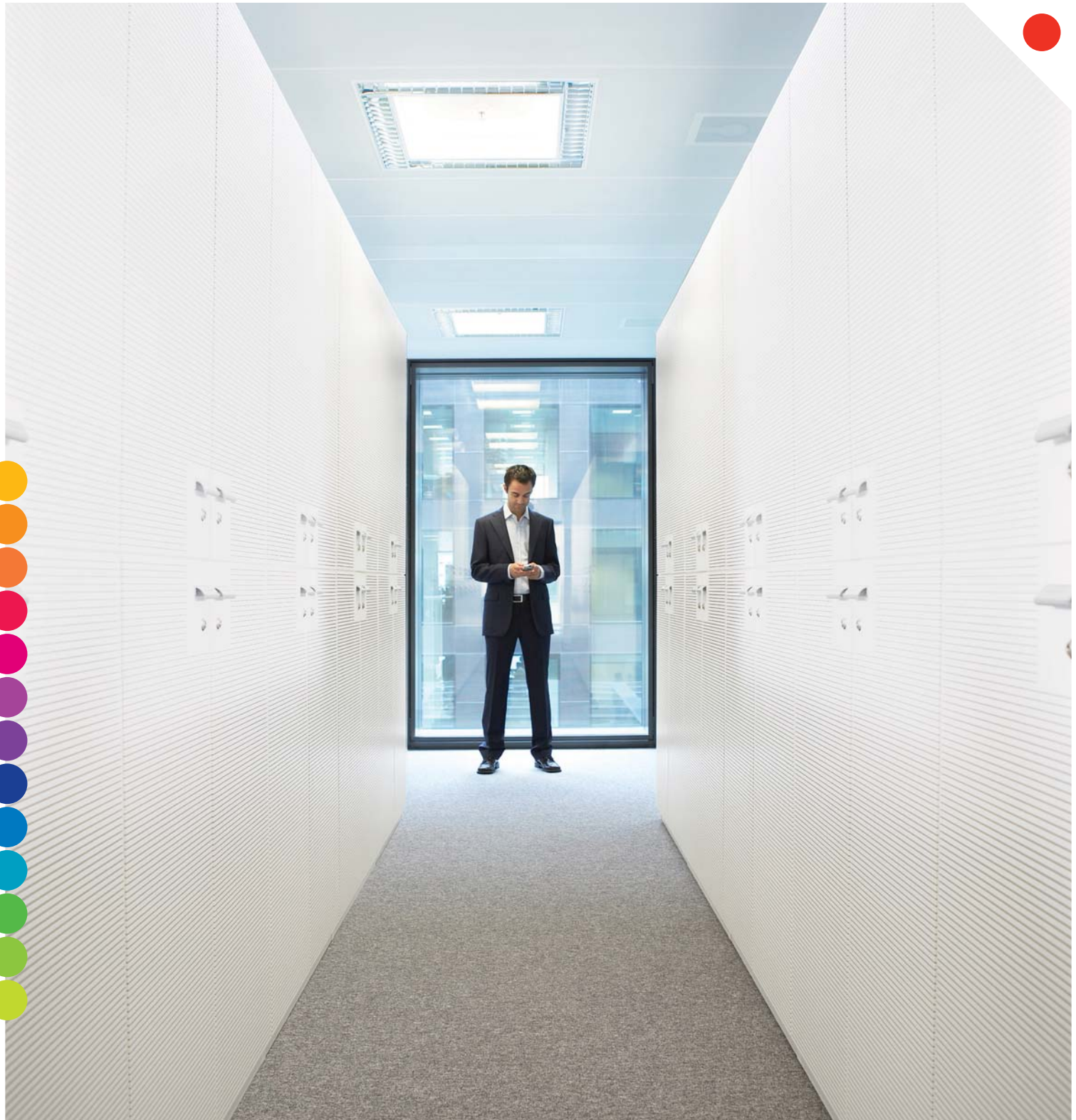




# Cisco Channel Partner Program



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## Welcome to Fast Lane

Fast Lane is proud to present the new Cisco Channel Partner Program brochure. This fully updated guide covers the latest partner program developments and details all skill and certification requirements for each Partner Specialization. We hope this guide will prove to be a useful point of reference for all your partner program queries and provide you with a thorough understanding of the qualifying certifications, specializations and all associated training.

For years the skill deficit has been a cause of great concern for many companies within the IT industry. However, through an innovative and comprehensive approach to training, Fast Lane are now delivering a constant stream of talent to ensure the ever expanding demand for Cisco certified engineers, particularly those qualified to fill an Advanced Specialization role, is sufficiently catered for.

