units: 16	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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Zero Trust Cloud – Enterprise Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Planning & Design Foundations – Zero Trust Cloud Enterprise				Consultant Only			
	PD-ZTC-ENT-SIG-STD	Zero Trust Cloud Enterprise Signature Standard Foundation	Max Units: 1	60		75 Days	78 Credits per Unit
	PD-ZTC-ENT-FOC-STD	Zero Trust Cloud Enterprise Focused Standard Foundation	Max Units: 1	60		60 Days	72 Credits per Unit
	PD-ZTC-ENT-FAS-STD	Zero Trust Cloud Enterprise Fast Standard Foundation	Max Units: 1	60		45 Days	66 Credits per Unit
	PD-ZTC-ENT-EXT-STD	Zero Trust Cloud Enterprise Extended Standard Foundation	Max Units: 1	60		90 Days	84 Credits per Unit
				Consultant	PM		
	PD-ZTC-ENT-SIG-PM	Zero Trust Cloud Enterprise Signature PM Foundation	Max Units: 1	60	24	75 Days	109 Credits per Unit
	PD-ZTC-ENT-FOC-PM	Zero Trust Cloud Enterprise Focused PM Foundation	Max Units: 1	60	24	60 Days	101 Credits per Unit
	PD-ZTC-ENT-FAS-PM	Zero Trust Cloud Enterprise Fast PM Foundation	Max Units: 1	60	24	45 Days	92 Credits per Unit
	PD-ZTC-ENT-EXT-PM	Zero Trust Cloud Enterprise Extended PM Foundation	Max Units: 1	60	24	90 Days	118 Credits per Unit

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Implementation – Zero Trust Cloud Enterprise	IMP-ZTC-ENT-SIG-STD	Zero Trust Cloud Enterprise Implement Hour Block Signature	Min Units: 4 Max Units: 10	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-ZTC-ENT-FOC-STD	Zero Trust Cloud Enterprise Implement Hour Block Focused	Min Units: 4 Max Units: 10	5		Greater of 30 days or 2 days per unit	6 Credits per Unit
	IMP-ZTC-ENT-FAST-STD	Zero Trust Cloud Enterprise Implement Hour Block Fast	Min Units: 4 Max Units: 10	5		Greater of 30 days or 1 day per unit	5 Credits per Unit
	IMP-ZTC-ENT-EXT-STD	Zero Trust Cloud Enterprise Implement Hour Block Extended	Min Units: 4 Max Units: 10	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-ZTC-ENT-SIG-PM	Zero Trust Cloud Enterprise Project Management & Implement Hour Block Signature	Min Units: 4	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-ZTC-ENT-FOC-PM	Zero Trust Cloud Enterprise Project Management & Implement Hour Block Focused	Min Units: 4	5	2	Greater of 30 days or 2 days per unit	8 Credits per Unit
	IMP-ZTC-ENT-FAST-PM	Zero Trust Cloud Enterprise Project Management & Implement Hour Fast	Min Units: 4	5	2	Greater of 30 days or 1 day per unit	7 Credits per Unit
	IMP-ZTC-ENT-EXT-PM	Zero Trust Cloud Enterprise Project Management & Implement Hour Block Extended	Min Units: 4	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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Zero Trust Branch – Essentials Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
				Consultant Only			
Planning & Design Foundations – Zero Trust Branch Essentials	PD-ZTB-ESS-SIG-STD	Zero Trust Branch Essentials Signature Standard Foundation	Max Units: 1	20		30 Days	26 Credits per Unit
	PD-ZTB-ESS-EXT-STD	Zero Trust Branch Essentials Extended Standard Foundation	Max Units: 1	20		45 Days	28 Credits per Unit
				Consultant	PM		
	PD-ZTB-ESS-SIG-PM	Zero Trust Branch Essentials Signature PM Foundation	Max Units: 1	20	8	30 Days	36 Credits per Unit
	PD-ZTB-ESS-EXT-PM	Zero Trust Branch Essentials Extended PM Foundation	Max Units: 1	20	8	45 Days	39 Credits per Unit
	SKU	**Offering**	**Units per Project**	**Hours**		**Max Duration**	**Credits**
Implementation – Zero Trust Branch Essentials	IMP-ZTB-ESS-SIG-STD	Zero Trust Branch Essentials Implement Hour Block Signature	Min Units: 2 Max Units: 8	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-ZTB-ESS-EXT-STD	Zero Trust Branch Essentials Implement Hour Block Extended	Min Units: 2 Max Units: 8	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-ZTB-ESS-SIG-PM	Zero Trust Branch Essentials Project Management & Implement Hour Block Signature	Min Units: 2 Max Units: 8	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-ZTB-ESS-EXT-PM	Zero Trust Branch Essentials Project Management & Implement Hour Block Extended	Min Units: 2 Max Units: 8	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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Zero Trust Branch – Advanced Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Planning & Design Foundations – Zero Trust Branch Advanced				Consultant Only			
	PD-ZTB-ADV-SIG-STD	Zero Trust Branch Advanced Signature Standard Foundation	Max Units: 1	40		60 Days	52 Credits per Unit
	PD-ZTB-ADV-FOC-STD	Zero Trust Branch Advanced Focused Standard Foundation	Max Units: 1	40		45 Days	48 Credits per Unit
	PD-ZTB-ADV-FAS-STD	Zero Trust Branch Advanced Fast Standard Foundation	Max Units: 1	40		30 Days	44 Credits per Unit
	PD-ZTB-ADV-EXT-STD	Zero Trust Branch Advanced Extended Standard Foundation	Max Units: 1	40		75 Days	56 Credits per Unit
				Consultant	PM		
	PD-ZTB-ADV-SIG-PM	Zero Trust Branch Advanced Signature PM Foundation	Max Units: 1	40	16	60 Days	73 Credits per Unit
	PD-ZTB-ADV-FOC-PM	Zero Trust Branch Advanced Focused PM Foundation	Max Units: 1	40	16	45 Days	67 Credits per Unit
	PD-ZTB-ADV-FAS-PM	Zero Trust Branch Advanced Fast PM Foundation	Max Units: 1	40	16	30 Days	62 Credits per Unit
	PD-ZTB-ADV-EXT-PM	Zero Trust Branch Advanced Extended PM Foundation	Max Units: 1	40	16	75 Days	78 Credits per Unit

