Zscaler Cyber Academy

Zscaler for Users – Engineer (EDU-202)

COURSE OUTLINE

Zscaler Cyber Academy Catalog

FOR PROSPECTS

Mastering the Fundamentals of Zero Trust (EDU-104)
eLearning + Lab + Test
2.5 hours

1 Foundation Courses

Zero Trust Cyber Associate (ZTCA)
eLearning + Exam
Self-paced 7 hours
→ Zero Trust Cyber Associate

Introduction to Cybersecurity (EDU-102)
eLearning + Test
Self-paced 4.5 hours

Introduction to Networking for Cyber Professionals (EDU-101)
eLearning + Test
Self-paced 4.5 hours

2 Role-Based Platform Learning Paths

Introduction to Zscaler Zero Trust Exchange (EDU-100)
ILT + Lab
8 hours

→ **Zscaler for Users — Administrator (EDU-200)**
eLearning + Lab + Exam
15.8 hours
→ Zscaler Digital Transformation Administrator

→ **Zscaler for Users — Engineer (EDU-202)**
eLearning + Test + Lab
41.5 hours
→ Zscaler Digital Transformation Engineer

↓ **Zscaler for Users — Delivery Consultant (EDU-302)**
eLearning + Test + Lab
28 hours
→ Zscaler Digital Delivery Consultant

3 Specialization Courses

DATA SECURITY

- **Data Security (EDU-220)**
  eLearning + Lab + Test
  8 hours
- **Endpoint DLP (EDU-222)**
  eLearning + Lab + Test
  5 hours

CYBERTHREAT PROTECTION

- **Cyberthreat Protection (EDU-230)**
  eLearning + Lab + Test
  9.5 hours
- **Broswer Isolation (EDU-233)**
  eLearning + Lab + Test
  4 hours

ZERO TRUST NETWORKING

- **Zscaler Zero Trust Cloud (EDU-240)**
  eLearning + Lab + Test
  9.5 hours
- **Zscaler Zero Trust Branch (EDU-280)**
  eLearning + Lab + Test
  9 hours

SECURITY OPERATIONS

- **Deception (EDU-238)**
  eLearning + Lab + Test
  6 hours
- **Security Operations (EDU-250)**
  eLearning + Lab + Test
  10 hours

ZSCALER DIGITAL EXPERIENCE

- **ZDX Operationalization (EDU-310)**
  eLearning + Lab + Exam
  16 hours
  → Zscaler Digital Experience Administrator

ZSCALER TROUBLESHOOTING ESSENTIALS

- **Troubleshooting Basics (EDU-260)**
  eLearning + Lab + Test
  12.5 hours

ZSCALER ZERO TRUST AUTOMATION

- **Zscaler Zero Trust Automation (EDU-270)**
  eLearning + Lab + Test
  7 hours

1. If you are new to the space, start with Foundation Courses.
2. Otherwise, start with EDU-100 or EDU-200 within the Platform learning paths.
3. Once you have completed the baseline learning path (EDU-100 or EDU-200), you can then progress higher within the Platform courses or take one of the specialization courses.

Foundation of AI Courses

- **Fundamentals of AI (EDU-110)**
  eLearning + Test
  2 hours
- **Fundamentals of AI Security (EDU-111)**
  eLearning + Lab + Test
  4 hours

