

# Cisco Powered Services Portfolio

Requirements Document v13.0  
October 2024



# Contents

Introduction	3
Requirements Tracking Helper	3
Common/General Requirements	3
Specific Requirements for Cisco Powered Services	5
People Requirements	5
Knowledge of Cisco Technology	6
Closed/Retired Services	7
Revision Log	8

## Introduction

This document outlines the requirements for Cisco Powered Services related to the Provider Role of the Cisco Partner Program. We recommend using this as a reference when preparing for Cisco Powered Service(s) audits.

There are four elements to Cisco Powered Service requirements:

Common/General	People	Cisco Technology	Specific to Cisco Powered Services
<p>General requirements and capabilities are applicable across most Cisco Powered Services Specializations.</p> <p>View <a href="#">General Requirements</a></p>	<p>You must meet the minimum number of individuals and type of career certification for each Cisco Powered Service Specialization.</p> <p>See Table 1 for a summary of people requirements</p>	<p>In some cases, you may use Architecture Specializations or other Cisco Powered Service Specializations to demonstrate your knowledge of Cisco Technology.</p> <p>See Table 2 for a summary of Cisco Specializations</p>	<p>Each Cisco Powered Service Specialization has specific requirements related to sales/technical knowledge and experience with delivering managed solutions to customers.</p> <p>See Table 3 for the full list of Cisco Powered Service Specialization requirements</p>

Provider should take the following steps in order to apply for a Cisco Powered Service:

1. Complete and meet all the general and specific requirements for each Cisco Powered Service.
2. Schedule the audit for the specific Cisco Powered Service(s).

The partner must meet the requirements of the Premier or Gold Provider level as specified in the Cisco Partner Program Audit and Policies Document prior to applying for the Cisco Powered Services specialization(s) or as part of achieving the specific provider level (Example: Existing or new partner to meet Premier or Gold level requirements). However, Premier or Gold Providers who previously held Cisco Powered Unified Communications as a Service Powered by HCS and have active Webex Calling Subscriptions who wish to achieve Cisco Powered Cloud Calling Specialization, may have the Cisco Powered requirements (C10), published in this document and audit, waived.

## Requirements Tracking Helper

To assist in tracking the progress of completing all training and requirements, an Excel spreadsheet has been created that lists all requirements for each Cisco Powered Service and allows for easy tracking of completion of individual items. This spreadsheet is provided for informational purposes only. The Cisco Powered Service Portfolio documents are the governing reference for the requirements. The Excel spreadsheet serves only as a tool Providers can use to track their progress and is not used during or required for the audit.

[Cisco Powered Service Requirements Tracker](#)

## Common/General Requirements

Providers must have the following general capabilities to offer Cisco Powered Service(s):

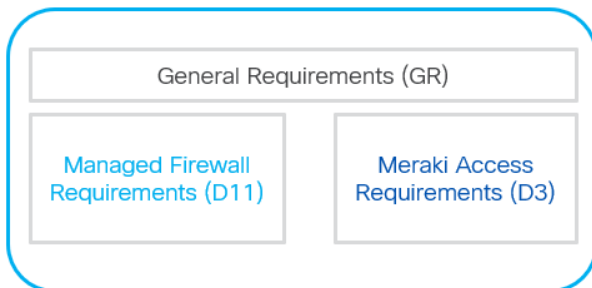
- Service provisioning
- Change management
- Proactive monitoring
- Remote troubleshooting
- Network Operations Center (NOC)
- Service-level agreement with the end customer

The Provider must meet all prerequisites and requirements listed in the [General Requirements \(GR\) document](#) for each Cisco Powered Service. In addition, the Provider must meet the specific requirements for each Cisco Powered Service.

Important considerations:

- An audit is conducted for each Cisco Powered Service Specialization. If a Provider applies for multiple Cisco Powered Service Specializations at the same time, audits may take place as part of the same engagement. For instance, if a Provider applies for both Managed Firewall and Meraki Access, two separate audits will be performed during the same audit engagement. In this case, general requirements will only be validated one time; specific Cisco Powered Service requirements are audited separately.

#### Managed Firewall + Meraki Access



- The Provider has the option to be audited against the previous audit document version up to 90-days after the newest audit document version is published.
- Role sharing is allowed unless otherwise specified. A single individual should complete an individual learning map, but it is not required for each individual to complete every learning map, as long as their combined effort covers all requirements.
- Obtaining a specialization for a Cisco Powered Service does not replace the product access requirement. Please refer to the territory-specific requirements, specified in the Provider's Cisco Partner Agreement, for access to the desired products. Examples of such requirements are architecture specialization, enrollment, and training requirements.

## Specific Requirements for Cisco Powered Services

Each Cisco Powered Service Specialization has specific requirements related to knowledge and experience with delivering managed services to customers (combination of sales/technical). See below to access requirements for the Cisco Powered Services portfolio; information is also available on the [web page](#).

- [GR General Requirements](#)
- [X1 Secure Access Services Edge \(SASE\)](#)
- [X2 Observability \(FSO\)](#)
- [X3 Sovereign Cloud](#)
- [D1 Catalyst SD-WAN](#)
- [D2 Cloud Managed Security](#)
- [D3 Meraki Access](#)
- [D4 Meraki Security & SD-WAN](#)
- [D6 Campus Access](#)
- [D6s Campus Access Sustainability Add-on\\*](#)
- [D7 Webex for BroadWorks](#)
- [D8 Webex Contact Center](#)
- [D9 Private 5G](#)
- [D10 Intelligent Workspace](#)
- [D11 Managed Firewall](#)
- [D12 XDR](#)
- [D13 SMB\\*](#)
- [D14 OT Security](#)
- [D15 SSE \(Security Service Edge\)](#)
- [C8 Hybrid Cloud](#)
- [C10 Cloud Calling](#)
- [M6 Business Communications](#)
- [M7 Unified Contact Center](#)

\* **IMPORTANT NOTE:** This Cisco Powered Service does not qualify as a separate Cisco Powered Service Specialization for the purposes of meeting Provider Role requirements (for Gold/Premier) or incentive eligibility.