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Implementation – Zero Trust Branch Advanced	IMP-ZTB-ADV-SIG-STD	Zero Trust Branch Advanced Implement Hour Block Signature	Min Units: 4 Max Units: 10	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-ZTB-ADV-FOC-STD	Zero Trust Branch Advanced Implement Hour Block Focused	Min Units: 4 Max Units: 10	5		Greater of 30 days or 2 days per unit	6 Credits per Unit
	IMP-ZTB-ADV-FAST-STD	Zero Trust Branch Advanced Implement Hour Block Fast	Min Units: 4 Max Units: 10	5		Greater of 30 days or 1 days per unit	5 Credits per Unit
	IMP-ZTB-ADV-EXT-STD	Zero Trust Branch Advanced Implement Hour Block Extended	Min Units: 4 Max Units: 10	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-ZTB-ADV-SIG-PM	Zero Trust Branch Advanced Project Management & Implement Hour Block Signature	Min Units: 4 Max Units: 16	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-ZTB-ADV-FOC-PM	Zero Trust Branch Advanced Project Management & Implement Hour Block Focused	Min Units: 4 Max Units: 16	5	2	Greater of 30 days or 2 days per unit	8 Credits per Unit
	IMP-ZTB-ADV-FAST-PM	Zero Trust Branch Advanced Project Management & Implement Hour Fast	Min Units: 4 Max Units: 16	5	2	Greater of 30 days or 1 day per unit	7 Credits per Unit
	IMP-ZTB-ADV-EXT-PM	Zero Trust Branch Advanced Project Management & Implement Hour Block Extended	Min Units: 4 Max Units: 16	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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Zero Trust Branch – Enterprise Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Planning & Design Foundations – Zero Trust Branch Enterprise				Consultant Only			
	PD-ZTB-ENT-SIG-STD	Zero Trust Branch Enterprise Signature Standard Foundation	Max Units: 1	60		75 Days	78 Credits per Unit
	PD-ZTB-ENT-FOC-STD	Zero Trust Branch Enterprise Focused Standard Foundation	Max Units: 1	60		60 Days	72 Credits per Unit
	PD-ZTB-ENT-FAS-STD	Zero Trust Branch Enterprise Fast Standard Foundation	Max Units: 1	60		45 Days	66 Credits per Unit
	PD-ZTB-ENT-EXT-STD	Zero Trust Branch Enterprise Extended Standard Foundation	Max Units: 1	60		90 Days	84 Credits per Unit
				Consultant	PM		
	PD-ZTB-ENT-SIG-PM	Zero Trust Branch Enterprise Signature PM Foundation	Max Units: 1	60	24	75 Days	109 Credits per Unit
	PD-ZTB-ENT-FOC-PM	Zero Trust Branch Enterprise Focused PM Foundation	Max Units: 1	60	24	60 Days	101 Credits per Unit
	PD-ZTB-ENT-FAS-PM	Zero Trust Branch Enterprise Fast PM Foundation	Max Units: 1	60	24	45 Days	92 Credits per Unit
	PD-ZTB-ENT-EXT-PM	Zero Trust Branch Enterprise Extended PM Foundation	Max Units: 1	60	24	90 Days	118 Credits per Unit

