

EODB & TAC SSOT

- 1 Revision & Approval Histories
- 2 Scope description consistency
- 3 More coverage, fewer documents –
further tightening possible with focus on Case Management
- 4 Glossary eliminates “Definitions” table maintenance
- 5 Review date adjustment
- 6 New Change Request Tool

Revision Histories

Approval Histories

1

10. Revision History

The revision history appears in the table below

Rev	Date	Name of User ID	Modifications Made
A0	20 Apr 2011	Alice Bratt	Initial Policy Release
A1	26 May 2011	Chris Brown	Added GTC to policy name
B0	06 Jun 2011	Jane Brown	Revised mobile voice and data features
B1	17 Jun 2011		
B2	05 Jul 2011		
B3	13 Dec 2011		

10 Revision History

The revision history is located at the following link:
http://www.in-eng.dsco.com/cgi-bin/edcs/edcs_info?2223093#History

- Addresses recent OFI finding
- Eliminates confusion
- Promotes historical accuracy

TAC SSOT Compilation Reference

Table of Contents (Contents by Word)

00700	Writing Release Note Endpoints (out of scope)
07000	Data Release Note Endpoints (out of scope)
08000	Lab Safety Program (out of scope)
09000	Global Service Supply Chain and TAC TAD Drive Procedure
40000	Corporate Lab ESD Policy & Procedures (out of scope)
40500	Web 2.0 User Guide
40900	TAC Globalized Service Policy

Previous comments retained in Compilation Document

Operations	Name
GTC America Gateway	Mary Martine
	Tom Orlino
	Mark Holloma
	Jan Hickey
	Michael Kuch
Link of Delivery Form or Marketplace	Tom Holloman
GTC AP Delivery	Alyn Mowbray
	Wendy Wren
	Willy Rodriguez
	David Adams
GTC OMD Delivery	Joselyn Garcia
High Touch Technical Support	Bob Williams
TS America Report	Jeff Zuber (to be replaced)
TS Taiwan	LENNY TAO - Macao Office
	TS OMD Region - East Africa
	TS APAC - France/Spain
	TS China - General (Compliance/Quality)
	TS Japan - Yamaguchi (to be replaced) Japan TAC Technical Lead
	TS America - Wipro Mobile (to be replaced)

Before:

In-document maintenance duplicates effort

Now:

Link to EDCS History...

8. Approvals

The record of approval is located in EDCS at http://www.in-eng.dsco.com/cgi-bin/edcs/edcs_info?2223093#History.

Reviewer	Status	Date Submitted	Date Reviewed	Comments
dmartine	APPROVED	10/16/2012 12:23:32	10/18/2012 19:54:28	N/A
thinkle	APPROVED	10/16/2012 12:23:32	10/17/2012 10:11:32	N/A
mholloma	APPROVED	10/16/2012 12:23:32	10/16/2012 12:41:02	Thanks for the ch
ED		10/16/2012 12:23:32	11/12/2012 21:20:24	N/A

...links to Approvals...

Rev/St	App Record	Size
12/AP	App	83 K
11/OE	App	82 K

Scope

2

Scope

- This procedure applies only to Service Requests involving SMT participants associated products.
- This procedure addresses Service Requests where a customer engages Cisco address produc
- This gl aligns support

Scope

This policy applies to GTC, FTS, and Theater TAC personnel.

Eligibility: Qualification requirements per Cisco's reward and recognition policy include the following:

- A. Individual work performance must be in good standing with a performance rating of Exceptional, Outstanding, or Superior.
- B. Employees who are not eligible for the award.
- C. Decision made by the award committee.

3. Scope

This global process applies to all Technical Center TAC (GTC TAC), District TAC, and Theater TAC.

Disparate-

- Styles
- Content choices
- Structure styles

2 Scope

This process applies to:

- Consistency
- Familiarity
- Removes guesswork

Organizations Affected

Global Delivery Partners (GDP)
Global Technical Center (GTC)
High Touch Technical Support (HTTS)
Regional TACs

Also applies to all hardware equipment supported by the RMA process per the [FA policy](#)

Document Reduction

Reduces duplication of effort, possibility of including conflicting information.

