

# Collaboration Specialization

## Worldwide Learning Partner Organization



Cisco Collaboration Education Architecture Specialization assesses the ability of a Learning Partner to deliver quality classes around selling, designing, installing, and supporting Cisco products, technologies and solutions that are under Cisco's Collaboration Architecture.

### Personnel Requirements

All required personnel must be full-time staff or individuals contracted exclusively to act as contractors on behalf of the partner. All required personnel must reside in the Authorized Delivery Area where the partner's executed agreement is valid. Authorized Delivery Area means the geographic area(s) a Learning Partner is authorized by Cisco to offer and deliver Authorized Training Courses (i.e. Cisco Standard Courses or Cisco Derived Courses\*). Cisco requires proof of contract for the program year for all full-time contractors.

All personnel required to meet program requirements listed in the table below must be entered in Partner Self Service (PSS) under the Learning Partner and entered in the Learning Partner Management System (LPMS). This includes all certified staff and CCSIs. Learning Partners must properly maintain all personnel information, including required certified staff and CCSI, up to date in the Learning Partner Management System (LPMS).

### Foundation/Base Requirements

In order to achieve an Education Architecture Specialization, the following job roles must be met once as a base, or foundation, requirement:

| Job Roles Foundation            | Minimum Certifications | Minimum Quantity |
|---------------------------------|------------------------|------------------|
| Lab Manager                     | CCNA                   | 1                |
| Instructional Designer (DW)     | CCDA                   | 1                |
| Customer Service Representative |                        | 1                |
| Cisco Engagement Manager        |                        | 1                |

The person used for the Instructional Designer (CCDA) job role can also be used to meet the Lab Manager job role for the specialized foundation/base requirements.

### Specialization Requirements

For each Education Architecture Specialization the Learning Partner must have the personnel to meet the following job roles:

| Job Roles per Specialization  | Minimum Certifications           | Minimum Quantity |
|---|----------------------------------|------------------|
| Account Manager **  |                                  | 1                |
| Specialized Instructor  | CCSI <sup>1</sup>                | 4                |
|   | <i>Minimum Staffing Required</i> | 5                |
| <sup>1</sup> See specific additional certification requirements for each Education Architecture Specialization<br>** The same Account Manager may be used for up to two specializations |                                  |                  |

*The Lab Manager (CCNA) and the Instructional Designer (CCDA) that were used in the foundation/base requirements, cannot be used again for the Specialized Instructor role in the actual specialization requirements.*

The capabilities required for the above listed job roles will be dependent on the selected Education Architecture Specialization, which are described below.

### Account Manager

In order to be considered specialized; the Learning Partner must have in their staff a minimum of one Account Manager for the Collaboration Architecture Specialization who must be met all the following criteria:

| Role: Account Manager                                  |          |         |
|--|----------|---------|
| Minimum certification / Exams                          |          | Exam #  |
| Advanced Collaboration Architecture Sales Specialist   | PSACAS   | 700-037 |
| Selling Business Outcomes (or CSE until July, 31 2015) | OUTCOMES | 810-401 |

### Specialized Instructors

In order to be considered Collaboration Architecture specialized; the Learning Partner must have in their staff a minimum of four (4) CCSIs holding the following certification badges.

| Role: Specialized Instructors  |           |
|--|-----------|
| Minimum Certification Requirements                                       | Exam(s) # |
| CCDP or CCDE   |           |
| CCNP Collaboration or CCIE Collaboration                                 |           |
| Cisco Collaboration Architecture Systems Engineer Representative         | 700-039   |
| Cisco Collaboration Architecture Field Engineer 1 Representative         | 700-038   |
| Cisco IP Contact Center Express Representative                           | 500-051   |
| Cisco Video Network Specialist<br>(Last day to test: September 17, 2015) | 200-001   |
| Cisco Unified Communications on Unified Computing Systems Representative | 648-244   |
| Cisco Webex Solution Design and Implementation Representative            | 648-232   |

When adding their individual capabilities, the pool of instructors must have CCSIs certified to teach at least the following courses.

| Role: Specialized Instructors                                |             |           |
|--|-------------|-----------|
| Required Courses   |             | Exam(s) # |
| Implementing Cisco IP Switched Networks                      | SWITCH      | 300-115   |
| Unified Communications Contact Center Express Implementation | UCCX        | 500-051   |
| Implementing Cisco Collaboration Applications                | CAPPS       | 300-085   |
| Troubleshooting Cisco IP Telephony and Video                 | CTCOLLAB    | 300-080   |
| Implementing Cisco IP Telephony and Video, Part 2            | CIPTV2      | 300-075   |
| Implementing Cisco IP Telephony and Video, Part 1 (CIPTV1)   | CIPTV1      | 300-070   |
| Implementing Cisco Voice Communications and QoS              | CVOICE v8.0 | 642-437   |

| Required Courses   |         | Exam(s) # |
|--|---------|-----------|
| Designing Cisco Network Service Architectures  | ARCH    | 642-874   |
| Implementing Cisco IP Routing  | ROUTE   | 300-101   |
| Implementing Cisco Video Network Device, Part 1                                      | VIVND1  | 200-001   |
| Advanced Collaboration Architecture Sales Engineer Exam                              | PSACASE | 700-039   |
| Advanced Collaboration Architecture Field Engineer Exam                              | PSACAFE | 700-038   |
| Cisco Webex Solutions Design and Implementation                                      | WDIS    | 648-232   |
| Designing and Implementing Cisco Unified Communications on Unified Computing Systems | DIUCUCS | 648-244   |

### Application Process

- Login into LPMS
- At the main screen, in the **Program Compliance Status** section, click the **Enroll in New Program** text link.
- Select the **Specialized Partner** radio button and click the **Next** button.
- Select the all Sites that will be participating in your specialization application and click the **Submit** button.
- Complete the next 5 sections to complete the Specialization Base Requirements process and then proceed to the Collaboration specialization process.
- **Important:** Before starting your application, it's a good practice to check that all of your Contacts and Instructors are properly associated in PSS to your HQ or your company location(s) participating in the Learning Partner program. Likewise, confirm that your CCSIs hold the required certifications and are also certified to teach the courses as required by the Data Center specialization. These actions will ensure that your resources are available in LPMS for selection as you progress with your specialized application.

## Job Roles Overview

1. **Customer Service Representative.**- The Specialized Learning Partner must have a person assigned at all times as the Customer Service Representative to serve as a direct point of contact for customers.
2. **Cisco Engagement Manager.**- Is an individual assigned at all times as the point-of-contact for Learning Partner Program related communications with Cisco.
3. **Lab Manager.**- Is an individual in charge of all labs (onsite and remote) for Cisco courses.
4. **Instructional Designer (DW).**- Specialized Partner must have a person assigned to design a create Cisco Derivate Works.
5. **Account Manager.**- Means an individual in charge of the day-to-day support of a particular customer's account with a business, and who serves as the primary point of contact between the customer and the Learning Partner for their Cisco training needs.
6. **Specialized Instructor.**- An individual who has been certified by Cisco as a CCSI, remains in good standing, and is currently sponsored by a Cisco Learning Partner in good standing and also meets specific requirements according to an Education Architecture Specialization.

## Additional Resources

- [Learning Partner Secured Sites](#)
- [Cisco Training & Certifications](#)
- [Current Exam List](#)

If you have questions or need assistance during your transition process, please create a case on your my Cisco Workspace (MCW) at [Customer Service Central](#).



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