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Implementation – Zero Trust Branch Enterprise	IMP-ZTB-ENT-SIG-STD	Zero Trust Branch Enterprise Implement Hour Block Signature	Min Units: 4 Max Units: 10	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-ZTB-ENT-FOC-STD	Zero Trust Branch Enterprise Implement Hour Block Focused	Min Units: 4 Max Units: 10	5		Greater of 30 days or 2 days per unit	6 Credits per Unit
	IMP-ZTB-ENT-FAST-STD	Zero Trust Branch Enterprise Implement Hour Block Fast	Min Units: 4 Max Units: 10	5		Greater of 30 days or 1 day per unit	5 Credits per Unit
	IMP-ZTB-ENT-EXT-STD	Zero Trust Branch Enterprise Implement Hour Block Extended	Min Units: 4 Max Units: 10	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-ZTB-ENT-SIG-PM	Zero Trust Branch Enterprise Project Management & Implement Hour Block Signature	Min Units: 4	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-ZTB-ENT-FOC-PM	Zero Trust Branch Enterprise Project Management & Implement Hour Block Focused	Min Units: 4	5	2	Greater of 30 days or 2 days per unit	8 Credits per Unit
	IMP-ZTB-ENT-FAST-PM	Zero Trust Branch Enterprise Project Management & Implement Hour Fast	Min Units: 4	5	2	Greater of 30 days or 1 day per unit	7 Credits per Unit
	IMP-ZTB-ENT-EXT-PM	Zero Trust Branch Enterprise Project Management & Implement Hour Block Extended	Min Units: 4	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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AI Security – Essentials Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
				Consultant Only			
Planning & Design Foundations – AI Security Essentials	PD-AI-ESS-SIG-STD	AI Security Essentials Signature Standard Foundation	Max Units: 1	20		30 Days	26 Credits per Unit
	PD-AI-ESS-EXT-STD	AI Security Essentials Extended Standard Foundation	Max Units: 1	20		45 Days	28 Credits per Unit
				Consultant	PM		
	PD-AI-ESS-SIG-PM	AI Security Essentials Signature PM Foundation	Max Units: 1	20	8	30 Days	36 Credits per Unit
	PD-AI-ESS-EXT-PM	AI Security Essentials Extended PM Foundation	Max Units: 1	20	8	45 Days	39 Credits per Unit
	SKU	**Offering**	**Units per Project**	**Hours**		**Max Duration**	**Credits**
Implementation – AI Security Essentials	IMP-AI-ESS-SIG-STD	AI Security Essentials Implement Hour Block Signature	Min Units: 2 Max Units: 8	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-AI-ESS-EXT-STD	AI Security Essentials Implement Hour Block Extended	Min Units: 2 Max Units: 8	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-AI-ESS-SIG-PM	AI Security Essentials Project Management & Implement Hour Block Signature	Min Units: 2 Max Units: 8	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-AI-ESS-EXT-PM	AI Security Essentials Project Management & Implement Hour Block Extended	Min Units: 2 Max Units: 8	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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AI Security – Advanced Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Planning & Design Foundations – AI Security Advanced				Consultant Only			
	PD-AI-ADV-SIG-STD	AI Security Advanced Signature Standard Foundation	Max Units: 1	40		60 Days	52 Credits per Unit
	PD-AI-ADV-FOC-STD	AI Security Advanced Focused Standard Foundation	Max Units: 1	40		45 Days	48 Credits per Unit
	PD-AI-ADV-FAS-STD	AI Security Advanced Fast Standard Foundation	Max Units: 1	40		30 Days	44 Credits per Unit
	PD-AI-ADV-EXT-STD	AI Security Advanced Extended Standard Foundation	Max Units: 1	40		75 Days	56 Credits per Unit
				Consultant	PM		
	PD-AI-ADV-SIG-PM	AI Security Advanced Signature PM Foundation	Max Units: 1	40	16	60 Days	73 Credits per Unit
	PD-AI-ADV-FOC-PM	AI Security Advanced Focused PM Foundation	Max Units: 1	40	16	45 Days	67 Credits per Unit
	PD-AI-ADV-FAS-PM	AI Security Advanced Fast PM Foundation	Max Units: 1	40	16	30 Days	62 Credits per Unit
	PD-AI-ADV-EXT-PM	AI Security Advanced Extended PM Foundation	Max Units: 1	40	16	75 Days	78 Credits per Unit