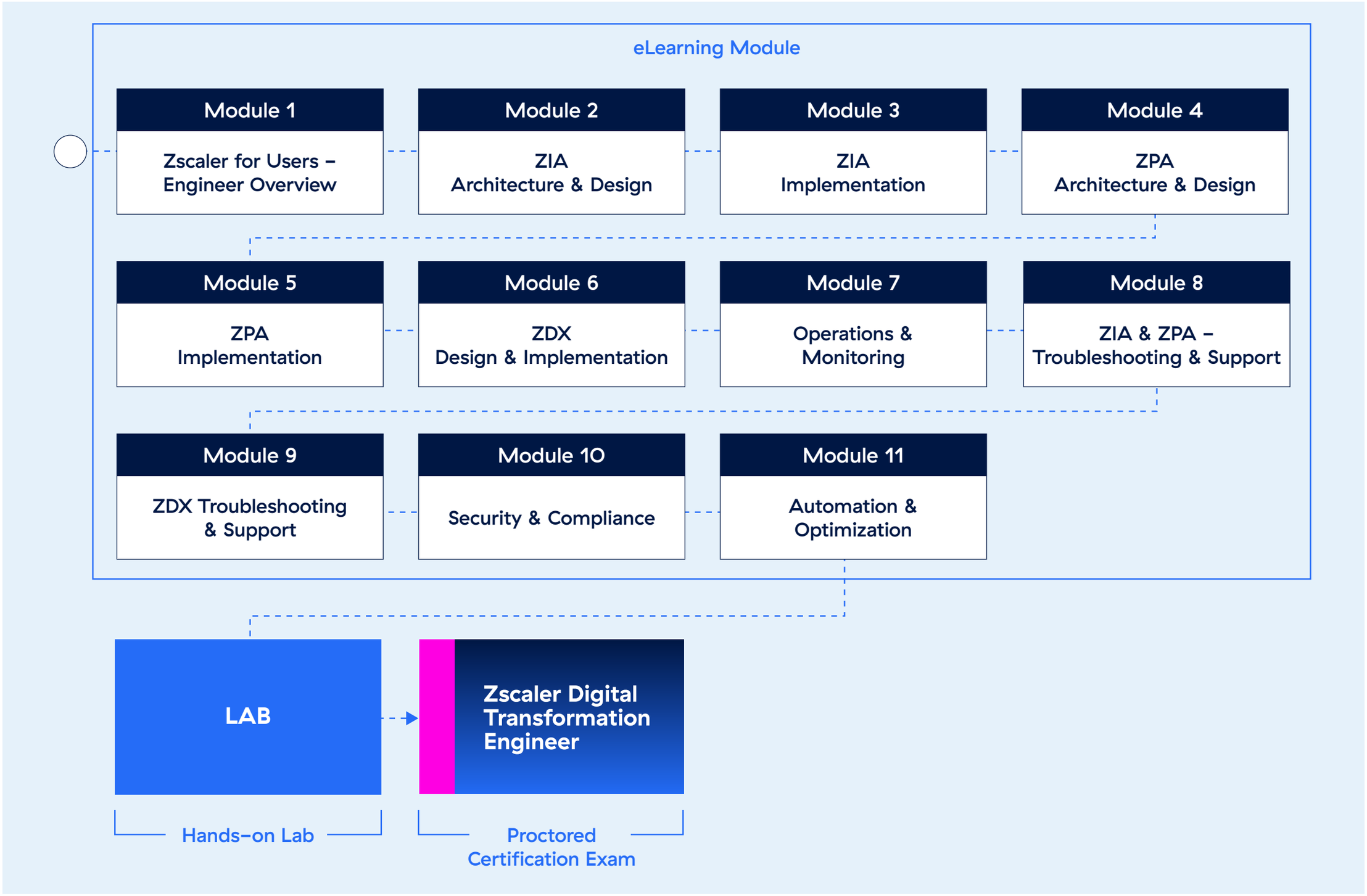
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EDU-202 Learning Journey Map

The recommended path for completing the Engineer journey is to complete the 11 elearning courses and then take the hands-on labs. Once this is completed, you can sign up for taking the proctored exam. Upon the successful completion of this exam, you'll be awarded the Zscaler Digital Transformation Engineer (ZDTE) Certification.

OUR LEARNING PATH

Zscaler for Users — Engineer (EDU-202) Learning Path



LEARNING OUTCOMES

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

- Explain the architecture of the Zscaler platform, including its global scale, additional capabilities, and API infrastructure
- Configure advanced connectivity options such as Browser Access, Client Connector, Branch Connector, and Cloud Connector
- Configure advanced cybersecurity services and Zscaler Digital Experience for applications, call quality monitoring, probes, diagnostics, alerts, and role-based administration

