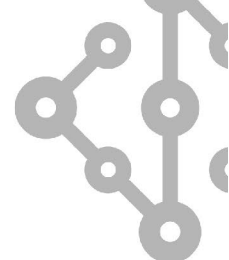




SysGroup

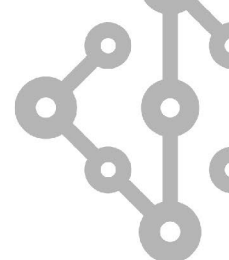
SysGroup Managed Service for Zscaler

Service Description Document

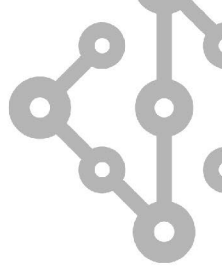


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1. Introduction

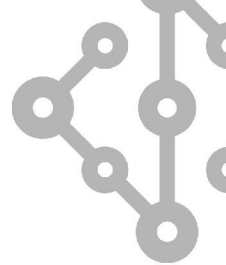
The purpose of this document is to provide the customer with a guide to the Zscaler Managed Service provided by SysGroup.

The document defines the agreed procedures to be followed for the ongoing management and maintenance to support the Zscaler service. It is structured to provide a general description of the fault reporting processes, and information on roles and responsibilities.

SysGroup support processes are aligned to the ITIL standards for best practice in IT Service Management. Our approach, based on ITIL best practice, ensures that customers will receive high-quality Incident, Problem and Change Management, managed centrally by our fully trained and dedicated Operations team.

As part of this service, SysGroup provides a comprehensive, fully managed support capability for the customer's Zscaler environment, including:

- Provision of a **fully managed service** for the customer's Zscaler environment
- 24/7/365 UK-based SysGroup Operations Team managing incidents, changes and service requests
- **Logging, diagnosing, progressing and resolving** Zscaler-related faults
- **Coordination with Zscaler vendor support** where required
- **Proactive notifications** of Zscaler upgrades, feature changes or issues relevant to the customer
- **Access for SysGroup engineers** to the customer's Zscaler Administration Interface to support efficient troubleshooting
- Optional creation of test users (IDP-based) to support diagnostics
- **Remote support** provided as standard, with on-site engineer attendance only where required and agreed
- **Quarterly service reviews** to assess performance and discuss potential improvements
- **Defined SLAs** for incident response and service request fulfilment
- A **structured escalation path** for critical or high-impact issues



1.1. OPERATIONS

The SysGroup Operations Team is responsible for supporting your Zscaler service. The Operations Team will log and progress faults and technical queries. They will issue you with a reference number and keep you informed on the progress of your query. The Operations Team will operate within the agreed service levels.

1.2. Pro-active Approach

SysGroup has a pro-active approach to delivery of this service and will inform the customer with a notification and request to engage when a new Zscaler upgrade with functionality relevant to the customer, is available.

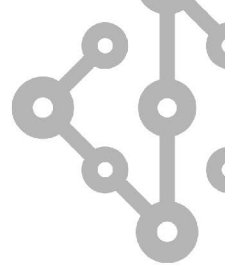
Similarly, if SysGroup is made aware of any Zscaler issues via their relationship that are relevant to the customer, we will notify you to agree the next steps.

1.3. Unique Service Benefits

In addition to the core managed support activities described above, SysGroup provides several service features that offer clear advantages compared to alternative support offerings in the digital marketplace. These benefits include:

- Operation by a **24/7 UK-based Operations Team** with strong Zscaler expertise and ITIL-aligned service management processes
- **Direct coordination with Zscaler vendor support** on behalf of the customer to speed up investigation and resolution of complex issues
- **Proactive monitoring** of Zscaler updates, issue advisories and functional changes, ensuring the customer is informed of any developments that may affect their environment
- **Clearly defined SLAs**, response targets and escalation routes to ensure predictable and accountable service delivery
- **Accelerated diagnostics** enabled through delegated access to the customer's Zscaler administration interface, supported by optional test-user creation where needed
- A **purpose-built managed service** specifically focused on supporting Zscaler cloud security, rather than a general network or IT support model

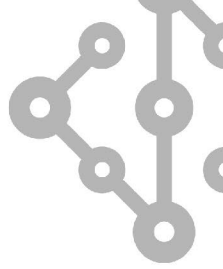
These elements together provide a managed service with enhanced responsiveness, deeper technical insight and stronger operational oversight than typical marketplace alternatives.