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Implementation – AI Security Advanced	IMP-AI-ADV-SIG-STD	AI Security Advanced Implement Hour Block Signature	Min Units: 4 Max Units: 10	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-AI-ADV-FOC-STD	AI Security Advanced Implement Hour Block Focused	Min Units: 4 Max Units: 10	5		Greater of 30 days or 2 days per unit	6 Credits per Unit
	IMP-AI-ADV-FAST-STD	AI Security Advanced Implement Hour Block Fast	Min Units: 4 Max Units: 10	5		Greater of 30 days or 1 days per unit	5 Credits per Unit
	IMP-AI-ADV-EXT-STD	AI Security Advanced Implement Hour Block Extended	Min Units: 4 Max Units: 10	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-AI-ADV-SIG-PM	AI Security Advanced Project Management & Implement Hour Block Signature	Min Units: 4 Max Units: 16	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-AI-ADV-FOC-PM	AI Security Advanced Project Management & Implement Hour Block Focused	Min Units: 4 Max Units: 16	5	2	Greater of 30 days or 2 days per unit	8 Credits per Unit
	IMP-AI-ADV-FAST-PM	AI Security Advanced Project Management & Implement Hour Fast	Min Units: 4 Max Units: 16	5	2	Greater of 30 days or 1 day per unit	7 Credits per Unit
	IMP-AI-ADV-EXT-PM	AI Security Advanced Project Management & Implement Hour Block Extended	Min Units: 4 Max Units: 16	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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AI Security – Enterprise Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Planning & Design Foundations – AI Security Enterprise				Consultant Only			
	PD-AI-ENT-SIG-STD	AI Security Enterprise Signature Standard Foundation	Max Units: 1	60		75 Days	78 Credits per Unit
	PD-AI-ENT-FOC-STD	AI Security Enterprise Focused Standard Foundation	Max Units: 1	60		60 Days	72 Credits per Unit
	PD-AI-ENT-FAS-STD	AI Security Enterprise Fast Standard Foundation	Max Units: 1	60		45 Days	66 Credits per Unit
	PD-AI-ENT-EXT-STD	AI Security Enterprise Extended Standard Foundation	Max Units: 1	60		90 Days	84 Credits per Unit
				Consultant	PM		
	PD-AI-ENT-SIG-PM	AI Security Enterprise Signature PM Foundation	Max Units: 1	60	24	75 Days	109 Credits per Unit
	PD-AI-ENT-FOC-PM	AI Security Enterprise Focused PM Foundation	Max Units: 1	60	24	60 Days	101 Credits per Unit
	PD-AI-ENT-FAS-PM	AI Security Enterprise Fast PM Foundation	Max Units: 1	60	24	45 Days	92 Credits per Unit
	PD-AI-ENT-EXT-PM	AI Security Enterprise Extended PM Foundation	Max Units: 1	60	24	90 Days	118 Credits per Unit