## People Requirements

Use the table below to identify the minimum number of personnel and type of Cisco career certification(s) required for each Cisco Powered Service. **Note:** Cisco Career Certification can be CCNP or CCIE and satisfy requirements for multiple Cisco Powered Services.



**Table 1.** People and Cisco Career Certifications Summary

#	Cisco Powered Service	Min # Individuals	Cisco Career Certifications									
			CCNP				OR	CCIE				
			Collaboration	DC	EN	Security		Collaboration	DC	EN Infrastructure	EN Wireless	Security
X1	Secure Access Services Edge	2	–	–	2 <sup>1</sup>	–	–	–	2 <sup>2</sup>	–	–	
–			–	–	2 <sup>1</sup>	–	–	–	–	2 <sup>2</sup>		
X3	Sovereign Cloud	2	–	2 <sup>1</sup>	–	–	–	2 <sup>2</sup>	–	–		
D1	Catalyst SD-WAN	2	–	–	2 <sup>1</sup>	–	–	–	2 <sup>2</sup>	–		
D2	Cloud Managed Security	1	–	–	–	1 <sup>1</sup>	1 <sup>2</sup>	1 <sup>3</sup>	1 <sup>4</sup>	1 <sup>5</sup>	1 <sup>6</sup>	
D6	Campus Access	2	–	–	2 <sup>1</sup>	–	–	–	2 <sup>2</sup>	2 <sup>3</sup>	–	
D7	Webex for BroadWorks*	2	See Note below				See Note below					
D9	Private 5G	2	–	–	2 <sup>1</sup>	–	–	–	2 <sup>2</sup>	–	–	
D11	Managed Firewall	2	–	–	–	2 <sup>1</sup>	–	–	–	–	2 <sup>2</sup>	
D15	SSE	2	–	–	–	2 <sup>1</sup>	–	–	–	–	2 <sup>2</sup>	
C8	Hybrid Cloud	2	–	2 <sup>1</sup>	–	–	–	2 <sup>2</sup>	–	–	–	
M6	Business Communications**	1	1 <sup>1</sup>	–	–	–	1 <sup>2</sup>	1 <sup>3</sup>	1 <sup>4</sup>	1 <sup>5</sup>	1 <sup>6</sup>	

\* Webex for BroadWorks Administration & Webex for BroadWorks Sales.

#Personnel<sup>Option</sup> –Personnel requirement and available options for the Cisco Powered Service (under CCNP or CCIE columns) to satisfy the requirement.

Example: D2. Cloud Managed Security

Partner needs to have **one certified individual** with **one of the six options** listed: 1<sup>1</sup> CCNP Security or 1<sup>2</sup> CCIE Collaboration or 1<sup>3</sup> CCIE DC or 1<sup>4</sup> CCIE EN Infrastructure or 1<sup>5</sup> CCIE EN Wireless or 1<sup>6</sup> CCIE Security.

## Knowledge of Cisco Technology

Use the table below to identify which Architecture or Cisco Powered Service Specialization(s) are required for a given Cisco Powered Service to demonstrate your knowledge of Cisco technology.

**Table 2.** Cisco Specializations Summary

#	Cisco Powered Service	Specialization	
		Architecture	Cisco Powered Service
X1	Secure Access Service Edge		Catalyst SD-WAN (D1) OR Meraki SD-WAN (D4)
D6s	Campus Access Sustainability	Environmental Sustainability Specialization (ESS)	Campus Access (D6)
D8	Webex Contact Center	Webex Contact Center	
C10	Cloud Calling	Collaboration SaaS OR Advanced Collaboration (for dedicated instance option)	
M6	Business Communications*	Advanced Collaboration	
M7	Unified Contact Center	Advanced Unified Contact Center Enterprise (Invite Only)	

\* Specialization compliance in country where the service originates.

## Closed/Retired Services

The following Cisco Powered Services are closed to new applicants or retired.

### Closed to new applicants

Cisco Powered Service	Date
<ul style="list-style-type: none"> <li>D5 Meraki Security</li> </ul>	Closed October 2024 Meraki Security was combined into Meraki Security & SD-WAN
<ul style="list-style-type: none"> <li>M5 Managed Security</li> <li>C1 Infrastructure as a Service</li> </ul>	Closed August 2021

### Retired

Cisco Powered Service	Date
<ul style="list-style-type: none"> <li>C2 Unified Communications as a Service Based on HCS</li> <li>C3 Contact Center as a Service Based on HCS</li> </ul>	Retired May 2024
<ul style="list-style-type: none"> <li>M1 MPLS VPN</li> <li>M3 Internet Service</li> <li>M8 Business Video</li> <li>C4 Video and TelePresence as a Service</li> </ul>	Retired August 2021

Cisco Powered Service	Date
<ul style="list-style-type: none"> <li>• M9 Service Provider Wi-Fi</li> <li>• C9 Cisco Webex SP</li> </ul>	Retired September 2020
<ul style="list-style-type: none"> <li>• M2 Metro Ethernet</li> <li>• M4 IP Trunking</li> <li>• C5 Desktop as a Service</li> <li>• C6 Disaster Recovery as a Service</li> <li>• C7 Cloud Cell Architecture for SAP HANA</li> </ul>	Retired July 2019
<ul style="list-style-type: none"> <li>• M11 Managed Intelligent WAN (IWAN)</li> </ul>	Retired August 2018
<ul style="list-style-type: none"> <li>• M10 Data Services over Satellite (DSoS)</li> </ul>	Retired November 2017

## Revision Log

Document Version and Publication Date	Summary of Changes
13.0      10/2024	<p>Updated version number</p> <p>Added OT Security and SSE specializations</p> <p>Updated name from Full Stack Observability to Observability</p> <p>Updated name to Meraki Security &amp; SD-WAN to reflect new combined specialization</p> <p>Meraki Security closed for new applications</p>
12.0      05/2024	<p>Updated version number</p> <p>Added C2 Unified Communications as a Service Based on HCS to list of Retired Services.</p> <p>Added C3 Contact Center as a Service Based on HCS to list of Retired Services.</p> <p>Added D13 SMB Specialization</p>
11.1      02/2024	<p>Updated version number</p> <p>Added D12 – XDR</p> <p>Added D6s – Campus Access Sustainability</p>
11.0      12/2023	<p>Updated version numbers</p> <p>Clarified role sharing definition to be more understandable.</p>
10.0      10/2023	<p>Added clarification for Cloud Calling alternative audit.</p>
10.0      08/2023	<p>Divided the Portfolio into a Table of Contents &amp; Introduction/Landing Page which contains links to a General Requirements document, each individual Cisco Powered Service Specific Requirements documents, Closed/Retired document, and the Complete Revision log.</p>