1.4. Accessibility Standards

SysGroup confirms that customer-facing service channels, documentation and digital interfaces under its control are designed to align with WCAG 2.1 Level AA accessibility standards, where applicable. This includes consideration for:

- Visual, auditory, motor and cognitive accessibility needs
- Clear, readable communications and documentation
- Compatibility with commonly used assistive technologies



2. Onboarding & Offboarding Process

2.1. Service Onboarding

Service onboarding is initiated following contract signature and confirmation of Zscaler license procurement. The onboarding process is designed to ensure secure, controlled access and a smooth transition into steady-state managed service operations.

Onboarding activities include:

- Formal service initiation request agreed between the customer and SysGroup
- Provisioning of role-based access for authorized SysGroup engineers to the customer's Zscaler Administration Interface
- Validation of access controls, audit logging and least-privilege permissions
- Configuration of service contacts, escalation paths and approved service callers
- Optional creation of a customer-controlled test user within the customer's Identity Provider (IDP) to support diagnostics and troubleshooting
- Verification of incident reporting, change management and communication processes
- Confirmation that monitoring, operational records and support tooling are correctly configured

On completion of onboarding, the service transitions into business-as-usual operations and is governed by the SLAs, escalation procedures and service review cadence defined within this document.

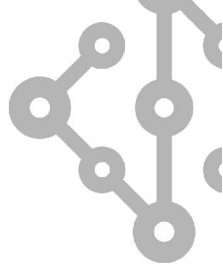
2.2. Service Offboarding

Service offboarding may occur at contract expiry, termination or by mutual agreement. Offboarding is managed in a structured and auditable manner to ensure security, continuity and data protection.

Offboarding activities include:

- Formal notification of service termination and agreement of an offboarding plan
- Removal or revocation of all SysGroup access to the customer's Zscaler Administration Interface
- Decommissioning of any SysGroup-managed service accounts or credentials
- Secure handling and disposal of customer data in line with contractual and regulatory obligations
- Final service reporting if requested
- Support for transition to an alternative provider where agreed

Unless otherwise agreed, offboarding activities are completed within agreed exit SLAs, and SysGroup will provide reasonable cooperation to ensure an orderly and secure service transition.



3. Definitions and Sign-Off

3.1. Parties & Definitions

This document has been agreed between the following parties:

(1) SysGroup PLC, a company incorporated in England (06172239) whose registered office is at 55 Spring Gardens, Manchester, England, M2 2BY, hereby referred to throughout this document as “SysGroup”

and

(2) the customer Limited incorporated and registered in England with company number XXXXXXXX whose registered office is at

3.2. Revisions to the Document

SysGroup will release a revised handbook should the customer inform them of any changes to the table shown in Appendix A. Changes to the Appendix will not require formal sign-off from either party. However, should SysGroup release a revised handbook following any changes to section 3 to 5, sign-off will be sought from the customer and SysGroup.

3.3. SysGroup Sign-Off

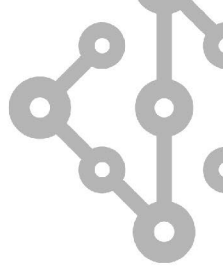
Upon sign-off of this document, SysGroup commits to providing the services as outlined in sections 3 to 7 of this handbook in accordance with the agreed timescales.

Signed on behalf of SysGroup PLC:

Name: James Phillips

Position: Cyber Security Team Lead Manager

Signature:



3.4. Customer Sign-Off

Upon sign-off of this document, the customer commits to following the processes outlined in sections 3 to 5 of this handbook. the customer understands that failure to comply may result in a delay and the agreed timescales will not apply.

Signed on behalf of the customer Ltd:

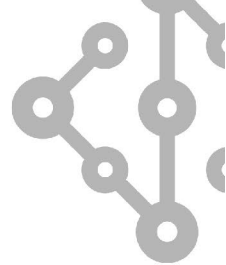
Name:

Position:

Signature:

3.5. Contract Period

The period of support for this service will be determined by the date the contract is signed and should align with the procurement of Zscaler licensing.



4. Incident Management

This section outlines the SysGroup Operations Team and the process for reporting all faults on any part of your service.

4.1. Operations Team Introduction

The SysGroup Operations Team is responsible for the support of your Zscaler service and all service issues. The following paragraphs detail the responsibilities and procedures to be followed.

