

Cortex Cloud Security Resident — Execution Model Snapshot

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Service Identification

- Service Name: Cortex Cloud Security Resident
- ISV Name: Palo Alto Networks
- Product Name: Cortex Cloud
- Service Family: Security Operations Staffing
- Service Type: Resident
- Service Code: PA-CC-RES



How the Work Is Performed

This service provides an embedded cloud security specialist who works alongside customer teams to support, extend, and optimize Cortex Cloud capabilities already in use. The resident assists with configuration refinement, tuning, troubleshooting, and advisory work across cloud posture, runtime security, and application security based on evolving customer priorities. This service is intentionally flexible and capacity-based, designed to augment internal teams rather than deliver fixed outcomes or replace structured deployment services.

Purpose

Defines how PA-CC-RES is executed in practice, including delivery approach, customer responsibilities, dependencies, and completion criteria, to set clear execution expectations and reduce delivery risk.

Dependencies and Prerequisites

- At least one Cortex Cloud capability is deployed and accessible
- Cortex Cloud licenses are purchased and active
- Customer provides access and operational authority
- Customer retains responsibility for remediation and final decisions

Customer Responsibilities

What Happens if Dependencies Are Missing

If required inputs or prerequisites are not met, delivery may be paused until gaps are resolved. Delays caused by unmet dependencies may affect overall timelines.



Exit Criteria

- Operational support for deployed
- Cortex Cloud capabilities
- Configuration refinement and tuning
- Troubleshooting and advisory support
- Knowledge transfer across posture, runtime, and application security
- Improved effectiveness of deployed cloud security controls
- Reduced operational friction for security teams
- More consistent security practices over time
- Increased confidence in cloud security operations