

CSN checklist

This checklist was created to help our customers to fill in the necessary CSN documents. This document will guide you, step by step, through the necessary tasks, which you have to complete for using the CSN-network connection and CSN applications. At the beginning you should answer the following 4 questions:

Which service or application do you want to use?

- Your contact person at VW or Audi has informed you for sure about the necessary services or applications. In case of doubt our Service Support Center is looking forward to support you.

Which brand supplies the requested service you want to use (Volkswagen/Audi)?

- Normally the requested services will be prepared by the brand, you want to work with. In case of doubt our Service Support Center is looking forward to support you.

Which CSN-contract type accomplishes your service requirements?

- The document in annex 2 „CSN pricelist and service-contents“ will help you to answer this question.

What kind of network access or which provider you want to use?

- The information document „CSN first information“ will help you to answer this question.

1. contract, confidentiality agreement and company data	✓
Complete the CSN-contract as well as the annex 1 „company data“.	
In case of brand Audi complete annex 3 „confidentiality agreement“.	
Proof of certificate in accordance with ISO 27001 or realisation of a self-assessment for information security by use of the provided questionnaire.	
Send the original CSN-contract, the original annexes: annex 1 „company data“, annex 3 „confidentiality agreement with Audi“ and self-assessment/copy of ISO 27001 certificate by mail to the Service Support Center. Sending the documents by fax in advance may accelerate the processing.	
2. processing the application (duration 2 – 6 weeks)	✓
After we checked your documents you will get a reference number.	
Your contact partner at Volkswagen/Audi agrees to the connection.	
If necessary, you will be contacted by Volkswagen in order to make a confidentiality agreement.	
If necessary, you will be contacted for closing an external provider contract.	
If you want to transfer data by OFTP, you have to purchase the needed OFTP-Software (e.g. rvs [®] of T-Systems). You also have to configure the encryption using ComSecure.	
The provider will set up your technical access to VW/Audi.	
3. contract conclusion	✓
You get the counter-signed contract from operational services, an overview of your technical configuration and if necessary additional hardware.	
If necessary, match your internal system and your local network with the new requirements.	
Arrange an appointment with the Service Support Center to test your connection.	
4. connection test and handover to operation support	✓
Please contact the Service Support Center by telephone at the agreed date, to test the availability of the applications with the help of our technicians.	
The connection will be released (handover to operation support).	