

Process for LCLS Instrument Staff to Request Support & Escalation from LCLS Controls, Data Systems and X-ray Beam Delivery

Personal Cell-Phone numbers are maintained on a call-list issued to each instrument

(See: https://docs.google.com/spreadsheets/d/1oCIJaLEEhr7knAwRVz7EdLi5fcJA2j0DIRi7Z_6C3Tw/edit#gid=2051481962)

Rev 1.5, LCLS Run 20, March 22, 2022

Non-urgent help request

Open a JIRA ticket

<https://jira.slac.stanford.edu/secure/Dashboard.jspa>

Send email to the appropriate list, with your POC(s) in CC. Include all relevant details such as error messages and screen shots.

General (or unsure) pcds-help@slac.stanford.edu

Controls pcds-controls-l@slac.stanford.edu

Data Acquisition pcds-daq-l@slac.stanford.edu

Data Analysis pcds-ana-l@slac.stanford.edu

Data Management pcds-datamgt-l@slac.stanford.edu

IT Infrastructure pcds-it-l@slac.stanford.edu

Slack

#pcds-help

[#lcls-xray-beam-delivery]

ECS POC	Instruments
Tong Ju, Maarten Bosum	TMO
Jyoti Joshi	chemRIXS
Jyoti Joshi	qRIXS
Vincent Esposito	XPP
Jose Ortiz	XCS
Vincent Esposito	MFX
Tyler Pennebaker	CXI, SED
Peregrine McGehee	MEC
Christina Pino	Laser Labs, timing
Ken Lauer, Zach Lentz	UED

Urgent help request

If XBD issue, call XBD hotline x1818

Escalate to Bill Schlotter

1a - Phone ECS POC for Experiment

Name can be found in Questionnaire

1b - Phone ECS POC for Instrument

If no answer, and if other than your experiment POC

*No answer**

2 - Phone the Appropriate, Rotating, On-Call Expert

Controls	x8609
DAQ (LCLS1)	x8604
DAQ (LCLS2)	x8623
Data analysis	x8623
Data Management	x8625
IT Infrastructure	x8600

*No answer**

3 - Phone Appropriate System Manager

Controls & IT (1st)	Silke Nelson
Controls & IT (2nd)	Daniel Fiath
DAQ/Data Systems	Jana Thayer

* Please leave a message and allow a few minutes for a response before escalating to the next stage