The SysGroup Operations Team is located at:

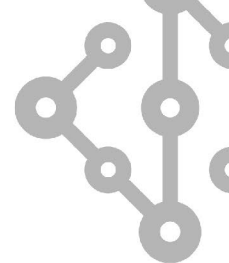
SysGroup
Bonnington Bond
2 Anderson Place
Edinburgh
EH6 5NP

Telephone: +44(0)3331019000

The SysGroup Operations Team is staffed 24 hours a day, 7 days a week and delivers the following functions:

- Receives, logs and progresses incidents
- Investigates and diagnoses technical problems
- Co-ordinates incident resolution with the vendor
- Provides regular progress reports throughout the life of the fault

This 24/7 capability ensures that the customer receives reliable, always-on support delivered by highly skilled, UK-based staff. By engaging directly with Zscaler where required, SysGroup is able to accelerate incident investigation and resolution, providing predictable response times backed by defined SLAs. The service reduces the operational burden on the customer's IT team, while SysGroup's deployment services help to de-risk the procurement and ongoing management of Zscaler licences. Regular quarterly service reviews ensure service quality is maintained, and all Operations Team staff are vetted to the BS7858 security standard. With a remote-first operating model, SysGroup is able to respond to issues quickly and efficiently, providing a consistent and secure support experience for the customer.



4.2. Personnel Security Controls

All members of the SysGroup Operations Team working on the customer systems shall be vetted to the BS7858 security standard, ensuring a trusted and secure support environment. SysGroup employs secure processes for the exchange of sensitive diagnostic information, and access to the customer's Zscaler administration interface is strictly controlled and only granted where required to support troubleshooting activities. Should physical attendance be necessary, a documented site-access and identity-verification procedure is followed to maintain security and compliance. All incident handling and escalation activities are delivered through structured, ITIL-aligned processes designed to minimise risk exposure and ensure consistent, auditable service delivery.

4.3. Incident Reporting

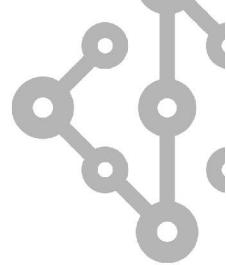
In the event that the customer must report a Priority 1 or Priority 2 fault, they should telephone the SysGroup Operations Team on +44(0)3331019000. Failure to report the fault via the correct channel will mean that the call is not tracked and monitored in accordance to the SLA and could result in a delay. Priority 3 or Priority 4 requests can be made by email to cybersupport@SysGroup.co.uk. Supported formats for interacting with the service include email, phone calls and log files, which can be transferred via secure email when required. The service is not connected to any public-sector networks, and therefore no public-sector connectivity considerations apply.

To enable the fault to be logged accurately, persons reporting faults should provide the following information:

- Company Name
- Contact Name
- Contact Number
- Zscaler Service
- Fault Details

Fault references will be exchanged between SysGroup and the customer at the time of fault reporting. The fault reference number allocated by SysGroup should be used in any subsequent discussion or correspondence regarding the fault report. All faults will be managed within our call management system. The call will be passed on to an available engineer who will acknowledge receipt of the call and request further diagnostic information if required. Please note you may be asked to perform troubleshooting on the system and/or supply system files for analysis. Should the customer be unable to provide troubleshooting information for longer than 6 working days, the call will be placed on hold and reactivated when the customer is ready. We have a secure email facility for transmitting and receiving sensitive information such as log files to and from the customers.

The SysGroup Operations Team undertakes initial fault diagnosis, and, after analysis, the fault may be passed to other groups within SysGroup, or the vendor, for repair. However, the SysGroup Operations Team shall retain overall responsibility for the progression and clearance of the fault, providing regular updates on progress of the repair. the customer user may contact the SysGroup Operations Team at any time to enquire on progress of the fault.



When the SysGroup Operations Team has provided the customer with a resolution to the fault, they will mark the fault as resolved within the system and stop the clock on the fault. They will request confirmation from the customer user to confirm that the problem has been resolved. Upon confirmation, the fault will be logged into a closed condition. In the event that SysGroup cannot contact the customer user within a 24-hour period, unless it is subsequently determined that the fault has not been cleared, the actual clearance time will be recorded.

