

Swish Data Zero-Trust Services: Securing Government Work-from-Anywhere in a Cloud Environment

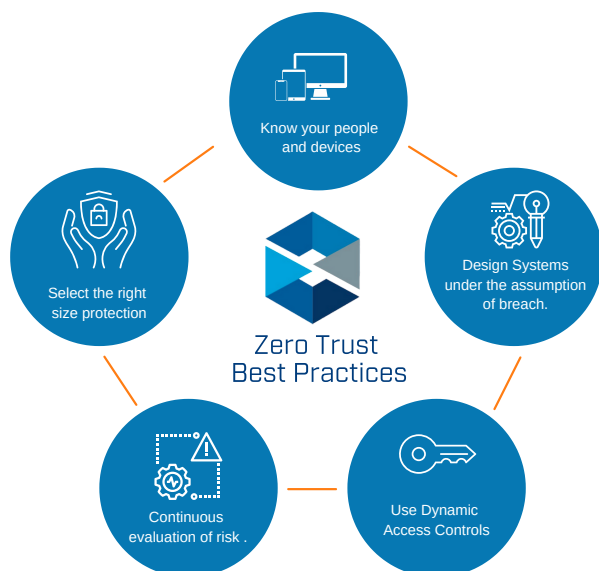
Rapidly Adapting to the New Normal:

In the last year, federal government organizations were forced to rapidly scale up remote access services, so that their employees and external workforce could access applications and other resources. Many were able to find temporary solutions such as expanding existing VPN contracts. But with work-from-anywhere creating a new normal, government IT departments have an opportunity to develop a long-term access strategy built for scale, user experience, and security. Swish Data provides the expertise to guide and implement this transition quickly and effectively, employing a Zscaler cloud platform that connects users to apps from anywhere, over any network.

The Swish Zero Trust Advanced Deployment Package outlines how Swish will rapidly design, deploy and commence operations of a cutting-edge, cloud-centric Zero Trust solution that provides streamlined IT management efficiencies, improved business agility, and improved performance for your agency's end users. The program is fast-tracked with rollout occurring within 75 days. After 75 days, Swish will manage and optimize the Zscaler Secure Access Service Edge (SASE) solution through services POP/modifications until the agency is prepared to operate independently.

Services: Tasks, Work Product and Schedule

The Swish Zero Trust Advanced Deployment Package provides hands-on consulting expertise and Project Management for implementation, adoption, management, and optimization. Swish also employs Zscaler professional services to consult on best practices for configuration of the Zscaler Internet Access (ZIA) and Zscaler Private Access (ZPA) solutions, as applicable. The table below summarizes the Advanced Deployment Package.



