

Managed Services

Security Domain	Cloud/SaaS Provider	Zayo	Customer
1. Governance, Policy & Risk			
Security governance & policies	—	Secondary	Primary
Network/security architecture design	—	Primary	Secondary
Risk assessment & change approval	—	Secondary	Primary
Contractual SLAs & compliance	—	Secondary	Primary
2. Identity & Access Management			
Identity platform (SASE/CASB/ZTNA auth)	Primary	—	—
Admin access to cloud portals	—	Primary	Secondary
Customer user provisioning (LAN/Wi-Fi/Zero Trust)	—	Primary/Secondary	Primary/Secondary
Role-based access & MFA enforcement	—	Primary/Secondary	Primary/Secondary
3. Managed Firewall (On-Prem / Virtual)			
Hardware/software development	Primary	—	—
Firmware updates & vulnerability management	Primary/Secondary	Primary/Secondary	—
Firewall rule creation, policy tuning	—	Primary	Secondary
Traffic inspection, threat protection	Primary (engine)	Primary (operation)	Secondary
Monitoring, alerting, log review	—	Primary	Secondary
Change requests	—	Primary/Secondary	Primary
Network segmentation design	—	Primary/Secondary	Secondary
Local physical security	—	—	Primary

4. SD-WAN

SD-WAN orchestration platform	Primary	—	—
Edge device software updates	Primary/Secondary	Primary/Secondary	—
WAN policy (QoS, steering, overlays)	—	Primary	Secondary
Circuit procurement & carrier coordination	—	Primary/Secondary	Primary/Secondary
Path performance monitoring	Primary (analytics)	Primary	—
Incident isolation & triage	—	Primary	Secondary
Site deployment & cutover	—	Primary	Secondary

5. LAN & Wi-Fi (Switching, Access Points)

Switch/AP hardware/firmware lifecycle	Primary	—	—
Firmware updates & vulnerability management	Primary/Secondary	Primary/Secondary	—
Network design (L2/L3, SSIDs, VLANs)	—	Primary	Secondary
Access control (802.1X, NAC)	—	Primary/Secondary	Primary/Secondary
Day-to-day operations & monitoring	—	Primary	Secondary
Troubleshooting & site support	—	Primary	Secondary
Cabling & local physical environment	—	—	Primary

6. SASE (Cloud Firewall, SWG, CASB, ZTNA, DLP)

Cloud POP infrastructure & backbone	Primary	—	—
Security engine (SWG, CASB, DLP, ZTNA)	Primary	—	—
Policy configuration (web, app, DLP, ZTNA)	—	Primary	Secondary
SASE agent deployment & updates	Primary/Secondary	—	Secondary
User onboarding/offboarding	—	Primary/Secondary	Primary/Secondary
Threat detection & cloud analytics	Primary	—	—
Incident investigation	—	—	Primary/Secondary
Logging & SIEM integration	Primary/Secondary	Primary	Secondary

7. Data Protection & Privacy

Encryption in transit	Primary	—	—
Encryption at rest	Primary	—	—
Network data classification & labeling	—	Secondary	Primary
Log retention policies	Primary/Secondary	Primary/Secondary	Primary/Secondary
Backup of configurations	—	Primary	Secondary

8. Monitoring, Detection & Incident Response

Platform-level telemetry (SASE, firewall engines, SD-WAN analytics)	Primary	—	—
Proactive monitoring (NOC/SOC)	—	Primary	—
Threat detection & investigation	Secondary	Primary	—
Customer-defined escalation paths	—	Secondary	Primary
Breach response (network layer)	—	Primary	Secondary
Breach response (customer org layer)	—	Secondary	Primary

9. Compliance & Audit

Vendor certifications (SOC2, ISO 27001)	Primary	—	—
Managed service processes (ITIL, SOC, ISO)	—	Primary	—
Customer regulatory compliance (PCI, HIPAA)	—	Secondary	Primary
Audit support & reporting	—	Primary/Secondary	Primary