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Implementation – AI Security Enterprise	IMP-AI-ENT-SIG-STD	AI Security Enterprise Implement Hour Block Signature	Min Units: 4 Max Units: 10	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-AI-ENT-FOC-STD	AI Security Enterprise Implement Hour Block Focused	Min Units: 4 Max Units: 10	5		Greater of 30 days or 2 days per unit	6 Credits per Unit
	IMP-AI-ENT-FAST-STD	AI Security Enterprise Implement Hour Block Fast	Min Units: 4 Max Units: 10	5		Greater of 30 days or 1 day per unit	5 Credits per Unit
	IMP-AI-ENT-EXT-STD	AI Security Enterprise Implement Hour Block Extended	Min Units: 4 Max Units: 10	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-AI-ENT-SIG-PM	AI Security Enterprise Project Management & Implement Hour Block Signature	Min Units: 4	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-AI-ENT-FOC-PM	AI Security Enterprise Project Management & Implement Hour Block Focused	Min Units: 4	5	2	Greater of 30 days or 2 days per unit	8 Credits per Unit
	IMP-AI-ENT-FAST-PM	AI Security Enterprise Project Management & Implement Hour Fast	Min Units: 4	5	2	Greater of 30 days or 1 day per unit	7 Credits per Unit
	IMP-AI-ENT-EXT-PM	AI Security Enterprise Project Management & Implement Hour Block Extended	Min Units: 4	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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Security Operations – Essentials Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
				Consultant Only			
Planning & Design Foundations – Security Operations Essentials	PD-SECOPS-ESS-SIG-STD	Security Operations Essentials Signature Standard Foundation	Max Units: 1	20		30 Days	26 Credits per Unit
	PD-SECOPS-ESS-EXT-STD	Security Operations Essentials Extended Standard Foundation	Max Units: 1	20		45 Days	28 Credits per Unit
				Consultant	PM		
	PD-SECOPS-ESS-SIG-PM	Security Operations Essentials Signature PM Foundation	Max Units: 1	20	8	30 Days	36 Credits per Unit
	PD-SECOPS-ESS-EXT-PM	Security Operations Essentials Extended PM Foundation	Max Units: 1	20	8	45 Days	39 Credits per Unit
	SKU	**Offering**	**Units per Project**	**Hours**		**Max Duration**	**Credits**
Implementation – Security Operations Essentials	IMP-SECOPS-ESS-SIG-STD	Security Operations Essentials Implement Hour Block Signature	Min Units: 2 Max Units: 8	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-SECOPS-ESS-EXT-STD	Security Operations Essentials Implement Hour Block Extended	Min Units: 2 Max Units: 8	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-SECOPS-ESS-SIG-PM	Security Operations Essentials Project Management & Implement Hour Block Signature	Min Units: 2 Max Units: 8	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-SECOPS-ESS-EXT-PM	Security Operations Essentials Project Management & Implement Hour Block Extended	Min Units: 2 Max Units: 8	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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Security Operations – Advanced Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Planning & Design Foundations – Security Operations Advanced				Consultant Only			
	PD-SECOPS-ADV-SIG-STD	Security Operations Advanced Signature Standard Foundation	Max Units: 1	40		60 Days	52 Credits per Unit
	PD-SECOPS-ADV-FOC-STD	Security Operations Advanced Focused Standard Foundation	Max Units: 1	40		45 Days	48 Credits per Unit
	PD-SECOPS-ADV-FAS-STD	Security Operations Advanced Fast Standard Foundation	Max Units: 1	40		30 Days	44 Credits per Unit
	PD-SECOPS-ADV-EXT-STD	Security Operations Advanced Extended Standard Foundation	Max Units: 1	40		75 Days	56 Credits per Unit
				Consultant	PM		
	PD-SECOPS-ADV-SIG-PM	Security Operations Advanced Signature PM Foundation	Max Units: 1	40	16	60 Days	73 Credits per Unit
	PD-SECOPS-ADV-FOC-PM	Security Operations Advanced Focused PM Foundation	Max Units: 1	40	16	45 Days	67 Credits per Unit
	PD-SECOPS-ADV-FAS-PM	Security Operations Advanced Fast PM Foundation	Max Units: 1	40	16	30 Days	62 Credits per Unit
	PD-SECOPS-ADV-EXT-PM	Security Operations Advanced Extended PM Foundation	Max Units: 1	40	16	75 Days	78 Credits per Unit

