



SERVICE DESCRIPTION

ZSCALER ZIA OR ZPA ESSENTIAL INSTALLATION PACKAGE

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1. General Description

A professional service providing Zscaler remote installation services within a fixed package with pre-defined deliverables. These packages are designed for use where there is a new implementation of Zscaler.

The following Zscaler products are covered by the packages available:

- Secure Internet Access (ZIA)
- Secure Private Access (ZPA)

Packages

The Essential package is designed for providing advisory "Basic Configuration and Guidance" with a limit of 24 working hours.

| | Package Contents |
|---------------------------|--|
| | Essential |
| Project Initiation | <ul style="list-style-type: none"> ■ Validation that the purchased package meets the customer requirements. ■ Westcon-Comstor will provide a project plan highlighting the key tasks and activities the customer may need to complete. |
| Implementation | <p>Provide Best Practice Guidance on configuration and testing of the following:</p> <ul style="list-style-type: none"> • Information Gathering and Architecture • Traffic Forwarding - Traffic forwarding to Zscaler via Zscaler Client Connector and/or Tunnels (limited to 1 location) • Authentication and Provisioning - Single sign-on integration and user provisioning; for Single IdP • Template Policy Recommendations- Security policies configuration guidance using standard templates. • SSL Enablement - Configuration guidance for SSL inspection and enablement using best practices. • Reporting - Walk-thru the built-in analytics with operational best practices and guidance for log streaming. • Test Guidelines & Pilot- Standard test plan and pilot roll-out support to first 5 users • Engagement – limited to 24 hours "Up to 3 months or completion of project tasks, whichever comes first. The default start date is the project start date as agreed to by both Westcon Professional Services and the Customer." |
| Pilot (Rollout) | <ul style="list-style-type: none"> ■ User rollout 5 endpoints, handover and project as-built document . |
| Project Management | <ul style="list-style-type: none"> ■ Allocation of Certified Project Manager (Prince II / PMP) ■ Project Initiation, Planning and Design <ul style="list-style-type: none"> ○ Kick off meeting with Customer & Westcon-Comstor. |

| Package Contents | |
|------------------|--|
| Essential | |
| | <ul style="list-style-type: none"> ○ Project kick off meeting with Customer, End User & Westcon-Comstor. ○ Issue and risk management. ○ Resource & product hardware management. ○ Input or create Project Initiation Document (PID). ○ Communication plan. ○ RACI Matrix. ○ Quality management. ○ Stakeholder register. ○ Project planning & scheduling. ■ Project Execution, Monitoring and Controls <ul style="list-style-type: none"> ○ Project deliverables. ○ Action, Issue, and Risk Log [RAID]. ○ Change control requests. ○ Status reporting & meetings. ○ Milestone acceptance. ■ Project Closure ■ Closure meeting. <ul style="list-style-type: none"> ○ Project acceptance & sign off. ○ Lessons learned. ■ Customer satisfaction survey. |

This service is booked in advance, scheduled through resource planning, and coordinated by a customer interface and Westcon-Comstor Project Management Office.

Note:

| | |
|------------------------------------|--|
| Consultation & Configuration Level | Advisory ""Basic and Guidance" Limited to 24 working hours |
| Product Compactivity | One Qty per product either ZIA or ZPA |
| Forwarding Method | ZCC with standard PAC and/or Tunnel |
| Authentication | Single Identity Provider Integration, Hosted DB "No LDAP" |
| Policies | Only basic with Guidance |
| Reporting | Built-in |

2. Service Variants / SKUs:

The option to be selected is to be defined by the package required and the type of site as defined above. One package needs to be ordered per ZIA or ZPA to be installed.

| SKU | Material Description |
|----------------------|---|
| WGPS-ZSC-PKG-DEP-ESS | Westcon Package for Zscaler Deployment Essential Services |

For pricing of packages please request these from your account manager.

