

Zscaler Professional Services

ZPA App Segmentation

Microsegmentation originated as a way to isolate and control the flow of traffic between datacenter workloads. It provided the benefit of policy based control to reduce the potential attack surface by limiting how different entities communicate with each other.

In production environments, these policies can grow in both size and complexity, ultimately creating a burden to manage operationally. The microsegmentation concept has continued to evolve beyond just policy to provide these protections and now includes identification as the key determinate of permissions and access to resources. This can provide tremendous benefits in reducing operational overhead, improving security granularity, and more.

Incorporating AI/ML, our Professional Services (PS) Consultant will review policies from your current solution and will implement and configure high priority App Segments, App Segment Groups and Servers in alignment with business needs. This offering is for organizations that want to adopt a more mature approach to application access while streamlining and simplifying the administration of application segmentation policies.

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

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Professional Services Scope	<p>SCOPE:*</p> <ul style="list-style-type: none"> • Configure up to 100 total App Segments and App Segment groups (which includes up to 25 high priority App Segments) • Configure up to 5 Servers • Set up AI/ML Engine • Review, analyze, and implement recommendation App Segments and App Policies as aligned with business needs • Review of: <ul style="list-style-type: none"> • Current ZPA Policies and business use case requirements • Zscaler Client Connector Design • Design and deployment of Weighted Load Balancer, if applicable • Deploy up to 1 pair of ZPA Private Service Edge, if applicable <p>* Any effort not explicitly stated as in scope is deemed out of scope</p> <p>DELIVERABLES:</p> <ul style="list-style-type: none"> • Design Document • Segmentation Results 	
Credits	46	Redemption of sufficient credits for fulfillment of service offering per unit required
Maximum # of Units recommended	2	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 8 weeks; Not to exceed 90 days/3 Months	Upon the start of the project, all efforts should be completed within 8 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 other customer vendors, suppliers, and Consultants 	

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Technical Prerequisites	<p>For Configuration:</p> <ul style="list-style-type: none"> • SCIM sync must be enabled for the configured IdP and the 'Department' attribute is synced over SCIM • Wildcard App Segments are configured for discovery (wildcard domain and/or IP Subnet based application segments) • Supporting access policies are in place and users are able to access the private applications using configured wildcard App Segments <p>For AI:</p> <ul style="list-style-type: none"> • At least 100 applications have been discovered in the last 30 days • At least 20 enrolled users are actively accessing private applications in the last 30 days
Project Expectations	<ul style="list-style-type: none"> • Core ZPA environment exists and has been configured with Discovery enabled (Day 0) • ZPA Connectors installed and connected to the cloud • Authentication has been configured on the customer IdP and in the Zscaler Portal and is functional • Zscaler Client Connector has been rolled out to users • Swift Decision making around AI/ML recommended policy recommendations are critical • Customers should have the ability to determine whether a specific recommendation is suitable for their environment, which may involve consulting with application and identity teams or owners • Customer has all technical information to be able to define App Segments • High priority applications have been identified • The implementation and enablement of AI/ML functionality is dependent on having at least 100 discoverable applications in last 30 days. Please note the schedule for recommendations output will vary based on the customer entitlement. The project schedule must take these collection and output periods into consideration to complete the enablement, analysis, and deployment of new App Segments and Policies within the project duration
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 • Zscaler is not responsible for impacts to schedule caused by customer internal processes
Terms & Conditions	Zscaler Deployment and Professional Services Terms and Conditions



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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 SASE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at zscaler.com or follow us on Twitter @zscaler.

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