We pride ourselves on our ability to satisfy the individual needs of each customer by targeting their unique circumstances and requirements. It is through this approach that we continue to surpass expectations, ensuring that all the skill set and certification requirements of our customers are met, prior to the associated deadlines.

We thank you for your continued co-operation and look forward to working with you in the future.

**Herman Goedman**  
Managing Director, Fast Lane Benelux

# Partner Certifications



## Gold Certification

### Overview

The Cisco Gold Certified Partner designation offers the highest level of branding, 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. Cisco Gold Certified Partners have attained the broadest range of expertise across multiple technologies by achieving all of the following four advanced specializations: Unified Communications, Routing and Switching, Security, and Wireless LAN. In addition, Gold Certified Partners have integrated Cisco Lifecycle Services into their offerings and demonstrated a high level of customer satisfaction.

While Gold Certification recognizes partners for the broadest technical skills, Master Specialization recognizes partners for achieving the deepest level of expertise in a specific Cisco technology. Cisco Gold Certified Partners can further expand their expertise by adding a Master Security Specialization or Master Unified Communications Specialization.

### Specialization Requirements

- Advanced Unified Communications
- Advanced Routing and Switching
- Advanced Security
- Advanced Wireless LAN

### Role Sharing

- A single qualified individual may fill the AM role in up to a total of 4 specializations.
- A single qualified individual may fill the SE role in up to a total of 2 specializations.
- A single qualified individual may fill the FE role in up to a total of 2 specializations.

Individuals may not cross-populate between the AM, SE and FE roles.

### Certified Role Requirements

Title	Account Manager	System Engineer	Field Engineer
Advanced Routing and Switching	1	1	1
Advanced Unified Communications	1	1	1
Advanced Security	1	1	1
Advanced Wireless LAN	1	1	1

CCIE requirements for Certification: Gold = 4.  
 CCIE can satisfy any technical CCxx specialization role.

### Support Requirements

Type	Requirements
Legal Agreement	Valid resale agreement or Indirect Channel Partner Agreement (ICPA) in place
Demo Equipment	Ability to demonstrate one specialization technology at the time of onsite audit
Customer Service	24 x 7
Escalation Process	Required
Call Back	1 hour
Support Lab	Support lab equipment requirement for CSSP, SIS and RSA partners only
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.

Type	Requirements
New Certification *)	<ul style="list-style-type: none"> <li>Minimum of 15 responses</li> <li>Must achieve 95% of the regional customer satisfaction target</li> </ul>
Recertification	<ul style="list-style-type: none"> <li>Minimum of 30 responses</li> <li>Must achieve 100% of the regional customer satisfaction target</li> </ul>

### Exceptions

- Premier partners moving to either Silver or Gold must have a minimum of 15 valid responses and meet the theater Customer Satisfaction target.
- Silver partners moving to Gold must have a minimum of 30 valid responses and meet the theater 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.

Before Silver or Gold Certification or re-certification is awarded, an independent firm will conduct an on-site audit in order to ensure that your company has met all program requirements. For a complete list of Certification requirements, please visit [www.cisco.com](http://www.cisco.com).

## Silver Certification

### Overview

The Cisco Silver Certification designation recognizes partners that have either achieved two of the following four advanced specializations: Unified Communications, Routing and Switching, Security, and Wireless LAN; or have achieved the Express Unified Communications Specialization and one of the following advanced specializations: Routing & Switching, Security, or Wireless LAN. In addition, Silver Certified Partners have integrated Cisco Lifecycle Services into their offerings and demonstrated a measurably high level of customer satisfaction.

While Silver Certification recognizes partners for their broad technical skills, Master Specialization recognizes partners for achieving the deepest level of expertise in a specific Cisco technology. Cisco Silver Certified Partners can further expand their expertise by achieving Master Security Specialization or Master Unified Communications Specialization.

### Specialization Requirements

Any two of the following Advanced Specializations:

- Advanced Unified Communications
- Advanced Routing & Switching
- Advanced Security
- Advanced WLAN

or

- Express Unified Communications plus one of:
  - Advanced Routing & Switching
  - Advanced Security
  - Advanced WLAN

### Role Sharing

Please refer to the Role Sharing paragraph on page 7.

### Certified Role Requirements

Title	Account Manager	System Engineer	Field Engineer
Express Unified Communications	1	1	-
Advanced Routing and Switching	1	1	1
Advanced Unified Communications	1	1	1
Advanced Security	1	1	1
Advanced Wireless LAN	1	1	1

CCIE requirements for Certification: Silver = 2.

CCIE can satisfy any technical CCxx specialization role.

