

Escalation Process

Service Requests, Incidents/Problems, Questions:

For all technical requests, incidents, and/or questions, please contact the Network Operations Center (NOC) to submit the issue and indicate the impact severity and urgency where applicable.

Option	Contact Information	
1	Phone: 860.622.4560 Option 1 Derations E-mail: servicedesk@cteducation.net	
1	Derations E-mail: servicedesk@cteducation.ne C) Web: https://sn-tools.grnoc.iu.ed	

The NOC will provide escalation as needed to second tier technical support and third tier CEN on-call staff as part of standard support procedures. If an issue requires further escalation beyond what is provided via the NOC, utilize the Escalation Contact list below.

Emergency escalation beyond NOC services listed above:

Option	Role	Contact Information
2	NOC On-Duty Supervisor	317.278.6625
3	CEN Senior Engineer	Rick Cheung Rick.Cheung@uconn.edu o 860.622.4567 m 585.456.8943
4	CEN Director	Ryan Kocsondy ryan.kocsondy@uconn.edu o 860.622.4563 m 860.785.4877

General Information:

Home Page https://ctedunet.net

E-mail servicedesk@cteducation.net

Billing billing@cteducation.net

Operations Calendar https://sn-tools.grnoc.iu.edu/operations-

calendars/?network_name=Connecticut%20Education%20Network&