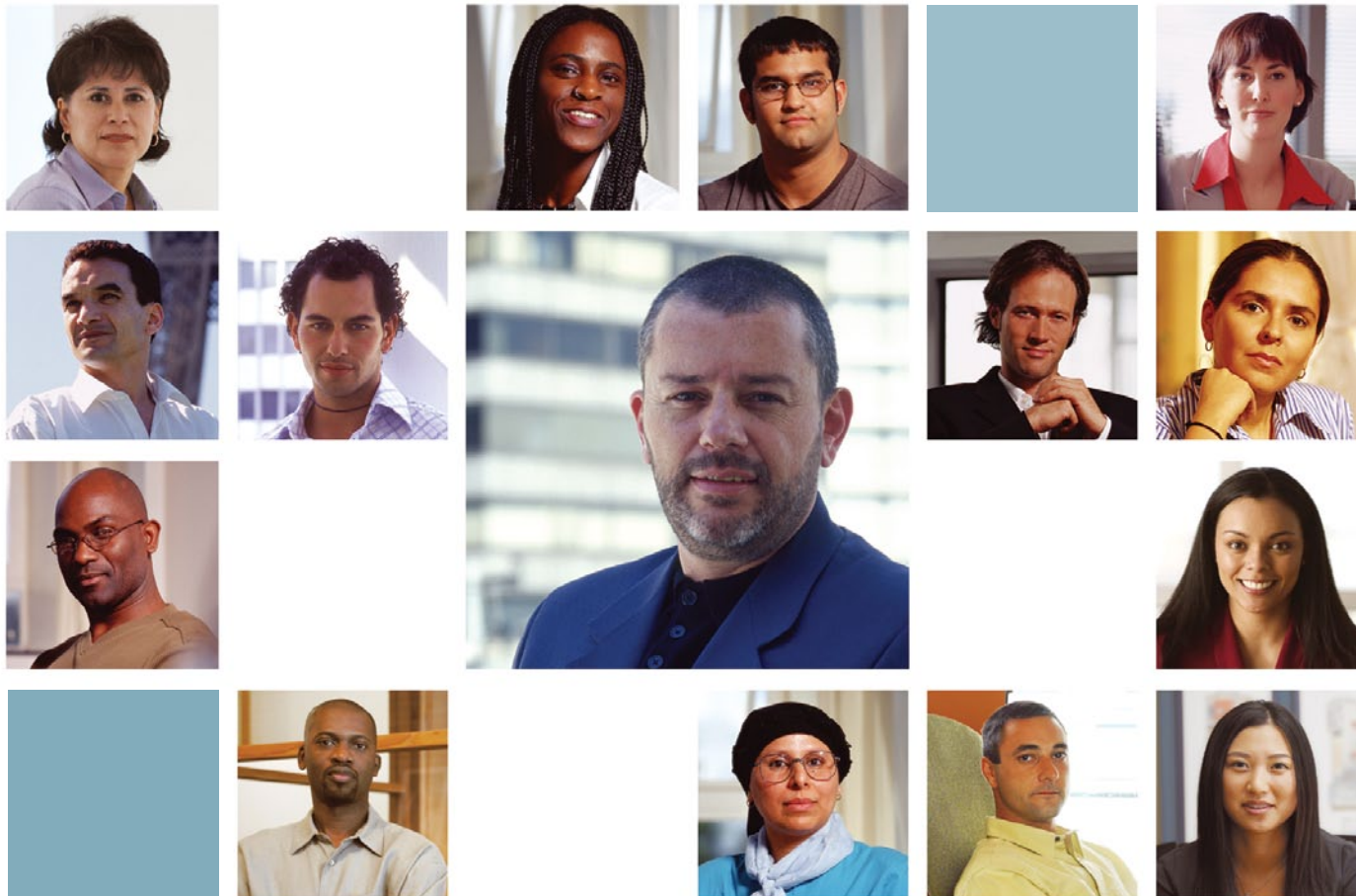


Becoming a Cisco Select Certified Partner—Step by Step Guide



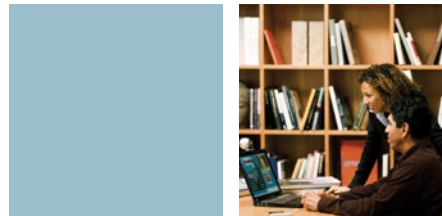
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Step 1. Become a Cisco Registered Partner

1. Review the Partner Registration User Guide:
http://tools.cisco.com/WWChannels/IPA/pdf/userGuide_en.pdf
2. Apply to the Cisco® Registered Partner Program:
<http://www.cisco.com/go/registeredpartner>
 - i. Apply for a Cisco.com (CCO) user ID (if you do not already have one). You will receive an automated response with the assigned ID.
 - ii. Provide or verify your company and contact information.
 - iii. Review and accept the terms of the Indirect Channel Partner Agreement (ICPA): <http://www.cisco.com/go/registeredpartner>
 - iv. Submit the Partner Registration application.

