Team Captain Roles & Qualifications

Selecting the right team captain

Top Qualities

✓ Dedicated   ✓ Vested in IT Deployments

✓ Responsive   ✓ Values Cisco Products & CLCs

✓ Trustworthy   ✓ Interested in the Team's Success

A large part of the Team Captain Designated Admin (TCDA) role is ensuring CLCs are used before the expiration deadline. Staying on top of CLC usage requires determining what training is needed, when it should happen, how it should be delivered, and who should be trained. Outside of the actual training, the Team Captain must ensure they log into LCMT on a regular basis and are responsive and diligent in managing CLCs to approve and decline transactions in a timely manner.

Do you know the different Team Captain roles and the qualifications for each?

Qualifications for Team Captain role assignments

Participating Company to identify the Team Captain Designated Admin (TCDA)

Your company must decide who will be the authorized representative(s) to view, approve, and manage Cisco Learning Credits and accept the Terms & Conditions on their behalf. At least one TCDA must be assigned within 30 days of CLC activation.

To qualify for the TCDA role, this person(s) must:

- Be an employee of the participating company.

- Be authorized by the company to act on their behalf.

- Have an active Cisco Connection Online Identification (CCOID) profile with first name, last name and employer listed.

- Have an email address aligned to the company's email domain. If the email is not aligned to the company's email domain, user must update their email address in their profile. Generic names and personal emails are not valid.

- Able to accept CLC Terms and Conditions and Team Captain Affirmation statement in LCMT within 90 days of assignment to the role.

Important: Team Captain Guidelines

As part of our continuous improvement process, the Learning Credits Team continuously reviews existing Team Captain assignments in the tool for compliance to our policies and procedures.

Our policy is that only an employee of the customer can hold the Team Captain Designated Admin (TCDA) role. The Team Captain's Cisco.com username must align to the customer business email address. Any personal email addresses (gmail.com, yahoo.com, etc.) is not permitted. Any Team Captains discovered using a personal email address will be contacted and asked to change their email address to their current business email address by creating a new profile. If they do not update their email address, they will be removed.

Qualifications for Team Captain role assignments

TCDA to determine if a Team Captain Other (TCO) is needed

The TCDA can decide if someone outside the organization is needed to manage the account. If so, the TCDA can appoint a TCO who is authorized to view, approve, and manage CLCs on behalf of the company.

To qualify for the TCO role, this person(s) must:

- Be outside of the organization and assigned by the TCDA but cannot be a Cisco employee or Cisco contractor or Learning Partner.

- Be added only after the TCDA has been fully set up in LCMT and the terms have been accepted.

- Have an active Cisco Connection Online Identification (CCOID) profile with first name, last name and employer listed.

- Use their company email address. Because this person is external to the customer, it is expected that the company domains will not match. If not aligned to their business email address, instruct user to update their email in their profile. Generic names and personal emails are not valid.

TCDA to determine if Team Players are needed

The TCDA can assign additional team players to the account to have view-only access to CLCs in LCMT. Team Players do not have authority for approving debits nor authority to add/remove members from the team.

To qualify as a Team Player, this person(s):

- Is usually an employee of the company and is assigned by a TCDA.

- Is added after the TCDA has been fully set up in LCMT and has accepted the T&Cs.

- Must have an active Cisco Connection Online Identification (CCOID) profile with first name, last name and employer listed.

Determining who to assign to the account

It is the participating company's responsibility for ensuring that at least one TCDA is always assigned to the account. The company must decide who will be the authorized representative(s) to oversee and manage their Cisco Learning Credits account and accept the Terms and Conditions on behalf of the company.
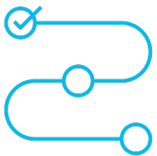
After accepting the terms, it will be up to the TCDA to decide if other individuals are needed to help manage the account. The TCDA should determine who to assign to a role based on the requirements and the level of authority needed.

When requesting role assignment changes, keep in mind that under no circumstances can a TCDA be removed without being replaced by another TCDA. All requests must be made by opening a case with the Cisco Learning Credits Team. Click for instructions.

CISCO

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