Advanced Deployment Package

Stages	High Level Tasks		Stages	High Level Tasks	
1 Initiation	<ul style="list-style-type: none"> • Project Kickoff – Deliverable <ul style="list-style-type: none"> • Pre-sales handover • Team introductions • SKU review • Milestone date discussion • Deliverable alignment • Risk Management plan strategies • Project communication planning • Schedule and training course assignments 	Estimated Target Completion (from Effective Date) Within 10 Days	4 Rollout	Zscaler provides best practice guidance during the rollout: <ul style="list-style-type: none"> • ZIA and/or ZPA Pilot – Provide pilot roll-out support to first 25 users with Pilot Readiness and Test Plan • ZIA and/or ZPA Production – Provide production roll-out support with Production Readiness Plan <i>Swish engineers execute pilot and production rollout deployments with Client assistance.</i>	Pilot Rollout within 60 Days Production Rollout within 75 Days
2 Planning	<ul style="list-style-type: none"> • Design - Scope, review current environment, and provide best practices on the following: <ul style="list-style-type: none"> • ZIA and/or ZPA Traffic Forwarding • ZIA and/or ZPA Authentication and Provisioning • ZIA and/or ZPA Policies • ZIA and/or ZPA Logging • Design Deliverables upon Milestone completion: <ul style="list-style-type: none"> • Design Plan – Deliverable • Project Management – Provide a deployment plan and a standard project plan with Gantt Charts, resource management, and risk management - outlining the strategy to phase in the Zscaler service using recommended best practices. • Deliverables upon Milestone Completion: <ul style="list-style-type: none"> • Project Plan • Resource Management Plan 	Within 30 Days	5 Zscaler Deployment Services Closure	<i>Provide deployment overview including status and formal transition to Zscaler TAM/CSM:</i> <ul style="list-style-type: none"> • Deliverable due at Milestone Completion: <ul style="list-style-type: none"> ◦ Project End Summary Report 	Within 180 Days
3 Configuration	Zscaler will provide best practice guidance on configuration and testing of the following: <ul style="list-style-type: none"> • ZIA and/or ZPA Traffic Forwarding - Traffic forwarding using GRE/IPSEC tunnels and Zscaler App, packaging, and roll-out to end-users. • ZIA and/or ZPA Authentication and Provisioning - SAML SSO integration and hosted DB user provisioning or LDAP provisioning. • ZIA and/or ZPA Policies - Security Policies configuration guidance using standard templates. • ZIA and/or ZPA Test Cases & Pilot - Pilot roll-out support to first 25 users with Pilot Readiness and Test Plan • ZIA and/or ZPA Advanced Policies – Security Policies configuration guidance using standard templates. • ZIA SSL Enablement – Configuration guidance for SSL inspection and enablement using best practices. • ZIA and/or ZPA Mobile Devices - Provide best practices for first 5 (per platform) mobile iOS/Android users. • ZIA and/or ZPA Reporting - Walk-thru built-in analytics with operational best practices. <p>Swish engineers will work with your agency to execute and document the configuration. Client completes product training from Zscaler.</p>	Within 45 Days	6 Swish Management Optimization Services	Swish engineers provide day-to-day management and optimization services for Zscaler SASE solution with assistance from Client. Swish engineers continually improve SOPs, work aids, and community knowledge base; and provide informal training as Client requires and funded T&M services allow.	Day 75 through 180 days or longer if optional periods are awarded.

Swish professionals will provide the vision and Program Management to:

- Deliver hands-on deployment support for agency personnel and Zscaler consultants from both a Program Manager and Technical Support role.
- Identify deployment bottlenecks and address them with Zscaler and agency staff during the deployment phase.
- Lead Zscaler related troubleshooting of issues that arise during policy migration from legacy components.
- Assist in resolving policy and access issues pertaining to URL Filtering, Cloud App Control, Filetype Control, Cloud Sandbox, Cloud Firewall, and DLP access for customers via the preferred ticketing system.

- Assist in resolving policy and access issues pertaining to Traffic Inspection, Protocol Inspection, Malware, Adware/Spyware Protection, Suspicious Content Protection, Botnet Protection, Malicious Active Content Protection, Fraud Protection, Unauthorized Communication Protection, Cross-Site Scripting (XSS) Protection, Suspicious Destinations Protection, P2P Communications, and the implementation of any approved security exceptions.
- Deliver metrics and analytics pertaining to performance and security on a weekly basis.
- Address operational issues as they arise.
- Troubleshoot any logging issues with collection requirements at SIEM or other authorized logging destinations.
- Develop Standard Operating Procedures and direct training and information sharing with operations staff, ultimately building and executing a handover plan that includes all documentation, configuration, and other information pertinent to the success of the solution.
- The Advanced Deployment Package also includes self-learning training modules for administrators and instructor-led Zscaler training

Managing for Success and Adoption

Communication Plan

- Status meetings are held throughout the project duration with status reports to ensure the achievement of project objectives.
- Status meetings will review project progress against plans made during the prior period, review planned tasks for the upcoming period, ensure close coordination, and remove project barriers to ensure client success.

- Status meetings will review completed work product, open issues, help needed, and requested changes to the scope of the project.

Task Management

The Swish Project Manager will:

- Develop timeline estimates, resource requirements, and detailed project plans.
- Drive compliance with operational aspects of the consulting practice to ensure delivery of contractual commitments.
- Monitor and adjust estimates to integrate identified constraints.
- Identify, own, and proactively resolve issues with the Client Project Manager that encumber delivery.

Issue Management

Issue resolution will be handled formally, using the following process:

- Identify the Issue – detail in writing the current issue and add it to the issue log.
- Communicate the Issue – review the issue with project teams and include it in the current Swish status report.
- Assign Responsibility for the Issue – assign the issue to individual(s) to establish estimates and due dates.
- Monitor the Issue – monitor the issue in the Swish status report and during Swish status meetings.
- Communicate the Resolution – formally communicate the resolution of the issue to Client Project Manager and record the resolution in the issue log and status report.