After you have completed the registration form and clicked to accept the ICPA, you will receive notification of your acceptance as a Cisco Registered Partner within 24 hours. As a Registered Partner, you will be granted partner-level access to Cisco.com and will be eligible to participate in the Cisco Channel Partner Program. Status as a Registered partner is valid for 12 months and must be renewed annually.



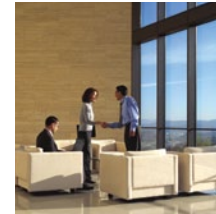
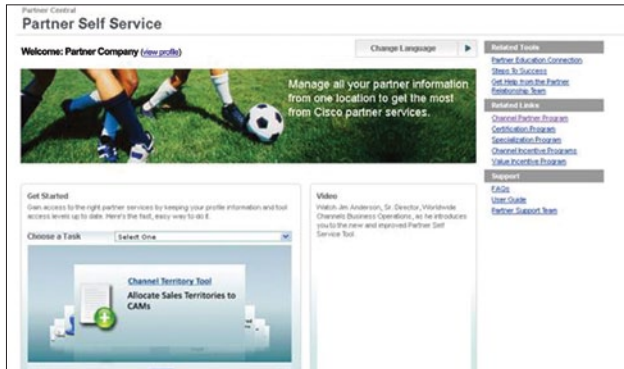
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Step 2. Associate People with your Company

1. Use Partner Self-Service (PSS) at <http://www.cisco.com/go/pss/> to register your company's details, your partner tool administrators, and the people associated with your company (Figure 1).
 - i. You can download a Partner Self-Service User Guide at http://www.cisco.com/web/applicat/partserv/applications_training_tutorial_guest.html or view a Quick Reference Guide at <http://www.cisco.com/warp/public/765/tools/pss/Reference.html>

Figure 1 Cisco Partner Self-Service



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Step 3. Certify Individuals via Courses and Exams

1. Visit Small Business University at <http://www.cisco.com/go/sbu> to review learning maps for the Cisco Small Business Foundation Specialization or Small Business Specialization roles.
2. Plan which people will fill the required roles (account manager and engineer) and create a training plan for those people to ensure that they meet any prerequisites and know which courses and exams must be taken.
3. Prepare for the required exams by taking the recommended Small Business Foundation Specialization or Small Business Specialization training courses, available in e-learning format. Instructor-led training is also available in some areas.
4. Once any desired training is complete, register for the online exams, administered globally by Pearson VUE at <http://www.pearsonvue.com/cisco/online/>.

You can access the exams at www.testrac.com/pvuecisco.

This website includes easy-to-follow information on how to register and schedule exams. If the test taker already has a Cisco.com user ID, he or she should have it available. If the individual does not have a Cisco.com ID, one will be sent upon completion of his or her first exam. A TesTrac ID is also required and will be issued the first time the person registers for an exam. The same TesTrac ID is used for all exams taken by that individual. If the test taker has not tested with Cisco before, he or she will need to create an account on the TesTrac site where the ID will be issued.

The Small Business Foundation Specialization and Small Business Specialization each require two roles: one account manager (AM) and one engineer (EN). The two required Small Business Specialization and Small Business Foundation Specialization exams are:

Small Business Specialization for Account Managers (650-179)

Small Business Specialization for Engineers (650-196)

Small Business Foundation for Account Managers (650-256)

Small Business Foundation for Engineers (650-395)

Both exams must be passed before the Small Business Specialization or Small Business Foundation Specialization application can be processed. See Step 4: Apply for Small Business Specialization or Small Business Foundation Specialization to learn how to complete the Certification and Specialization Application.

Here are three tips to ensure that passed exams move quickly from the testing center into Cisco's databases:

- i Test takers should have their Cisco.com user ID created prior to taking an exam.
- ii Ensure that all people taking exams are associated with your company in PSS.
- iii Each individual needs to sign the Cisco Career Certification and Confidentiality Agreement in order for the exam to show as completed. This agreement can be signed online.

Once an exam has been passed, it can take up to 10 business days before it registers in PSS (<http://www.cisco.com/go/pss/>) or the CSApp tool (<http://www.cisco.com/go/csapp/>).

If the partner has validated that the individual is associated with the company and the certification agreement has been signed, but individuals who have passed tests are still not showing in the system, open a case with the Partner Relationship Team (PRT) online at www.cisco.com/go/prt.

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Step 4. Apply for Cisco Small Business Specialization or Cisco Small Business Foundation Specialization

1. Use the CSApp tool at <http://www.cisco.com/go/csapp/>. The Specialization Planner tab allows you to monitor the progress of the individuals scheduled to fill the required roles.
 - i. Select the theater and the country, add the name of your company, and press “Search.”
 - ii. Select the radio button for your company and press “Select.”
 - iii. Select the Specialization Planner tab, the Small Business Specialization or Small Business Foundation Specialization, and all (or the desired) roles. This shows you the requirements for each role and any individuals who already meet these requirements.
 - iv. If you'd like to see the status of the individuals in your company, you can select the “Contacts close to meeting requirements” hyperlink. This tab shows all company contacts and what requirements each is still missing.
2. Once both specialization roles (account manager and engineer) are met by individuals and their information is available, use the Specialization Application tab within the CSApp tool (<http://tools.cisco.com/WWChannels/cpapp/selectGeo.do>) to submit your application (Figure 2).