### Support Requirements

Type	Requirements
Legal Agreement	Valid resale agreement or Indirect Channel Partner Agreement (ICPA) in place
Demonstration Capability	Demonstrate one specialization technology
Customer Service	8 x 5
Escalation Process	Required
Call Back	1 hour
Support Lab	Support lab equipment requirement for CSSP, SIS and RSA partners only
Lab Purchase requirement	Unified Communications Specialization
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.

Type	Requirements
New Certification *)	<ul style="list-style-type: none"> <li>Minimum of 15 responses</li> <li>Must achieve 95% of the regional customer satisfaction target</li> </ul>
Recertification	<ul style="list-style-type: none"> <li>Minimum of 30 responses</li> <li>Must achieve 100% of the regional customer satisfaction target</li> </ul>

### Exceptions

- Premier partners moving to either Silver or Gold must have a minimum of 15 valid responses and meet the theater Customer Satisfaction target.
- Silver partners moving to Gold must have a minimum of 30 valid responses and meet the theater 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.

Before Silver or Gold Certification or re-certification is awarded, an independent firm will conduct an on-site audit in order to ensure that your company has met all program requirements. For a complete list of Certification requirements, please visit [www.cisco.com](http://www.cisco.com).

## Premier Certification

### Overview

Cisco Premier Certification recognizes and rewards partners that have achieved the Express Foundation Specialization. This foundational specialization expands technical competency in the integration of basic routing and switching, wireless LANs, and security technologies. In addition, Premier Certified Partners have integrated a basic level of Cisco Lifecycle Services into their offerings and have demonstrated a measurably high level of customer satisfaction.

### Specialization Requirements

- Express Foundation

### Role Sharing

Please refer to the Role Sharing paragraph on page 7.

### Certified Role Requirements

Title	Account Manager	System Engineer	Field Engineer
Express Foundation	1	1	1

### Support Requirements

Type	Requirements
Legal Agreement	Valid resale agreement or Indirect Channel Partner Agreement (ICPA) in place
Customer Service	8 x 5
Escalation Process	Not required
Call Back	24 hour
Support Lab	Not required
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.

Type	Requirements
New Certification *)	N/A
Recertification	<ul style="list-style-type: none"> <li>Minimum of 10 responses</li> <li>Must achieve 100% of the regional customer satisfaction target by next renewal date</li> </ul>

### Exception

Premier partners moving to either Silver or Gold must have a minimum of 15 valid responses and meet the theater 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.

## Select Certification

### Overview

Cisco Select Certification recognizes and rewards partners that have achieved the SMB Specialization. The SMB Specialization focuses on small and medium-sized business customers that have fewer than 250 employees. Select Certification reflects a partner's technology and business expertise specific to the SMB market and can help partners build customer satisfaction and loyalty, while increasing their exposure to new customers.

### Specialization Requirements

- SMB Specialization

### Role Sharing

The Engineer role combines System Engineer and Field Engineer. One individual may fill both Account Manager and Engineer roles.

### Certified Role Requirements

Cisco Career Certifications are not required.

Title	Account Manager	Engineer
SMB Specialization	1	1

### Support Requirements

Type	Requirements
Legal Agreement	Valid resale agreement or Indirect Channel Partner Agreement (ICPA) in place
Demonstration Capability	Not required
Service Contract	Partner must sell services related to Cisco product through distribution
Customer Service / Call Back	8 x 5 basis
Escalation Process	Not required
Support Lab	Not required

### Customer Satisfaction

Participation in the Cisco partner customer satisfaction survey is not required for Select Certification.

Type	Requirements
New Certification	N/A
Recertification	N/A

Select partners moving to either Silver or Gold must have a minimum of 15 valid responses and meet the theater Customer Satisfaction target.

## Partner Specializations



### Advanced Routing & Switching

#### Account Manager

Certification	Training	Duration	Exam
	Cisco Sales Expert (CSE)	2	646-204 CSE
Cisco Routing & Switching Sales Specialist	Routing and Switching Advanced Sales (RSAS)	web based	646-003 ARSAM
	Cisco Wide Area Application Services for Account Managers (WAASAM)	web based	646-653 WAASAM
	Cisco Lifecycle Services Express (LCSE)	2	650-393 LCSE

#### Systems Engineer

Certification	Training	Duration	Exam
Cisco Certified Network Associate	Interconnecting Cisco Network Devices Part 1 (ICND1) *)	5	640-822 ICND1
	Interconnecting Cisco Network Devices Part 2 (ICND2) *)	5	640-816 ICND2
Cisco Certified Design Associate	Designing for Cisco Internetwork Solutions (DESGN)	5	640-863 DESGN
	Implementing Cisco Quality of Service (QoS) *)	5	642-642 QOS
Cisco Routing and Switching Solutions Specialist	Building Scalable Cisco Internetworks (BSCI) *)	5	642-901 BSCI
	Routing and Switching Solutions for System Engineers (RSSSE)	5	642-061 RSSSE
	Wide Area Applications Services (WAAS)	3	642-651 WAASSE
	Cisco Lifecycle Services Advanced Routing and Switching (LCSARS)	web based	650-059 CLSARS

