



Huawei Technologies Co., Ltd.

# Enterprise Business Group Document

Huawei EBG BD. No. [2017] 051

Approved by: Yan Lida

## CSP Certification Standards and Management Regulations Outside of China V2.0

### I. CSP Overview

Huawei Certified Service Partner (CSP) certification not only measures partners' service capabilities, but also lays foundation for authorization and incentives granted by Huawei to service partners.

### II. CSP Certification Rules and Standards

#### 1. CSP Certification Rules

- (1) CSP certification covers five fields: **enterprise networking** (routing and switching/security/WLAN), **enterprise networking** (transmission/access), **enterprise cloud communications** (UC/CC/VC/IVS), **IT** (storage/server/cloud computing/DC), and **network energy** (DCF/UPS). For each field, partners are divided into three-star, four-star, and five-star levels (capabilities in ascending order) based on service capabilities.
- (2) CSP certification is available to all Huawei partners. Partners submit applications and wait for approval according to the CSP certification process. For details, see *Attachment 1 CSP Certification Operation Guide V2.0*.
- (3) Partners can take Global CSP (GCSP) certification after receiving Huawei's invitation. For details, see the *Enterprise BG Global CSP Certification and Management Regulations V2.0*.



- (4) For partners, the authorized service regions must be the same as the authorized sales regions unless the regions are specified by Huawei.

## **2. CSP Certification Standards for Each Field**

### **(1) CSP certification standards**



CSP Certification Requirement		Three-Star	Four-Star	Five-Star	
1. Basic requirements	Register to become Huawei's partner.	●	●	●	
	No major complaints from customers caused by poor service quality	●	●	●	
2. Certification requirements for service solution sales personnel	The number of service sales personnel who have passed the HCS-Pre-sales-Service Solution certification must meet the standard.	-	○	1	
3. Requirements for service delivery project managers	PMP	-	○	○	
4. Certification requirements for after-sales engineers	Enterprise Networking (R&S, WLAN, and Security)	HCNA	2	1	1
		HCNP	-	2	2
		HCIE	-	-	2
	Enterprise Networking (Transmission and Access)	HCNA	2	1	1
		HCNP	-	2	2
		HCIE	-	-	2
	IT (Storage, Server, Cloud Computing, and DC)	HCNA	2	1	1
		HCNP	-	2	2
		HCIE	-	-	2
	Enterprise Cloud Communications (UC, CC, VC, and IVS)	HCNA	2	1	1
		HCNP	-	2	2
		HCIE	-	-	2
	Network Energy (DCF and UPS)	HCNA	2	1	1
HCNP			2	2	
HCIE				2	



CSP Certification Requirement		Three-Star	Four-Star	Five-Star
5. <b>Service platform</b>	Technical service organization	●	●	●
	Technical Assistance Center (TAC)	5x8	7x24	7x24
	Customer issue management system (escalation process)	-	●	●
	Company email accounts for receiving Huawei service requests and transferring materials and documents	●	●	●
	Lab experiment to provide support for after-sales services	-	-	●
	Cyber security specialist (taking Huawei cyber security training and passing Huawei exams)*	-	1	1
6. <b>On-site investigations</b>	On-site investigation report for first-time certification	-	≥ 60 points	≥ 70 points

**Note:**

- ○: optional; ●: mandatory; -: not required
- The preceding requirements (including quantity requirements) are the minimum requirements for CSP certification at all levels worldwide. The CSP certification standards vary according to regions. Comply with the standards released by Huawei's local representative office.
- If HCIE certification has not been launched for a certain field, replace it with HCNP certification in the same field.
- HCS-Field certification in the UPS, IVS, and server fields can serve as a substitute for HCNP certification.
- Requirements for cyber security specialists are subject to the CSP certification



standards released by Huawei's local representative office.

- On-site investigations need to be carried out for four-star and five-star CSP applications. For details about the requirements, see Attachment 2 *CSP Capabilities Evaluation Report V2.0*.