3. Customer Responsibility

- Highlight any Special requirements.
- Sign off on the low level design document prior to configuration commencing.
- Provide a Single Point of Contact (SPOC) to provide Westcon with the assistance required to complete the Services, including, but not limited to, providing responses to all inquiries. Such SPOC shall have full authority to act on all aspects of the project.
- If the customer fails to notify Westcon of an issue with within five(5) business days of service completion, then sign-off will be deemed given on the sixth (6) business day

4. Assumptions

- New Implementation.
- Forwarding methods limited to ZCC and/or Tunnels (limited to 1 location).
- Only one Identity Provider Integration, Hosted DB "No LDAP"
- For Public cloud and/or single VSE or PSE cluster
- Recommended standard Policies configuration only and providing guidance.
- Rollout limited to 5 endpoints.
- ZCC limited to single windows single App and forwarding profile.
- No SIEM integration.
- Implementation will be conducted remotely.
- The hardware will be installed at the customers preferred location, powered on, a management IP address applied and confirmed as ready prior to any configuration work taking place.
- The customer will provide suitable remote access to the hardware.
- The customer confirms the scope of the installation packages selected with a formal Purchase Order.
- Westcon will allocate resources a minimum of 10 days after receipt of a purchase order.
- All work will be during normal business hours Monday to Friday 09:00 to 17:30.

5. Exclusions and limitations

The following are not included in this service:

- External Configuration
- External SSL configuration like signing, enrolment from External CA , Distribution of Certificates to Endpoints
- Virtual Machine Installation/Troubleshooting – Will provide OVF template.
- Business level workshops and Data Flow analysis services
- Risk assessments / Incident management/ False positives reduction
- Design changes/ Resizing of architecture.
- Any configuration on 3rd party devices
- Troubleshooting/ Support product issues
- Upgrade / Re-implementation of servers
- Manual agent installation, re-installation and uninstallation.
- Features that require Development / Scripting.
- Issues arising due to any modifications in configuration done by the end user after Signing of the Implementation Sign-off.
- Post Implementation support.
- Any API integrations or code level changes will remain out of scope.
- Creating any kind of testing labs.
- Advanced PAC modification.
- Bandwidth control
- Data loss prevention (DLP)
- Cloud access security broker (CASB)
- Standard digital experience monitoring
- SSL Private Certificates
- SIEM integration.
- Creating any kind of testing labs.
- Any onsite work this a remote only service.
- Any physical installation of equipment – if required this will be scoped and priced separately.
- Management of any customer resources.
- Updates to any customer documentation.
- Management of the delivery of any Service provider equipment or services unless specified as In Scope. If this becomes a requirement during the project, it will be scoped on a time and materials basis using the change management process.

- Management, escalation or raising of issues to 3rd parties or Service Providers unless specified as In Scope. If this becomes a requirement during the project, it will be scoped on a time and materials basis using the change management process.
- Management, escalation or raising of issues to the vendor, unless a Westcon vendor support contract is in place. If there is no Westcon vendor support contract in place and this becomes a requirement during the project, it will be scoped on a time and materials basis using the change management process.
- Supply of any hardware, software or licensing unless being purchased via Comstor.
- Work outside of normal business hours Monday to Friday 09:00 to 17:30. If required, this will be scoped and priced separately.
- Work on Weekends. If required, this will be scoped and priced separately.
- Work on Public Holidays. If required, this will be scoped and priced separately.

6. Common Features / Definitions

- **Acceptance Criteria** – Agreed criteria that work is complete, and at which point invoicing takes place.
- **Activity** - A set of actions designed to achieve a particular result. Activities are usually defined as part of processes or plans are documented in procedures.
- **Agreement** - A document that describes a formal understanding between two or more parties. An agreement is not legally binding unless it forms part of a contract.
- **Backup** - Copying data to protect against loss of integrity or availability of the original.
- **BOM** - is short for Bill of Materials
- **Business Hours** - means 09:00 hours to 17:30 hours local time Monday to Friday, excluding public holidays.
- **Cancellation** – The work scheduled will no longer take place.
- **Change Request Management** - A formal process for changing this statement of work.
- **CIW** - is short for Customer Integration Workshop
- **Configuration** - A generic term used to describe a group of configuration items that work together to deliver an IT service, or a recognizable part of an IT service. Configuration is also used to describe the parameter settings for one or more configuration items.
- **Consultant** - is a person assigned by Westcon-Comstor to perform Services under this SOW.
- **Customer** – A Customer is defined as the company that Westcon-Comstor have the commercial relationship within an engagement.
- **Deliverables** - means the hardware and/or software and/or the Services described in the statement of work.
- **End User** – This is defined as the company a service is being provided to via a Customer/Partner.
- **Engineer** - is a person assigned by Westcon-Comstor to perform Services under this SOW.
- **Escalation** - An activity that obtains additional resources when these are needed to meet service level targets or customer expectations. Escalation may be needed within any IT service management process, but is most commonly associated with incident management, problem management and the management of customer complaints. There are two types of escalation: functional escalation and hierarchic escalation.
- **Fixed Price** – A project being delivered for a fixed cost. Projects can be delivered as a single phase or multiple phases.
- **HLD** - is short for High Level Design
- **LLD** - is short for Low Level Design
- **Out of Hours** - means 17:31 hours to 08:59 hours Monday to Friday. All day Saturday, Sunday and Public Holidays.
- **Partner** – A Partner is defined as the company that Westcon-Comstor have a commercial relationship within an engagement.