Document Version and Publication Date	Summary of Changes
	<p>Added a Cisco Career Requirements Summary Table to the Introduction.</p> <p>Added a Partner Specialization Requirements Summary Table to the Introduction.</p> <p>Relocated all the common, general requirements out of the individual services and created a General Requirements document for use in conjunction with each Cisco Powered Service. Requirements sections were standardized across specializations.</p> <p>Each individual Cisco Powered Service Specific Requirements document now contains a link to the General Requirements Document if it is necessary to complete the audit.</p> <p>Each individual Cisco Powered Service Specific Requirements document now contains a section titled Knowledge Requirements which lists out all of the training required.</p> <p>Required Black Belt training is now limited to no more than Stage 2. The requirement for Stage 3 training for some specializations has been removed.</p> <p>Each individual Cisco Powered Service Specific Requirements document now contains sections on Recommended Training and Best Practices to provide additional, helpful information when creating the managed service. These sections are not required for the audit.</p> <p><i>Note: General Requirements Document is <b>excluded</b> from the following self-contained Cisco Powered Services documents:</i></p> <ul style="list-style-type: none"> <li>• C2 Unified Communications as a Service Based on HCS</li> <li>• C3 Contact Center as a Service Based on HCS</li> <li>• D2 Cloud Managed Security</li> <li>• M6 Business Communications</li> <li>• M7 Unified Contact Center</li> </ul> <p>Added three new Cisco Powered Services:</p> <ul style="list-style-type: none"> <li>• D9 Private 5G</li> <li>• D10 Intelligent Workspace</li> <li>• D11 Managed Firewall</li> </ul> <p>Changed name of D1 Catalyst SD-WAN from Cisco SD-WAN.</p> <p>Changed name to D6 Campus Access from Secure Access.</p> <p>C8 Hybrid Cloud – Changed use case training format.</p> <p>X3 Sovereign Cloud – Changed use case training format.</p>
9.2.3 04/2023	<p>Fixed/Updated training links across all Services to reflect updated training courses.</p> <p>Changed service requirements:</p> <p>Cloud Calling has a change to the name of the Webex certification.</p> <p>Hybrid Cloud and Sovereign Cloud had several changes to each.</p> <p>C10 Cloud Calling</p> <ul style="list-style-type: none"> <li>• C10.SD.8 Updated Cloud Calling cert requirement</li> </ul> <p>C8 Hybrid Cloud</p> <ul style="list-style-type: none"> <li>• C8.PR Updated requirement reference numbers</li> <li>• C8.PR.3 Corrected certification requirement.</li> <li>• C8.PR.1 Added Hyperscaler requirement</li> <li>• Overview</li> </ul>

Document Version and Publication Date	Summary of Changes
	<ul style="list-style-type: none"> <li>◦ Updated overview language, removed workload/app portability, security, and carry over language from sovereign cloud “in-country Providers”</li> <li>◦ Removed Hybrid Cloud Operations use-case</li> <li>◦ Added Sustainable Data Center use-case</li> <li>◦ Removed Data Center Fabric (SDN) use-case</li> <li>◦ Renamed Cloud Networking use-case to Public Cloud Networking</li> <li>◦ Removed Hyperflex, Intersight Cloud Orchestrator, Intersight Workload Optimizer</li> <li>◦ Removed UCS computing from product platforms</li> <li>◦ Removed Nexus Cloud “still in pilot mode”</li> <li>◦ Added UCS C-Series Rack Servers and UCS X-Series blade servers</li> <li>◦ Added UCS Fabric Interconnect as requirement for private cloud and DC sustainability</li> <li>◦ UCS C-Series Rack Servers required for Private Cloud Infrastructure use-case</li> <li>◦ UCS X-Series Blade Servers required for Sustainable Data Center use-case</li> <li>◦ Intersight Cloud required for both Private Cloud and Sustainable Data Center</li> <li>◦ Nexus Dashboard and Nexus Switching required for Data Center Networking</li> <li>• Training <ul style="list-style-type: none"> <li>◦ Updated training requirement table to match overview Cisco Platforms table</li> <li>◦ Hyperflex deployment stage 1 and 2 trainings removed</li> <li>◦ Removed carry over language from FSO template highlighted in red</li> <li>◦ Removed required and optional trainings and legend</li> </ul> </li> <li>• C8.PR.4 Updated use-cases to match overview use-cases</li> <li>• C8.PR.1 Removed Cloud Service Provider Alignment as requirement</li> </ul> <p>X3 Sovereign Cloud</p> <ul style="list-style-type: none"> <li>• Overview <ul style="list-style-type: none"> <li>◦ Updated overview language, removed MSP service catalog statement, added regional Cloud SaaS</li> <li>◦ Removed Hyperflex, Intersight Cloud Orchestrator, Intersight Workload Optimizer</li> <li>◦ Added Air-Gapped Sovereign Cloud use-case</li> <li>◦ Added Intersight Cloud (US or EMEA)</li> <li>◦ Renamed Sovereign Cloud Infrastructure use-case to Private Cloud Infrastructure</li> <li>◦ Renamed Sovereign Cloud Infrastructure use-case to Private Cloud Infrastructure</li> </ul> </li> <li>• Training <ul style="list-style-type: none"> <li>◦ Copied over trainings requirements from hybrid cloud, these should always be the same</li> </ul> </li> <li>• X3.PR.3 Removed CCIE Data Center as requirement, CCNP DC is required</li> <li>• X3.PR.4 Updated use-cases to match overview use-cases</li> </ul>
9.2 12/2022	<p>Added Role Sharing statement in Introduction.</p> <p>Added service designations:</p> <ul style="list-style-type: none"> <li>• X2 Full Stack Observability (FSO)</li> <li>• X3 Sovereign Cloud</li> </ul> <p>Changed service requirements:</p> <p>X1 SASE</p> <ul style="list-style-type: none"> <li>• Added Secure Remote Worker use case</li> </ul> <p>D1 Cisco SD-WAN</p>

