Zscaler Professional Services

Quick Start for Zscaler Internet Access (ZIA) Deployment Package

Bolstered by thousands of implementations, our experts will guide you through the swift and successful launch of the Zscaler Zero Trust Exchange.

Zscaler Professional Services

Zscaler Professional Services supplements your technical team in conducting a successful launch of Zscaler's security and management solutions across your organization. Designed to minimize the learning curve and to complement your IT, security, and audit team resources, a Zscaler Professional Services Consultant guides you through the process of configuring Zscaler to suit your unique access and security policy needs. Organizations of all sizes can begin realizing the value of Zscaler's innovative security platform in a matter of days.

Quick Start for ZIA

The Quick Start for ZIA offering was designed for customers deploying up to 500 users paired with a single sign on (SSO) provider. This hands–on service leverages architectural leading practices, security policy implementation, and enterprise application requirements to ensure they meet your goals, while protecting your organization from the latest advanced threats. Built on our experience from thousands of implementations, Zscaler Quick Start for ZIA helps organizations quickly adopt and leverage Zscaler across the entire organization.

Accelerate Time to Value
Zscaler Professional Service customers deploy an average of **1 quarter faster** than their peers and achieve greater adoption of platform capabilities.

Drive Value and Deliver Business Outcomes
Proven value–driven delivery methodology honed by years of experience and successful customer outcomes.

Customer Satisfaction
Industry–leading **CSAT and NPS Scores**

Benefits of Quick Start for ZIA

Quick Start Focus

Quick Start projects focus on accelerating the deployment cycle and increasing standardization of customer implementation plans. This service offering optimizes the project tasks from initiation to production stages quickly to reduce the time to value and enables the customer to deploy the rest of the environment utilizing their own resources. Throughout the project, the customer will receive leading practice guidance as well as supporting documentation from the Zscaler Professional Services (PS) team. The overall anticipated duration for this service is up to 6 weeks.

Quick Deployment Based on Specific Criteria

The service has a predefined scope and focuses on accelerated deployment where customers' requirements align with Zscaler criteria for Quick Start Services. The customer should meet the following criteria to be eligible for Quick Start for ZIA:

- Commercial Account

- New ZIA deployment

- Willingness to deploy to Production users in under 45 days

- Executive sponsorship; creating a sanctioned and funded project

- Customer provided Project Manager assigned

- Customer's technical team must be fully dedicated to the project effort

Flexible Engagement

We will work with your team remotely to

- Assess your current application requirements, security posture and network infrastructure.

- Guide you through the discovery and planning process using our proven leading practices.

- Help to define pilot and production roll out plans that best aligns with your specific environment.

Comprehensive Approach

We facilitate organizations by guiding them through the full life cycle of designing and implementing their Zscaler deployments.

Complete project documentation from project plan, design documents, recommended testing guidelines, and roll-out plan are provided to ensure you can deploy quickly and confidently.

In-depth Training

Zscaler recognizes that training is a critical component to the success of any deployment. As such, all deployment packages include Education Credits that provide access to Zscaler certification exams and labs.

Best Customer Satisfaction and NPS Scores in the Industry.

Quick Start for ZIA

SKU: ZCES–PRO–CREDITS   **PS Credits Value = 17**

Scope	Area	Included	Description
Planning	Architecture + Design Plan	Single ZS Cloud Public Service Edge only – Does not include Private Service Edge	A single cloud tenant will be supported. If a customer has multiple tenants, only those users connected to the primary tenant will be configured. Additional tenants will not be supported by Quick Start Projects.
	Education	1 Credit	Education Credits can be used for: • 1 Credit for (proctored) Zscaler certification exams • 4 Credits for 1 day (8 hour) virtual instructor led training Standard eLearning included in product subscription
Initial Deployment	Traffic Forwarding	Zscaler Client Connector	Traffic forwarding to Zscaler via Zscaler Client Connector (limited to 1 GEO/tenant)
	User Authentication + Provisioning	Single Identity Provider: Okta, ADFS 3.0, Azure AD, Gemalto, Ping Identity, OneLogin Supported attributes: up to 15 attributes (name ID, group, department) can be chosen by the customer.	IDP for authentication must be SAML 2.0 compliant. User provisioning provided by SCIM and integrated with Zscaler platform.
	Test Cases & Pilot	Up to 50 Users in Production Environment	
Advanced Deployment	Configuration	Environment will contain up to: • 5 SSL Inspection rules • 10 Cloud App Control rules • 10 URL Control rules • 3 Sandbox rules • 2 File Type Control rules • 10 Cloud Firewall rules • 3 DNS Control rules • 2 IPS Rules Preconfigured policies provided by leading practice blueprint	The build process will utilize automated scripts and manual steps following predefined blueprints that incorporate leading practices. Configuration blueprints will be provided to the customer for validation and reviewed/approved prior to the build process commencement.
	Production Support	Up to total of 2,450 users in Production roll–out support on the following topics: • Deploy production users in groups and provide production roll–out leading practices guidance. • Validate migration strategy, if applicable • Facilitate ZIA handover to customer's Operations or Support Teams	

