Global Technical Center ⚙

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| Overview | Strategic Planning and Enablement (SPE) | GTC Delivery | GTC Technical Leadership | Service Delivery Transformation |

Welcome to...

Links of interest

Policy, Procedure & Governance

Our vision is to have a standardized process across the globe which ensures that GTC and Cisco achieve operational and customer excellence while maintaining compliance with industry, federal, environmental, and financial standards.

PP&G Overview:

- Develop and manage GTC policies, processes, and procedures

- Ensure compliance with ISO standards, environmental factors, and Cisco culture

- Conduct periodic reviews to confirm the policies are up-to-date and to account for business continuity

Key Impacts:

- Knowledge sharing and collaboration that bring the best value to Cisco and ensure customer satisfaction

- ISO readiness and excellent audit results specific to documentation

- Identifying and driving to closure any gaps in Policy, Process, and Procedure organization

Updates

Monthly Updates   Weekly Updates
PPG Docs Review Schedule Spreadsheet

Popular

TAC Single Source of Truth (SSOT)
EDCS
Business Effectiveness EDM
GTC Change Leadership EDM
Strategic
GTC Bus

Emergencies   ≈   📅   👤