\*) Recommended prerequisites

### Field Engineer

Certification	Training	Duration	Exam	
Cisco Certified Network Associate	Interconnecting Cisco Network Devices Part 1 (ICND1)	5	640-822 ICND1	640-802 CCNA
	Interconnecting Cisco Network Devices Part 2 (ICND2)	5	640-816 ICND2	
Cisco Certified Network Professional	Building Scalable Cisco Internetworks (BSCI)	5	642-901 BSCI	642-892 Composite
	Building Cisco Multilayer Switched Networks (BCMSN)	5	642-812 BCMSN	
	Implementing Secure Converged Wide Area Networks (ISCW)	5	642-825 ISCW	
	Optimizing Converged Cisco Networks (ONT)	5	642-845 ONT	
	Implementing Cisco Quality of Service (QoS) *)	5	642-642 QOS	
Cisco Routing and Switching Field Specialist	Advanced Routing and Switching for Field Engineers (ARSFE)	5	642-066 ARSFE	
	Cisco Wide Area Application Services (WAAS)	3	642-652 WAASFE	
	Cisco Lifecycle Services Advanced Routing and Switching (LCSARS)	web based	650-059 CLSARS	

\*) Recommended prerequisites

### Advanced Security

#### Account Manager

Certification	Training	Duration	Exam
Cisco Security Sales Specialist	Cisco Sales Expert (CSE)	2	646-204 CSE
	Security Advanced Sales (SAS)	web based	646-562 ASAM
	Cisco Lifecycle Services Express (LCSE)	2	650-393 LCSE

### Systems Engineer

Certification	Training	Duration	Exam	
Cisco Certified Network Associate	Interconnecting Cisco Network Devices Part 1 (ICND1) *)	5	640-822 ICND1	640-802 CCNA
	Interconnecting Cisco Network Devices Part 2 (ICND2) *)	5	640-816 ICND2	
Cisco Certified Design Associate	Designing for Cisco Internetwork Solutions (DESGN)	5	640-863 DESGN	
Cisco Security Solutions and Design Specialist	Security Solutions for Systems Engineers (SSSE)	5	642-565 SSSE	
	Cisco Lifecycle Services Advanced Security (LCSAS)	web based	650-575 LCSAS	

\*) Recommended prerequisites

### Field Engineer

Certification	Training	Duration	Exam	
Cisco Certified Network Associate	Interconnecting Cisco Network Devices Part 1 (ICND1)	5	640-822 ICND1	640-802 CCNA
	Interconnecting Cisco Network Devices Part 2 (ICND2)	5	640-816 ICND2	
Cisco Certified Network Associate Security	Implementing Cisco IOS Network Security (IINS)	5	640-553 IINS	
Cisco Certified Security Professional	Securing Networks with Cisco Routers and Switches (SNRS)	5	642-503 SNRS	
	Securing Networks with PIX and ASA (SNPA)	5	642-523 SNPA last day to test January 16th 2009	
	Securing Networks with ASA Foundation (SNAF)	5	642-524 SNAF available August 29th 2008	
	Implementing Cisco Intrusion Prevention System (IPS)	5	642-533 IPS	
	Implementing Cisco NAC Appliance (CANAC)	3	642-591 CANAC	
	Implementing Cisco Security Monitoring, Analysis and Response System (MARS)	2	642-544 MARS	
	Securing Networks with ASA Advanced (SNAA)	5	642-515 SNAA available August 29th 2008	
	Cisco Lifecycle Services Advanced Security (LCSAS)	web based	650-575 LCSAS	



## Advanced Unified Communications

### Account Manager

Certification	Training	Duration	Exam
	Cisco Sales Expert (CSE)	2	646-204 CSE
Cisco Advanced IP Communications Sales Specialist	IP Communications Advanced Sales (IPCAS)	web based	646-230 AUCAM
	Cisco Lifecycle Services Express (LCSE)	2	650-393 LCSE

### Systems Engineer

Certification	Training	Duration	Exam
Cisco Certified Network Associate	Interconnecting Cisco Network Devices Part 1 (ICND1) *)	5	640-822 ICND1
	Interconnecting Cisco Network Devices Part 2 (ICND2) *)	5	640-816 ICND2
			640-802 CCNA
Cisco Certified Design Associate	Designing for Cisco Internetwork Solutions (DESGN)	5	640-863 DESGN
Cisco IP Telephony Design Specialist	Cisco Unified Communications Architecture and Design (UCAD)	5	642-415 UCAD
	Cisco Lifecycle Services Advanced Unified Communications (LCSAUC)	web based	650-251 LCSAUC
	Implementing Cisco Quality of Service (QoS)	5	642-642 QOS

