

## Channel Partner Programme – Silver Certification requirements

Partners that are electing to progress to Silver Partner status will be rewarded with an increased level of support from Cisco, including access to best-in-class products and services, technical support, productivity tools, online training, and marketing resources. Silver Certified Partners will need to demonstrate a high level of customer satisfaction and to have incorporated Cisco Lifecycle Services into their offerings.

### Prospective Silver Partners must meet a number of key criteria

- **Specific Specialisation Accreditation**
- **A minimum number of Career Certified Individuals**
- **Support Requirements**
- **Customer Service**

Global Knowledge's Fit4 Business Programme is specifically designed to enable partners to obtain the Cisco Career and Specialist certifications required for the respective accreditation level. The programme will not only analyse your current skills but will provide a structured development plan to enable you to meet your business goals within the required time constraints.

### Specific Specialisation Accreditation

Partners aiming for Silver accreditation have two routes open to them

- **Option 1 – Express Unified Communications plus One Advanced Specialisation (except Adv. UC)**
- **Option 2 – Any two Advanced Specialisations**

## Express Unified Communications

Role	Exam	Recommended Training	Format
Account Manager	CSE 646-204	CSE – Cisco Sales Expert	ILT, 2 days
	CXFA – 646-362	Express Foundation for Account Managers	WBT via PEC
	LCSE – 650-393	Lifecycle Service Express	WBT via PEC
Systems Engineer	CCDA – 640-863	CCDA (CCNA Pre-req 10days )	ILT, 15 Days
	CXFS – 642-372	Foundation Express for System Engineers	WBT via PEC
	LCSE – 650-393	Lifecycle Services Express	WBT via PEC
Field Engineer	CCNA - 640-802	CCNA	ILT, 10 Days
	CXFF – 642-382	Foundation Express for Field Engineers	WBT via PEC
	LCSE – 650-393	Lifecycle Services Express	WBT via PEC

## Advanced Routing & Switching

Role	Exam	Recommended Training	Format
Account Manager	CSE 646-204	CSE – Cisco Sales Expert	ILT, 2 days
	ARSAM – 646-003	Routing & Switching Adv. Sales (RSAS)	WBT via PEC
	WAASAM – 646-653	Wide Area Application Services for AM's	WBT via PEC
	LCSE – 650-393	Lifecycle Service Express	WBT via PEC
Systems Engineer*	CCDA – 640-863	CCDA (CCNA Pre-req 10days)	ILT, 15 Days
	RSSSE – 642-061	Routing & Switching Solutions for SE'S	ILT, 2 Days
	WAASSE – 642-651	Wide Area Applications Services Technical Training	ILT, 3 Days
	LCSARS – 650-059	Lifecycle Services Advanced Routing & Switching	WBT via PEC
Field Engineer**	BSCI – 642-901	CCNP (CCNA Pre-Req 10days )	ILT, 30 Days
	BCMSN – 642-812		
	ISCW – 642-825		
	ONT – 642-845		
	ARSFE – 642-066	Advanced Routing & Switching for Field Engineers	ILT, 3 Days
	WAASFE – 642-652	Wide Area Applications Services Technical Training	ILT, 3 Days
	LCSARS – 650-059	Lifecycle Services Advanced Routing & Switching	WBT via PEC

\*Please note QoS and BSCI are also recommended although not required – Additional 10 days instructor led training.

\*\*QoS recommended although not required – Additional 5 days ILT training.

## Advanced Security

Role	Exam	Recommended Training	Format
Account Manager	CSE 646-204	CSE – Cisco Sales Expert	ILT, 2 days
	ASAM – 646-562	Security Advanced Sales	WBT via PEC
	LCSE – 650-393	Cisco Lifecycle Service Express	WBT via PEC
Systems Engineer	CCDA – 640-863	CCDA (CCNA Pre-req 10 days)	ILT, 15 Days
	SSSE – 642-565	Security Solutions for System Engineers	ILT, 5 Days
	LCSAS – 650-575	Lifecycle Services Advanced Security	WBT via PEC
Field Engineer	SND – 642-552	CCSP ( Pre-req CCNA 10days)	ILT 32/33 days
	SNRS – 642-503		
	SNPA – 642-523		
	IPS – 642-533		
	HIPS – 513		
	OR		
	CANAC – 642-591		
	OR		
MARS – 642 -544			
LCSAS – 650-575	Lifecycle Services Advanced Security	WBT via PEC	

## Advanced Wireless LAN

Role	Exam	Recommended Training	Format
Account Manager	CSE 646-204	CSE – Cisco Sales Expert	ILT, 2 days
	AWLANAM	Wireless LAN Advanced Sales	WBT via PEC
	646-588		
	LCSE – 650-393	Cisco Lifecycle Service Express	WBT via PEC
Systems Engineer		CCDA Pre-req (CCNA + CCDA)	ILT, 15 Days
	AWLANSE	CWLF – Cisco Wireless Lan Fundamentals	ILT, 4 Days
	642-586	CWLAT – Cisco Wireless LAN Advanced Topics	ILT, 4 Days
	LCSE – 650-621	Cisco Lifecycle Services Advanced Wireless	WBT via PEC
Field Engineer		CCNA (Pre-req)	ILT, 10 Days
	AWLANFE	CWLF – Cisco Wireless Lan Fundamentals	ILT, 4 Days
	642-587	CWLAT – Cisco Wireless LAN Advanced Topics	ILT, 4 Days
	LCSE – 650-621	Cisco Lifecycle Services Advanced Wireless	WBT via PEC