Document Version and Publication Date	Summary of Changes
	<ul style="list-style-type: none"> <li>• Removed Enterprise Network Assurance for AI Ops optional requirement</li> </ul> <p>D4 Meraki SD-WAN</p> <ul style="list-style-type: none"> <li>• Removed Enterprise Network Assurance for AI Ops optional requirement</li> </ul> <p>D5 Meraki Security</p> <ul style="list-style-type: none"> <li>• Removed Enterprise Network Assurance for AI Ops optional requirement</li> </ul> <p>D3 Meraki Access</p> <ul style="list-style-type: none"> <li>• Removed Enterprise Network Assurance for AI Ops optional requirement</li> </ul> <p>D6 Secure Access</p> <ul style="list-style-type: none"> <li>• Removed Enterprise Network Assurance for AI Ops optional requirement</li> </ul> <p>C8 Hybrid Cloud</p> <ul style="list-style-type: none"> <li>• Added Hyperscaler requirement</li> </ul>
9.1      05/2022	<p>Added the following policy to the document Introduction: Partner has the option to be audited against the previous audit document version up to 90-days after the latest audit document version is published.</p> <p>Changed service requirements:</p> <p>X1 SASE</p> <ul style="list-style-type: none"> <li>• Removed the Assurance and Visibility (Thousand Eyes) optional requirement, as it is now included in the Cisco SD-WAN and Meraki SD-WAN requirements (again as optional)</li> <li>• Updated Black Belt sales training requirements to the new SASE Stage 1 Pre-sales Black Belt training</li> <li>• Updated the Sales Enablement requirement</li> <li>• Updated the Customer Success requirement to include the Customer Experience Specializations as evidence</li> </ul> <p>D1 Cisco SD-WAN</p> <ul style="list-style-type: none"> <li>• Added ENAA Option and related operations and training requirements</li> <li>• Updated Black Belt sales training requirements to include Stage 2</li> <li>• Updated the Sales Enablement requirement</li> <li>• Updated the Customer Success requirement to include the Customer Experience Specializations as evidence</li> </ul> <p>D4 Meraki SD-WAN</p> <ul style="list-style-type: none"> <li>• Added ENAA Option and related operations and training requirements</li> <li>• Updated the Sales Enablement requirement</li> <li>• Removed the ECMS1 requirement, as the Black Belt Deployment track has now incorporated ECMS1 training</li> <li>• Updated the Customer Success requirement to include the Customer Experience Specializations as evidence</li> </ul> <p>D5 Meraki Security</p> <ul style="list-style-type: none"> <li>• Updated the Sales Enablement requirement</li> <li>• Removed the ECMS1 requirement, as the Black Belt Deployment track has now incorporated ECMS1 training</li> <li>• Updated the Customer Success requirement to include the Customer Experience Specializations as evidence</li> </ul> <p>D3 Meraki Access</p> <ul style="list-style-type: none"> <li>• Added ENAA Option and related operations and training requirements</li> <li>• Updated the Sales Enablement requirement</li> </ul>

Document Version and Publication Date	Summary of Changes
	<ul style="list-style-type: none"> <li>• Removed the ECMS1 requirement, as the Black Belt Deployment track has now incorporated ECMS1 training</li> <li>• Updated the Customer Success requirement to include the Customer Experience Specializations as evidence</li> </ul> <p>D6 Secure Access</p> <ul style="list-style-type: none"> <li>• Added ENAA Option and related operations and training requirements</li> <li>• Updated the Sales Enablement requirement</li> <li>• Updated the Customer Success requirement to include the Customer Experience Specializations as evidence</li> <li>• Corrected typos regarding stages 1-3 of Black Belt training</li> </ul> <p>C8 Hybrid Cloud</p> <ul style="list-style-type: none"> <li>• Added a requirement to specify UCS and/or Hyperflex in the application</li> <li>• Updated Black Belt sales training requirements for Sales and Pre-Sales to Cloud Experience</li> <li>• Updated Black Belt deployment and support training requirements – some tracks are now optional</li> <li>• Updated the Sales Enablement requirement</li> </ul> <p>D2 Cloud Managed Security</p> <ul style="list-style-type: none"> <li>• Added service options for: <ul style="list-style-type: none"> <li>◦ Managed Cloud Firewall using Umbrella SIG</li> <li>◦ Managed Web Security using Umbrella SIG</li> <li>◦ DNS Monitoring Service using Umbrella SIG</li> </ul> </li> </ul> <p>C10 Cloud Calling</p> <ul style="list-style-type: none"> <li>• Updated the PSTN peering requirement to include reference to the Webex Calling PSTN Interoperability Program</li> </ul>
9.0 08/2021	<p>Added service designations:</p> <ul style="list-style-type: none"> <li>• X1 Secure Access Services Edge (SASE)</li> </ul> <p>Changed service requirements:</p> <p>D1 Cisco SD-WAN</p> <ul style="list-style-type: none"> <li>• Removed reseller agreement requirement</li> <li>• Standardized customer references requirement</li> <li>• Added Cisco CPE requirement</li> <li>• Updated and reorganized training links</li> <li>• Standardized customer success practice requirement</li> </ul> <p>D4 Meraki SD-WAN</p> <ul style="list-style-type: none"> <li>• Removed reseller agreement requirement</li> <li>• Standardized customer references requirement</li> <li>• Updated and reorganized training links</li> <li>• Standardized customer success practice requirement</li> </ul> <p>D5 Meraki Security</p> <ul style="list-style-type: none"> <li>• Removed reseller agreement requirement</li> <li>• Standardized customer references requirement</li> <li>• Standardized SLA requirement</li> <li>• Added BlackBelt training, sales training, sales enablement, compensation policy, customer success, and customer ticketing system requirements</li> <li>• Requirements have been reorganized into five key domains</li> </ul>

