

# CSIA Certified: The Distinction of Excellence

## What is CSIA Certification?

CSIA Certification is a demonstration of the commitment of a control system integrator to meet the highest standards for business and management. Our members believe technical proficiency alone is not enough. To grow and sustain a successful integration company that meets clients' current and future requirements, integrators need to develop good business and management skills in addition to technical knowledge and abilities.

## Why should I consider becoming CSIA Certified?

CSIA Certification proves to prospective clients that your firm employs CSIA Best Practices in your business. Preparing for the audit and becoming CSIA Certified is a difficult task, but ultimately results in improved business operations and a distinct marketing advantage.

## How does a control system integrator become CSIA Certified?

Associate members of CSIA that want to seek CSIA Certification need to review and understand the criteria for the audit which are in the CSIA Best Practices manual, verify that their internal processes and procedures are documented and meet the intention of the criteria, select one of the two independent auditing firms, schedule an audit, prepare for the audit by having evidence of meeting the criteria readily available and finally, being audited. The audit typically takes one full day (two days for international or non-English speaking members).

If the audit is passed by achieving an appropriate score then CSIA is informed. If the audit is not passed the auditor and the integrator decide on what corrective actions are needed to pass the audit. CSIA is not informed when the audit is not passed.

CSIA offers an optional "Boot Camp" – a workshop and online discussion group for members who are preparing for the audit. There is also substantial preparation documentation available.

## What do the auditors look for?

The criteria in the audit are derived from the CSIA Best Practices Manual. Of the manual's 300 guidelines, the auditors look at 76 criteria that CSIA members and their clients consider necessary for operating a successful control systems integration company.

The list includes many criteria that end users might not think of when selecting an integrator, such as disaster recovery plans, computer system backups and internal quality audits. Find it at [www.controlsys.org/documents/AuditCriteriaV302.pdf](http://www.controlsys.org/documents/AuditCriteriaV302.pdf).

## What steps are required to maintain CSIA Certification?

Every three years, CSIA Certified firms undertake the audit process to become recertified. This periodic review encourages Certified integrators to stay up to date with current business practices and to focus on continuously improving their businesses.

## What is CSIA's role in the certification audit?

Other than organizing the voluntary "Boot Camp," the association's role is to train and authorize the auditing firms and provide materials to support members preparing for the audit. CSIA is not involved in the audit process itself. Audit scores, details of the audit and company operations are never revealed to CSIA, nor are failed audits. Only when a member company passes the audit is CSIA informed of the "Pass."

## How do I demonstrate technical proficiency?

Most automation vendors have System Integrator or Solution Provider programs that indicate the integrator's technical qualifications on their products. Contact your vendors for information on their programs.

## How can I learn more about CSIA Certification?

Current CSIA members can learn more by visiting the CSIA Connected Community. Prospective members are invited to register as a guest to access the site.



*The CSIA Best Practices Manual focuses on fundamental management practices, including:*

- General Management
- Human Resources Management
- Marketing, Business Development and Sales Management
- Financial Management
- Project Management
- System Development Lifecycle
- Supporting Activities
- Quality Assurance Management



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