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eLearning Details

Prerequisites	Zscaler Digital Transformation Administrator Certificate.
Proficiency	Advanced
Description	In this course, you'll move beyond initial deployment and provisioning to explore advanced configuration across identity, platform services, connectivity, access control, digital experience monitoring, security, data protection, and Zero Trust automation within the Zscaler Zero Trust Exchange. You'll also learn practical troubleshooting techniques for ZIA, ZPA, and ZDX.
Duration	1 Day 11.1 hours
Type	Self-paced
Completion Criteria	Complete the eLearning
Available Language(s)	English
Price per Set	Free

eLearning Outline

Topic	Sub Topic
Introduction	• Quick Recap: EDU-200 • Learning Path: Description • Objective of the Course • Key Takeaways from the course
Zscaler Internet Access (Architecture & Platform Design)	• On-Prem Active Directory • On-Prem Active Directory • Identity Integration with ZIdentity → SAML Integration with Zscaler • Just in Time provisioning • Multi-Tenant Cloud Security Architecture: A Foundational Overview • Multi-Tenant Cloud Security Architecture: A Foundational Overview • Multi-Tenant Cloud Security Architecture: A Foundational Overview • ZIA (Zscaler Internet Access) Architecture Design: • ZIA Location & Sub-location Setup • Traffic Forwarding • Designing PAC File Strategy • Choosing among Private Service Edges and Virtual Service Edges • Bandwidth Control & QoS Planning • Browser Isolation

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Topic	Sub Topic
Zscaler Internet Access	• Deploying ZIA Policies • Deploying ZIA ATP Policies • DLP Workflow Development • Zscaler Client Connector (ZCC/Z-App) Configuration: • ZCC Deployment via MDM/GPO • ZCC VPN Bypass • NSS (Nanolog Streaming Service) Feed Setup for SIEM • Tenancy Restriction • Tenancy Restriction • Cloud Application Instances • Cloud Application Instances • Cloud Application Instances • Cloud Application Instances • Traffic Steering to the Zscaler Cloud • App Security • Advanced Cloud Application Controls • Data Loss Prevention (DLP)
Zscaler Private Access	• ZPA Architecture Design: • Defining ZPA Application Segments • ZPA App Connector Deployment Planning • ZPA App Segment Group Design • Granular ZPA Access Policy Design • ZPA Client Forwarding Policy
Zscaler Private Access : Implementation	• ZPA Private Service Edge Configuration • ZPA Private Service Edge Configuration • Browser Access with Zscaler Private Access • User Portal • AppProtection • VPN for Legacy Apps • Privileged Remote Access • Step-Up Authentication • Log Streaming Services
Zscaler Digital Experience: Design and Implementation	• ZDX Architecture Design • Configuring ZDX Probes • ZDX Monitoring Setup • Configuring Zscaler Alerts • Webhook Integration

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Topic	Sub Topic
Operations & Monitoring	• ZCC Connectivity Monitoring • PSE Connectivity Monitoring • Zscaler Certificate Expiration Monitoring • Zscaler Certificate Renewal Procedures • Zscaler Configuration Backup & Restore • Data Analytics and Customer Reporting • Data Analytics and Customer Reporting • Intelligent Incident Generation • Intelligent Incident Generation • Intelligent Incident Generation • Application Performance and SLA Monitoring • System Reliability Monitoring • System Reliability Monitoring
ZIA and ZPA & Support	• IdP Authentication Troubleshooting • ZCC & Z-Tunnel Troubleshooting • PAC File Troubleshooting • ZPA Access Failure Debugging • Policy Enforcement Validation: → Targeted Policy Testing • Zscaler Log Analysis for Forensics • Zscaler Data for Threat Hunting • Zscaler Built-in Packet Capture • Local Packet Capture & Analysis
Zscaler Digital Experience & Support	• Network Performance Analysis • Network Performance Analysis • Network Performance Analysis • Call Quality Monitoring • AI-Driven Troubleshooting • Troubleshoot Wifi Performance • Troubleshoot Wifi Performance • Troubleshoot Wifi Performance • Troubleshoot Wifi Performance • ZDX Performance Data Analysis • Network Path Issue Investigation
Module 10: Security & Compliance	• Zscaler Threat Intelligence Awareness • Zscaler Policy-Based Containment • Zscaler Component Patching • Zscaler Security Posture Assessment

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Topic	Sub Topic
Automation & Optimization	• Performance Tuning: → PAC File Logic Optimization • Performance Tuning: → ZCC Profile Tuning • One API & Automation Strategy • API / OneAPI • Components of OneAPI • Understanding and Executing OneAPI Endpoints • Understanding and Executing OneAPI Endpoints • Configuring the Postman REST API Client • Use Cases • Custom Zscaler Dashboard Creation • Automated Zscaler Report Distribution