**(2) Certification standard description**

**Certification requirements for personnel's skills:**

- a The number of certified people is subject to Huawei's registration records. All the certificates must be valid.
- b Certification for different products can be double-counted for the same engineer. If an engineer has several certificates for one product, the highest-level one will be counted during the certification.
- c All technical certifications of different products within a CSP certification field will be deemed as valid. For example, a partner who applies for the three-star CSP in the IT field shall have two HCNA certificates (including career certification of two products: storage and cloud computing), whether it is HCNA-Storage or HCNA-Cloud.
- d High-level certification can replace low-level certification. For example, if two HCNA certificates are required, one HCNA certificate and one HCNP certificate can also meet the requirements.
- e After passing Huawei's certification exam, partner engineers should link their certificates to themselves and their company in the system as soon as possible. Certificates not linked will be deemed as invalid.
- f To enable a channel partner to start business cooperation as soon as possible, the industry certification certificates can also be used if the required Huawei career certification certificates have not been obtained when the partner applies for CSP certification in the Enterprise Networking field for the first time. The following table shows the mapping between the industry certification certificates and Huawei career certification certificates.

Industry Certification	Equivalent Huawei Certification (Enterprise Networking)	Validity Period
CCIE	HCIE	Six months



CCNP	HCNP	
CCNA	HCNA	

### (3) Service platform requirements

- a All CSPs must company email accounts for receiving Huawei enterprise business service requests and transferring materials and documents. CSPs must assign dedicated personnel to contact Huawei Enterprise Technical Service Dept.
- b A fixed service organization and technical personnel are necessary for a three-star or above CSP.
- c Three-star CSPs must provide an 8/5 service hotline. Four-star or five-star CSPs must provide a 24/7 service hotline and a dedicated engineer to answer the technical service calls and handle, dispatch, track, record, and escalate customer requests and conduct customer surveys by phone.
- d Four-star or five-star CSPs should build a customer issue management system to record, manage, and monitor the service processes, results, and effects.
- e Five-star CSPs should set up lab environments dedicated for Huawei enterprise business equipment to provide after-sales support. For the environment requirements, see Attachment 3 *Suggestions for CSPs About the Lab Environments for After-Sales Support V2.0*.

### III. Validity Period for CSP Certification

1. Partner authorization is managed based on calendar years. For partners that pass the certification before June 30, the authorization expiration date is December 31 of the same year. For partners that pass the certification after June 30, the authorization expiration date is December 31 of the next year.
2. Due to the improvement of certification standards, the validity period of CSPs that will expire in the first half of 2018 is prolonged by 180 days. If the validity period will expire in the second half of the year, the validity period is not extended and the certification is renewed according to the new standards.

Huawei will send an email to notify the partner to apply for certification renewal one



month before the expiration of the partner's CSP certification. The partner can contact the local channel service manager about the CSP certification renewal.

#### IV. Requirements Before Certification Expiration

When the partner's CSP certification becomes invalid, the partner must perform the following procedures before the partnership expires:

1. The partner hands end user information and relevant data about Huawei's devices to Huawei.
2. Continue to perform operations according to the contract until all responsibilities in the maintenance service contract are fulfilled.

#### V. Approval and Effective Date

This document takes effect from the date of release and is effective until the next version is released. The validity period of the attachments to this document is the same as that of this document.

#### VI. Contact

If you have any questions about the policies, contact the Service Partners Business Dept.

#### VII. Documents Replaced

No.	Document Name	Document No.	Reason
1	<i>Enterprise BG CSP Certification Standards and Regulations Outside China V1.0</i>	No. [2017] 033	Updated the document.

**VIII. Attachments**

No.	Document Name
1	<i>Attachment 1: CSP Certification Operation Guide V2.0</i>
2	<i>Attachment 2: CSP Capabilities Evaluation Report V2.0</i>
3	<i>Attachment 3: Suggestions for CSPs About the Lab Environments for After-Sales Support V2.0</i>

Enterprise Business Group

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Report to: none

To: Partners Business Dept, Global Sales Dept, Marketing & Product Solution Sales Dept, Enterprise Technical Service Dept, Finance Mgmt Dept, Contract and Negotiation Dept, Quality & Operations Dept, Enterprise Business Transformation and IT Dept, Enterprise Supply Chain Dept, Legal Affairs Dept, Inspection Dept, and enterprise business department of each region

Cc: ST members of the Enterprise BG

Enterprise Business Group, Huawei Technologies Co., Ltd.

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**Change History**

Version	Prepared/Modified By	Preparation/Modification Date	Content/Reason for Modification
V1.0	Wu Wei	2016-12-31	First draft.
V2.0	Zhang Hongtao	2017-11-30	Second draft.