

Role Sharing

Q. When do the new Cisco Channel Partner role sharing rules start?

A. The new role sharing rules go into effect on July 9, 2007.

Q. When will the new role sharing rules take effect on my specializations and/or certifications?

A. Current role allocations will remain valid until each specialization's renewal date. However, partners may take advantage of the new flexibility immediately if they wish to reallocate personnel for maximum role sharing. If no changes are made at this time, role allocations will follow the new role sharing rules for the specialization at the time of its renewal.

Q. Why did Cisco change the role sharing allowances?

A. Cisco is listening to the partner community. Even though the role requirements for the certification levels have not changed, Cisco has provided additional flexibility in allocating the resources to fill specialization roles.

Q. Do the role sharing changes reduce the number of employees I need to meet Cisco requirements?

A. The role sharing changes allow the use of fewer individuals to fulfill the roles in and across specializations; however, the total number of individuals required for certification levels has not changed.

Q. How many AM roles can one individual fulfill? If fulfilling those AM roles, how many SE or FE roles may that individual also fulfill?

A. One individual may fulfill a minimum of one and a maximum of four AM roles across Express, Advanced, or Master Specializations. If fulfilling any AM role, that individual may not fulfill any SE or FE role in the Express, Advanced or Master Specializations. However, that individual may fulfill unlimited roles in the Cisco SMB, CRM Express, or Security VPN/Firewall Specializations.

Q. How many SE roles can one individual fulfill? If fulfilling those SE roles, how many AM or FE roles may that individual also fulfill?

A. One individual may fulfill a minimum of one and a maximum of two SE roles across Express, Advanced, or Master Specializations. If fulfilling any SE role, an individual may not fulfill any AM or FE role in the Express, Advanced or Master Specializations. However, that individual may fulfill unlimited roles in the Cisco SMB, CRM Express, or Security VPN/Firewall Specializations.

Q. How many FE roles can one individual fulfill? If fulfilling those FE roles, how many AM or SE roles may that individual also fulfill?

A. One individual may fulfill a minimum of one and a maximum of two FE roles across Express, Advanced, or Master Specializations. If fulfilling any FE role, that individual may not fulfill any AM or SE role in the Express, Advanced or Master Specializations. However, that individual may fulfill unlimited roles in the Cisco SMB, CRM Express, or Security VPN/Firewall Specializations.

- Q. Under the new role sharing rules, what is the minimum number of individuals needed for Cisco Gold Certification?**
- A.** The minimum number of unique individuals needed to fulfill the Cisco Gold Certification requirements remains at 12. This number does not change with the new role sharing rules.
- Q. Under the new role sharing rules, what is the minimum number of individuals needed for Cisco Silver Certification?**
- A.** The minimum number of unique individuals needed to fulfill the Cisco Silver Certification requirements remains at six. This number does not change with the new role sharing rules.
- Q. Under the new role sharing rules, what is the minimum number of individuals needed for Cisco Premier Certification?**
- A.** The minimum number of unique individuals needed to fulfill the Cisco Premier Certification requirements remains at three. This number does not change with the new role sharing rules.
- Q. I am a Gold Certified Partner. If I can use role sharing to reduce the number of individuals needed to fill the roles in my four required specializations, why do I still need to meet the 12-person requirement for Gold Certification?**
- A.** The success of our Gold Certified Partners is determined not only by the achievement of specializations, but by the talented individuals employed by the partner. These people are specialists and experts in Cisco technologies and utilize their knowledge to help each customer find the best solution for their needs. Cisco requires Gold Certified Partners to uphold this standard of service and knowledge by keeping a staff consisting of a minimum of 4 CCIEs, 1–4 CSEs, and enough professionals (CCNA, CCDP, CCVP) to equal 12 individuals. These certified individuals help partners develop a successful deployment of Cisco technologies by providing a well-rounded pool of resources.
- Q. I am a Silver Certified Partner. If I can use role sharing to reduce the number of individuals needed to fill the roles in my two required specializations, why do I still need to meet the 6-person requirement for Silver Certification?**
- A.** The success of our Silver Certified Partners is determined not only by the achievement of specializations, but by the talented individuals employed by the partner. These people are specialists and experts in Cisco technologies and utilize their knowledge to help each customer find the best solution for their needs. Cisco requires Silver Certified Partners to uphold this standard of service and knowledge by keeping a staff consisting of a minimum of 2 CCIEs, 1–2 CSEs, and enough professionals (CCNA, CCDP, CCVP) to equal 6 individuals. These certified individuals help partners develop a successful deployment of Cisco technologies by providing a well-rounded pool of resources.
- Q. I am a Premier Certified Partner. Will my personnel requirements for maintaining my Cisco Express Foundation Specialization and my Premier Certification change?**
- A.** No. As a Premier Certified Partner, the requirement remains the same: three unique individuals fulfill the three required roles of AM, SE and FE.
- Q. How do I know how many CSE's, CCxx's and CCIE's I need for each Cisco partner certification level?**
- A.** The number of individual certifications (CSEs, CCxx's, and CCIEs) needed varies by each certification level. Please refer to the following table for more information. You may also visit the requirements page for Cisco [Premier](#), [Silver](#), or [Gold](#) Certification.