\*) Recommended prerequisites

### Field Engineer

Certification	Training	Duration	Exam
Cisco Certified Network Associate	Interconnecting Cisco Network Devices Part 1 (ICND1)	5	640-822 ICND1
	Interconnecting Cisco Network Devices Part 2 (ICND2)	5	640-816 ICND2
			640-802 CCNA
Cisco Certified Network Associate Voice	Implementing Cisco IOS Unified Communications (IIUC)	5	640-460 IIUC
Cisco Certified Voice Professional	Cisco Voice over IP (CVOICE) Implementing Cisco Unified Communications Manager Part 1 (CIPT1)	5	642-436 CVOICE
	Implementing Cisco Unified Communications Manager Part 2 (CIPT2)	5	642-446 CIPT1
	Implementing Cisco Quality of Service (QoS)	5	642-456 CIPT2
	Troubleshooting Cisco Unified Communications Systems (TUC)	5	642-642 QoS
	Cisco Lifecycle Services Advanced Unified Communications (LCSAUC)	web based	642-426 TUC
			650-251 LCSAUC

In addition to the above unique individual role requirements, the following four Cisco Qualified Specialist badges are required. Any individual(s) who holds the above Cisco Qualified Specialist badges can meet this requirement, regardless of whether or not they are filling the required job roles.

### Cisco IP Contact Center Express Specialist

The Cisco IP Contact Center (IPCC) Express Specialist has the skills and knowledge required to plan, design, implement, and operate the Cisco Unified Contact Center Express (Formerly the Cisco IPCC Express Edition).

**Prerequisites:** No Prerequisites Required.

Training	Duration (days)	Exam
Unified Contact Center Express and Unified IP IVR Deployment (UCCXD)	5	642-164 UCCX

### Cisco Unity Design Specialist

Building upon a strong foundational knowledge of Microsoft Exchange 2000 or 2003, the Cisco Unity Design Specialist can install, configure, operate, and maintain a Cisco Unity 4.0 system in both stand-alone voice mail and unified messaging environments, and possesses the knowledge and expertise necessary to create a variety of sustainable Cisco Unity design solutions tailored to specific customer requirements.

**Prerequisites:** Valid CCDA certification.

Training	Duration (days)	Exam
Cisco Unity Design and Networking (CUDN)	4	642-072 CUDN
Implementing Cisco Unified Messaging (IUM)	5	

### Cisco Unity Support Specialist

Building upon a strong foundational knowledge of Microsoft Exchange 2000 or 2003, the Cisco Unity Support Specialist can install, configure, operate, and maintain a Cisco Unity 4.0 system in both stand-alone voice mail and unified messaging environments.

**Prerequisites:** No Prerequisites Required.

Training	Duration (days)	Exam
Implementing Cisco Unified Messaging (IUM)	5	642-105 IUM

### Cisco Rich Media Communications Specialist

The Cisco Rich Media Communications Specialist has the ability to successfully design, implement, and support integrated voice, video, and web collaboration in a converged network.

**Prerequisites:** Valid CCNA certification.

Training	Duration (days)	Exam
Implementing Cisco IP Video Conference Rich Media Communications (ICRMC)	webbased	642-481 CRMC
Cisco Voice over IP v6.0 (CVOICE)	5	642-436 CVOICE

## Advanced Wireless LAN

### Account Manager

Certification	Training	Duration	Exam
	Cisco Sales Expert (CSE)	2	646-204 CSE
Cisco Advanced Wireless LAN Sales Specialist	Wireless LAN Advanced Sales (WLAS)	web based	646-588 AWLANAM
	Cisco Lifecycle Services Express (LCSE)	2	650-393 LCSE

### Systems Engineer

Certification	Training	Duration	Exam
Cisco Certified Network Associate	Interconnecting Cisco Network Devices Part 1 (ICND1) *)	5	640-822 ICND1
	Interconnecting Cisco Network Devices Part 2 (ICND2) *)	5	640-816 ICND2
Cisco Certified Design Associate	Designing for Cisco Internetwork Solutions (DESGN)	5	640-863 DESGN
Cisco Advanced Wireless LAN Design Specialist	CWLF/CWLAT Bootcamp	5	642-586 AWLANSE
	Cisco Lifecycle Services Advanced Wireless LAN (LCSAWLAN)	web based	650-621 LCSAWLAN