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Implementation – Security Operations Advanced	IMP-SECOPS-ADV-SIG-STD	Security Operations Advanced Implement Hour Block Signature	Min Units: 4 Max Units: 10	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-SECOPS-ADV-FOC-STD	Security Operations Advanced Implement Hour Block Focused	Min Units: 4 Max Units: 10	5		Greater of 30 days or 2 days per unit	6 Credits per Unit
	IMP-SECOPS-ADV-FAST-STD	Security Operations Advanced Implement Hour Block Fast	Min Units: 4 Max Units: 10	5		Greater of 30 days or 1 days per unit	5 Credits per Unit
	IMP-SECOPS-ADV-EXT-STD	Security Operations Advanced Implement Hour Block Extended	Min Units: 4 Max Units: 10	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-SECOPS-ADV-SIG-PM	Security Operations Advanced Project Management & Implement Hour Block Signature	Min Units: 4 Max Units: 16	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-SECOPS-ADV-FOC-PM	Security Operations Advanced Project Management & Implement Hour Block Focused	Min Units: 4 Max Units: 16	5	2	Greater of 30 days or 2 days per unit	8 Credits per Unit
	IMP-SECOPS-ADV-FAST-PM	Security Operations Advanced Project Management & Implement Hour Fast	Min Units: 4 Max Units: 16	5	2	Greater of 30 days or 1 day per unit	7 Credits per Unit
	IMP-SECOPS-ADV-EXT-PM	Security Operations Advanced Project Management & Implement Hour Block Extended	Min Units: 4 Max Units: 16	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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Security Operations – Enterprise Offerings

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Planning & Design Foundations – Security Operations Enterprise				Consultant Only			
	PD-SECOPS-ENT-SIG-STD	Security Operations Enterprise Signature Standard Foundation	Max Units: 1	60		75 Days	78 Credits per Unit
	PD-SECOPS-ENT-FOC-STD	Security Operations Enterprise Focused Standard Foundation	Max Units: 1	60		60 Days	72 Credits per Unit
	PD-SECOPS-ENT-FAS-STD	Security Operations Enterprise Fast Standard Foundation	Max Units: 1	60		45 Days	66 Credits per Unit
	PD-SECOPS-ENT-EXT-STD	Security Operations Enterprise Extended Standard Foundation	Max Units: 1	60		90 Days	84 Credits per Unit
				Consultant	PM		
	PD-SECOPS-ENT-SIG-PM	Security Operations Enterprise Signature PM Foundation	Max Units: 1	60	24	75 Days	109 Credits per Unit
	PD-SECOPS-ENT-FOC-PM	Security Operations Enterprise Focused PM Foundation	Max Units: 1	60	24	60 Days	101 Credits per Unit
	PD-SECOPS-ENT-FAS-PM	Security Operations Enterprise Fast PM Foundation	Max Units: 1	60	24	45 Days	92 Credits per Unit
	PD-SECOPS-ENT-EXT-PM	Security Operations Enterprise Extended PM Foundation	Max Units: 1	60	24	90 Days	118 Credits per Unit

	SKU	Offering	Units per Project	Hours		Max Duration	Credits
Implementation – Security Operations Enterprise	IMP-SECOPS-ENT-SIG-STD	Security Operations Enterprise Implement Hour Block Signature	Min Units: 4 Max Units: 10	5		Greater of 30 days or 4 days per unit	7 Credits per Unit
	IMP-SECOPS-ENT-FOC-STD	Security Operations Enterprise Implement Hour Block Focused	Min Units: 4 Max Units: 10	5		Greater of 30 days or 2 days per unit	6 Credits per Unit
	IMP-SECOPS-ENT-FAST-STD	Security Operations Enterprise Implement Hour Block Fast	Min Units: 4 Max Units: 10	5		Greater of 30 days or 1 day per unit	5 Credits per Unit
	IMP-SECOPS-ENT-EXT-STD	Security Operations Enterprise Implement Hour Block Extended	Min Units: 4 Max Units: 10	5		Greater of 45 days or 7 days per unit	8 Credits per Unit
				Consultant	PM		
	IMP-SECOPS-ENT-SIG-PM	Security Operations Enterprise Project Management & Implement Hour Block Signature	Min Units: 4	5	2	Greater of 30 days or 4 days per unit	9 Credits per Unit
	IMP-SECOPS-ENT-FOC-PM	Security Operations Enterprise Project Management & Implement Hour Block Focused	Min Units: 4	5	2	Greater of 30 days or 2 days per unit	8 Credits per Unit
	IMP-SECOPS-ENT-FAST-PM	Security Operations Enterprise Project Management & Implement Hour Fast	Min Units: 4	5	2	Greater of 30 days or 1 day per unit	7 Credits per Unit
	IMP-SECOPS-ENT-EXT-PM	Security Operations Enterprise Project Management & Implement Hour Block Extended	Min Units: 4	5	2	Greater of 45 days or 7 days per unit	10 Credits per Unit