Example: The TSANet Trio

Global TAC TSANet Case Handling Policy

Global TAC Inbound TSANet Case Handling Procedure

Global TAC Outbound TSANet Case Handling Procedure

= 3:

Purposes • Scopes • Compliance strictures •
Reviews • Review Dates • History comments
• multi-reviewer Approval decisions

Global TAC TSANet Case Handling Policy and Procedure

= 1

Completed:

Global TAC Bug Management Policy

Global TAC Bug Management Process

Global TAC Bug Management and Policy and Process

Global TAC CSE On-Site Visit Policy

Global TAC Customer Site Visit Process

Global TAC Customer Site Visit Policy and Process

33 documents Oct 2011

6 new documents

7 absorbed documents

32 documents Mar 2013

3

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TAC SSOT Glossary Document

9 Term Definitions

Case	Entry created in the Integrated Engagement system to track a customer concern, status and resolution. A Case has a unique identifier, contains fields for customer information, the Case owner, Case of chronological list of actions that have occurred leading to the resolution.
CSE	Customer Support Engineer: Technical support engineers work to resolve customer interconnecting problems.
CSOne	Customer Support One: Trouble call tracking database used by CSE information about customer, the individual Cases opened, and contact information.
Global Delivery Partners (GDP) TAC	Refers to Cisco vendors who provide TAC services to Cisco customers. TAC vendors use Cisco CS tools and comply with TAC policies, procedures.
Golden Rules	Golden Rules are customer specific instructions that provide customer engagement rules, such as who, when and how to contact the customer.
GTC TAC	Global organization that includes GTC TAC and GTC Global Delivery (GDP) with focus on post-claim technologies. GTC executes on a global, consistent, and integrated service experience to customer.
Hidden Key Words	Key Word combinations which are not made visible to customer.
Key Words	Key Word combinations are composed of Technology, Sub-Technology, Problem Codes. Key Words provide sufficient precision to search for the best available CSE.

Business Rules Engine

See [BRE](#).

CS

Customer Contact Center: The call-tracking database, used by CSE, that contains customer, customer network problems, status of an individual Case, contact information, and contact information.

CS Workgroup

A logical CS group of individual CSEs organized by technologies and products.

CA

Customer Advocacy

CACD

Customer Advocacy Central Operations

See [Calibration Identification Number](#).

A person responsible for equipment maintenance and oversight, including more defined laboratories and/or manufacturing test environments.

8 Definitions

Defined terms are located in EDCS as [L1147899 Global TAC Glossary of Terms](#).



One source—

- Promotes consistency
- Inline links = clarity
- Removes ambiguity

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Review Date Adjustment

Bottlenecks gradually arise as review dates for individual documents are pushed out

Adjusting review dates across the calendar –

- Eases the bottlenecks
- Allows for even distribution of complex documents
- Reduced pressure provides opportunity for equivalent attention for each document

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Change Request Tool

http://wwwin.cisco.com/cgi-bin/CustAdv/ts/tso/gtc/spe/ppg_request.pl

* Required field)

Name: Stacie Knasiak	UserID: sknasiak	Location: RESEA
Subject / Topic <input type="text"/>	(limit 50 characters)	EDCS Number <input type="text"/>

Submission Request Type *

Create a new policy/process

Administrative updates of a current policy/process

Obsolete or retire a current policy/process

Content Update to a current policy/process

Submission Urgency *

Low

Medium

Expected Time Line [\(Calendar\)](#)

Operational Impact (what problem or challenge does the submission address?) *

- Clarity
- Predefined categories ensure completeness of request

Text fields for...

- **Operational Impact** (what problem or challenge does the submission address?)
- **Compliance Measurements** (Provide details as to what Key Performance Indicators would be used to measure success of the submitted policy/process)
- **Financial Impact** (what are the estimated costs, if any, associated with this submission?)
- **Submission Draft and/or Other Related Documentation** (please save to a Cisco internally accessible URL)