\*) Recommended prerequisites

### Field Engineer

Certification	Training	Duration	Exam
Cisco Certified Network Associate	Interconnecting Cisco Network Devices Part 1 (ICND1)	5	640-822 ICND1
	Interconnecting Cisco Network Devices Part 2 (ICND2)	5	640-816 ICND2
Cisco Advanced Wireless LAN Field Specialist	CWLF/CWLAT Bootcamp	5	642-587 AWLANFE
	Cisco Lifecycle Services Advanced Wireless LAN (LCSAWLAN)	web based	650-621 LCSAWLAN

## Advanced Data Center Networking Infrastructure

### Account Manager

Certification	Training	Duration	Exam
	Cisco Sales Expert (CSE)	2	646-204 CSE
Cisco Data Center Networking Sales Specialist	Data Center Solutions Sales (DCSS)	web based	646-976 DCNS

### Systems Engineer

Certification	Training	Duration	Exam
Cisco Certified Network Associate	Interconnecting Cisco Network Devices Part 1 (ICND1) *)	5	640-822 ICND1
	Interconnecting Cisco Network Devices Part 2 (ICND2) *)	5	640-816 ICND2
Cisco Certified Design Associate	Designing for Cisco Internetwork Solutions (DESGN)	5	640-863 DESGN
Cisco Data Center Networking Infrastructure Design Specialist	Designing Cisco Data Center Network Infrastructure (DCNID)	5	642-971 DCNID

\*) Recommended prerequisites

### Field Engineer

Certification	Training	Duration	Exam
Cisco Certified Network Associate	Interconnecting Cisco Network Devices Part 1 (ICND1)	5	640-822 ICND1
	Interconnecting Cisco Network Devices Part 2 (ICND2)	5	640-816 ICND2
Cisco Certified Network Professional	Building Scalable Cisco Internetworks (BSCI)	5	642-901 BSCI
	Building Cisco Multilayer Switched Networks (BCMSN)	5	642-812 BCMSN
	Implementing Secure Converged Wide Area Networks (ISCW)	5	642-825 ISCW
	Optimizing Converged Cisco Networks (ONT)	5	642-845 ONT
Cisco Data Center Networking Infrastructure Support Specialist	Implementing Cisco Data Center Network Infrastructure 1 (DCNI-1)	5	642-973 DCNIS-1
	Implementing Cisco Data Center Network Infrastructure 2 (DCNI-2)	4	642-974 DCNIS-2

In addition to the above unique individual role requirements, the following two Cisco Qualified Specialist badges are required. Any individual(s) who holds the above Cisco Qualified Specialist badges can meet this requirement, regardless of whether or not they are filling the required job roles.

#### Cisco Data Center Application Services Design Specialist

The Cisco Data Center Application Services Design Specialist certification validates an individual's presales knowledge of selecting and integrating Cisco Data Center Application Services products to design a highly scalable, efficient, and high performance Data Center Application Services solution based on Cisco's Data Center Architecture. Cisco Data Center Networking Application Services Design Specialist Professionals understand how to utilize and employ the features and benefits of the Cisco Application Control Engine Services Module and Appliance, the Cisco Global Site Selector and the Cisco Application Network Manager to create a scalable high performance Data Center design.

**Prerequisites:** Valid CCDA certification.

Training	Duration (days)	Exam
Designing Cisco Data Center Application Services (DCASD)	5	642-075 DCASD

#### Cisco Data Center Application Services Support Specialist

The Cisco Data Center Application Services Support Specialist certification validates an individual's post-sales knowledge of implementing, integrating, troubleshooting, and maintaining Cisco Data Center Application Services products in a highly scalable, efficient, and high-performance Data Center Application Services solution-based on Cisco's Data Center Architecture.

**Prerequisites:** Valid CCNA certification.

Training	Duration (days)	Exam
Implementing Cisco Data Center Application Services (DCASI)	5	642-972 DCASI

## Advanced Data Center Storage Networking

### Account Manager

Certification	Training	Duration	Exam
	Cisco Sales Expert (CSE)	2	646-204 CSE
Cisco Data Center Storage Networking Sales Specialist	Account Manager Learning Environment (AMLE)	web based	646-011 CSSS

### Systems Engineer

Certification	Training	Duration	Exam
Cisco Data Center Storage Networking Design Specialist	Designing Cisco Storage Network Solutions (DCSNS)	5	642-355 CSSDS

### Field Engineer

Certification	Training	Duration	Exam
Cisco Data Center Storage Networking Support Specialist	Implementing Cisco Storage Network Solutions (ICSNS)	5	642-356 CSSSS
	Implementing Cisco Advanced Storage Network Solutions (IASNS)	5	

## Express Foundation

### Account Manager

Certification	Training	Duration	Exam
	Cisco Sales Expert (CSE)	2	646-204 CSE
Cisco Express Foundation Sales Specialist	Express Foundation for Account Managers (CXFA)	1	646-363 CXFA
	Cisco Lifecycle Services Express (LCSE) *)	2	650-393 LCSE

\*) Note: Candidates achieving the Express Foundation Sales Specialist badge by passing exam #646-363 are not required to take Lifecycle Services exam #650-393.