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Technology Areas

Offerings: All Standard Professional Services Offering

Technology Areas	
Coverage	A Technology Area encompasses all generally available products, capabilities, and platform features associated with that domain at the time of DOW generation.
Entitlement	Projects may include any entitled products and capabilities within the selected Technology Area. Features associated with other Technology Areas do not extend the scope of the engagement beyond the selected Technology Area. Products and capabilities from other Technology Areas are outside the scope of the engagement unless separately purchased.
Technology Area Products	The listed products are representative examples and do not include every product or capability within each Technology Area. Refer to Service Advisor and the Description of Work for the complete list of expert activities and applicable Technology Areas.
Technology Area Project Types	
Core Transformation	Zscaler Internet Access (ZIA), Zscaler Private Access (ZPA), Zscaler Digital Experience (ZDX), Advanced Sandbox, Advanced Firewall, Advanced App Segmentation, Test Environments, Source IP Anchoring, Private Service Edges.
Data Security	Workflow Automation, Inline Data Security, SaaS App Data Security, Email Data Security, Browser Isolation Advanced, DSPM, SSPM, Endpoint Data Security, Classification & Encryption.
Zero Trust Cloud	Cloud Connectors, Network Integration, Policy Enforcement Profiles, Advanced Cloud Templates, Custom Cloud Controls, Zero Trust Gateway, Workload Virtual Desktop, Cloud Tagging, Microsegmentation.
Zero Trust Branch	Zero Trust Branch, Zero Trust Branch VM SD–WAN, Advanced Location Templates, High Availability, Branch Segmentation, Zero Trust IoT Advanced, Network Connectivity Diagrams, Advanced Branch Policies, Branch Isolation.
AI Security	GenAI Report, AI Guard for Users, AI Scanning, AI Apps and Infrastructure, AI Red Teaming, Advanced AI Traffic Proxies, AI Guardrails, AI Governance, AI SPM.
Security Operations	Deception Advanced, Decoys, Risk360, Unified Vulnerability Management, Asset Exposure Management, Data Fabric, Business Insights, Breach Protector, Threat Hunting.
Product Entitlements	
Current Product Entitlements	Services may be applied across all products and capabilities included in the customer's active subscription within each selected Technology Area. Services are available only for actively entitled products.
Future Product Entitlements	Services may provide strategic planning and design guidance for products the customer intends to purchase within a selected Technology Area. Services that require access to, configuration of, validation of, or optimization within a product are available only after the applicable product entitlement becomes active.

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Terms

Offerings: All Professional Services Offerings

Terms	
Customer Responsibilities	Customer provides required access, prerequisites, approvals, and stakeholder participation necessary to deliver the services.
Assumptions & Dependencies	Delivery depends on active product entitlements, completed prerequisites, supported integrations, and timely Customer participation. Delays may impact project timelines.
Service Duration	Services are delivered within the maximum engagement duration for the purchased offering. Engagements conclude upon the first consumption of purchased hours or expiration of the maximum duration, whichever occurs first.
Calendar Days	All durations are measured in calendar days and include weekends and applicable public holidays unless otherwise stated.
Acceptance	Deliverables are considered accepted when presented to Customer. If no written feedback is received within five (5) business days, deliverables are deemed accepted.
Change Management	Changes to scope require mutual agreement and may result in revised timelines, service quantities, or additional fees.
Resource Assignment	Zscaler assigns appropriately qualified consultants based on project requirements, continuity, and resource availability.
Customer Direction	Customer determines project priorities, implementation decisions, and selected activities. Work performed at Customer's direction remains Customer responsibility.
Managed Services	Does not provide ongoing monitoring, incident response, or managed operations.
Custom Development	Services do not include custom software development, scripting, integrations, or product enhancements unless explicitly stated.
Third-Party Systems	Delivery is limited to Zscaler products and supported integrations. Customer remains responsible for third-party infrastructure and applications.
Working Hours	Services are delivered during standard business hours unless otherwise agreed in writing. Remote delivery is the default engagement model.
Project Scheduling	Projects typically begin within four (4) to six (6) weeks after redemption, subject to resource availability, customer readiness, and completion of required prerequisites.
Increment of Work	Minimum increment for consumption is 1 hour.
Statement of Work	A Statement of Work (SOW) is **not** required; this engagement is time-based.
Description of Work	A Description of Work (DOW) **is required.** The Description of Work describes the services to be delivered and identifies the Standard Professional Services Offerings to be selected for credit purchase and redemption. It is not a contractually binding Statement of Work.