

Dealer Service Certification Program

Self-Assessment Form

Contact Name: _____ Phone Number: _____
 Company Name: _____ E-mail Address: _____
 Address: _____ Previously Certified? Gold Level or _____ Silver Level _____
 City, State, ZIP: _____ Date Submitted: _____

Certification is earned and awarded by facility.

Product Training	10 points per product if 2 or more technicians are certified	5 points per product if 1 technician is certified	
Pro-Watch® Basic			= <input type="text"/>
Pro-Watch Advanced			= <input type="text"/>
Pro-Watch Enterprise			= <input type="text"/>
DVM (Digital Video Manager)			= <input type="text"/>
Pro-Watch Video Manager			= <input type="text"/>

Project Management	Formal CSPM certification utilize Microsoft® Project or other PM software in the PM process	Formal training, but no certificates. Must have structured PM process	Informal process, but can show some type of PM process	
	20 points	10 points	5 points	= <input type="text"/>
MCSE / MCDBA / CCNA Network + Certifications*	Staff includes: one MCSE, one MCDBA and one CCNA	Staff includes: one CCNA and one MCSE or MCDBA	2 staff members complete: Complete Current Microsoft Server and SQL Courses. Earn CCNA Certification.	
	10 points	5 points	2.5 points	= <input type="text"/>
SSA Retention	80 - 90% active not including warranty period	70 - 80% active not including warranty period	60 - 70% active not including warranty period	
	10 points	5 points	2.5 points	= <input type="text"/>
Customer Satisfaction	Points are based on submitting five end user surveys	Points are based on submitting three end user surveys		
	10 points	5 points		= <input type="text"/>
Test Facility	Dedicated area to test and stage systems	Area that can be used to test and stage systems (not permanent)		
	10 points	5 points		= <input type="text"/>
CAD Capabilities	Full set of engineering drawings available for all Honeywell security systems	Full set of engineering drawings available for a majority of Honeywell security systems		
	10 points	5 points		= <input type="text"/>

*Any comparable certification or other degree program submittals will be considered.
 For more information on Honeywell Product Training: www.honeywellintegrated.com/support/training
 For more information on SIA/CSPM certification: sionline.org

Honeywell Security & Data Collection
 Honeywell Integrated Security
 2700 Blankenbaker Pkwy, Suite 150
 Louisville, KY 40299
 1.800.323.4576
www.honeywell.com

L/DLRSVCF/D
 July 2009
 © 2009 Honeywell International Inc.

Send completed form to:
Honeywell Security & Data Collection
 Honeywell Integrated Security
 135 West Forest Hill Avenue
 Oak Creek, WI 53154
 Attention: Holly Tuinstra
 Phone: 866.455.DSCP (3727) / Fax: 414.766.1795
 E-mail: holly.tuinstra@honeywell.com



Form Total