

# ***CEN & Nutmeg Network Network Operations Center Escalation***

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**7x24x365**  
**Network Operations Center**  
**860.622.4560, Option 1**  
**or e-mail [servicedesk@cteducation.net](mailto:servicedesk@cteducation.net)**

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If 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***

Scott Taylor  
*CEN Director*  
860.622.4563 Office  
860.281.1399 Mobile  
[Scott.Taylor@uconn.edu](mailto:Scott.Taylor@uconn.edu)

## ***3rd Escalation***

Gerard (Jerry) Johnson  
*Director of Enterprise Networks*  
State of Connecticut  
860.622.2355 Office  
860.897.0380 Mobile  
[Gerard.Johnson@ct.gov](mailto:Gerard.Johnson@ct.gov)

CEN Home Page: <http://cen.ct.gov/>  
CEN NOC Home Page: <http://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>