### Systems Engineer

Certification	Training	Duration	Exam
Cisco Certified Network Associate	Interconnecting Cisco Network Devices Part 1 (ICND1) *)	5	640-822 ICND1
	Interconnecting Cisco Network Devices Part 2 (ICND2) *)	5	640-816 ICND2
Cisco Certified Design Associate	Designing for Cisco Internetwork Solutions (DESGN)	5	640-863 DESGN
Cisco Express Foundation Design Specialist	Express Foundation for System Engineers (CXF)	5	642-373 CXFS
	Cisco Lifecycle Services Express (LCSE) **)	2	650-393 LCSE

\*) Recommended prerequisites

\*\*\*) Note: Candidates achieving the Express Foundation Design Specialist badge by passing exam #642-373 are not required to take Lifecycle Services exam #650-393.

### Field Engineer

Certification	Training	Duration	Exam
Cisco Certified Network Associate	Interconnecting Cisco Network Devices Part 1 (ICND1)	5	640-822 ICND1
	Interconnecting Cisco Network Devices Part 2 (ICND2)	5	640-816 ICND2
Cisco Express Foundation Field Specialist	Express Foundation for Field Engineers (CXF)	5	642-383 CXFF
	Cisco Lifecycle Services Express (LCSE) *)	2	650-393 LCSE

\*) Note: Candidates achieving the Express Foundation Field Specialist badge by passing exam #642-383 are not required to take Lifecycle Services exam #650-393.

## Express Unified Communications

### Account Manager

Certification	Training	Duration	Exam
	Cisco Sales Expert (CSE)	2	646-204 CSE
Cisco IP Communications Express Sales Specialist	Unified Communications Express AM (UCXAM)	web based	646-223 UCXAM
	Cisco Lifecycle Services Express (LCSE)	2	650-393 LCSE

### Systems Engineer

Certification	Training	Duration	Exam
Cisco Certified Network Associate	Interconnecting Cisco Network Devices Part 1 (ICND1)	5	640-822 ICND1
	Interconnecting Cisco Network Devices Part 2 (ICND2)	5	640-816 ICND2
Cisco IP Communications Express Specialist	IP Telephony Express (IPTX)	5	642-144 IPTX
	Cisco Lifecycle Services Express (LCSE)	2	650-393 LCSE

## SMB

### Account Manager

Training	Duration	Exam
SMB University Solutions Course	2	646-171 SMBAM 650-173 SBCSAM
SMB University Selling Cisco SMB Foundation Solutions		
SMB University Selling Cisco SMB Security Solutions		
Selling the Cisco Smart Business Communications System		

### Engineer

Training	Duration	Exam
SMB Solutions For Engineers	2	642-176 SMBE 650-178 SBCSEN
Cisco Smart Business Communication System Solutions for Engineers		

## Master Specializations



### Overview

The Cisco Master Specialization is targeted at an elite group of partners that have the most in-depth technology skills and have demonstrated success in selling, deploying, and providing services for more sophisticated Cisco solutions. Partners with a highly qualified practice in a given technology can achieve Master Specialization regardless of their certification level. Additionally, Master Specialization provides a higher level of distinction for partners and helps to highlight the expertise they bring to the field.

Cisco currently offers the Master Unified Communications Specialization and Master Security Specialization. To achieve a Master Specialization, partners must first achieve the advanced specialization in that technology. Partners must then meet stringent requirements that demonstrate their capabilities, and establish a customer success track record in the following three areas:

- **Selling capability:** Sales skills, sales personnel investments, product and solution knowledge, Cisco prescribed demonstration capabilities, and customer references that include Cisco prescribed solution and services.
- **Technical capability:** Additional technical personnel requirements, including additional CCIE certified individuals.

- **Services capability and methodology:** Ability to provide services assessment across the Prepare, Plan, Design, Implement, Operate, and Optimize phases of the Cisco Lifecycle Services approach; ability to meet ISO prescribed skills for specific Cisco services.

To protect the integrity and value of the Master Specialization, Cisco employs an annual onsite audit requirement to provide further validation of a partner's technology skills, and services capabilities.

## Master Unified Communications Specialization

### Step 1: Pre-Audit Validation

These requirements will be validated remotely before the onsite audit is scheduled.

