

Appendix A

Network Operations Center Escalation

**24x7x365 Network Operations Center 860.622.4560, Option 1 or e-mail
servicedesk@cteducation.net**

**When emergency escalation beyond the CEN Network Operations Center is required, please
use the following:**

1st Escalation

GlobalNOC On-Duty Supervisor 317.278.6625

2nd Escalation

Rick Cheung
Sr. Network Engineer
Connecticut Education Network
Office: 860.622.4567
Mobile: 585.456.8943
Rick.Cheung@uconn.edu

3rd Escalation

Ryan Kocsondy
Director
Connecticut Education Network
Office: 860.622.4563
Mobile: 860.785.4877
Ryan.Kocsondy@uconn.edu

CEN Home Page: <http://www.ct.gov/cen/site/default.asp>

CEN NOC Home Page: <https://cennoc.grnoc.iu.edu/>

Please submit problems, requests, and questions at:
<https://globalnoc.iu.edu/cennoc/support/report-a-problem.html>

CEN NOC Operations Calendars (RSS and ICAL):
<http://cennoc.grnoc.iu.edu/cennoc/support/operations-calendar.html>