Document Version and Publication Date	Summary of Changes
	<ul style="list-style-type: none"> <li>◦ Service Offering</li> <li>◦ Service Delivery</li> <li>◦ Service Marketing</li> <li>◦ Sales Operations</li> <li>◦ Customer Success</li> </ul> <p>D3 Meraki Access</p> <ul style="list-style-type: none"> <li>• Removed reseller agreement requirement</li> <li>• Standardized customer references requirement</li> <li>• Standardized SLA requirement and customer success requirement</li> <li>• Added BlackBelt training, sales training, sales enablement, compensation policy, and customer ticketing system requirements</li> <li>• Requirements have been reorganized into five key domains <ul style="list-style-type: none"> <li>◦ Service Offering</li> <li>◦ Service Delivery</li> <li>◦ Service Marketing</li> <li>◦ Sales Operations</li> <li>◦ Customer Success</li> </ul> </li> </ul> <p>D6 Secure Access</p> <ul style="list-style-type: none"> <li>• Renamed from Secure Network Access to Secure Access</li> <li>• Replaced CCNP Routing and Switch certification option with CCNP Enterprise</li> <li>• Removed reseller agreement requirement</li> <li>• Standardized customer references requirement</li> <li>• Some requirements have been renamed or reorganized, but remain substantially the same</li> <li>• Service tiers requirement is now explicitly optional</li> <li>• Training links have been updated and reorganized</li> <li>• Standardized customer success practice requirement evidence option #2</li> </ul> <p>D7 Webex for BroadWorks</p> <ul style="list-style-type: none"> <li>• Removed reseller agreement requirement</li> <li>• Standardized customer references requirement</li> <li>• Standardized SLA optional elements</li> <li>• Updated training links</li> <li>• Standardized customer success practice requirement</li> </ul> <p>D2 Cloud Managed Security</p> <ul style="list-style-type: none"> <li>• Removed reseller agreement requirement</li> <li>• Standardized customer references requirement</li> <li>• Updated product names</li> </ul> <p>C8 Hybrid Cloud</p> <ul style="list-style-type: none"> <li>• Updated to reflect the latest portfolio of Cisco Hybrid Cloud solutions that power managed hybrid cloud services: <ul style="list-style-type: none"> <li>◦ Intersight as a hybrid cloud management platform</li> <li>◦ Intersight Workload Optimizer to maximize workload performance across hybrid cloud</li> <li>◦ AppDynamics to provide performance monitoring of hybrid cloud applications</li> <li>◦ UCS, HyperFlex, and advanced data center networking (Nexus, ACI) for cloud and on-premise locations</li> </ul> </li> </ul>

Document Version and Publication Date	Summary of Changes
	<ul style="list-style-type: none"> <li>• Ready for Cisco Plus – Includes specific requirements for Providers delivering hybrid cloud services with Cisco Plus Hybrid Cloud</li> <li>• Updated service tiers requirement for Providers to offer rich hybrid cloud services – starting from managed infrastructure services, secure hybrid cloud connectivity services and cloud experience services with application performance optimization</li> <li>• Requirements have been reorganized into five key domains <ul style="list-style-type: none"> <li>◦ Service Offering</li> <li>◦ Service Delivery</li> <li>◦ Service Marketing</li> <li>◦ Sales Operations</li> <li>◦ Customer Success</li> </ul> </li> <li>• Training links updated and reorganized</li> <li>• Removed reseller agreement requirement</li> <li>• Standardized customer references requirement</li> <li>• Standardized customer success practice requirement</li> </ul> <p>D8 Webex Contact Center</p> <ul style="list-style-type: none"> <li>• Removed reseller agreement requirement</li> <li>• Standardized customer references requirement</li> <li>• Standardized customer success practice requirement</li> </ul> <p>C2 Unified Communications as a Service Based on HCS</p> <ul style="list-style-type: none"> <li>• Removed reseller agreement requirement</li> <li>• Standardized customer references requirement</li> <li>• Removed Infrastructure as a Service (IaaS) option from Storage virtualization (C2.2.4) requirement</li> </ul> <p>C3 Contact Center as a Service Based on HCS</p> <ul style="list-style-type: none"> <li>• Removed reseller agreement requirement</li> <li>• Standardized customer references requirement</li> </ul> <p>C10 Cloud Calling</p> <ul style="list-style-type: none"> <li>• Renamed from Webex Calling SP to Cloud Calling</li> <li>• Grandfathered-in Existing PSTN Integration. For new services, partner must be a CCP Provider.</li> <li>• Removed CMSP requirement</li> <li>• Standardized customer references requirement</li> </ul> <p>M6 Business Communications</p> <ul style="list-style-type: none"> <li>• Removed reseller agreement requirement</li> <li>• Standardized customer references requirement</li> </ul> <p>M7 Unified Contact Center</p> <ul style="list-style-type: none"> <li>• UCCE Specialization requirement updated to Advanced UCCE Specialization</li> <li>• Removed reseller agreement requirement</li> <li>• Standardized customer references requirement</li> </ul> <p>Closed service designations [Closed to new applicants]:</p> <ul style="list-style-type: none"> <li>• C1 Infrastructure as a Service</li> <li>• M5 Managed Security</li> </ul> <p>Retired service designations:</p> <ul style="list-style-type: none"> <li>• M1 MPLS VPN</li> <li>• M3 Internet Service</li> </ul>