Figure 2 Specialization Application tab within the CSApp tool

Partner Central
Certification and Specialization Application

SELECT SPECIALIZATION | CERTIFICATION APPLICATION | SPECIALIZATION PLANNER | SPECIALIZATION APPLICATION | ADMINISTRATIVE TABS

Choose Specializations | Allocate Job Roles | Summary | Terms & Conditions | Submit

Specialization Application - Allocate Job Roles
You are in Read-Write mode. EMER Test Company (POLAND)

Partners must allocate a dedicated individual to each role in the base specializations. Individuals used for job roles in base specializations can also be used for national specializations. Refer to the Role Dedication Example for further clarification on job role dedication.

Specialization: Select One [Go]
Select One
SMB Specialization

- i. Select the Small Business Specialization or Small Business Foundation Specialization.
 - ii. Allocate the job roles to the individuals who meet the requirements, then press the “Next” button.
 - iii. Review the Summary page and press the “Next” button.
 - iv. Confirm the candidates who will hold the required job roles on the Summary page.
 - v. Accept the ICPA and terms and conditions.
 - vi. If you are ready, submit your Small Business Specialization or Small Business Foundation Specialization application.
3. You can open the application for the Small Business Specialization or Small Business Foundation Specialization without completing it. It will have a status of “In progress” within the CSApp tool for 90 days while you continue to make progress toward filling the roles.
 4. All company administrators will receive an email from cpapp-program@cisco.com notifying them that a new application has been submitted for the Small Business Specialization or the Small Business Foundation Specialization. Within 24 hours, you should receive a notification that your company has achieved the specialization. This email will also be from cpapp-program@cisco.com. From this point, the CSApp tool will reflect your Small Business Specialization or Small Business Foundation Specialization by showing the status as “Approved.” The specialization is valid for one year, and so the anniversary date will be one year from the date it was approved.
 5. To receive the Cisco Select Certification, you must now complete and submit the Select Certification application in the CSApp tool, as described in Step 5.

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Step 5. Apply for Cisco Select Certification

1. Enter the CSApp tool (<http://www.cisco.com/go/csapp/>), choose "Select Certification" from the list of certifications, and press the "Next" button.
 - i. Select the theater and country, add the name of your company, and press "Search."
 - ii. Select the radio button for your company and press "Select."
 - iii. Choose the Select Certification and press the "Next" button.
 - iv. Check the appropriate boxes to validate your support capabilities (no customer satisfaction [CSAT] responses will be required) and press the "Next" button.
 - v. Review the Summary page and press the "Next" button.
 - vi. Review the terms and conditions and press the "Next" button.
 - vii. Confirm that all requirements are met and submit the application (Figure 3).

You can open the application for the Select Certification without completing it. It will display a status of "In progress" within the CSApp tool for 90 days while you continue to make progress toward filling the roles.

All company administrators will receive an email from cpapp-program@cisco.com notifying them that a new application has been submitted for the Select Certification.

Within 24 hours, you should receive a notification that your company has achieved the Select Certification. This email will also be from cpapp-program@cisco.com. From this point, the CSApp tool will reflect your Select Certification by showing the status as "Approved." The certification is valid for one year, so the anniversary date will be one year from the date it was approved.

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Figure 3 Submitting the Certification and Specialization Application

Partner Central
Certification and Specialization Application

SELECT CERTIFICATION | CERTIFICATION APPLICATION | SPECIALIZATION PLAN | SPECIALIZATION APPLICATION | SUBMITTER/STATE VALUE

Choose Certification | Support Requirements | Summary | Terms & Conditions | Submit

Certification Application - Submit
You are in **Read Write** mode

Partner (USA)
Current In-Progress Certification - SELECT

Terms and Conditions

Terms and Conditions	Accepted
Indirect Channel Partner Agreement(CPA)	Accepted

Certification Requirements

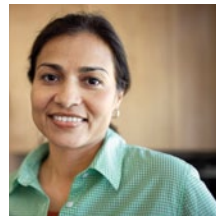
Item	Requirement Met?
Specialization Requirements	Yes
CCIE Requirements	NA

Submit Certification

Step 5. Apply for Cisco Select Certification

Once Your Select Certification is Approved

Once your Select Certification is approved, your company will receive a congratulatory email. This email contains links to an online welcome kit that will include logos, press release templates, collateral, Partner Enablement information and tools. It will also include a link to Cisco Marketplace, where you may place an order for a complimentary electronic PDF certificate showing your Select Certification status. Please allow one to two weeks for digital certificate delivery. Plaques may also be ordered through Cisco MarketPlace for a fee.



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