

Appendix 1: Sample Audit Agendas

Gold/Silver Certification: Cisco Collaborate Services Program, Shared Support Program, SIS or Reseller Support Program

Audit Agenda Item	Estimated duration
Introductions and review of audit goals and methodology	15 minutes
Partner overview presentation	15 minutes
Cisco relationship	15 minutes
Review of Previous Action Items and Opportunities for Improvement, if applicable	15 minutes
Validation of support lab equipment/NFR equipment, including connectivity capabilities and tools	15 minutes
Customer Satisfaction/Loyalty	45 minutes
Pre-Sales/Plan, Design and Implement: <ul style="list-style-type: none"> ▪ Demonstration ▪ Project Management (including Post-Project Review/Lessons Learned) ▪ Design ▪ Quality Assurance ▪ Hiring and Training 	2.5 hours
Service Support: <ul style="list-style-type: none"> • Incident Management, including review of call tracking system and Cisco cases • Problem Management • On-site Response/Troubleshooting 	1.5 hours
Service Delivery: <ul style="list-style-type: none"> • Service Level Management • Security Management • Metrics 	1 hour
Review of audit findings with auditor (if applicable)	15 minutes

Gold/Silver Certification: Cisco Branded Resale and Packaged Support Program

Audit Agenda Item	Estimated duration
Introductions and review of audit goals and methodology	15 minutes
Partner overview presentation	15 minutes
Cisco relationship	15 minutes
Review of Previous Action Items and Opportunities for Improvement, if applicable	15 minutes
Revenue from Services	15 minutes
Pre-Sales/Plan, Design and Implement: <ul style="list-style-type: none"> ▪ Demonstration ▪ Project Management (including Post-Project Review/Lessons Learned) ▪ Design ▪ Quality Assurance ▪ Hiring and Training 	2.5 hours
Customer Satisfaction/Loyalty	45 minutes
Service Attach Rate	15 minutes
Service Support: <ul style="list-style-type: none"> • Incident Management 	1 hour
Service Delivery: <ul style="list-style-type: none"> • Security Management • Metrics 	1 hour
Review of audit findings with auditor (if applicable)	15 minutes

Master Unified Communications

Audit Agenda Item	Estimated duration
Introductions and review of audit goals and methodology	15 minutes
Partner overview presentation	15 minutes
Cisco relationship	15 minutes
Review of Previous Action Items and Opportunities for Improvement, if applicable	15 minutes
Validation of support lab equipment/NFR equipment, including connectivity capabilities and tools	15 minutes
Pre-Sales/Plan, Design and Implement: <ul style="list-style-type: none"> ▪ Demonstration ▪ Capacity Planning ▪ Design ▪ Hiring and Training 	2.5 hours
Service Support: <ul style="list-style-type: none"> • Incident Management, including review of call tracking system and Cisco cases • Problem Management • Configuration Management • Change Management and Release Management • On-site Response/Troubleshooting 	2 hours
Service Delivery: <ul style="list-style-type: none"> • Service Level Management • Security Management • Metrics 	1 hour
Review of audit findings with auditor (if applicable)	15 minutes

Master Security

Audit Agenda Item	Estimated duration
Introductions and review of audit goals and methodology	15 minutes
Partner overview presentation	15 minutes
Cisco relationship	15 minutes
Review of Previous Action Items and Opportunities for Improvement, if applicable	15 minutes
Validation of support lab equipment/NFR equipment, including connectivity capabilities and tools	15 minutes
Review of Vulnerability Assessment documentation	15 minutes
Pre-Sales/Plan, Design and Implement: <ul style="list-style-type: none"> ▪ Demonstration ▪ Capacity Planning ▪ Design ▪ Hiring and Training 	2.5 hours
Service Support: <ul style="list-style-type: none"> • Incident Management, including review of call tracking system and Cisco cases • Problem Management • Configuration Management • Change Management and Release Management • On-site Response/Troubleshooting 	2 hours
Service Delivery: <ul style="list-style-type: none"> • Service Level Management • Metrics 	1 hour
Review of audit findings with auditor (if applicable)	15 minutes

Managed Services

Audit Agenda Item	Estimated duration
Introductions and review of audit goals and methodology	15 minutes
Partner overview presentation	15 minutes
Cisco relationship	15 minutes
Review of Previous Action Items and Opportunities for Improvement, if applicable	15 minutes
NOC Tour/overview of services offered	30 minutes
Validation of support lab equipment/NFR equipment, including connectivity capabilities and tools	15 minutes
Pre-Sales/Plan, Design and Implement: <ul style="list-style-type: none"> ▪ Project Management (including Post-Project Review/Lessons Learned) ▪ Capacity Planning ▪ Design ▪ Quality Assurance ▪ Hiring and Training 	1.5 hours
Service Support: <ul style="list-style-type: none"> • Incident Management, including review of call tracking system and Cisco cases • Problem Management • Configuration Management • Change Management and Release Management • On-site Response/Troubleshooting • Remote Troubleshooting Access 	2 hours
Service Delivery: <ul style="list-style-type: none"> • Service Level Management • Security Management • Service Continuity/Disaster Recovery • POS Data Reporting • Metrics 	1.5 hours
Review of audit findings with auditor (if applicable)	15 minutes