4.4. Access to the Zscaler Administration Interface

The customer will grant access to their web-based Zscaler Administration Interface to the SysGroup Operations Team to enable more efficient fault diagnosis and resolution. Users access the managed service by contacting the SysGroup Operations Team, with Priority 1 and Priority 2 issues reported by telephone and Priority 3 and Priority 4 issues reported by email. Customers may also log into SysGroup's service desk portal to raise new cases or view existing ones. Customers access their own Zscaler Administration Interface via a web browser, while SysGroup will only access the customer Zscaler portal when necessary and authorized. As part of the managed service, SysGroup provides full management, triage and resolution of Zscaler-related incidents; change management across Standard, Normal and Emergency processes; monitoring of Zscaler service health and performance; and coordination with Zscaler support for advanced diagnostics. Quarterly service reviews and service reporting are conducted, supported by the maintenance of accurate configuration and support records. All diagnostic information is handled securely, and major issues follow a structured escalation process. SysGroup will also support the customer with future Zscaler strategy and roadmap planning to ensure continued alignment with operational and security requirements.

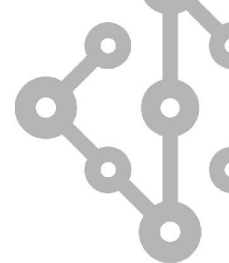
4.5. SysGroup Test User

To assist in improving our troubleshooting capabilities SysGroup requests a test user be created within the customer IDP to be used by SysGroup support team as and when required.

4.6. Customer Site Access

We expect that all support calls will be investigated and resolved remotely with the assistance of the customer when required, as the service is delivered primarily as a remote managed service. Fault investigation, diagnosis and service changes are normally performed remotely, with on-site support only used when strictly required and agreed by both parties. However, if during the progression of a support call it is identified and agreed by all parties that a SysGroup or vendor engineer requires physical access to the customer network, the following process will be followed:

- All parties agree which site the engineer needs to access
- The customer will make the access arrangements as per current procedure
- The customer will provide SysGroup with fault reference number from their support system for verification purposes
- SysGroup will confirm the name of the engineer being sent to site



- The SysGroup or vendor engineer will arrive at site with the SysGroup support reference, the customer fault reference and a form of photographic ID such as driving licence, passport, company ID etc.

In support of this approach, the managed service is designed to prioritise efficient remote operations, with the following characteristics:

- Delivered primarily as a remote managed service
- Fault investigation, diagnosis and service changes are performed remotely
- On-site support is only used when strictly required and agreed by both parties
- Communication and support processes are fully ITIL-aligned and remote-friendly

4.7. Out of Scope

SysGroup are responsible for the management of all Zscaler capabilities procured by the customer and remediation of any Zscaler related issues. SysGroup will undertake best endeavors to provide technical support with all adjacent technologies and prerequisite systems where possible, however these activities would not fall under the scope of this document. Example of out-of-scope activities are:

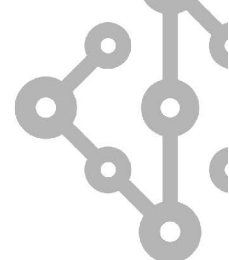
- IDP Management
- Hands-on agent deployment
- Network changes & Firewall rule changes
- Host Management for Zscaler appliances– We only manage Zscaler software deployed on the host
- Tunnel fail over
- Private Key Management
- Policy decisions – the customer must provide requirements, we can only advise
- End User Computers
- DNS Management

4.8. Service Level Agreement – Zscaler

SysGroup will be working within the service levels defined below. The response time measure begins at the point the call is logged with the SysGroup Level 1 support, and a call reference is assigned and ends when a SysGroup Support Analyst calls the customer back to discuss the situation.

All calls will be classified into 4 call severities as shown in the table below:

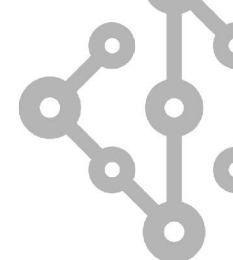
Call Severity	Description	Initial Response
P1 Critical	An issue that prevents operation of critical documented functions with high frequency or duration.	30 mins



Call Severity	Description	Initial Response
P2 Serious	An issue that consistently prevents operation of non-critical documented functions or occasionally impacts critical documented functions or a critical issue for which a temporary work around has been provided.	1 hour
P3 Moderate	An issue that has some impact on administration, non-critical operation or other secondary functions or a major issue for which a temporary work around has been provided.	3 hours
P4 Minor	The Zscaler service is unaffected; Customer requests product related technical advice or general information and feature questions related to the Products.	4 hours

SysGroup shall aim to meet these response time levels of service in at least 95% of cases.