Document Version and Publication Date		Summary of Changes
		<ul style="list-style-type: none"> <li>M8 Business Video</li> <li>C4 Video and TelePresence as a Service</li> </ul>
8.02	09/2020	<p>Meraki SD-WAN item D4.SD.8 now correctly specifies the Meraki dashboard instead of the vManage dashboard</p> <p>Meraki Access item D3.1.2 now correctly specifies customer reference requirements</p>
8.01	09/2020	Added Cisco Webex Calling SP audit exemption language in the Introduction of the document
8.0	09/2020	<p>General:</p> <ul style="list-style-type: none"> <li>Version 8.0 marks a major update to the structure of new managed service designations, and changes to some existing services. The structure of these services will now align to Cisco Service Creation pillars, and more closely mirror partner product management deliverables.</li> </ul> <p>The new requirement's structure has been separated into five sections:</p> <ol style="list-style-type: none"> <li>Service Offering</li> <li>Service Delivery</li> <li>Service Marketing</li> <li>Sales Operations</li> <li>Customer Success</li> </ol> <ul style="list-style-type: none"> <li>Material requirements such as a PRD, MSD, Architecture, and other documents that cannot be validated pre-audit have been moved from the Prerequisites section to the Service Design section across all services</li> <li>Customer references are now required for new and updated service designations</li> <li>Two Cisco/Meraki certified individuals are now required for new and updated service designations</li> <li>Black Belt training for sales, pre-sales, operations, and support personnel is now required for new and updated service designations</li> </ul> <p>Retired service designations:</p> <ul style="list-style-type: none"> <li>M9 Service Provider Wi-Fi</li> <li>C9 Cisco Webex SP</li> </ul> <p>New Cloud Managed Service designations</p> <ul style="list-style-type: none"> <li>Secure Access</li> <li>Webex Contact Center</li> <li>Webex for Broadworks</li> </ul> <p>C10 Cloud Calling</p> <ul style="list-style-type: none"> <li>Cloud Calling has been renamed to Webex Calling SP to align with the underlying product name</li> </ul> <p>D1 Cisco SD-WAN and D4 Meraki SD-WAN</p> <ul style="list-style-type: none"> <li>Cisco SD-WAN and Meraki SD-WAN have been revamped to align to Service Creation pillars and more closely mirror partner product management deliverables</li> <li>Customer references are now required at the time of audit</li> <li>Two certified individuals are now required for new service designations</li> <li>Black Belt SD-WAN Presales, Deployment, and Support training is now a requirement for Sales Operations</li> </ul>
7.5	03/2020	<p>General</p> <ul style="list-style-type: none"> <li>Footers with version and date information are now correct across all sections</li> </ul>

Document Version and Publication Date	Summary of Changes
	<p>C2 Unified Communications as a Service Based on HCS</p> <ul style="list-style-type: none"> <li>• C2.1.4 – Partners with a valid phase 3 A2Q are no longer required to submit to an additional A2Q for CMSP annual renewal</li> </ul> <p>C9 Webex SP</p> <ul style="list-style-type: none"> <li>• C9.1.6 – Partners must now provide evidence of completing either the Cisco Customer Experience Specialization or Advanced Customer Experience Specialization requirements</li> </ul> <p>D1 Cisco SD-WAN</p> <ul style="list-style-type: none"> <li>• D1.4.5 Data Retention requirement changed to only apply if data is stored in the partner cloud</li> </ul> <p>D4 Meraki SD-WAN</p> <ul style="list-style-type: none"> <li>• D4.4.5 Data Retention requirement changed to only apply if data is stored in the partner cloud</li> </ul>
7.4.1      09/2019	<p>Maintenance release</p> <ul style="list-style-type: none"> <li>• D4.4.6 Cloud Managed Meraki SD-WAN <ul style="list-style-type: none"> <li>◦ Aligned dashboard requirements to available Meraki metrics</li> </ul> </li> <li>• D4.4.12 Cloud Managed Meraki SD-WAN <ul style="list-style-type: none"> <li>◦ Aligned dashboard requirements to available Meraki metrics</li> </ul> </li> </ul>
7.4      07/2019	<p>General:</p> <ul style="list-style-type: none"> <li>• Retired service designations: <ul style="list-style-type: none"> <li>◦ M2 Metro Ethernet</li> <li>◦ M4 IP Trunking</li> <li>◦ C5 Desktop as a Service</li> <li>◦ C6 Disaster Recovery as a Service</li> <li>◦ C7 Cloud Cell Architecture for SAP HANA</li> </ul> </li> <li>• The Cisco Powered Cloud Managed DNA Services group has been renamed to the Cisco Powered Cloud Managed Services</li> <li>• Meraki now has its own SD-WAN, Security, and Access designations</li> <li>• Cloud Managed Access is now Meraki Access</li> <li>• Meraki SD-WAN designation added</li> <li>• Meraki Security designation added</li> <li>• ECMS1 certification now required for Meraki designations; CCNP requirements removed for Meraki designations</li> </ul> <p>C2 Unified Communications as a Service Based on HCS</p> <ul style="list-style-type: none"> <li>• C2.2.2 and C2.2.3 updated</li> </ul> <p>Designs now based on:</p> <ul style="list-style-type: none"> <li>◦ IaaS and Hybrid Cloud designations</li> <li>◦ Cisco Cloud and Datacenter CVDs</li> <li>◦ Cisco SAFE Architecture Guides and CVDs</li> <li>◦ Hardware and software restrictions removed</li> <li>◦ Cisco or 3rd party specs-based hardware</li> </ul> <ul style="list-style-type: none"> <li>• C2.1.4 Assessment to Quality (A2Q) is now required</li> </ul> <p>D1 Cisco SD-WAN</p> <ul style="list-style-type: none"> <li>• Cloud Managed SD-WAN is now named Cisco SD-WAN</li> </ul>



