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	Role	Contact Information
1	**24x7 Network Operations Center (NOC)**	Phone: 860.622.4560 Option 1 E-mail: servicedesk@cteducation.net Web: https://sn-tools.grnoc.iu.edu/cen-request/

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&