Hands-On Lab Details

Prerequisites	Zscaler for Users – Engineer (EDU-202) self paced e-learning course
Proficiency	Advanced
Description	The Zscaler For Users – Engineer (EDU-202) Hands-On Lab builds on the Zscaler For Users – Engineer (EDU-202) eLearning by allowing students to practice the skills they learned in the eLearning portion. This lab session will help you: 1. Gain an overview of the advanced concepts of Zscaler's Zero Trust Exchange and the advanced use cases for adopting the Zscaler for Users platform of solutions 2. Configure the advanced functions of ZIA, ZPA, and ZDX and monitor them 3. Explore the advanced services and their capabilities offered by the Zero Trust Exchange including connectivity, platform, access control, cyber security, data protection, and digital experience 4. Explore advanced troubleshooting techniques related to ZIA, ZPA and ZDX
Duration	1 Day 8 hours
Type	Instructor-led hands-on lab
Completion Criteria	Complete all hands-on labs
Available Language(s)	English
Price per Seat	US $1200 (6 credits)

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Lab Outline

Task	Sub Task
Lab 1: Connecting to the Virtual Lab	• Task 1.1: Test your lab access and start your environment • Task 1.2: Signing into Experience Center landing page
Lab 2: Configure browser access for third parties	• Task 2.1: Provision an App Connector • Task 2.2: Activate the App Connector • Task 2.3: Create an HVAC application web server certificate • Task 2.4: Create the HVAC application and access policy • Task 2.5: Create a DNS CNAME record for the HVAC application • Task 2.6: Test Browser Access to the HVAC application
Lab 3: Configure Log Streaming	• Task 3.1: Provision a dedicated App Connector for log streaming • Task 3.2: Add a log receiver • Task 3.3: Add SSH access to the SIEM server • Task 3.4: Verify the log feed
Lab 4: Zero trust Browser ZIA	• Task 4.1 Build Isolation Profile • Task 4.2 Implement Isolation Policy • Task 4.3: Add Cloud App Isolate Control Policies
Lab 5: Understanding Privileged Remote Access	• Task 5.1: Creating Application Segment • Task 5.2: Creating the Portal • Task 5.3: Creating the Consoles • Task 5.4: Creating Privileged Credentials • Task 5.5: Creating Privileged Credential Policy • Task 5.6: Create Consoles Policy • Task 5.7: Testing and Verifying
Lab 6: Configuring AppProtection in ZPA	• Task 6.1: Creating Application Segment • Task 6.2: Set up AppProtection Profiles • Task 6.3: Set Up AppProtection policies • Task 6.4: Testing & Verification
Lab 7: Zero Trust Browser ZPA	• Task 7.1: Creating Isolation Profiles • Task 7.2: Creating Isolation Policies • Task 7.3: Testing and Verifying
Lab 8: Configuring Cloud Applications Monitoring	• Task 8.1: Adding an end user collection • Task 8.2: Create a custom application • Task 8.3: Create custom probes

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Task	Sub Task
Lab 9: Zscaler Digital Experience—Configure Alerts & Diagnostics	• Task 9.1: Create an alert rule • Task 9.2: Configure a Diagnostic Session
Lab 10: Automation using Zscaler APIs	• Task 10.1: Adding API Clients • Task 10.2: Test API endpoints using Postman • Task 10.3: Add an APP Connector Group using the OneAPI endpoint
Lab 11: Analyze data and view integrated reports and snapshots.	• Task 11.1: Analyze the Data explorer to view application/network performance and track user experience • Task 11.2: View the QBR reports to get the extensive insight of ZDX users • Task 11.3: View system integrated reports and generate snapshots
Lab 12: Manage incidents with Zscaler Workflow Automation (ZWA)	• Task 12.1: Enroll with Zscaler Client Connector • Task 12.2: View current DLP incidents • Task 12.3: Modify incident metadata • Task 12.4: Test user notification and escalation workflows • Task 12.5: Configure automated workflows

Certificate Exam Details

Prerequisites	Zscaler for Users – Engineer e-learning; ILT lab
Duration	90 minutes
Test Format	60 multiple-choice questions
Available Language(s)	English
Price per Attempt	US $300 (1 credit)

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** or follow us on Twitter **@zscaler**.

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zscaler™

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