Zscaler Professional Services

ZIA Policy Creation/Migration

Zscaler understands the challenges associated with vendor platform migration. Due to the complexity, organizational risk, and differences in vendor policy implementations, it is often a painstaking and stressful process.

Customers can now leverage the experience and capabilities our Professional Services (PS) team has developed over thousands of customer implementations to de–risk and accelerate their policy creation or migration projects. Our team of experts will help expedite either the creation or migration process, identify areas of optimization to simplify administration, and ensure that your new policy leverages the full capabilities of the Zscaler platform. With Zscaler PS supplementing your team, you can smoothly and confidently transition from legacy platforms.

This offering is for organizations seeking to consolidate legacy devices onto Zscaler's cloud. Our PS Consultant will create new policies to support the desired solution. Or in the case of a migration, will review policies from your current solution, migrate and support the rollout of Web and Firewall policies using a customized policy migration plan based on Zscaler leading practices.

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	SCOPE: • Up to 100 policies across Web and Firewall INCLUDED: • Review current solution policies, configure and migrate Web and Firewall policies EXCLUDED: • DLP/EDM, CASB, SIPA and other advanced ZIA policies are not covered DELIVERABLES: • Policy Migration plan • Conversion of policies from legacy proxy/firewall to Zscaler UI PROJECT CLOSURE: • Provide deployment overview and respective deliverables due at project completion	
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	The customer: • 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 customer's other vendors, suppliers, and Consultants	

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Technical Prerequisites	The Customer to ensure: • Traffic Forwarding method is configured separately with Zscaler Client Connector (ZCC) installed on the desired user groups or tunnel established from the desired locations. Locations/sub–locations are configured in the Zscaler UI • Authentication configured on the customer IdP and in the ZS Portal, tested to function as expected • User objects & groups are synchronized using SCIM or auto–provisioning to use them in policy creation
Project Expectations	• Authentication configuration has been completed and successfully tested • Customer has access to existing policies that can be shared with Zscaler • Customer has reviewed existing policies and knows which should be migrated/which are outdated or not wanted • User objects and groups are synchronized using SCIM or Auto–provisioning and Locations / Sub–locations available on Portal to allow use in Zscaler Policy creation • ZIA policies only
Project Constraints	• 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 • Testing for interoperability with existing VPN is out of scope • Zscaler is not responsible for impacts to schedule caused by customer internal processes • Customer should have policy dataset ready from the Legacy security solution • DLP policies are out of scope • ZPA Policies out of scope
Terms and Conditions	Zscaler Deployment and Professional Services Terms and Conditions