Quick Start for ZIA	
Exclusions	• Private Service Edges • More than single IdP provider • GRE/IPSec and PAC based forwarding • Logs/Nanologs Streaming Service • Proxy architecture(s) support • SD–WAN device configuration • External logging integration (SOAR / SIEM) • Source IP Anchoring (SIPA) • Data Loss Prevention (DLP) • Posture checking

Customer Responsibilities	The customer must agree to:
	
	• Provide a project management resource for the project. The project management activities include, but are not limited, to:
	
	    • Scheduling and coordination of internal resources, tasks and action items
	
	    • Align resources to project schedules outlined by Zscaler
	
	    • Escalation of identified risks and blockers within the project
	
	• Provide a target list of Pilot users and groups to the project team within 2 weeks of project start date.
	
	• Provide knowledge and authority to make configuration changes to the end user's devices, equipment, and applications.
	
	• Have detailed knowledge and control of the configuration of all supporting applications and services (AD, ADFS, IAM, GPO, Open–source browsers, etc.).
	
	• Be responsible for change control procedures.
	
	• Be responsible for end user communication in support of pilot and production roll–out activities.
	
	• Be responsible for executing unit tests, QA/UAT tests, user experience tests (end to end) and sharing the results with the project team.
	
	• Provide equipment and application logs/network traces for debugging (if required).
	
	• Comply with any local laws and regulations regarding any policy, configuration, and documentation requirements.
	
	• Provide configuration support of all products associated with the project including but not limited to, 3rd party tools, and applications in support of the Quick Start timelines.

Non–Technical Prerequisites	• This project covers the deployment of only Zscaler ZIA licensed solutions. Additional advisory, deployment, and consulting activities not contained in this project are deemed out of scope. • The customer must provide appropriate lead resources and subject matter experts to attend technical kick–off and design sessions on the project commencement date. • The customer must provide Zscaler Professional Services with information and resources (to conduct tasks such as authentication system integration, client software deployment, change control, and documentation review) to successfully execute the project. This can include, without limitation, access and credentials to systems, completing installation prerequisites, providing project resources, and attendance in planning, execution, or training meetings. Delays in the decision making processes may result in incomplete deliverables. • The customer must ensure it has the necessary escalation and communication channels available to resolve any blockers in a timely manner, including dependencies on third parties and customer's other vendors, suppliers, and consultants.

Quick Start for ZIA	
Technical Prerequisites	The Customer must: • Identify and provide a list of URLs, Collaboration Apps, pilot and production user groups that will be exempted from SSL inspection. • Provide a supported identity provider (IDP) in production with SAML/SCIM based Admin and User Authentication and Provisioning capabilities. • Provide VM infrastructure for App Connectors hosted in public clouds or on-prem environments. • Provide provisioned Zscaler ZIA tenant with remote support enabled, and confirmation email received from Zscaler Support. • Provide Zscaler PS administrative access to the ZIA tenant. • Identify Pilot Users and workstations with Windows or Mac OSX Operating systems. • Identify User/Groups for access to private applications. • Provide directory groups and attributes that support identified use cases. If authentication frameworks do not align with use cases, new groups will need to be created. • Provide preexisting VPN migration or production support.
Project Expectations	• All materials will be provided in the English language. • Any product features or capabilities desired by Customer but not available in the related software will be addressed separately and independently from the services rendered hereunder, through an Enhancement Request. These will be managed separately and communicated between the Customer and the Zscaler Sales team, and do not affect, delay or alter the completion or acceptance of this project. • Delivery of Zscaler licenses/subscription is outside, separate and independent from the scope of the project and the services rendered hereunder, therefore resolution of any Zscaler licensing concerns will not affect, delay or alter the completion or acceptance of this project. • Unexpected product behaviors will be managed separately through Zscaler Support. Support cases unrelated to the deliverables of this engagement or those dependent on Customer environment changes will not affect, delay, or alter the completion or acceptance of this project. • Upon the commencement of efforts hereunder, Customer will have current, valid subscription licenses to all required third party software applications, necessary or appropriate for the configuration and implementation services contemplated by this service description document, including, but not limited to the Zscaler product suite. • It is assumed that the project will be delivered by Zscaler in a contiguous fashion. Both parties (customer and Zscaler) maintain joint responsibility for maintaining this time frame. • Zscaler will assist the customer with identifying required Network/Firewall Access Control and ZCC Process whitelisting on user machines. • Should any additional services be required or requested beyond those noted to address the scope outlined in this service description, Zscaler will work with Customer to mutually agree on next steps.
Project Constraints	• Zscaler will not be responsible or take liability for any work completed by the customer. • Zscaler Professional Services will not work on any third-party or non-Zscaler devices, services, or software. • Zscaler Professional Services resources do not provide Break-Fix support or support case management. For incident resolution, the customer agrees to contact Technical Support at their expense. • Zscaler does not honor any warranties expressed or implied by scripts or documentation provided as a result of this project. • Any exceptions to scope must be presented to Zscaler Professional Services Leadership for approval.
Terms & Conditions	[Zscaler Deployment and Professional Services Terms and Conditions](#)