Requirements	Evidence
Advanced Unified Communications Specialization Cisco ATP: UCC Enterprise or Cisco Rich Media Communications (Enterprise).	Cisco Internal System Validation Exception: If partner meets all Pre-audit criteria except ATP status, they will be automatically invited in to qualify for the Advanced Technology Program.
CCIE Voice	Cisco Internal System Validation
One Project Management Certification: Project Management Professional (PMP) or Prince 2	Partner Uploads Certificate into CSApp
Customer References: Documentation to validate 5 sophisticated deployments based on specific qualifying Unified Communications criteria.	<ul style="list-style-type: none"> <li>Project Overview/Executive Summary</li> <li>Customer Reference Account Checklist</li> <li>Customer acceptance document</li> </ul> The Cisco SE uploads the Cisco SE verification form into the partner's application.

### Step 2: Onsite Audit Verification

During the onsite audit Cisco validates a number of additional requirements:

- Partners ability to perform a sophisticated demo based on a specific list of solution criteria;
- Partners processes, tools and metrics in the different phases of Cisco's Lifecycle Services;
- Partners operational structure to support customer focused sales and services.

## Master Security Specialization

### Step 1: Pre-Audit Validation

These requirements will be validated remotely before the onsite audit is scheduled.

Requirements	Evidence
Advanced Security Specialization Customer References: documentation to validate 3 Vulnerability Assessments based on specific qualifying criteria.	Cisco Internal System Validation <ul style="list-style-type: none"> <li>Project Overview/Executive Summary</li> <li>Vulnerability Assessment template alignment</li> <li>Customer acceptance document</li> </ul> Partner uploads these documents into CSApp after verification by Cisco System Engineer.
CCIE Security *)	Assign individual in CSApp
One of the following **): CISM (ISACA) GSNA (GIAC) GCIH (GIAC) CISA (ISACA) GCSC (GIAC) GSLC (GIAC) GCIA (GIAC) GCFA (GIAC) GSEC (GIAC) GCFW (GIAC)	Partner uploads certification in CSApp *)
One Project Management Certification: PMI (PMP) or Prince 2 *) Customer References: Documentation to validate 5 sophisticated deployments based on specific qualifying security criteria.	Partner Uploads Certificate into CSApp <ul style="list-style-type: none"> <li>Customer Reference Account Checklist</li> <li>Customer acceptance document</li> </ul> Partner uploads these documents into CSApp after verification by Cisco System Engineer.

\*) This requirement may be met by any member of the partner's practice team for the given technology.

\*\*) CISM = Certified Information Security Manager and is offered by the Information Systems Audit and Control Association (ISACA).

GSNA = GIAC Systems and Network Auditor (GIAC = Global Information Assurance Certification)

GCIH = GIAC Certified Incident Handler

CISA = Certified Information Systems Auditor (ISACA)

GCSC = GIAC Certified Security Consultant (GIAC)

GSLC = GIAC Security Leadership Certification (GIAC)

GCIA = GIAC Certified Intrusion Analyst (GIAC)

GCFA = GIAC Certified Forensics Analyst (GIAC)

GSEC = GIAC Security Essentials Certification (GIAC)

GCFW = GIAC Certified Firewall Analyst (GIAC)

These are offered by the SysAdmin, Audit, Network, Security Institute (SANS) and more info may be found GIAC Certification Roadmap.

All these industry certifications are globally available, relevant to the business Cisco security partners are in, and indicative of superior technical skills.

### Step 2: Onsite Audit Verification

During the onsite audit Cisco validates a number of additional requirements:

- Partners ability to perform a sophisticated demo based on a specific list of solution criteria;
- Partners processes, tools and metrics in the different phases of Cisco's Lifecycle Services;
- Partners operational structure to support customer focused sales and services.

### Multiple Cisco Master Specialization Requirements

A multiple Master Specialization requirements policy has been established for partners wishing to pursue more than one master specialization. Given that some of the requirements are redundant on some level for multiple master specializations, the Multiple Cisco Master Specialization requirements policy is available.

## Fast Lane Offerings

As an Authorized Cisco training provider, Fast Lane offers the following services:

- ATP Partner training for:
  - Rich Media Communications
  - Wireless Mesh
  - Unified Contact Center Enterprise
  - Cisco Customer Voice Portal
  - Video Surveillance
  - Telepresence
- Other ATP Training:
  - IPTV
  - Digital Media
- Advanced Services Training Partner
- Technology focus around Unified Communications, Wireless, Data Center and Security
- CCIE programs
- Certification and skills development
- Consulting



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**Colofon**

Design and lay-out: vandenboogaard [ontwerp & realisatie], Bilthoven

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