Document Version and Publication Date		Summary of Changes
		<ul style="list-style-type: none"> <li>Designation is now exclusive to Cisco branded hardware, where applicable (Cisco Meraki now has its own designation)</li> <li>D1.1.4 – Updated certification requirements from CCNP SP to CCNP Route &amp; Switch</li> <li>D1.2.2 – Updated component descriptions to align to Cisco SD-WAN documentation</li> <li>D1.2.2.4 – Application Aware Routing is now required and no longer optional</li> </ul> <p>D2 Cloud Managed Security</p> <ul style="list-style-type: none"> <li>Designation is now exclusive to Cisco branded hardware, where applicable (Meraki now has its own designation)</li> <li>D2.2.1 – Added Stealthwatch Cloud as a service option</li> <li>VPN as a Service now correctly has its own numbered section</li> </ul> <p>D3 Meraki Access</p> <ul style="list-style-type: none"> <li>D3.1.5 CCNP certification removed; ECMS1 certification now required</li> </ul> <p>D4 Meraki SD-WAN</p> <ul style="list-style-type: none"> <li>D3.1.4 Evidence of a Customer Success Practice now required</li> </ul> <p>D5 Meraki Security</p> <ul style="list-style-type: none"> <li>New designation</li> </ul>
7.3	12/2018	<p>M6 Business Communications</p> <ul style="list-style-type: none"> <li>Updated M6.1.3 to allow for UC on UCS supported hardware.</li> </ul> <p>C2 Unified Communications as a Services Based on HCS</p> <ul style="list-style-type: none"> <li>Simplified infrastructure architectural requirements to align with IaaS, C1, and Hybrid Cloud, C8.</li> </ul> <p>C9 Webex SP</p> <ul style="list-style-type: none"> <li>Amended to allow for a two-of-three required services approach to meet the designation requirements.</li> <li>Required services include HCS using the Cisco Collaboration Flex licensing model, Cloud Connected Audio for Service Providers to complement Webex Meetings, and/or Cisco BroadCloud calling.</li> <li>Moved Customer Portal requirements from Operate, C9.4, to Build, C9.2, for consistency with Cloud Calling designation.</li> </ul> <p>C10 Cloud Calling</p> <ul style="list-style-type: none"> <li>Designation added.</li> </ul> <p>D1 Cloud Managed SD-WAN</p> <ul style="list-style-type: none"> <li>Removed reference to ISR G2 as a viable platform.</li> <li>Amended D1.2.2.1 to explicitly allow for vManage to be hosted in the Cisco cloud (in addition to other deployment options).</li> </ul>
7.2	08/2018	<p>General:</p> <ul style="list-style-type: none"> <li>Updated customer reference language in all services, X.x.1.2.</li> <li>Removed Audit representation language from all services. Outsourcers for particular aspects of service builds and delivery are always invited to attend audits.</li> <li>NOTE: These changes did not result in the modified date per service being updated.</li> </ul> <p>M8</p> <ul style="list-style-type: none"> <li>Updated the training requirements for Cisco Meeting Server.</li> </ul> <p>M11 Managed Intelligent WAN</p> <ul style="list-style-type: none"> <li>Retired service designation.</li> </ul>

Document Version and Publication Date	Summary of Changes
	<p>C2 Unified Communications as a Service Based on HCS (HCS)</p> <ul style="list-style-type: none"> <li>Renamed service to spell out UC as Unified Communications.</li> </ul> <p>C3 Contact Center as a Service Based on HCS (HCS_CC)</p> <ul style="list-style-type: none"> <li>Added Cisco Unified Contact Center Express (UCCX) as a viable architecture.</li> </ul> <p>C4 Video and TelePresence as a Service (TPaaS)</p> <ul style="list-style-type: none"> <li>Updated the training requirements for Cisco Meeting Server.</li> </ul> <p>C9 Cisco Webex SP</p> <ul style="list-style-type: none"> <li>Renamed service from Cisco Spark SP.</li> <li>Portal requirements were updated to align with the Cisco Webex Control Hub.</li> <li>Two CCNPs are now required instead of one.</li> <li>C9.1.6 updated to require Life Cycle Advisor program explicitly.</li> <li>Availability SLA, C9.4.1 now required.</li> <li>Removed the requirement for the device inventory report, C9.4.7.</li> </ul> <p>D1 Cloud Managed SD-WAN</p> <ul style="list-style-type: none"> <li>Removed Intelligent WAN (IWAN) as a viable architecture for this service.</li> <li>Reflected rebranding of Virtual Managed Services (VMS) to Managed Services Accelerator (MSX).</li> </ul> <p>D2 Cloud Managed Security</p> <ul style="list-style-type: none"> <li>Removed D2.1.6 requiring Point of Sales information to be provided to Cisco. This is governed by the associated product's buying program.</li> <li>Substantial changes to the sub-service requirements including those around Umbrella and AMP for Endpoints.</li> </ul>
7.1 11/17/2017	<p>M8 Business Video</p> <ul style="list-style-type: none"> <li>The Cisco Powered Business Video designation is now based on the Cisco Meeting Server (CMS). This section has changed significantly. Please review the section in its entirety to see the changes.</li> </ul> <p>M10 Data Services over Satellite</p> <ul style="list-style-type: none"> <li>Retired service designation.</li> </ul> <p>C2 UC as a Service Based on HCS (HCS)</p> <ul style="list-style-type: none"> <li>Removed C2.1.8 requiring Point of Sale (POS) reporting to reflect the option to consume HCS as a subscription (Cisco Spark Flex).</li> </ul> <p>C3 Contact Center as a Service based on HCS (HCS_CC)</p> <ul style="list-style-type: none"> <li>Removed C3.1.2 requiring the Assessment to Quality (A2Q) process for the first three deployments. Subsequent C3.1 sections renumbered accordingly.</li> </ul> <p>C9 Cisco Spark SP</p> <ul style="list-style-type: none"> <li>Removed C9.2.6, referencing the optional service, call control based on Cisco Spark Call.</li> <li>Removed C9.2.9, referencing the optional service, Preferred Media Provider (PMP).</li> </ul> <p>D1 Cloud Managed SD-WAN</p> <ul style="list-style-type: none"> <li>Added support for Cisco SD-WAN (Viptela) based services architecture.</li> </ul> <p>D3 Cloud Managed Meraki Access</p> <ul style="list-style-type: none"> <li>Designation added.</li> </ul>
7.0 06/06/2017	<p>C1 IaaS</p> <ul style="list-style-type: none"> <li>Removed reference to VSA</li> </ul>

