

Appendix A

Network Operations Center Escalation

Option 1: 24x7x365 Network Operations Center 860.622.4560, 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: <https://ctedunet.net>

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

Please submit problems, requests, and questions at:
<https://cennoc.grnoc.iu.edu/cennoc/support.html>

CEN NOC Operations Calendars (RSS and ICAL):
https://sn-tools.grnoc.iu.edu/operations-calendars/?network_name=-Connecticut%20Education%20Network&