## Advanced Unified Communications

Role	Exam	Recommended Training	Format
Account Manager	CSE 646-204	CSE – Cisco Sales Expert	ILT, 2 days
	AUCAM – 646-230	IP Communications Advanced Sales	WBT via PEC
	LCSE – 650-393	Cisco Lifecycle Service Express	WBT via PEC
Systems Engineer		CCDA Pre-req (CCNA + CCDA)	ILT, 15 Days
	UCAD – 642-415	Cisco Unified Communications Architecture and Design	ILT, 5 Days
Systems Engineer	QoS – 642-642	Implementing Cisco Quality of Service	ILT, 5 Days
	LCSE – 650-251	Cisco Lifecycle Services for Advanced Unified Communications	WBT via PEC
Field Engineer		CCVP Pre-Req	ILT, 25 Days
	LCSE – 650-251	Cisco Lifecycle Services for Advanced Unified Communications	WBT via PEC

Required training below can be fulfilled by the individuals for each role in the specialization or by anyone on staff at the partner company for these additional four requirements:

Cisco Unified Contact Centre Express Specialist			
	UCCX - 642-164	Unified Contact Centre Express and Unified IP IVR Deployment (UCCXD)	ILT, 5 days

Cisco Unity Design Specialist			
	CUDN – 642-072	Unified Contact Centre Express and Unified IP IVR Deployment (UCCXD)	ILT, 5 days
		Implementing Cisco Unified Messaging (IUM)	ILT, 5 days

Cisco Unity Support Specialist			
	IUM - 642-105	Implementing Cisco Unified Messaging	ILT, 5 days

Cisco Rich Media Communications Specialist			
	CVOICE – 642-436	Cisco Voice over IP	ILT, 5 days
	CRMC - 642-481	Implementing Cisco Rich Media Communications (ICRMC)	WBT via PEC

## Career Certified Individuals – Minimum Number 4 if Express Unified Communications selected.

Silver accreditation requires – 2 CCIES these CCIE's can fulfil any technical CCXX specialisation role.

Title	Account Manager	System Engineer	Field Engineer
Express Unified Communications	CSE	CCDA or CCNA	
Advanced Routing and Switching	CSE	CCDA	CCNP
Advanced Unified Communications	CSE	CCDA	CCVP
Advanced Security	CSE	CCDA	CCSP
Advanced Wireless LAN	CSE	CCDA	CCNA

Role sharing allows a single individual to fulfil similar roles across 2 or more specialisations. Role sharing rules are defined below:

- AM's may fulfil the Account Managers Role in up to 4 Specialisations
- SE's may fulfil the System Engineers Role in up to 2 Specialisations
- FE's may fulfil the Filed Engineers Role in up to 4 Specialisations

It is not possible to cross –populate between the AM, SE and FE roles.

## Support Requirements

Type	Silver
Legal Agreement	Valid Resale agreement or Indirect Channel Partner Agreement (ICPA) in place
Demo Capabilities	Demonstrate one specialisation technology
Customer Services	8 X 5
Escalation Process	Required
Call Back	1 hour
Support Lab	Support lab equipment requirement for CSSP, SIS and RSA partners only
Lab Purchases Requirement	Unified Communications Specialisation
Pre-Sales Support	Required
Post-Sales Support	Requirements based on Partner Support Agreement


## Customer Satisfaction

Participation in the Cisco partner customer satisfaction survey is required.	
New Certification*	Minimum of 15 responses  Must achieve 95% of the regional customer satisfaction target
Recertification	Minimum of 30 responses  Must achieve 100% of the regional customer satisfaction target
*The definition of “new” partner as it relates to the enforcement of the customer satisfaction requirement is a partner that has not been Premier, Silver, or Gold certified within the previous six months.	
<b>Exception</b> Premier Partners moving to either Silver or Gold must have a minimum of 15 valid responses and meet the theatre Customer Satisfaction target.	

## Partner Benefits

The Cisco Silver Certified Partner designation offers branding recognition, economic incentives, and differentiation as a reward for loyalty to Cisco, for capabilities in providing value-added services, and for a commitment to customer success.

Benefits of Silver Certification include:

- Branding as a Cisco Silver Certified Partner
- Recognition as a Silver Certified Partner in the [Cisco Partner Locator](#) 
- Eligibility to participate in [Cisco channel incentive programs](#), with greater economic incentives than for the Select certification level
- Access to [Joint Marketing Fund Builder](#) (availability varies by geography)
- Participation in [Partner Success Story Program](#)
- Access to [Partner E-Learning Connection](#)
- Access to Cisco customer satisfaction best practices and tools
- Access to restricted products (varies by geography)
- Eligibility to sell [Cisco Smart Care Services](#)
- A Cisco Certified Partner Kit that contains resources such as sales tools, logos, guidelines, and information about Cisco certification and specializations