Service Request Category	SLA	Definition
Standard	<p>SysGroup will initiate 95% of standard service requests per quarter within 8 working hours (Monday to Friday, 08:00 – 18:00)</p> <p>Target request completion time is 8 hours.</p>	A Standard request is any pre-authorised activity that is low risk, relatively common and follows a predefined procedure or work instruction. SysGroup's Change Advisory Board (CAB) is not required to approve Standard service requests prior to implementation. All such requests are subject to the customer Change Management Procedure.
Normal	<p>SysGroup will respond to 95% of normal service requests per quarter within 8 working hours (Monday to Friday, 08:00 – 18:00) is 8 hours.</p>	A Normal service request is any request that is not a Standard request according to the above definition and is not an emergency. It is an agreed ad-hoc request to modify the configuration of the services. The SysGroup CAB must authorise Normal changes and approve an implementation plan. All such requests are subject to the customer's change management Procedure.



Service Request Category	SLA	Definition
Emergency	<p>SysGroup will initiate 99.5% of required emergency service requests per quarter within 4 hours.</p> <p>Target request completion time is 4 hours.</p>	<p>An emergency service request is any Normal request that requires an expedited timeframe to resolve an issue that cannot wait for review and approval from the CAB. Usually, a request by the customer to SysGroup to modify the configuration of the services in response to a P1 incident. SysGroup's Emergency Change Advisory Board must authorise Emergency changes and approve an implementation plan. All such requests are subject to the customer's change procedure.</p>

In addition, Sysgroup provides a range of service packages. These include the following:

- Zscaler Managed Service
- Zscaler Premium Support
- Zscaler Deployment Services
- Zscaler Professional Services

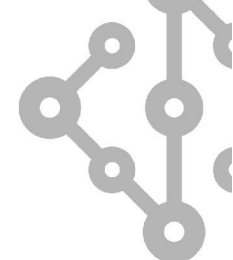
If additional information is required on the above services, please contact a member of the SysGroup team to discuss.

4.9. Service Credits

SysGroup will be working within the service levels defined below. The response time measure begins at the point the call is logged with the SysGroup Level 1 support, and a call reference is assigned and ends when a SysGroup Support Analyst calls the customer back to discuss the situation.

All calls will be classified into 4 call severities as shown in the table below:

Service Level Performance Over 3 Months	Service Credit
<95% Calls Meet Target	Meets SLA, no service credit
>80% and <95%	5% of annual SysGroup Premium Support subscription
>70% and <80%	10% of annual SysGroup Premium Support subscription



Service Level Performance Over 3 Months	Service Credit
>50% and <70%	20% of annual SysGroup Premium Support subscription
<50%	Special measures

Any service credits due will be applied to the following SysGroup Premium Support invoice.

4.10. Service Review Meetings

SysGroup will contact the customer on a quarterly basis to review the service. This will either be conducted over the telephone or via an on-site meeting as deemed appropriate. As part of the ongoing support model, the following communication and engagement methods are provided:

- 24/7 telephone support for high-severity issues
- Email support for lower-severity issues
- Regular updates throughout the incident lifecycle
- Quarterly service reviews (remote or on-site as required)
- Proactive communication of relevant Zscaler upgrades or known issues

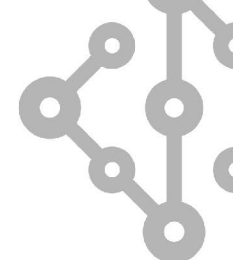
4.11. Call Frequency

SysGroup reasonably anticipates handling no more than 10 calls per month, excluding standard BAU changes, and believes that if the call frequency is greater than this, it would signify that the customer has underlying issues with its Zscaler service. In this case, SysGroup would expect to discuss the matter at a service review meeting.

4.12. Escalation Process

In the event of a critical service issue, SysGroup's Operations Manager will own the issue. Throughout the duration of the issue, they will liaise with both the customer and Zscaler in order to achieve a resolution. A full-service review will be conducted upon resolution. Should the customer be dissatisfied with the performance of SysGroup or Zscaler, this will be escalated to a director, to discuss with the customer and agree any appropriate action to be taken.

SysGroup or the customer may initiate fault escalation. If the SysGroup Operations Team is unable to resolve a problem they will escalate to the relevant support groups within SysGroup, or the vendor. This will normally occur as soon as an increase in the level of staff skill or diagnostic aid is required or if, within a reasonable timeframe from receipt of the fault report, no progress on the fault is being made.