- **Postponement** – The start date of the commencement of services had been agreed but the start date has been changed to a later date. It is also considered that the services have been rescheduled.
- **Procedure** - A document containing steps that specify how to achieve an activity. Procedures are defined as part of processes.
- **Process** - A structured set of activities designed to accomplish a specific objective. A process takes one or more defined inputs and turns them into defined outputs. It may include any of the roles, responsibilities, tools, and administrative controls required to reliably deliver the outputs. A process may define policies, standards, guidelines, activities, and work instructions if they are needed.
- **Project Coordinator** - is the person who will assist with coordinating Westcon’s performance of the Services (small engagements)
- **Project Kickoff** – Initial call/meeting between all parties once the Purchase Order has been received. This is the formal start of the engagement.
- **Project Lead** - is the person who will assist with coordinating and managing Westcon’s performance of the Services. This will either by a Project Manager or Resource Coordinator as defined in the Statement of Work.
- **Project Manager** - is the person who will assist with coordinating and managing Westcon’s performance of the Services (larger engagements).
- **Public Holidays** - are officially recognised public holidays in the country work will take place.
- **Rescheduled** - The start date of the commencement of services had been agreed but the start date has been changed to another date.
- **Resource** - A generic term that includes IT infrastructure, people, money, or anything else that might help to deliver an IT service. Resources are considered to be assets of an organization.
- **Resource Coordinator** - is the person who will assist with coordinating Westcon’s resources to deliver Services described within this sow.
- **SD** - is short for Service Description
- **Service Delivery Center** – Service Desk - The Single Point of Contact between the Service Provider and the Users. A typical Service Desk handles Incidents and Service Requests, and also handles communication with the Users.
- **Service Description** - A Service Description defines the specific deliverables of a service. In general, a Service Description will act as a supplementary document to a contract, describing the functional attributes of the service to be consumed, its limitations, pricing structure, service levels (and penalty schemes if appropriate) giving customers a clear understanding of exactly what will be delivered under the terms of their contract when a purchase order is signed.
- **Standard Business Hours** – Defined as Monday to Friday 09:00 to 17:30.
- **Statement of Work (SoW)** – A legal document that adds specificity to a particular piece of work over and above the provision made in the contract. A SoW may be for a specific project or a program that is delivered by the parties. Usually, it is significantly more operational in its nature and very specific in its definitions, including roles and responsibilities of all parties. Activities beyond those listed in the SOW may require a change order
- **Time and Materials (T&M)** – A project being delivered under T&M means that the customer will only be charged for time used by Westcon-Comstor. If there is not enough time purchased by the customer, they can either complete the work themselves or use the Change Management process to request a quote for additional time.
- **Trainer** - is a person who will perform training Services, if any.
- **Weekend** - means 00:00 – 23:59 Saturday (all day) and 00:00 – 23:59 Sunday (all day).

7. Legal terms and conditions

This Service Description is subject to Westcon Group European Operations Ltd's standard terms and conditions located at <https://www.westconcomstor.com/global/en/legal/terms-and-conditions.html> "Terms and Conditions".

In the event of a conflict with this SD and the Terms and Conditions, this SD shall take precedence. Notwithstanding the foregoing, the Terms and Conditions do not apply where you have agreed to separate terms with us in which case those terms shall prevail to the extent that the terms herein are not otherwise covered and further provided that those terms have not expired or otherwise been terminated.

8. Document History

| Document Title | Version Number | Issue Date | Author |
|--|----------------|---------------|------------|
| SD Westcon Zscaler ZIA or ZPA Essential Installation Package | 1.0 | November 2023 | Jon Dawson |
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