

# Gold Integrator and Global Gold Partner Capability Review (PCR) Requirements (V3.0)

The Partner Capability Review (PCR) is required every three years to renew the Gold Integrator role and Global Gold and must be conducted no later than 60 days after the anniversary date. The purpose of this document is to provide guidelines for this requirement.

The intent of the PCR discussion is to see how your current processes meet requirements and let you showcase your continual improvements since your previous audit. **Preparation should not be time consuming or extensive.** We want to concentrate the discussion on business outcomes, continual improvements, and the broader perspective of your Cisco® business. Your NSF consultant will discuss the way that you manage your complete lifecycle of services and support.

Partner will be responsible for the cost of the Partner Capability Review. You may request an estimated audit cost from Cisco's third-party audit agency, NSF: [supportteam@nsf.org](mailto:supportteam@nsf.org).

## PLEASE NOTE:

- For this PCR discussion, **do not prepare extensive documentation or presentations.** Your experts should lead the conversation, as the discussion points are part of their daily business. Our intent is to significantly limit the number of hours required to complete documentation to prepare for this discussion.
- Use this document as your main point of reference for the PCR discussion. Please reference discussion points within Table 1 below for the PCR discussion instead of the current [Cisco Channel Program Audit and Policies document](#). **Do not** prepare documentation or presentations against requirements within the current Audit and Policies document. The only exception to this direction is for the Business discussion (please see instructions within that discussion topic).

Your NSF consultant will offer opportunities for improvement during the PCR. At times, action items may be generated during the review, which we will expect you to correct. For example, if a process or competency such as disaster recovery testing is missing, an action item will be created.

You will still need to file a submission to renew all designations each year according to the standard process; the PCR replaces only all renewal audits **for the Gold Integrator role and Global Gold.**

NSF International, a third-party auditing firm, offers a 1-hour Q&A consulting session conducted via WebEx to review the process and agenda for the PCR. For more information on the PCR session as well as other consulting services including pre-audit support, audit preparation and custom engagements offered through NSF, please click [here](#).

If you have any additional questions about the PCR, please contact your certification program manager or send an email to: [certification-team@cisco.com](mailto:certification-team@cisco.com).

Table 1 lists suggested discussion topics for the PCR. This list is not exhaustive, and you may want to discuss different aspects of your business processes that are in place in addition to the core requirements. Your NSF consultant will review your previous audit and present discussion points as well.

**Table 1.** Suggested Partner Capability Review Discussion Topics

	Gold Integrator	Global Gold
Business discussion	Yes	Yes
Demonstration	Yes	Yes
Project management	Yes	Yes
Personnel	Yes	Yes
Information security management (physical, network, server, and logical data)	Yes	Yes
Third-party contracting (referred to by ITIL as supplier management)	Yes	Yes
Service desk function (call or contact center)	Yes	Yes
Access management	Yes	Yes
Service improvement and measurement	Yes	Yes

## Discussion Points

**Business discussion:** Discuss general improvements and any major changes to the business (including acquisitions and mergers) since your last audit or PCR. If there have been any significant changes in your operations with respect to the original requirements listed in the [Cisco Channel Program Audit and Policies document](#), please discuss these and be prepared to show live evidence. For example: If a new call tracking system has been installed since the last audit or PCR, the new system will need to meet original requirements of section 7.1.9 of the current [Cisco Channel Program Audit and Policies document](#) and you must show live evidence of meeting all requirements during the PCR. **Global Gold:** Discuss regional or local deviations and how these are managed.

**Demonstration:** You may decide what you want to demonstrate based on a Cisco solution. We want the demonstration to be a consultative conversation engagement, not a checklist. We recommend that all demonstrations reflect the shift in buying decisions to the line-of-business managers from traditional IT managers. **Global Gold:** Discuss regional or local deviations and how these are managed.

**Project management:** Discuss how projects are managed from project initiation to final review. How are your project managers used to manage projects? How are they used to review risk mitigation, lessons learned, and customer communication and perform a final review? Tell us about your project management process. How do you meet your customers' needs? **Global Gold:** Discuss your global project management process and outline any regional or location deviations to your process. How are SLA's managed for an end customer with multiple locations in a region, global locations, and end customer with location(s) in one country?

**Personnel:** Show proof of full-time employment for 12 certified personnel and for a minimum of four employees with Cisco CCIE® certification. **Global Gold:** Show proof of full-time employment for the minimum number of required certified individuals per region.

**Information security management:** This discussion is waived for Gold Integrators who hold ISO 27001 certification. Discuss the periodic reviews that have been completed since the last audit. **Global Gold:** Discuss periodic reviews that have been completed for countries that do not hold ISO 27001 certification.

**Third-party contracting for Cisco business (referred to by ITIL as supplier management):** If no third-party contracting is employed, this section does not apply. Provide any net changes or improvements since the last audit if third-party contracting is used.

If third-party contracting has just been adopted, review subcontractor management, the contracts in place, and communication process reviews. Show how third-party contracting is used to augment support or provide service in direct relationship to Cisco business. How do you work with your subcontractors? How do you help ensure that service-level agreements (SLAs) are being met when you use a subcontractor to provide engineering support? **Global Gold: Discuss regional or local deviations and how these are managed.**

**Service desk function (call or contact center):** Walk the NSF consultant through a day in the life of an incident, from opening (including multiple methods, if applicable) through problem resolution and knowledge management, describing the main elements and escalation processes. **Global Gold: Discuss the global process of this function. Define and walk through any regional or local deviations.**

Requirements for service desk do not apply to Gold **Integrators** who have a Cisco Branded Services (CBS) contract (i.e.: those who only sell Cisco SMARTnet and do not operate in a co-branded or shared support model) or partners with an approved Center of Excellence (CoE).

**Access management:** Review the ways that access is controlled when an employee joins the company and when an employee leaves the company (Cisco Connection Online user association and disassociation). **Global Gold: Discuss regional or local deviations and how these are managed.**

**Continual service improvement:** Explain what actions you take to continually improve performance and your continual improvement methodology. How are these improvements measured? **Global Gold: Discuss regional or local deviations and how these are managed.**

Document Version	Summary of Changes – All changes highlighted in grey	Publication Date
PCR		12/12/2016
V1	<ul style="list-style-type: none"> <li>Additional clarification notes added around documentation requirements</li> <li>Added Business discussion to discussion topics</li> </ul>	11/19/2018
V2	<ul style="list-style-type: none"> <li>Update to a Partner-Funded Model</li> <li>PCR no longer applicable to CMSP and Master Specializations</li> </ul>	09/09/2019
V3	<ul style="list-style-type: none"> <li>Updated all descriptions of Gold Certification to the Gold Integrator role</li> <li>Included contact information for Partner to request estimated audit costs</li> <li>Added Global Gold requirements</li> <li>Removed the Adoption Services discussion point</li> </ul>	04/15/2021



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