



Huawei Technologies Co., Ltd.

Enterprise Business Group Document

Huawei EBG BD. No. [2017] 050

Approved by: Yan Lida

Global CSP Certification and Management Regulations V2.0

I. Introduction to Global CSPs

Huawei has launched the certification program for global partners to satisfy requirements of increasing global business. Global Certified Service Partners (GCSPs) refer to partners that have been certified by Huawei and granted the multinational service authorization in authorized countries. A partner can own the identities of GCSP and local CSP in the authorized country at the same time.

II. GCSP Certification

1. GCSP Certification Rules

- 1) A GP or GD, if invited by Huawei and meets GCSP certification standards, can sign the GCSP agreement with Huawei.
- 2) After the agreement is approved, a certificate will be issued to the GCSP's HQ.
- 3) The authorized countries must be clearly defined in the GCSP agreement. Perform on-site investigations in newly-authorized countries and update the authorized country list.



2. GCSP Certification Standards

1) GCSP certification standards

Certification and Review Item		Standard
1. Basic requirements	Become Huawei certified partners.	Must meet the requirement.
	Adhere to the channel policies and have no major violations.	No violation record
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.	2
3. Requirements for service delivery project managers	The project managers must have the PMP certificate.	One person The project manager is responsible for management of multinational project delivery.
4. Requirements for engineer career certification (any technical direction)	HCIE	4
	HCNP	4
	HCNA	2
5. Service platform requirements	There must be a technical service organization.	The partner must have an organization for technical services, as well as resources for on-site services and service capabilities in five or more countries. In addition, the partner should provide a contact person for service management.
	SLA of Technical Assistance Center	24 hours/7 days
	Customer issue management system	The partner should establish a system for customer issue management and escalation to record, manage, and monitor service processes, results, and effects.
	The company should provide an email account for receiving Huawei service requests and transferring materials and documents.	Must meet the requirement.
	Lab environment to provide after-sales support	Must meet the lab environment requirements posed for any five-star



Certification and Review Item		Standard
		CSP.
	Cyber security specialist (passing Huawei cyber security exams)	One person
6. Requirements for on-site investigations	On-site investigation (for the first-time application)	Obtain a score of at least 70 points during the investigation (on-site investigation in authorized countries and countries where there is a TAC).

NOTE

Huawei will centrally evaluate partners' overall capabilities in providing global services based on the preceding requirements.

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 the product, the highest-level one will be counted during the certification.
 - c High-level certification can substitute low-level certification. For example, if two HCNA certificates are required for CSP certification, one HCNA certificate and one HCNP certificate can also meet the requirements.
 - d After passing Huawei's certification exam, partner engineers should associate their certificates to themselves and their company in the system as soon as possible. Certificates not associated will be deemed as invalid.
- Service platform requirements:
 - a The partner should own a fixed service organization and technical personnel, specify its organizational structure, roles, and responsibilities, and designate a contact person for Huawei Enterprise Technical Service Dept.



- b The 24/7 service hotline should be available with engineers to answer the calls, handle, dispatch, record, track, and escalate requests, and call back customers for satisfaction survey.
- c The partner should set up an IT system to manage customer issues and interconnect with the service hotline, enabling an end-to-end electronic handling process for customers, so that service procedures, deliverables, and feedback can be recorded, managed, and monitored.
- d The partner should provide its company's email account for receiving Huawei enterprise service requests and transferring materials and documents.
- e The partner should establish a lab environment dedicated for Huawei equipment to support after-sales services. For details about the environmental requirements, see Attachment 1 *Suggestions for CSPs About the Lab Environments for After-Sales Support V2.0*. The standard is met if the environment meets the requirements for any of the CSP certification fields.

- On-site investigation:

If a partner submits a GCSP application for the first time, an on-site investigation must be carried out, and the score must reach 70 points, which is the standard score of Huawei on-site investigations. For details about the investigation content, see Attachment 2 *CSP Capabilities Evaluation Report V2.0*.

III. Requirements Before Partnership Expiration

The validity period of GCSP certification is the same as that of GP and GD certification. Before the partner's GCSP certificate becomes invalid and partnership expires, the partner must perform the following procedures:

- (1) The partner hands end users' information and data relevant to Huawei equipment to Huawei.
- (2) The partner continues to perform operations according to the contract until all responsibilities in the maintenance service contract are fulfilled.



IV. Huawei Service Authorization for GCSPs

GCSPs can obtain the same service sales and delivery authorization as that of local five-star CSPs in authorized countries.

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 attachment is the same as that of this document.

VI. Contact

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

VII. Documents Replaced

No.	Document Name	Document No.	Reason
1	<i>Enterprise BG Global CSP Certification Standards and Regulations V1.0</i>	No. [2017] 032	Updated the document.

VIII. Reference Documents

No.	Document Name
1	<i>Enterprise BG CSP Certification Standards and Management Regulations Outside of China V2.0</i>

IX. Attachments

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

Enterprise Business Group

28,12,2017

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	Jiang Ying/00247094	2016-12-31	First draft.
V2.0	Yan Bin/00291580	2017-12-14	Second draft.