

Escalation Matrix

Escalation Matrix for ILL/Server Co-location Services				
Escalation Level	Service Affecting	Contact Point	Concerned Person	Contact Details
L1	Immediate	NOC (Maitri Vihar), PoP (OCAC), PoP (DLF) Mail: bbs.noc@stpi.in Ph: 0674-2300160	Shift Personnel	bbs.noc@stpi.in Ph: 0674-2300160
		NOC (ELITE, Gothapatana) Mail: bbs.noc@stpi.in Ph: 0674-2623016	Mr. Ajay Verma	ajay.verma@stpi.in M: 7982340005
L2	Two Hours	NOC (Maitri Vihar), PoP (OCAC), PoP (DLF), NOC (ELITE, Gothapatana)	Mr. Deepak Kumar Das (ILL Service)	deepak.das@stpi.in Ph: 0674-2623017, M: 9437394794
			Mr. Tapas Ranjan Barik (NOC/DC Server Co-location , VAPT)	tapas.barik@stpi.in M: 9040077808, Ph: 0674-2623019/2300160
L3	Four Hours	Additional Director	Mr. Soumya Ranjan Mohanty	s.mohanty@stpi.in Ph: 0674-2623007
L4	Eight Hours	Director	Mr. Surya Pattanayak	surya.pattanayak@stpi.in Ph:0674-2623001