Document Version and Publication Date	Summary of Changes
	<ul style="list-style-type: none"> <li>Removed “offer” language from C1.2.10 as this is operator specific. Covered layer in portal requirements.</li> <li>POS reporting requirement removed.</li> <li>Simplified list of network virtualization options.</li> </ul> <p>C8 Hosted Security as a Service (HSS)</p> <ul style="list-style-type: none"> <li>Designation migrated to D2 Cloud Managed Security.</li> </ul> <p>C9 CCA-MCP -&gt; C8 Hybrid Cloud</p> <ul style="list-style-type: none"> <li>Renamed to Hybrid Cloud.</li> <li>Becomes C8 with HSS’ migration.</li> <li>Removed POS reporting requirements.</li> <li>Removed requirements for named cloud platforms and software including Microsoft Hyper-V, Systems Center, and Azure Pack.</li> <li>Removed the requirement that storage virtualization be “storage device-based.”</li> </ul> <p>C9 Cisco Spark SP</p> <ul style="list-style-type: none"> <li>Designation added.</li> </ul> <p>D1 Cloud Managed SD-WAN</p> <ul style="list-style-type: none"> <li>Added support for Meraki-based services architecture.</li> </ul> <p>D2 Cloud Managed Security</p> <ul style="list-style-type: none"> <li>Designation added, transforming what was Hosted Security as a Service.</li> <li>Changed requirement from one to two Cisco-based security services.</li> <li>Added support for delivery of services outside of the SP datacenter.</li> <li>Added support for multiple Cisco Cloud based offerings.</li> <li>Removed requirement for Cisco UCS as the compute platform.</li> </ul>
6.0 02/17/2017	<p>General – Added Cloud Managed DNA Services category.</p> <p>M11 Managed Intelligent WAN</p> <ul style="list-style-type: none"> <li>Renamed from Intelligent WAN as a Service (IWANaaS) to better describe the outcome.</li> </ul> <p>C4 Video and TelePresence as a Service (TPaaS)</p> <ul style="list-style-type: none"> <li>C4.1.8 – Removed option for a CCIE to supersede service-specific certification exams.</li> </ul> <p>D1 Cloud Managed SD-WAN – New service launched.</p>
5.5 11/30/2016	<p>General – Removed stand-alone document summarizing the changes.</p> <p>M1 MPLS VPN – Clarified language.</p> <p>M2 Metro Ethernet (ME) – Clarified language.</p> <p>M3 Internet Service – Clarified language.</p> <p>M5 Managed Security</p> <ul style="list-style-type: none"> <li>Replaced Cisco IronPort with Cisco Email Security Appliance.</li> <li>Replaced ScanSafe with Cisco Web Security Appliance or Cisco Umbrella.</li> <li>Removed option to use Trend Micro technologies in place of Cisco solutions.</li> </ul> <p>M11 Intelligent WAN as a Service (IWANaaS)</p> <ul style="list-style-type: none"> <li>Introduce Intelligent Path Control (PFR) and Hybrid WAN as mandatory requirements</li> <li>Clarification of Application Visibility and Control requirements</li> </ul> <p>C1 IaaS</p>

Document Version and Publication Date	Summary of Changes
	<ul style="list-style-type: none"> <li>• Clarified language and added ACI as an architectural option.</li> <li>• Removed duplicate sections on virtualization and services.</li> <li>• Removed duplicate language related to unified fabric and UCS.</li> <li>• C1.2.4 – Services Layer – Added requirement that Intrusion Prevention Systems must be delivered from a Cisco platform vs. 3rd party.</li> </ul> <p>C2 UC as a Service Based on HCS (HCS)</p> <ul style="list-style-type: none"> <li>• Clarified language and added ACI as an architectural option.</li> </ul> <p>C3 Contact Center as a Service based on HCS (HCS_CC)</p> <ul style="list-style-type: none"> <li>• Clarified language.</li> </ul> <p>C4 Video and TelePresence as a Service (TPaaS)</p> <ul style="list-style-type: none"> <li>• The Cisco Powered Video and TelePresence as a Service offer is now based on the Cisco Meeting Server (CMS). This section has changed significantly. Please review the section in its entirety to see the changes.</li> </ul> <p>C5 Desktop as a Service (DaaS)</p> <ul style="list-style-type: none"> <li>• Clarified text and added ACI as an architectural option.</li> <li>• Removed the requirement to align with a particular third-party-based reference architecture. Any desktop management platform can be used as long as the service requirements are met.</li> <li>• C5.2.4 – Services Layer – Added requirement that Intrusion Prevention Systems must be delivered from a Cisco platform vs. 3rd party.</li> <li>• Removed the requirement for a “Multi-Data Center design” as many Providers do not support DaaS deployments outside of their data center.</li> <li>• Removed the requirement for “Private Label Branding” as this is a business model decision and not necessary for a high-quality offering.</li> </ul> <p>C6 Disaster Recovery as a Service (DRaaS)</p> <ul style="list-style-type: none"> <li>• Clarified text and added ACI as an architectural option.</li> </ul> <p>C8 Hosted Security as a Service (HSS)</p> <ul style="list-style-type: none"> <li>• This section has changed significantly. Please review the section in its entirety to see the changes.</li> </ul>
5.4      04/08/2016	<p>Update of Career Certifications and Specialization/ATP Requirements Summary</p> <p>Update of MPLS VPN requirements</p> <p>Update of Business Communications requirements</p> <p>Update of Business Video requirements</p> <p>Update of Video and Telepresence as a Service (TPaaS) requirements</p> <p>Update of Disaster Recovery as a Service (DRaaS) requirements</p> <p>Update of Cisco Powered Architecture for the Microsoft Cloud Platform requirements (CCA-MCP)</p> <p>Removal of Foundation for Software as a Service (FnSaaS)</p> <p>Removal of BYOD as a Service (BYODaaS)</p> <p>The Intelligent WAN as a Service (IWANAaaS) service has been moved from a Cloud Service to a Managed Service, M11</p>
5.3      07/31/2015	Added Architecture for Microsoft Cloud Platform to Cisco Powered Cloud Services portfolio
5.2      05/29/2015	Added new offers
5.1      11/30/2014	Added new offers

Document Version and Publication Date		Summary of Changes
5.0	05/30/2014	Added new offers
4.0	12/13/2013	Added new offers
3.0	06/14/2013	Added new offers
2.0	04/24/2013	Initial Version



Americas Headquarters  
San Jose, CA

Asia Pacific Headquarters  
Singapore

Europe Headquarters  
Amsterdam, The Netherlands

Cisco has approximately 400 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)