The customer may escalate at any time if the situation warrants, i.e. impact of incident or unsatisfactory response from the SysGroup Operations Team.

Level	Role	Contact	Number
1st Level	Operations Manager	James Phillips	+44(0)3331019000

Whenever necessary, the Operations Team Manager will actively monitor the progress of the fault, ensuring that all escalation processes are being effectively utilised and that the customer is kept informed of progress throughout the duration of the fault.

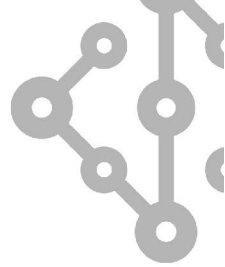
4.13. Complaints Procedure

If at any time, the customer feels that their service from SysGroup is unsatisfactory, and that the specific escalation processes outlined in this document have been unable to rectify the situation, the customer can register a formal complaint. All complaints should be outlined in writing to the SysGroup Zscaler Quality Manager, James Phillips:

complaints@sysgroup.com

All formal complaints will be acknowledged within 24 hours, and a formal response to your complaint should be received within 10 working days of receipt. At the conclusion of the agreement, the contract term is defined in the SDD, and the customer may choose to discontinue the service at the end of the contract period. As part of the offboarding process, the customer will remove SysGroup's access to the Zscaler administration interface, and SysGroup can provide support during the transition if requested. SME input may be required to complete final reporting, exit SLAs and other offboarding activities.

The overall service framework is designed to support transparent and predictable procurement and operation. A clear, pre-defined Service Definition Document ensures that SLAs, response times and responsibilities are agreed before purchase, providing certainty for the customer. The UK-based, ITIL-aligned managed service aligns with government cloud requirements, while the remote delivery model complies with cloud-first public sector strategy. Predictable and accountable service operation is maintained through structured incident, change and escalation processes.



5. Change Management

5.1. Change Control Notification

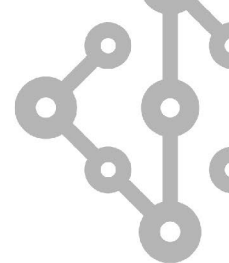
It is strongly recommended that the customer advises SysGroup Operations Team of any major changes that they wish to make to the method of integrating the Zscaler service. Notifications should be sent to cybersupport@sysgroup.com with a subject header of Change Request. SysGroup will review the change and provide advice on any potential issue with the change. If necessary, SysGroup will update its configuration records for the customer for support purposes. Failure to do so may result in a delay to the resolution of a support call.

It is also strongly recommended that the customer advises SysGroup Operations Team if any other infrastructure changes are occurring that may impact the delivery of Zscaler service. The SysGroup Operations team will inform the on-call engineer of the details of the change. In the event that the customer would like SysGroup to provide telephone or on-site support for the duration of a change, they should contact the SysGroup Operations Manager listed in Appendix A as this may incur a cost to the customer.

The following service characteristics support transparent procurement, predictable service delivery and alignment with public sector requirements:

- A clear, pre-defined Service Definition Document supports transparent procurement
- SLAs, response times and responsibilities are defined before purchase
- UK-based, ITIL-aligned managed service aligns with government cloud requirements
- Remote delivery complies with cloud-first public sector strategy
- Predictable service operation through structured incident, change and escalation processes

To configure and consume the service, the customer first provides SysGroup with the required access to the Zscaler Administration Interface, along with an optional test end user account to support enhanced diagnostics. SysGroup then configures the operational processes, monitoring and service contacts needed to manage the environment. Once active, the customer consumes the service entirely through SysGroup-managed operational processes, reporting issues by telephone or email in line with the defined severity levels. Regular quarterly reviews ensure that the service remains aligned with the customer's operational requirements and that any adjustments to configuration, contacts or processes are implemented as needed.



Appendix A – Contact Information

SysGroup Contacts

Name/Title	Telephone	Email
SysGroup Operations	+44 (0)333 101 9000	cybersupport@sysgroup.co.uk

CUSTOMER Contacts

Name/Title	Telephone	Email

Approved Service Callers from CUSTOMER

Only the following people within CUSTOMER shall be permitted to log support calls with the SysGroup Support Desk:

Name/Title	Telephone	Email

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SysGroup PLC

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