

Support Request Escalation Process and Contact Information for LCLS Controls and Data Systems

Personal Cell-Phone numbers are maintained on a call-list issued to each instrument
(See: <https://slacspace.slac.stanford.edu/sites/lcls/Pages/Default.aspx>)

Rev 1.1, LCLS Run 18, 9/9/2020

Non-urgent help request

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

POC	Instruments
Mike Browne	MEC, MFX, UED
Adam Egger	CXI, TMO
Jyoti Joshi	RIXS, XCS
Silke Nelson	XPP
Sameen Yunus	Laser Labs
Bill Schlotter	EBD, FEE

Urgent help request

1a - Phone POC for Experiment
If other than your instrument POC
Assignment is in Exp't ELogBook

1b - Phone 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
Data Acquisition	x8604
Data Analysis	x8623
Data Management	x8625
IT Infrastructure	x8600

No answer*

2 - Phone Appropriate System Manager

Controls & IT (1st)	Silke Nelson
Controls & IT (2nd)	Daniel Flath
Data Systems (all)	Jana Thayer

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