**Service Profile** 

|  |  |  |
| --- | --- | --- |
| **Service Name: Zscaler** |  | **SME’s:** |

|  |  |  |
| --- | --- | --- |
| **Architecture** |  | **Server Details** |
| We need to include new diagram |  | Prod <https://ips.zscaler.net/cenr> ( Cloud Range ip by Location )  Dev ip.zscaler.com ( to identify Proxy instance on cloud )  QAS |

|  |  |  |
| --- | --- | --- |
| **Projects – Service Now** |  | **Projects / Tasks – SharePoint** |
|  |  | Internet Baseline Document  SSL inspection URL Categories need to be approved by legal & Ciso  File type Activity Control  Enable Authentication on Zscaler.  Application Based traffic on Cloud App.  Network Application based traffic on Firewall modules.  DLP to identify SSN & Credit Card Numbers.  Bandwidth Control on Streaming Sites etc.  ZAP Compliance Report  Mobile Insights Policy Configuration |

|  |  |  |
| --- | --- | --- |
| **Service Dependencies** |  | **Access List** |
|  |  | Secops With Read Only Access |

|  |  |  |
| --- | --- | --- |
| **CSI** |  | **Runbook** |
| SIEM Integration on Alerts.   1. Bot Alerts to need to get ticket from SW 2. Threats Alerts of Malicious & Suspicious URLS 3. Virus Alerts Above threshold need to get ticket from SW 4. Policy Violation Above threshold need to get ticket from SW 5. Suspicious Activity from Users above threshold need to get ticket from SW |  | * URL Recategorization * URL Redirections * ZAP Installations |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| **Incident Management** |  | **Change Management** |
|  |  | ZAP Upgrade |

|  |  |  |
| --- | --- | --- |
| **Problem Management** |  | **Vendor Contacts** |
|  |  | Bill Hille, [Bill.hille@bt.com](mailto:Bill.hille@bt.com) Contact Number: 612-244-3860  Phuong Nguyen phuong.nguyen@bt.com  Support: [BT.Zscaler.Portal.Support@bt.com](mailto:BT.Zscaler.Portal.Support@bt.com) ( for Change request )  Incidient Ticket Punerce [punerce@bt.com](mailto:punerce@bt.com)  IFF: [Michael.jones@iff.com](mailto:Michael.jones@iff.com) ( Project Management ) |

|  |  |  |
| --- | --- | --- |
| **Metrics & Measurements** |  | **Training** |
| ZAP Compliance Metrics |  | Training required  Zscaler Certified Cloud Administrator - Internet Access (ZCCA-IA) Venkat  Zscaler Certified Cloud Administrator – Private Access (ZCCA-PA) Mahesh |