

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

Rev 1.8 LCLS Run 22, March 25, 2024

## Non-urgent help request (in order of preference)

### Open a JIRA ticket

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

### Slack

#<instrument>

#pcds-help

[#lcls-xray-beam-delivery]

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

Data Acquisition [pcds-daq-l@slac.stanford.edu](mailto:pcds-daq-l@slac.stanford.edu)

Data Analysis [pcds-ana-l@slac.stanford.edu](mailto:pcds-ana-l@slac.stanford.edu)

Data Management [pcds-datamgt-l@slac.stanford.edu](mailto:pcds-datamgt-l@slac.stanford.edu)

IT Infrastructure [pcds-it-l@slac.stanford.edu](mailto:pcds-it-l@slac.stanford.edu)

General (or unsure) [pcds-help@slac.stanford.edu](mailto:pcds-help@slac.stanford.edu)

ECS POC	Instruments
Tong Ju, Basil Aljamal	TMO (IP1, DREAM)
Jyoti Joshi	chemRIXS
Patrick Oppermann	qRIXS
Vincent Esposito	XPP
Carolyn Gee	XCS
(Russell Woods)	MFx
Divya Thanasekaran	CXI
Peregrine McGehee	MEC
<a href="#">Laser Personnel</a>	Laser Labs, timing
Josue Zamudio	SED
	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)	Moises Smart
DAQ/Data Systems	Jana Thayer

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