

Master Collaboration Specialization Requirements

Partners are required to fulfill a unique set of program requirements based on whether they are applying for the first time or renewing their Master Specialization applications. Please review the requirements for each in the details below.

The table below shows the Master’s Program requirements based on the validation type.

Validation Type	Requirements
Net New Partner Master Audits	Prerequisites must be met. Required documentation must be uploaded into PMA tool. Additionally, there will be a two-part evaluation rendered by a third-party service: technical evaluation which will happen remotely, in which technical skills are validated; Sales evaluation which will validate the Partner’s non-technical sales demonstration skills, and ability to understand and satisfy their customer’s needs. Partners going through a full audit are required to fulfill steps 1, 2, and 3 below.
Renewing Partners	Renewing partners are required to fulfill step 1 below, Pre-Audit validation requirements except for Customer References. Customer References are <u>not</u> required for renewing applications.

Step 1: Pre-Audit Validation

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

Requirement	Evidence
Advanced Collaboration Architecture Specialization	Partner must hold prerequisite programs in good standing. Check done through the Program Management and Application (PMA) web tool.
CCIE Voice or CCIE Collaboration	Assign individual in Program Management and Application (PMA).
One Project Management Certification: PMI (PMP) or Prince 2	Partner uploads certificate to Program Management and Application.
Customer References: Documentation to validate five sophisticated deployments based on specific qualifying Collaboration criteria (see Master Collaboration Customer Reference Checklist)	Complete the customer reference document, which includes customer reference account deployment summaries, for the five customer references. The partner must upload the customer reference document into PMA to proceed with application submission and review.

Step 2: Technical Virtual (WebEx) Evaluation Requirement

After a Cisco Certification Program Manager validates your application, the manager will forward your application to the third-party auditing firm who will contact you to arrange an Evaluation audit date. The audit date will be separate from your Foundation and Sales Evaluations.

Requirement	Preparation
Technical Evaluation	Requirements for completion are found primarily in the Cisco Master Collaboration Solution Guidelines with supplemental information in the Cisco Channel Program Audit and Policies document. Partner will be responsible for the cost of the Technical Evaluation.
If you are having issues with your online application, or Cisco online web tools:	Open a support case through the Customer service Hub .

Step 3: Foundation and Sales Evaluations Requirement

After a Cisco Certification Program Manager validates your application, the manager will forward your application to the third-party auditing firm who will contact you to arrange an Evaluation audit date.

Requirement	Preparation
Foundation Evaluation	Requirements for completion are found in the Cisco Channel Program Audit and Policies document. Partner will be responsible for the cost of the Foundation and Sales Evaluations (occur together). Cost includes travel expenses (as applicable for audit).
Sales Evaluation	Requirements for completion are found primarily in the Cisco Master Collaboration Solution Guidelines with supplemental information in the Cisco Channel Program Audit and Policies document. Partner will be responsible for the cost of the Sales and Foundation Evaluations (occur together). Cost includes travel expenses (as applicable for audit).

Note: If a partner does not remain in compliance with the applicable specialization or certification requirements, Cisco reserves the right to revoke the specialization or certification at any time. Partners must notify Cisco of its non-compliance promptly, but in no event more than thirty (30) days after partner first becomes aware of its non-compliance. Upon receipt of such notice, partner may qualify for an extension of time in which to renew its compliance with the applicable specialization or certification requirements. Partner's failure to provide such notice may disqualify partner from receiving such an extension. If no extension is granted or if partner fails to comply with the certification or specialization requirements by the end of the extension period, Cisco reserves the right to revoke the applicable specialization or certification immediately. Additional information regarding non-compliance may be found in the [Audit and Policies Document](#).

Document revision history

Revision History	Date	Changes
1.0	June 30, 2018	Program Revitalization and launch including new program requirements
1.1	July 3, 2019	Clarification of transition period requirements and link to the program renewals 'Master Points Earning Library. No change to program requirements.
1.2	September 27, 2019	Clarification of document references for Audit preparation. No change to program requirements.
1.3	January 13, 2021	Update design.
1.4	June 28, 2022	Removed renewal points and customer reference requirements for renewing applications.



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