



## Appendix A

### Escalation Process

#### Service Requests, Incidents, 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
<b>1</b>	<b>24x7 Network Operations Center (NOC)</b>	Phone: 860.622.4560 Option 1 E-mail: <a href="mailto:servicedesk@cteducation.net">servicedesk@cteducation.net</a> Web: <a href="https://sn-tools.grnoc.iu.edu/cen-request/">https://sn-tools.grnoc.iu.edu/cen-request/</a>

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
<b>2</b>	NOC On-Duty Supervisor	317.278.6625
<b>3</b>	CEN Executive Director	Ryan Kocsondy <a href="mailto:ryan.kocsondy@uconn.edu">ryan.kocsondy@uconn.edu</a> 860.622.4563 m 860.785.4877

#### Important Information to bookmark and add to your allow lists:

Please be sure to add the phone number(s) and e-mail address to the allow lists internal to your organization and/or individual contact cell phones so we can contact you in a timely manner.

NOC caller ID number	317.278.6625
E-mail service requests to:	<a href="mailto:servicedesk@cteducation.net">servicedesk@cteducation.net</a>
E-mail ticket updates will Be sent from:	<a href="mailto:cen@ticket.globalnoc.iu.edu">cen@ticket.globalnoc.iu.edu</a>
E-mail service alerts will Be sent from:	<a href="mailto:servicealerts@cteducation.net">servicealerts@cteducation.net</a>
Billing	<a href="mailto:billing@cteducation.net">billing@cteducation.net</a>
Service Status Dashboard	<a href="https://status.net.cen.ct.gov/grafana/d/4kAHdhpMz/cen-service-status?orgId=2">https://status.net.cen.ct.gov/grafana/d/4kAHdhpMz/cen-service-status?orgId=2</a>
CEN Home Page	<a href="https://ctedunet.net">https://ctedunet.net</a>