Premier

CSE	Minimum 1, maximum 1
CCxx	Total minus (CSE+CCIE)
CCIE	None required
Total required	3 unique individuals

Silver

CSE	Minimum 1, maximum 2
CCxx	Total minus (CSE+CCIE)
CCIE	Minimum 2
Total required	6 unique individuals

Gold

CSE	Minimum 1, maximum 4
CCxx	Total minus (CSE+CCIE)
CCIE	Minimum 4
Total required	12 unique individuals

Q. Can my CCIEs fill CCxx and CSE roles?

- A.** A CCIE supersedes any CCxx role. However, a CCIE does not supersede a CSE role. A CCIE may fulfill a role requiring a CSE if he/she has a valid CSE badge in addition to his/her CCIE badge.

Q. I have one person filling the AM and Engineer roles in my SMB Specialization. Which role(s) can that person fill in the Express Foundation Specialization? What about an Advanced Specialization?

- A.** The individual filling the AM and Engineer roles in SMB may also fulfill either AM, SE, or FE roles in any Express, Advanced, or Master Specialization within the role sharing limits. The limits allow one individual to fulfill up to four AM roles (but no SE or FE roles), or up to two SE roles (but no AM or FE roles), or up to two FE roles (but no AM or SE roles).

Q. I currently have one individual holding an SE role in one Advanced Specialization, and the FE role in another Advanced Specialization. With the restrictions for holding only the same type of role across specializations, how does the role sharing apply to this person?

- A.** Current fulfillment of roles will remain valid until each specialization's anniversary date. At the time of renewal, all roles for a specific specialization will be cleared and individuals will need to be re-allocated following the role sharing rules in order to submit the application for renewal. If an individual freed by renewal is already fulfilling a role in another currently approved specialization, that individual will be restricted to allocation in the same role type for any additional specializations. An individual must decide which role to play and specialize in that direction. Once he/she passes the required exams, he/she can fulfill the desired roles. Attention should be paid so specializations do not fall out of compliance.

- Q. If I have one individual who has the technical knowledge to hold both an SE and FE role in the same specialization, why can't he/she share those roles?**
- A.** Although Cisco has expanded the flexibility for partners to share the same roles across specializations, the depth of knowledge partners need in each technology specialization dictates that individuals follow either an SE or an FE role path. This ensures that customers receive help from resources that are focused on specific parts of a technology deployment. In addition, it helps partners reduce exposure to noncompliance if they should lose employees.
- Q. How do I submit my renewal application?**
- A.** Using the CS App, partners should submit their renewal application as usual. For each specialization, the roles will need to be allocated to qualified individuals before submission may be completed.
- Q. CS App does not show one of my employees as eligible for a role that I know he/she is eligible to hold. Why not?**
- A.** There may be many reasons why an individual does not show up as qualified to fulfill a particular role. First, be sure that individual has met all the necessary requirements of that role and holds the personal badge(s) associated with it. If the individual still does not show up as a choice for allocation in a role for which he/she is qualified, it may be because he/she is currently fulfilling another role in another specialization that violates the role sharing rules. Check other approved specializations for roles that individual may already be allocated to and ensure there are no conflicts.



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